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:

01/07/14

POSTED DATE : 12-30-13

VIN (FIRST 9 DIGITS) 3D72X38C9

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: Bench Creek Ranch

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Bench Creek Ranch
Paul Plouviez
P.O. Box 1315
Kings Beach CA 96143

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

Attention: Reimbursement

December 30, 2012

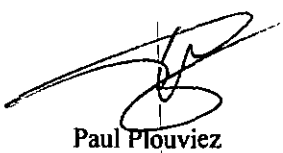
To Whom it may concern,

Following your ***IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528,*** find invoices and proof of payments with copy of Bank Statement.

The total is: $2,144.46 + $1,209.51 = **$3,353.97**

If any questions, please call me.

Regards,



Paul Plouviez
Cell: 818 519 4172

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7LX38C96G[redacted].

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

Dear BENCH CREEK RANCH

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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C.O.D.GARAGE/DIESEL

5051 Austin Hwy.
P.O. Box 214
Fallon, NV 89407-0214

Invoice

Date	Invoice #
8/15/2009	15612

Bill To
Bench Creek Ranch Shizuko Shimada Paul Plouviez 43333 Austin Hwy-Middle Gate Fallon, NV 89406

P.O. No.	Year/Make	Licence	VIN#	Model	Milage
	06 Dodge	BCR01	C96G[redacted]	3500 5.9 diesel	102,370.

Description	Qty	Rate	Amount
Labor: Engine has a miss that shakes the truck. Check engine computer for misfire codes, none found. Perform exhaust temperature test for a cold cylinder not firing with engine first cold and then at operating temperature. Tests OK. While performing tests, could sometimes hear a rattle from the flywheel when the engine was shut off. Unhook transmission components, remove transmission to find that the bearing in the middle of the two piece flywheel had failed, allowing the outer piece of the flywheel to go off center, causing the engine vibration. Remove clutch & flywheel assembly. Call Dodge for a price on a new flywheel. It would have to be backordered at least a week out. Locate an after market one piece flywheel that included a clutch & would solve the problem of off center ever happening again. Install new flywheel & clutch kit. Reinstall transmission, hook up components. Change oil in transfer case and top off oil in the transmission. Test drive, check operation.	9.5	80.00	760.00
flywheel/clutch assembly	1	1,235.82	1,235.82T

PAID 10-20-09 #2633

Subtotal	2046.67
Sales Tax (7.6%)	97.79
Total	2144.46
Payments/Credits	-2144.46
Balance Due	0

I hereby authorize the above repairs along with the necessary materials. You & your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanics lein is acnowledged on above vehicle to secure the amount of repairs thereto.

Phone #	Fax #
775-867-4317	775-428-2817

C.O.D.GARAGE/DIESEL

5051 Austin Hwy.
P.O. Box 214
Fallon, NV 89407-0214

Invoice

Date	Invoice #
10/16/2009	15733

Bill To
Bench Creek Ranch Shizuko Shimada Paul Plouviez 43333 Austin Hwy-Middle Gate Fallon, NV 89406

P.O. No.	Year/Make	Licence	VIN#	Model	Milage
	2006 Dodge	BCR03	C96G[redacted]	Ram 3500 5.9	93,344.

Description	Qty	Rate	Amount
Repairs performed 05/26/09 thru 05/28/09 Labor: After getting the water truck started, continued up the Ranch road to the broken pickup. Back truck up into the middle of the road and replace the broken steering joint. Take the truck back to the ranch & advise Paul that the truck needed to come into the shop for further repairs. Once the truck arrived at the shop, the Customer mentioned a vibration. Replace remaining steering components. While truck was on the hoist, continued checking to find both front & rear drive line U joints were bad. Remove rear drive line, found to be so bad that we had to take it to the driveline shop to have the constant velocity joint replaced, both U joints replaced, and have the tube straightened and balanced. Once the front dive line was repaired, it was reinstalled with new bolts. Change engine oil & filters. Check fluid levels in gear boxes. Take the truck to the tire shop to be aligned and to get an estimate for new tires. 12.5 hours discounted to 3 hours.	3	80.00	240.00

Subtotal	
Sales Tax (7.6%)	
Total	1209.51
Payments/Credits	
Balance Due	1209.51

I hereby authorize the above repairs along with the necessary materials. You & your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanics lein is acnowledged on above vehicle to secure the amount of repairs thereto.

Phone #	Fax #
775-867-4317	775-428-2817

Statement

C.O.D.GARAGE/DIESEL
5051 Austin Hwy.
P.O. Box 214
Fallon, NV 89407-0214

Date
10/20/2009

To:
Bench Creek Ranch Shizuko Shimada Paul Plouviez 43333 Austin Hwy-Middle Gate Fallon, NV 89406

Amount Due	Amount Enc.
$3,692.66	

Date	Transaction	Amount	Balance
08/13/2009	Balance forward		0.00
08/15/2009	INV #15611.	789.03	789.03
08/15/2009	INV #15612. Paid — check # 2631	2,144.46	2,933.49
10/15/2009	INV #15729.	379.71	3,313.20
10/16/2009	INV #15731.	846.84	4,160.04
10/16/2009	INV #15732.	467.57	4,627.61
10/16/2009	INV #15733. paid check # 2645	1,209.51	5,837.12
10/19/2009	PMT #2633.	-2,144.46	3,692.66

Check #2645
10/09/09

CURRENT	1-30 DAYS PAST DUE	31-60 DAYS PAST DUE	61-90 DAYS PAST DUE	OVER 90 DAYS PAST DUE	Amount Due
0.00	2,903.63	0.00	789.03	0.00	$3,692.66

FIRST INDEPENDENT BANK OF NEVADA
Member FDIC
P.O. BOX 11100
RENO, NEVADA 89510-1100
(775) 828-2000

008 00004 01
ACCOUNT: 43002021
DOCUMENTS: 24

BENCH CREEK RANCH CO LLC 20
43333 AUSTIN HWY 1
FALLON NV 89406 23

Bank from your office - ask us about e-Deposit.
Do you have an idea to get the local economy going again or do you want to see some ideas? If so, visit www.fromwoetowhoa.com

FIRST BUSINESS ACCOUNT 43002021

		LAST STATEMENT 10/20/09	110,328.45
AVERAGE BALANCE	96,286.73	1 CREDITS	4,182.95
		23 DEBITS	37,765.39
		THIS STATEMENT 11/20/09	76,746.01

DEPOSITS

REF #.....DATE.....AMOUNT	REF #.....DATE.....AMOUNT	REF #.....DATE.....AMOUNT
11/10 4,182.95		

CHECKS

CHECK #..DATE.....AMOUNT	CHECK #..DATE.....AMOUNT	CHECK #..DATE.....AMOUNT
2615*11/20 5,972.00	2634 10/22 615.00	2644 11/13 9,156.78
2618*11/05 1,000.00	2635 10/27 200.00	2645 11/13 3,692.66
2620 10/22 37.34	2636 10/21 200.00	2646 11/13 1,138.56
2621*10/29 510.00	2637 10/22 2,000.00	2647 11/12 15.81
2626*10/21 267.69	2638*11/02 151.23	2648 11/13 1,027.54
2630 10/21 1,382.58	2640 11/02 100.00	2649 11/12 521.82
2631*10/22 1,880.00	2641 11/04 751.92	2650 11/16 3,000.00
2633 10/26 2,144.46	2642*11/03 2,000.00	

(*) INDICATES A GAP IN CHECK NUMBER SEQUENCE

- - - ITEMIZATION OF NSF PAID AND RETURNED ITEM FEES - - -

	THIS PERIOD	YEAR TO DATE
NSF PAID ITEM FEE:	.00	105.00
NSF RETURNED ITEM FEE:	.00	140.00
OVERDRAFT FEES:	.00	65.00

* * * C O N T I N U E D * * *

Member Federal Deposit Insurance Corporation

IRMLY TO SEAL

PRESS FIRMLY TO SEAL

1006

48321

$5.60
00037323-09

RIORITY® MAIL ★

DATE OF DELIVERY SPECIFIED*

USPS TRACKING™ INCLUDED*

INSURANCE INCLUDED*

PICKUP AVAILABLE

* Domestic o

USED INTERN
USTOMS DECL
EL MAY BE RE

UNITED STATES POSTAL SERVICE®

USPS TRACKING #



Label 400 Jan. 2013
7690-16-000-7948

FROM:
BENCH CREEK RANCH
P.O. Box 1315
KINGS BEACH, CA 96143

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

RECEIVED
JAN - 7
By



EP14F July 2013
OD: 12.5 x 9.5

VISIT US AT USPS.COM®
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UNITED STATES POSTAL SERVICE®

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AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12-27-13

VIN (FIRST 9 DIGITS) 3D7KS28C5

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

SAFETY RECALL L16
LEFT TIE ROD

Dea[redacted]

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

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2011 model year Ram Trucks. Also involved are 2003 through 2008 Ram Trucks that had the steering linkage replaced with Mopar service parts.**

The problem is...	**The left tie rod ball stud on your truck** (VIN: **3D7KS28C56G[redacted]**) **may fracture under certain driving conditions. This could cause a loss of directional control and/or a crash without warning. Also, the front axle track bar bolt torque must be checked and tightened if required.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will tighten the front axle track bar bolt, inspect the left tie rod end and replace it if required. The work will take about ½ hour to inspect and an additional hour if the tie rod requires replacement. 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** right away 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
Notification Code L16

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

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



Neill H. (Vic) Ridgley
Consulting Geologist
M. Sc., CPG #5138
1560 Cherokee Trail
Reno, NV 89521-7233
(775) 851-2117/2771

December 27, 2013

RE Recall N62 / NHTSA 13V-528
2006 RAM 2500
VIN 3DK7S28C56G163718

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

Gentlemen:

I am writing again (see enclosed letter of 3/6/12) to get to the bottom of what is going on with the status of my tie rod repairs.

I had a tie rod failure in June of 2010, which necessitated a 230 mile tow from rural Nevada back to Carson Dodge for repairs.

6/3/10 – RO 195313
6/10/10 – RO 195617

In March, 2012 I received an "L16" recall notice suggesting I check out the left tie rod. The dealer statement RO 19531-1 implies that the parts installed were checked and found to be adequate, and you denied the claim I submitted.

I had another tie rod failure in October of 2013, producing another 230 mile tow from the same location back to Carson Dodge for a repeat of the repairs.

10/12/13 – RO 253326

I went in a few days ago for an oil change, and was informed verbally about the recall. While there, the truck was 'checked' and I was told that the suspension "looked OK."

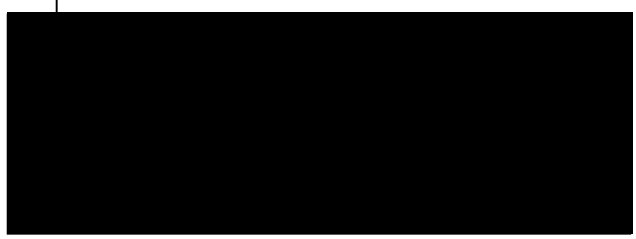
12/23/13 – RO 256202

Today I received another recall notice, cited above, and in rechecking the RO for 12/23 I see that actually I have been put on the waiting list.

Obviously, I am rather tired of spending $3400 every few years for new tie rod assemblies, and becoming reluctant to trust the steering assembly. For your information, both failures have happened while under way on unpaved mountain roads leading to a mining job site, and the last failure occurred while rounding hairpin turns on the side of a cliff bordered by a 1' high berm.

I would like a definitive statement – based on these ROs, as to what parts are currently installed relative to the first or second recalls, whether I am due any reimbursement for work to date, and whether the current parts are or are not due for replacement.

As supporting information – to show the extent to which this truck is maintained at great expense – I am enclosing a printout of my self-maintained service history, which I believe you will find confirmation of in your own records.



CUSTOMER #: 63840
UNIT# 6T7426

[redacted]

RENO, NV [redacted]
HOME [redacted] CONT:N/A
BUS: [redacted] CELL:

6/3/10

195313

INVOICE

DUPLICATE 1
PAGE 1

CARSON DODGE CHRYSLER, Inc.
3059 SOUTH CARSON STREET
CARSON CITY, NV 89701
PHONE (775) 883-2020
email: www.sales.carsondodge.com

CHRYSLER

SERVICE ADVISOR: 608 EDWARD ADDEO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PJC Light	06	DODGE RAM	3D7KS28C56G[redacted]		118784/118785	T2320

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
29APR06 DD	07OCT05	01MAY2009	18:00 03JUN10	0.00	CASH	04JUN10

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:6T7423 DLR:43508
17:49 01JUN10	08:42 04JUN10	ENG:ETH 5.9L HO Cummins Turbo Diesel Engine TRN:DEG 6-Speed Manual Transmission

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUSTOMER STATES VEHICLE TOWED TO FACILITY...RIGHT FRONT WHEEL COLLAPSED WHILE DRIVING						
	100			REPLACE TIE ROD ENDS/PITMAN ARM/STEERING DAMPNER			
		760	CHD	2.70		283.50	283.50
	1	52122362AF		STEERING	374.00	374.00	374.00
	1	52122370AB		DAMPER	192.17	192.17	192.17
	1	68039930AA		ARM	103.04	103.04	103.04
	3	6505623AA		NUT	2.60	2.60	7.80
	1	6502835		NUT-HEX FLANGE LOCK	1.00	1.00	1.00
118784 2.70 REPLACED ALL STEERING COMPONENTS TO NEW STRONGER UPDATE							
				**********			
B	FREE VISUAL INSPECTION						
	SI	FREE VISUAL INSPECTION					
		760	CM	0.50		0.00	0.00
118784 0.50 COMPLETE							
				**********			
C**	CUSTOMER STATES PARKING BRAKE HAS TOO MUCH PLAY						
	100			ADJUST EMERGANCY BRAKE			
		760	ISP	0.50			(N/C)
118784 0.50 ADJUSTED E-BRAKE							
				**********			
D**	CUSTOMER STATES PRONOUNCED NOISE FROM LEFT REAR WHEEL -						
	100			LIGHT MAIN.			
		760	ISP	0.00			(N/C)
118784 TEST DROVE DIDNT DUPLICATE PROBABLY DIRT FROM BEING OFF ROAD							
				**********			
E**	CUST REQUEST FR END ALIGN.						
	AFE	CUST REQUEST FR END ALIGN.					
		760	CM	1.00		69.95	69.95
118784 1.00 COMPLETE							
				**********			
F**	CUSTOMER STATES FRONT PINION SEAL LEAKING						
	100			REPLACE PINION SEAL			

FIVE STAR

CARSON Dodge CHRYSLER

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$

REASON _____ REVISED TOTAL $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$

REASON _____ REVISED TOTAL $

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X_____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X_____

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

BAR# EPA#

CUSTOMER COPY

CUSTOMER #: 63840
UNIT# 6T7426

[redacted]
RENO, NV [redacted]
[redacted] CONT:N/A
CELL:

195313

INVOICE

DUPLICATE 1
PAGE 2

CARSON DODGE CHRYSLER, Inc.
3059 SOUTH CARSON STREET
CARSON CITY, NV 89701
PHONE (775) 883-2020
email: www.sales.carsondodge.com

SERVICE ADVISOR: 608 EDWARD ADDEO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PJC Light	06	DODGE RAM	3D7KS28C56G[redacted]		118784/118785	T2320

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
29APR06	DD07OCT05	01MAY2009	18:00 03JUN10	0.00	CASH	04JUN10

R.O. OPENED	DATE CUST. NOTIFIED
17:49 01JUN10	08:42 04JUN10

OPTIONS: STK:6T7423 DLR:43508
ENG:ETH_5.9L_HO_Cummins_Turbo_Diesel_Engine
TRN:DEG_6-Speed_Manual_Transmission

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	760		C	1.60			158.40	158.40
1	5086697AB				SEAL-DRIVE PINION	26.61	26.61	26.61

118784 1.60 COMPLETE AND RECHECKED OK

****

EST: 105.00 01JUN10 17:49 SA: 608

Thank you for giving Carson Dodge Chrysler the opportunity of servicing your vehicle. You may be receiving a customer satisfaction survey from CHRYSLER? If you can't give us a COMPLETELY SATISFIED 100% rating please call us and let us know where we have fallen short. Ray Patane Service Manager..

CARSON DODGE CHRYSLE
3059 S CARSON ST
CARSON CITY, NV 89701

Terminal #: 00000001
JUN 04, 10 5:35 AM

MASTERCARD
xxxxxxxxxxxx4621
SALE REF#:002
BATCH #: 946 AUTH #: 019472

AMOUNT $1269.14

APPROVED

775-883-2020
YOUR 5 STAR DEALER!

CUSTOMER COPY

CARSON Dodge CHRYSLER

ORIGINAL ESTIMATE $_____ FINAL REVISED ESTIMATE $_____

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				$

REASON REVISED TOTAL $

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT

REASON [redacted] TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL O[redacted] AND I HAVE INCREASE IN THE ORIGINAL ESTIMATE PRICE.

X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	511.85
PARTS AMOUNT	704.62
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1216.47
ADJUSTMENTS	0.00
SALES TAX	52.67
PLEASE PAY THIS AMOUNT	1269.14

CUSTOMER COPY

BAR# EPA#

CUSTOMER #: 63840
UNIT# 6T7426

[redacted]

RENO, NV [redacted]
HOME: [redacted]
BUS:

6/14/10

195617

INVOICE

PAGE 1

CARSON DODGE CHRYSLER, Inc.
3059 SOUTH CARSON STREET
CARSON CITY, NV 89701
PHONE (775) 883-2020
email: www.sales.carsondodge.com

SERVICE ADVISOR: 608 EDWARD ADDEO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PJC Light	06	DODGE RAM	3D7KS28C56G[redacted]		119587/119589	T2380

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	P.O. NO.	PAYMENT	INV. DATE
29APR06	DD07OCT05	01MAY2009	17:30 10JUN10	0.00	DL	11JUN10

R.O. OPENED	DATE CUST. NOTIFIED	OPTIONS: STK:6T7423 DLR:43508
09:15 10JUN10	15:30 11JUN10	ENG:ETH 5.9L HO Cummins Turbo Diesel Engine TRN:DEG 6-Speed Manual Transmission

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES REPLACE CLUSTER PER DIAGNOSIS ON RO #188707 9/9/09							
	105939 MI. TACH UNDERSTATES RPM							
	106	REPLACE CLUSTER						
		760	C	1.00			99.00	99.00
	1	56049836AJ	CLUSTER			348.50	348.50	348.50
119587	1.00	REMOVED AND REPLACED CLUSTER PER TACH INOP OK NOW						
		**********						
B	CUSTOMER STATES FRONT SUSPENSION NOISES...REFER TO TECH #760 FOR							
	CONVERSION WITH CUSTOMER							
	100	REPLACE BOTH FRONT AXLE JOINTS AND ALL FOUR						
		BALL JOINTS						
		760	C	11.00			1089.00	1089.00
	2	5086665AE	JOINT KIT			144.23	144.23	288.46
	2	5086686AA	SEAL-AXLE DRIVE SHAFT			35.40	35.40	70.80
	2	5086674AB	BALLJOINT			139.73	139.73	279.46
	2	5086672AB	BALLJOINT			174.13	174.13	348.26
	3	4874469	*LUBRICANT			30.00	30.00	90.00
	1	5086682AA	GASKET-FRONT AXLE COVER			35.84	35.84	35.84
	1	68065196AA	*CLEANER			8.00	8.00	8.00
	1	5086663AA	SHIELD			29.76	29.76	29.76
119587	11.00	TEST DROVE AND VERIFIED CONCERN FOUND LEFT FRONT AXLE JOINT COMMING APART AND RIGHT SIDE IS ON ITS WAY ALL RUSTED. CHECKED BALL JOINTS AND RIGHT SIDE OUT OF SPEC. REPLACED ALL FOUR BALL JOINTS, BOTH AXLE JOINTS AND INNER TUBE SEALS. WHILE HAD FRONT DIFF OUT INSPECTED BEARINGS AND ALL LOOK GREAT. TEST DROVE AND IS OK NOW.							
		**********						
C	CUST REQUEST DIESEL LUBE OIL AND FILTER FREE VISUAL INSPECTION							
	DLOF CUST REQUEST DIESEL LUBE OIL AND FILTER FREE							
	VISUAL INSPECTION							
		760WSC40		0.70				(N/C)
	1	5083285AA	FILTER-ENGINE OIL					(N/C)
	12	15-40	CASTROL					(N/C)
119587	0.70	COMPLETE						
		**********						

CARSON Dodge CHRYSLER

ORIGINAL ESTIMATE $ _____ FINAL *REVISED* ESTIMATE $ _____

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				REVISED TOTAL

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.
X _____

I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.
X _____

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

CUSTOMER COPY

BAR# EPA#

CUSTOMER #: 63840
UNIT# 6T7426

195617

INVOICE

CARSON DODGE CHRYSLER, Inc.
3059 SOUTH CARSON STREET
CARSON CITY, NV 89701
PHONE (775) 883-2020
email: www.sales.carsondodge.com

[redacted]
RENO, NV [redacted]
HOME: [redacted]
BUS:

SERVICE ADVISOR: 608 EDWARD ADDEO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
PJC Light	06	DODGE RAM	3D7KS28C56G[redacted]		119587/119589	T2380

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
29APR06	DD07OCT05	01MAY2009	17:30 10JUN10	0.00	DL	11JUN10

R.O. OPENED	DATE CUST. NOTIFIED
09:15 10JUN10	15:30 11JUN10

OPTIONS: STK:6T7423 DLR:43508
ENG:ETH 5.9L HO Cummins Turbo Diesel Engine
TRN:DEG 6-Speed Manual Transmission

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 631.05			10JUN10	09:15	SA: 608		

CREATED 2010-06-09 03:01:00PM
TAKEN BY EDIE ALL EN

Thank you for giving Carson Dodge Chrysler the opportunity of servicing your vehicle. You may be receiving a customer satisfaction survey from CHRYSLER? If you can't give us a COMPLETELY SATISFIED 100% rating please call us and let us know where we have fallen short. Ray Patane Service Manager..

CARSON DODGE CHRYSLE
3059 S CARSON ST
CARSON CITY, NV 89701

Terminal #: 00000001
JUN 12, 10 8:05 AM

MASTERCARD
[redacted]4621
SALE REF#:006
BATCH #: 953 AUTH #: 006132

AMOUNT $2530.44

APPROVED

775-883-2020
YOUR 5 STAR DEALER!

CUSTOMER COPY

[redacted]

PAID

JUN 12 2010

CARSON DODGE CHRYSLER

CARSON Dodge CHRYSLER

ORIGINAL ESTIMATE $ _____ FINAL REVISED ESTIMATE $ _____

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT $
REASON				REVISED TOTAL $
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON				

I ACKNOWLEDGE NOTICE AND ORAL APPROV[redacted] INCREASE IN THE ORIGINAL ESTIMATE PRICE.

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	1188.00
PARTS AMOUNT	1499.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2687.08
ADJUSTMENTS	- 268.70
SALES TAX	112.06
PLEASE PAY THIS AMOUNT	2530.44

BAR# EPA#



Neill H. (Vic) Ridgley
Consulting Geologist
M. Sc., CPG #5138
1560 Cherokee Trail
Reno, NV 89521-7233
(775) 851-2117/2771

March 6, 2012

Chrysler Customer Reimbursement Request
DCCAC
Box 21-8004
Auburn Hills, MI 48321-8004

Re: 3D7KS28C56G[redacted] 2006 RAM 2500

Gentlemen:

The enclosed materials are submitted in response to your letter announcing Safety Recall L16.

I suffered 2 incidents a week apart in June, 2010.

RO 195313 refers to the fact that I lost my steering completely, and had to have the entire steering assembly replaced, after being towed 250 miles from the incident site in the boonies back to Carson Dodge.

RO 195617 deals with the fact that more of the front end was troublesome within a few days, resulting in the front suspension repairs listed on page 1 of the RO.

Upon receipt of your letter, I stopped by Carson Dodge this morning and had the front end checked for whether or not the correct parts had been replaced during these two repairs. The service department confirmed that they had, and advised me to send these tickets in for appropriate reimbursement.

Sincerely,

[redacted]

CARSON DODGE CHRYSLER JEEP
RAM DODGE CHRYSLER Jeep
www.CarsonDodge.com

Carson Dodge Chrysler, Inc.
3059 S Carson St
Carson City, NV 89701
888.883.2028 775.883.2020
www.carsondodge.com

Repair Order 195313-1

Service Advisor: Edward Addeo
Started: 06/01/10
Completed: 06/04/10
Priority: 0

R509 Version MPK2.75.003

Customer 63840	Vehicle 6T7423		Service History			
[redacted]	2006 DODGE RAM		228683	02/21/12	167205	CUSTOMER STATE
[redacted]	Color	PJC_Light_Khaki_Me	228683	02/21/12	167205	Haz Mat Disposal
	VIN	3D7KS28C56G[redacted]	228535-A	02/20/12	165502	CUSTOMER STATE
	Mileage	In: 118785 Out: 118785	228535-A	02/20/12	165502	FREE VISUAL INSP
	Tag Number	Plate No.	228535-A	02/20/12	165502	REPLACE DEFECTI
	In-Service		228535-A	02/20/12	165502	Haz Mat Disposal
	Engine	ETH_5.9L_HO_Cummins_Turbo_Di	228465	02/03/12	165413	DIESEL LUBE OIL A
	Coverage		228465	02/03/12	165413	REPLACE DIESEL
	Build Date		228465	02/03/12	165413	CUSTOMER STATE
	Comments		228465	02/03/12	165413	Haz Mat Disposal

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
1	100	REPLACE TIE ROD ENDS/PITMAN ARM/STEERING DAMPNER					
	Complaint	REPLACE TIE ROD ENDS/PITMAN ARM/STEERING DAMPNER					
	Correction	118784 270 REPLACED ALL STEERING COMPONENTS TO NEW STRONGER UPDATE					
		LABOR CHARGE		2.7	CHD		0.00
		REPLACE TIE ROD ENDS/PITMAN ARM/STEERING DAMPNER					
2	SI	FREE VISUAL INSPECTION					
	Complaint	FREE VISUAL INSPECTION					
	Correction	118784 50 COMPLETE					
		LABOR CHARGE		0.5	CM		0.00
		FREE VISUAL INSPECTION					
3	100	ADJUST EMERGANCY BRAKE					
	Complaint	ADJUST EMERGANCY BRAKE					
	Correction	118784 50 ADJUSTED E-BRAKE					
		LABOR CHARGE		0.5	ISP		0.00
		ADJUST EMERGANCY BRAKE					

CHRYSL. CUST REIMBURST REQUEST

DCCAC

BOX 21-8004

AUBURN HILLS, MI.

48321-8004

Printed 03/06/12 8:13 AM

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Unit Price	Price
4	100	**LIGHT MAIN.**					
	Complaint	LIGHT MAIN.					
	Correction	118784 TEST DROVE DIDNT DUPLICATE PROBABLY DIRT FROM BEING OFF R OAD					
		LABOR CHARGE			ISP		0.00
		LIGHT MAIN.					
5	AFE	**CUST REQUEST FR END ALIGN.**					
	Complaint	CUST REQUEST FR END ALIGN.					
	Correction	118784 100 COMPLETE					
		LABOR CHARGE		1	CM		0.00
		CUST REQUEST FR END ALIGN.					
6	100	**REPLACE PINION SEAL**					
	Complaint	REPLACE PINION SEAL					
	Correction	118784 160 COMPLETE AND RECHECKED OK					
		LABOR CHARGE		1.6	C		0.00
		REPLACE PINION SEAL					

Labor:	$0.00
Parts:	$0.00
Misc:	$0.00
Discounts:	$0.00
Subtotal:	$0.00
Sales Tax:	$0.00
Total:	**$0.00**

CARSON DODGE CHRYSLER JEEP

RAM DODGE CHRYSLER Jeep

www.CarsonDodge.com

Carson Dodge Chrysler, Inc.
3059 S Carson St
Carson City, NV 89701
888.883.2020 • 775.883.2020
www.carsondodge.com

Service Advisor: Jon Mendoza
Service: 10/12/13 5:45 PM
Customer: [redacted]

Repair Order 253326

10/12/13

R507 Version MPK2.71.010

CARSON DODGE DUPLICATE

Terminal ID: 00253211

10/12/13

Clerk ID: 824

MASTERCARD
[redacted]4858
SALE
BATCH #: 345

REF #: 446
AUTH #: 236843

AMOUNT $3450.63

APPROVED

775-883-2020
YOUR 5 STAR DEALER!

CUSTOMER COPY

Customer C11618

[redacted]
Reno, NV [redacted]
Work: [redacted]
Home: [redacted]
Cell:

Vehicle

2006 Dodge RAM 2500 ST QUAD CAB 4X4

Color	Light Khaki Metallic Clear Coat
VIN	3D7KS28C56G156718
Mileage	In: 201414 Out: 201421
Tag Number	4140 Plate No.
In-Service	04/29/06
Engine	ETH-5.9L I6 HO Cummins TD Engin
Coverage	300
Build Date	10/07/05
Comments	

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1	0201	EARLY BIRD--CALL 702-799-9273--EXT 7001--TEX # 775-				Task Estimate: $1,275.46
	Complaint	EARLY BIRD--CALL 702-799-9273--EXT 7001--TEX # 775-848-0052--CUST STATES ON THE EARLY BIRD--TIE ROD---THE FRONT END IS LOCKING UP AS YOU DRIVE--CUST NOTED MUST HAVE VEH BACK BY FRI--ADVISE				
	Cause	INSPECTED & FOUND LT TIE ROD END FAILED.INSPECTED & FOUND DRAG LINK BENT,DRAK LINK AT PITMAN ARM BENT.ADVISE REPLACE DRAG LINK/TIE ROD END ASSY REPLACEMENT WITH ALIGNMENT.274=1.0				
	Correction	REPLACED TIE ROD/DRAG LINK ASSY.REPLACED FRONT AXLE U-JOINTS & AXLE SEAL.REASSEMBLED & REFILLED.TEST DROVE AFTER ALIGNMENT & RECHECKED OP.274=10.4				
	Technician	Eric Benson	274		CHD	$1,275.46
	STEERING	-STEERING	52122362AH	1	CHD	$433.30
	NUT	-HEX FLANGE LOCK	06502835	1	CHD	$2.25
	NUT	-HEX LOCK	06505623AA	3	CHD	$3.42
	DAMPER	-STEERING	05154661AC	1	CHD	$154.67
	JOINT KIT	-NONE	05086665AE	2	CHD	$222.72
	SHIELD	-SPLASH	05086664AA	1	CHD	$36.45
	SEAL	-AXLE DRIVE SHAFT	05086686AA	2	CHD	$14.58

Customer C11618

[redacted]

Reno, NV [redacted]

Work [redacted]

Home

Cell:

Carson Dodge Chrysler, Inc.
3059 S Carson St
Carson City, NV 89701
888.883.2028 775.883.2020
www.carsondodge.com

Vehicle: 3D7KS28C56G[redacted]
2006 Dodge RAM 2500 ST

Invoice 253326

Service Advisor: John Mendoza
Started: 10/7/13 9:48 AM
Completed: 10/11/13 4:18 PM
Priority: 5
Appointment: 65632

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
		LUBRICANT-AXLE	05010320AA	3	CHD	$67.05
		CLEANER -BRAKE	68065196AA	2	CHD	$16.00
2	0901	CUST STATES CHECK OBD 2--FOR INTERMITTIT CODE				Task Estimate: $780.00
		Complaint CUST STATES CHECK OBD 2--FOR INTERMITTIT CODE SET P0541---ADVISE				
		Cause CHECKED & FOUND P0541 SET.INSPECTED FOUND POWER TO INTAKE HEATER RELAY OK.CHECKED RELAY OP WITH ECM & FOUND RELAY NOT SWITCHING POWER.INSPECTED & FOUND HEATER ELEMEMT ALSO DISCOLORED.ADVISE BOTH & RECHECK OP.274=1.0				
		Correction REPLACED INTAKE HEATER SOLENOID & CLEANED HEATER ELEMENT.REASSEMBLED & RECHECKE OP.274=3.0				
	0901	Technician: Eric Benson	274		CHD	$448.00
		GASKET -AIR INTAKE CONNECTOR	05086721AB	2	CHD	$23.64
		BRACKET -NONE	05187880AC	1	CHD	$70.14
		HEATER -AIR INTAKE	05175548AA	1	CHD	$329.00
3	SI	FREE VISUAL INSPECTION				
		Complaint FREE VISUAL INSPECTION				
		Cause See attached Inspection Sheet				
		Correction S I 274=.3				
	SI	Technician: Eric Benson	274		CM	$0.00
4	AFE	FRONT END ALIGNMENT				Task Estimate: $69.95
		Complaint FRONT END ALIGNMENT				
		Cause ALIGNED TO SPEC				
		Correction 274=1.0				
	AFE	Technician: Eric Benson	274		CM	$69.95
5	QC	QUALITY CONTROL TEST DRIVE				
		Complaint QUALITY CONTROL TEST DRIVE-DRIVES NORMAL AT THIS TIME.				
		Cause QC TEST DRIVE				
		Correction QUALITY				
	QC	Technician: Michael Edward Boberg	839		C	$0.00

Customer C11618

[redacted]
Reno, NV [redacted]
Work: [redacted]
Home
Cell:

Carson Dodge Chrysler, Inc.
3059 S Carson St
Carson City, NV 89701
888.883.2028 775.883.2020
www.carsondodge.com

Vehicle: 3D7KS28C56G[redacted]
2006 Dodge RAM 2500 ST

Invoice 253326

Service Advisor: John Martinez
Started: 10/07/13 9:45 AM
Completed: 10/11/13 4:18 PM
Priority: 5
Appointment: 65632

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
		Haz Mat Disposal				
		Haz Mat Disposal	3440	1	C	$3.00

PAID

OCT 1 2 REC'D

CARSON DODGE CHRYSLER

mastercard

The Manufacture Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a separate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

$25.00 per day storage fee for vehicles left longer then three days after completion date.

Repairs properly completed and checked by:

Authorized Signature

Estimate:	$2,124.95
Labor:	$1,794.75
Parts:	$1,537.92
Miscellaneous:	$3.00
Subtotal:	$3,335.67
Sales Tax:	$114.96
Total:	$3,450.63

CARSON DODGE CHRYSLER JEEP
RAM DODGE CHRYSLER Jeep
www.CarsonDodge.com

Carson Dodge Chrysler, Inc.
3059 S Carson St
Carson City, NV 89701
888.883.2028 775.883.2020
www.carsondodge.com

Service Advisor: John Mantkus
Started: 12/23/13 9:16 AM
Completed: 12/23/13 11:48 AM
Priority: 1 **WAITING**
Appointment: 70540

Repair Order 256202

R507 Version MPK2.71.010

12/23/13

Customer C11618	Vehicle	
[redacted]	**2006 Dodge RAM 2500 ST QUAD CAB 4X4**	**Thank You for servicing your vehicle at Carson Chrysler, Jeep, Dodge. If you have any problems or concerns please contact Service Manager Ray Patane @ 775-883-2020.**
Reno, NV [redacted]	Color Light Khaki Metallic Clear Coat	
Work: [redacted]	VIN 3D7KS28C56G[redacted]	
Home [redacted]	Mileage In: 205576 Out: 205576	
Cell:	**Tag Number 4953 Plate No.**	
	In-Service 04/29/06	
	Engine ETH-5.9L I6 HO Cummins TD Engin	
	Coverage 300	
	Build Date 10/07/05	
	Comments	

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
1	DLOF	DIESEL LUBE OIL AND FILTER AND FREE VISUAL INSP				Task Estimate: $79.95
	Complaint	DIESEL LUBE OIL AND FILTER AND FREE VISUAL INSPECTION				
	Cause	Maintanance				
	Correction	716////.7				
		Complete - See Attached inspection				
	DLOF	Technician: Chris Mcmasters	716		CMLOF	$21.00
		FILTER -ENGINE OIL	05083285AA	1	CMLOF	$15.99
		OIL -15W40 BULK (CJ-4)	68055893AA	12	CMLOF	$39.00
					Task Discount:	0.00
					Task Total:	75.99
2	0801	CUST STATES THE LEFT REAR LIC LAMP IS INOP--IF B				Task Estimate: $31.00
	Complaint	CUST STATES THE LEFT REAR LIC LAMP IS INOP--IF BULB OK TO REPLACE OR ADVISE				
	Cause	LISCENSE BULB BURNT OUT				
	Correction	REPLACED BULB////.3				
	0801	Technician: Chris Mcmasters	716		CM	$28.50
		BULB -NONE	L0000194	1	CM	$2.37
					Task Discount:	0.00
					Task Total:	30.87

PAID

DEC 23 REC'D

CARSON DODGE CHRYSLER

Customer C11618

[redacted]

Reno, NV [redacted]
Work
Hom [redacted]
Cell:

Carson Dodge Chrysler, Inc.
3059 S Carson St
Carson City, NV 89701
888.883.2028 775.883.2020
www.carsondodge.com

Vehicle: 3D7KS28C56G[redacted]
2006 Dodge RAM 2500 ST

Invoice 256202

Service Advisor: John Mantkus
Started: 12/23/13 9:16 AM
Completed: 12/23/13 11:48 AM
Priority: 1 **WAITING**
Appointment: 70540

Task	Opcode	Description	Part or Technician	Qty	Pay Type	Price
3	01RECALL	PERFORM RECALL===PUT CUSTOMER ON THE WAITI				
		Complaint PERFORM RECALL===PUT CUSTOMER ON THE WAITING LIST FOR RECALL--N62 PART# CBUEN49 1AA				
		Cause ...				
		Correction ...				
	01RECALL	Technician: Chris Mcmasters	716		W40	$0.00
					Task Discount:	0.00
					Task Total:	0.00
4	0201	CUST REQUEST WHILE THE VEH IS IN THE AIR MAKE				
		Complaint CUST REQUEST WHILE THE VEH IS IN THE AIR MAKE SURE YOU INSPECT THE FRONT SUSP:---ALSO SET ALL TIRES AT 45PSI---ALL FIVE				
		Cause SUSPENSION IS OK AND PSI AT 45.				
		Correction SUSPENSION IS OK AND PSI AT 45.				
	0201	Technician: Chris Mcmasters	716		CHD	$0.00
					Task Discount:	0.00
					Task Total:	0.00
		Haz Mat Disposal				
		Haz Mat Disposal	3440	1	C	$3.00

The Manufacture Warranty constitutes all of the warranties with respect to the sale of this item/items. Unless a seperate written document showing the terms of any dealer warranty or service contract is furnished by the dealer to the purchaser, the seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

$25.00 per day storage fee for vehicles left longer than three days after completion date.

Repairs properly completed and checked by:

Authorized Signature

Estimate:	$110.95
Labor:	$49.50
Parts:	$57.36
Miscellaneous:	$3.00
Subtotal:	$109.86
Sales Tax:	$4.29
Total:	$114.15

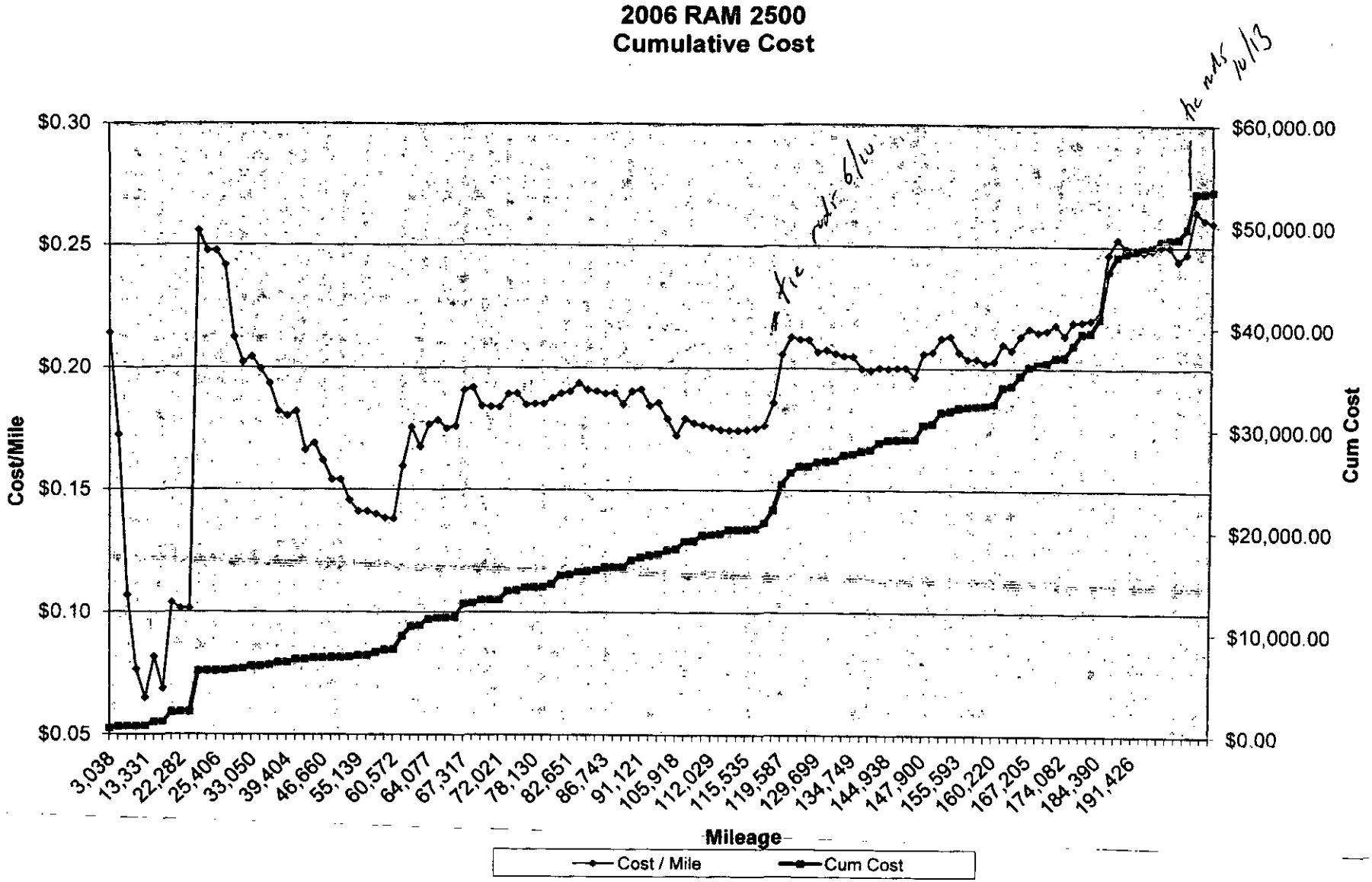
	A	B	C	D	E	F	G	H
1								
2								
3	Date	Mileage	Invoice #	Vendor	Description	Cost	Cum. Cost	Cost/Mile
4								
5								
6								
7	6/26/2006	3,038	142618	Carson Dodge	Oil Change; 4-Way Kit (Cool Hose, TAG, Muffler Elim)	$650.95	$650.95	$0.21
8	7/14/2006	4,737	143337	Carson Dodge	4-Way Kit (Cold Air Box); Repl AF	$165.95	$816.90	$0.17
9	8/15/2006	7,823	144612	Carson Dodge	Oil Change; Recall: Anti-Lock Brakes	$19.95	$836.85	$0.11
10	9/8/2006	10,903	20007231	Reno Dodge	Oil Change; Repl LR LP Light	$0.00	$836.85	$0.08
11	9/18/2006	13,331	146006	Carson Dodge	Oil Change; Repl AF	$31.01	$867.86	$0.07
12	10/27/2006	15,680	147800	Carson Dodge	Oil Change; 15 K Service;Front Diff; Rear Diff; Transfer Case; Fuel Filter; Alignment	$416.08	$1,283.94	$0.08
13	12/22/2006	18,883	150009	Carson Dodge	Oil Change; Repl LR LP Light	$17.57	$1,301.51	$0.07
14	1/19/2007	21,441	26448	Triple SSS	4 Goodyear Wranglers, 245-70/17 (#6-7-8-9)	$927.59	$2,229.10	$0.10
15	2/3/2007	22,282	123839	Carson Dodge	1 Air Filter	$33.36	$2,262.46	$0.10
16	2/3/2007	22,282	151679	Carson Dodge	Oil Change	$0.00	$2,262.46	$0.10
17	3/16/2007	24,517	32119	Driveline & Gear Service	Install Gear Vendor	$4,014.10	$6,276.56	$0.26
18	3/30/2007	25,406	124916	Carson Dodge	1 Gal Coolant	$19.60	$6,296.16	$0.25
19	3/30/2007	25,406	153894	Carson Dodge	Oil Change; Repl Belt Retractor; Warr: Loose Head Bolts	$0.00	$6,296.16	$0.25
20	4/13/2007	26,160	030-2763	Cummins Rocky Mtn	2 Air Filters AF26106	$34.21	$6,330.37	$0.24
21	5/26/2007	30,254	156056	Carson Dodge	Oil Change; 30 K Service;Front Diff; Rear Diff; Transfer Case; Manual Trans; Diesel Flush; Brake Flush; Repl Low Fuel Sensor	$101.77	$6,432.14	$0.21
22	6/4/2007	32,145	27456	Triple SSS	Mount 4 tires	$70.00	$6,502.14	$0.20
23	6/21/2007	33,050	28280	Triple SSS	New Stock Wheels (2)	$256.57	$6,758.71	$0.20
24	7/30/2007	33,858	158829	Carson Dodge	Oil Change; Warr: Repl Fuel Pump Module	$0.00	$6,758.71	$0.20
25	8/13/2007	35,500	34883	Driveline & Gear Service	Service Gear Vendor	$115.05	$6,873.76	$0.19
26	8/31/2007	38,885	123228	Geno's Garage	Boost/EGT Gauges	$211.95	$7,085.71	$0.18
27	9/4/2007	39,404	160374	Carson Dodge	Oil Change; Repl LR LP Light	$19.52	$7,105.23	$0.18
28	9/14/2007	40,782	160939	Carson Dodge	Install Boost/EGT Gauge & A-Pillar	$322.57	$7,427.80	$0.18
29	10/16/2007	44,661	162598	Carson Dodge	Oil Change; 45 K Service: Front Diff; Rear Diff; Transfer Case; Fuel Filter; Diesel Flush; Brake Flush; Repl Wiper Blades		$7,427.80	$0.17
30	10/16/2007	44,600	36067	Driveline & Gear Service	Service Gear Vendor	$115.05	$7,542.85	$0.17
31	11/1/2007	46,660	28400	Triple SSS	Flat	$20.18	$7,563.03	$0.16
32	11/21/2007	49,338	28530	Triple SSS	Mount 2 snows	$49.00	$7,612.03	$0.15
33	11/21/2007	49,341	164195	Carson Dodge	Oil Change	$0.00	$7,612.03	$0.15
34	12/26/2007	52,581	169397	Carson Dodge	Oil Change; Repl AF; Repl LR LP Light	$54.98	$7,667.01	$0.15

	A	B	C	D	E	F	G	H
1								
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3	Date	Mileage	Invoice #	Vendor	Description	Cost	Cum. Cost	Cost/Mile
4								
5								
35	1/25/2008	55,139	37684	Driveline & Gear Service	Service Gear Vendor	$121.49	$7,788.50	$0.14
36	1/26/2008	55,145	166500	Carson Dodge	Oil Change	$0.00	$7,788.50	$0.14
37	2/14/2008	57,860	134096	Geno's Garage	Bilstein Shocks	$320.07	$8,108.57	$0.14
38	3/4/2008	60,235	131072	Carson Dodge	OEM Exhaust Pipe	$237.23	$8,345.80	$0.14
39	3/7/2008	60,572	131159	Carson Dodge	Seat Belt Extender	$29.78	$8,375.58	$0.14
40	3/7/2008	60,572	167386	Carson Dodge	Oil Change; 60 K Service: Serpentine Belt; Front Diff; Rear Diff; Transfer Case; Manual Trans; Fuel Filter; Diesel Flush; Injector Svc; Brake Flush; Install Bilstein Shocks; Install Exhaust Pipe; Repair Hangars; Repl Belt Retractor; Repl Wiper Blades; Repl Step Bolts	$1,305.62	$9,681.20	$0.16
41	3/10/2008	60,615	167921	Carson Dodge	Repl Rear Brake Calipers & Line; Turn Rear Rotors	$969.25	$10,650.45	$0.18
42	4/7/2008	64,075	170887	Gear Vendors, Inc.	OEM Solenoid	$97.37	$10,747.82	$0.17
43	4/11/2008	64,077	169203	Carson Dodge	Oil Change; Repl Belt Retractor; Repl Left LP Assy; Repl Rear U-Joint	$585.85	$11,333.67	$0.18
44	4/14/2008	64,180	39107	Driveline & Gear Service	Service Gear Vendor	$125.77	$11,459.44	$0.18
45	4/25/2008	65,631	9657	Sierra Diesel Injection	SMOG	$39.00	$11,498.44	$0.18
46	4/25/2008	65,631	9541	Sierra Diesel Injection	1 Case Red Line 85+	$65.97	$11,564.41	$0.18
47	5/19/2008	67,317	29586	Triple SSS	4 Bridgestone Revo 265-70/17 (#10-11-12-13)	$1,285.06	$12,849.47	$0.19
48	5/10/2008	67,360	170259	Carson Dodge	Oil Change; Repl Wiper Blades; Reprogram Speedometer	$76.82	$12,926.29	$0.19
49	6/1/2008	71,680	30166	Triple SSS	1 Bridgestone Revo 265-70/17 (#17)	$288.81	$13,215.10	$0.18
50	6/20/2008	71,982	030-16085	Cummins Rocky Mtn	2 Air Filters AF26106	$34.21	$13,249.31	$0.18
51	6/20/2008	72,021	171665	Carson Dodge	Oil Change	$0.00	$13,249.31	$0.18
52	7/14/2008	74,548	77309	Liberty Chrysler-Dodge	Oil Change; 75 K Service: Front Diff; Rear Diff; Fuel Filter; Repl Blend Air Door; Repl Belt Retractor	$859.96	$14,109.27	$0.19
53	7/16/2008	74,809	40662	Driveline & Gear Service	Service Gear Vendor	$72.82	$14,182.09	$0.19
54	8/15/2008	78,109	173570	Carson Dodge	Oil Change; Repl RR Tail Light Assy; Repl AF	$266.00	$14,448.09	$0.18
55	8/15/2008	78,130	030-17788	Cummins Rocky Mtn	2 Qts Valvoline 3164982	$34.60	$14,482.69	$0.19
56	8/18/2008	78,338	032-300277(	Glass Pro	Repair Windshield Chip	$39.83	$14,522.52	$0.19
57	9/2/2008	78,802	54062	Susanville Auto Center	Repl 2 Batteries	$269.83	$14,792.35	$0.19
58	9/26/2008	82,621	174919	Carson Dodge	Oil Change; Repl Intake Heaters;Repl Boost Gauge Light	$873.22	$15,665.57	$0.19
59	9/26/2008	82,651	12015	Sierra Diesel Injection	1 Case Red Line 85+	$69.00	$15,734.57	$0.19
60	9/26/2008	82,656	31385	Triple SSS	1 Bridgestone Revo 265-70/17 (#18)	$288.87	$16,023.44	$0.19
61	10/8/2008	84,083	44794	Liberty Chrysler-Dodge	1 AF; 1 Gal Coolant	$44.82	$16,068.26	$0.19
62	10/17/2008	84,977	42140	Driveline & Gear Service	Service Gear Vendor	$125.82	$16,194.08	$0.19
63	11/14/2008	86,743	176573	Carson Dodge	Oil Change; Turn Rear Rotors; Fuel Filter; Repl Wiper Blades	$253.03	$16,447.11	$0.19
64	11/14/2008	86,773	030-20616	Cummins Rocky Mtn	2 Air Filters AF26106	$34.75	$16,481.86	$0.19
65	12/2/2008	88,958	44930	Liberty Chrysler-Dodge	3 LR LP Lights	$2.08	$16,483.94	$0.19
66	12/8/2008	89,890	177337	Carson Dodge	Oil Change; 90K Service: Front Diff; Rear Diff; Transfer Case; Manual Trans; Diesel Flush; Injector Svc; Brake Flush; Warr: Repl Fuel Control Actuator	$640.48	$17,124.42	$0.19
67	12/16/2008	91,121	31773	Triple SSS	1 Bridgestone Revo 265-70/17 (#19)	$310.82	$17,435.24	$0.19

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1								
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3	Date	Mileage	Invoice #	Vendor	Description	Cost	Cum. Cost	Cost/Mile
4								
5								
68	1/20/2009	95,517	178715	Carson Dodge	Oil Change; Fuel Filter; PS Flush	$199.79	$17,635.03	$0.18
69	1/20/2009	95,557	43406	Driveline & Gear Service	Service Gear Vendor	$129.05	$17,764.08	$0.19
70	5/18/2009	101,126	182436	Carson Dodge	Oil Change; 100 K Service: Coolant Flush, Adj Valves	$373.21	$18,137.29	$0.18
71		105,918	47986	Driveline & Gear Service	Service Gear Vendor	$129.18	$18,266.47	$0.17
72	11/12/2009	105,936	188707	Carson Dodge	Oil Change; Repl Front Driveline; Check Tach Malfunction	$738.12	$19,004.59	$0.18
73	12/14/2009	107,283	---	Needles Shell	Swap front tires	$40.00	$19,044.59	$0.18
74	2/6/2010	111,038	191462	Carson Dodge	Oil Change; Fuel Filter; Diesel Flush; Battery Svc; Order MoPar rear shocks	$581.12	$19,625.71	$0.18
75	2/19/2010	112,029	191923	Carson Dodge	Install MoPar rear shocks	$82.00	$19,707.71	$0.18
76	3/8/2010	113,117	--	Truck Stop Accessories	R&R Toolbox	$75.00	$19,782.71	$0.17
77	4/12/2010	115,498	193454	Carson Dodge	Oil Change; 115K Service: Front Diff; Rear Diff; Transfer Case; Manual Trans	$387.61	$20,170.32	$0.17
78	4/12/2010	115,530	---	Driveline & Gear Service	Service Gear Vendor	$0.00	$20,170.32	$0.17
79	4/12/2010	115,535	22792	Sierra Diesel Injection	SMOG	$35.00	$20,205.32	$0.17
80	4/12/2010	115,535	22792	Sierra Diesel Injection	1 Case Red Line 85+	$84.00	$20,289.32	$0.18
81		117,879	194853	Carson Dodge	Front & Rear Brakes; Lube Tailgate Assembly	$530.12	$20,819.44	$0.18
82	6/4/2010	118,784	195313	Carson Dodge	R&R Tie Rods, Damper, Pitman Arm; Front Pinion Seal	$1,269.14	$22,088.58	$0.19
83	6/12/2010	119,587	195617	Carson Dodge	Oil Change; R&R Axle & Ball Joints; Replace tach/speedo cluster	$2,530.44	$24,619.02	$0.21
84	6/28/2010	120,971	33202	Triple SSS	4 Dunlop Radial Rover 265-70/17 (#20-21-22-23)	$1,141.52	$25,760.54	$0.21
85	8/13/2010	124,520	198042	Carson Dodge	Oil Change; 125K Service: Fuel Filter; Injector Svc; Serpentine Belt; Air Dam	$632.89	$26,393.43	$0.21
86	8/13/2010	124,547	---	Driveline & Gear Service	Service Gear Vendor	$0.00	$26,393.43	$0.21
87	10/8/2010	129,699	199919	Carson Dodge	Oil Change; Seat Belt Retractor; Check U-Jt	$433.79	$26,827.22	$0.21
88	10/8/2010	129,700	52683	Driveline & Gear Service	R&R Rear GV seal	$97.19	$26,924.41	$0.21
89	10/28/2010	131,000	17793	Sierra Diesel Injection	1 Case Red Line 85+	$84.00	$27,008.41	$0.21
90	12/10/2010	134,046	211088	Carson Dodge	Oil Change; 135K Service; Fuel Filter; Front Diff; Rear Diff; Transfer Case; Check clutch	$495.48	$27,503.89	$0.21
91	2/15/2011	134,749	211290	Carson Dodge	Repair boost hose	$112.00	$27,615.89	$0.20
92	3/14/2011	139,558	214890	Carson Dodge	Oil Change; Install Rear Bilstein shocks; Adj Headlights; Batt Svc; RR LP light	$291.00	$27,906.89	$0.20
93	3/21/2011	140,750	54946	Driveline & Gear Service	Service Gear Vendor	$137.04	$28,043.93	$0.20
94	4/14/2011	143,369	215391	Carson Dodge	R&R wipers $30.38; Power Plug $152.70; Air Intake Sensor $236.73; RR Door Latch $247.37	$674.86	$28,718.79	$0.20
95	5/6/2011	144,938	217140	Carson Dodge	Oil Change; R&R RR Door Latch	$273.08	$28,991.87	$0.20
96	5/6/2011	144,968	030-44994	Cummins Rocky Mtn	2 AF 26106 Air Filters	$41.80	$29,033.67	$0.20
97	5/6/2011	144,968	869206	NAPA	Socket splitter; turbo hose clamp	$13.33	$29,047.00	$0.20
98	6/10/2011	147,900		Fast Glass	Rock chip repair	$20.00	$29,067.00	$0.20
99	6/10/2011	147,900	34320	Triple SSS	4 Bridgestone Revo 265-70/17 (#24-25-26-27)	$1,428.67	$30,495.67	$0.21
100	6/13/2011	147,954	218471	Carson Dodge	R&R Air Intake Sensor	$112.00	$30,607.67	$0.21
101	6/28/2011	149,381	219218	Carson Dodge	Oil Change; 150K Service; Fuel Filter; Front Diff; Rear Diff; Transfer Case; Trans; Injectors; Valve Adj; Brake Flush; PS Flush	$1,138.28	$31,745.95	$0.21
102	7/1/2011	149,400	56490	Driveline & Gear Service	Service Gear Vendor	$137.04	$31,882.99	$0.21
103		155,593	222838	Carson Dodge	Oil Change; Ambient Air Temp Sensor	$300.92	$32,183.91	$0.21
104	10/28/2011	158,238	29946	Sierra Diesel Injection	1 Case Red Line 85+	$84.00	$32,267.91	$0.20
105	11/11/2011	158,460	30-50860	Cummins Rocky Mtn	3 AF26106 Air Filters	$65.48	$32,333.39	$0.20
106	11/21/2011	160,191	225648	Carson Dodge	Oil Change	$83.96	$32,417.35	$0.20
107	11/22/2011	160,220	58757	Driveline & Gear Service	Service Gear Vendor	$137.04	$32,554.39	$0.20

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3	Date	Mileage	Invoice #	Vendor	Description	Cost	Cum. Cost	Cost/Mile
4								
5								
108	1/10/2012	162,741	227312	Carson Dodge	Rebuild front differential	$1,631.70	$34,186.09	$0.21
109	2/3/2012	165,414	228465	Carson Dodge	Oil Change; Fuel Filter; LP Lights	$178.34	$34,364.43	$0.21
110	2/7/2012	165,503	228535	Carson Dodge	R&R Starter, 2 Batteries	$857.33	$35,321.76	$0.21
111	2/21/2012	167,205	228683	Carson Dodge	R&R Air Intake Heater	$910.16	$36,231.92	$0.22
112	3/30/2012	169,511	230722	Carson Dodge	LOF; Install Bilstein Front & Rear Shocks	$238.28	$36,470.20	$0.22
113	4/2/2012	169,617	60704	Driveline & Gear Service	Service Gear Vendor	$138.44	$36,608.64	$0.22
114	4/7/2012	170,200	--	John's Spring Service	Re-arc rear springs; add 5th leaf	$525.23	$37,133.87	$0.22
115	5/19/2012	174,082	35313	Triple SSS	Alignment	$70.00	$37,203.87	$0.21
116	6/13/2012	174,776	233671	Carson Dodge	LOF, R&R A/C	$1,114.89	$38,318.76	$0.22
117	9/14/2012	179,913	237736	Carson Dodge	Oil Change; 180K Service; Fuel Filter; Front Diff; Rear Diff; Transfer Case; Trans; Injectors; Brake Flush; PS Flush; Serpentine Belt	$1,151.54	$39,470.30	$0.22
118	9/17/2012	179,993	63703	Driveline & Gear Service	Service Gear Vendor	$142.22	$39,612.52	$0.22
119	11/9/2012	184,390	35652	Triple SSS	4 Bridgestone Revo 265-70/17 (#28-29-30-31)	$1,352.05	$40,964.57	$0.22
120	11/28/2012	185,006	240206	Carson Dodge	LOF; R&R Front U-Joints, Track Bar & Pinion Seal; Align; R&R Clutch; Repl tail lights; LR Door Wiring Harness; Coolant By-Pass Hose; Rear Caliper Pins	$4,732.05	$45,696.62	$0.25
121	12/24/2012	185,836	241137	Carson Dodge	Warranty replace cluch assy; remove GV; install new driveline	$1,358.71	$47,055.33	$0.25
122	2/15/2013	190,043	243754	Carson Dodge	LOF; repl front pinion seal	$399.38	$47,454.71	$0.25
123	3/20/2013	191,426	2934281/2	AAA - Silver State Tow	R&R 2 batteries	$214.36	$47,669.07	$0.25
124	4/12/2013	192,646	38352	Sierra Diesel Injection	SMOG; Redline	$131.00	$47,800.07	$0.25
125	4/16/2013	192,699	246108	Carson Dodge	A/C Svc (low Freon); RR brake light; wipers	$178.24	$47,978.31	$0.25
126	5/15/2013	194,100	247178	Carson Dodge	A/C R&R Condenser	$602.02	$48,580.33	$0.25
127	5/29/2013	194,926	247818	Carson Dodge	LOF, Fuel Filter, AF	$170.77	$48,751.10	$0.25
128	8/21/2013	199,734	251422	Carson Dodge	LOF	$80.26	$48,831.36	$0.24
129	10/5/2013	201,424	62897	Capitol Tow	Tow	$1,006.00	$49,837.36	$0.25
130	10/11/2013	201,424	253326	Carson Dodge	R&R Tie Rods, Damper, Pitman Arm; Front Pinion Seal;R&R Axle & Ball Joints;	$3,450.63	$53,287.99	$0.26
131	11/25/2013	204,200	30-72835	Cummins Rocky Mtn	3 AF26106 Air Filters	$52.23	$53,340.22	$0.26
132	12/25/2013	205,576	256202	Carson Dodge	LOF, LR lic plate light	$114.15	$53,454.37	$0.26
133								
134					**Subtotal 2006**	18,883	$1,301.51	$0.07
135					**Subtotal 2007**	33,698	$6,365.50	$0.19
136					**Subtotal 2008**	38,540	$9,768.23	$0.25
137					**Subtotal 2009**	16,162	$1,609.35	$0.10
138					**Subtotal 2010**	26,763	$8,459.30	$0.32
139					**Subrotal 2011**	26,174	$5,050.50	$0.19
140					**Subtotal 2012**	25,616	$14,500.94	$0.57
141					**Subrotal 2013**	19,740	$6,399.04	$0.32

Miles


2006 RAM 2500
Cumulative Cost
$0.30
$0.25
$0.20
$0.15
$0.10
$0.05
Cost/Mile
$60,000.00
$50,000.00
$40,000.00
$30,000.00
$20,000.00
$10,000.00
$0.00
Cum Cost
3,038
13,331
22,282
25,406
33,050
39,404
46,660
55,139
60,572
64,077
67,317
72,021
78,130
82,651
86,743
91,121
105,918
112,029
115,535
119,587
129,699
134,749
144,938
147,900
155,593
160,220
167,205
174,082
184,390
191,426
Mileage
Cost / Mile
Cum Cost

CPU

PB 1P 000
3658364
FCMF

$ 1.52⁰
MAILED DEC 27 2013
89511

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

RECEIVED
JAN -7
By

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) 3D7UT2HL6

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

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

This notice applies to your vehicle (VIN: 3D7UT2HL6AG[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.

Recall N49/NHTSA13V-529 VIN: 3D7UT2HL6AG[redacted]

12/30/2013

To Dodge Management and Reimbursement,

I recently received your recall notice that mentioned reimbursement for expenses incurred handling the problem with the Tie Rods breaking. I first encountered this problem on my new 2010 Dodge 2500 back in 2010. I called Dodge for help after visiting multiple dealers that told me nothing was wrong. I had the first tie rod end replaced and it broke again so I had a second one replaced. Still Dodge and the dealers were telling me nothing was wrong. I knew absolutely nothing about front ends but was forced to teach myself because I knew if it failed again it could kill my family. I begged Dodge to listen calling multiple times asking for a Dodge engineer since no one else could help me.

I was terribly disappointed that with a problem that was life threatening I could not get a manager or Engineer on the phone. I ultimately had my front end disassembled and I replaced all of the steering linkage including the drag link, all tie rods, pitman arm, and the main tie rod hoping to end the problem. I don't have receipts for this but it cost me around $1000.00 for parts and labor. I am sure you could tell me what just the parts cost. I still have my old parts in my warehouse for proof and included a picture for your reference.

After pulling everything off and replacing it I went through all the pieces one piece at a time. I disassembled each part as much as possible looking for signs pointing to the reason of the failure. After removing the rubber boot from the current tie rod I found it was about to fail for the 3rd time. I then realized why it was failing as I detailed in post on the Dodge Forum (copies of my original post attached). To confirm my findings since my families life may depend on it I sent the parts to a metal lab for testing. They confirmed the reason the part was failing. I again repeatedly reached out to Dodge with no response. Now some three years later I get a recall notice. Included are the receipts I can find along with most of the expenses I incurred solving this problem. I did not include more then a month's work, several one hundred mile trips to different dealers, etc....all in an effort to resolve a problem Dodge wouldn't even acknowledge. This was the by far the worst experience I have ever had with any company. Dodge needs a system that insures life threatening problems are not ignored.

I hope and pray that all these years late this problem didn't cost someone their life when it so easily could have been prevented by just one person caring enough to get me a manager to could communicate my message to a Dodge Engineer.

My expenses are on the second page of this letter and receipts I could find are attached.

Very Sincerely,

[redacted]

I suspect this message will also fall short of the executive ears that can make the changes necessary…I hope not…..

1.	Towing after first Tie Rod failure (receipt attached)	$85.00
2.	Repair of 1st Tie Rod failure (3 years ago receipt not found)	$275.00
3.	Towing after 2nd Tie Rod failure (receipt attached)	$350.00
4.	Repair of 2nd Tie Rod failure (3 years ago receipt not found)	$275.00
5.	Replacement of drag link, pitman arm, and tie rod (receipts not found after 3 years… pictures of old parts attached). I replaced all of this because Dodge was telling me my tie rods were failing for no reason I knew that was not possible and the second failure occurred while taking my wife and three children to a Christmas Parade. It very nearly killed my family and Dodge would not admit any problems so I replaced everything hoping to solve the problem.	$1000.00
6.	Lab work for damaged parts so I could know with certainty the reason for failure. (Receipts attached)	$1,177.00
	Total out of pocket expenses:	$3162.00

John Vaughan Offline
Registered User
Garage is empty, add now

Join Date: Dec 2010
Posts: 9

Recall

I took my truck in for repairs to the back up camera and step bar. I inquired about the tie-rod end recall and was told my vin number was not in the recall.

I fractured a tie rod end already and spent months and thousands on lab work and repairs because Dodge denied responsibility even though my truck had less than 20,000 miles. My dealer said there was a bad batch of tie rod ends and my truck did not get one since it was not in the vin number batch in the recall.

DODGE PLEASE CONTACT ME THROUGH THIS FOURM SO I CAN TELL YOU WHY YOUR TIE ROD ENDS ARE BREAKING BEFORE IT COST SOMEONE THEIR LIFE!!!

I filed a complaint with ntsb nearly a year ago. My truck has been repaired and has had no issues with steering since. If you look close at all these tie rod ends including the one in the picture in this forum you will see the flat spot where the stem was binding. It is not faulty material. The stems are being bent over and over as they bind against the housing of the tie rod end until they crack and finally break. Have someone turn your steering wheel and watch your drivers side tie rod end. It will roll to allow for the turn. If the tie rod end is installed in a cocked position the roll causes the stem to bottom out and the power of the power steering will bend the stem until failure. I figured this out after studying my truck for hours because I feared it would kill someone and no dealer could tell me why they broke. To confirm my conclusion I sent my parts to a metal lab and had the fractured parts tested. They confirmed the metal was not weak but was repeatedly placed under intense pressure flexing in the same direction multiple times until fracture. It cost me $2000 but was worth it to know my truck was now safe to drive. I have driven to every dealer within a hundred miles to share my findings and called dodge multiple times because i felt a responsibility to get this information out before someone was injured or killed. Not one single dealer has even listened intently. They all complain about Dodges lack of communication and honestly I dont think one of them even understood what I was talking about. Dodges 800 number has noted my calls and i have repeatedly asked to talk to an engineer only to be told all they can do is note my call.

Wow!

[redacted]

Remit To: 2210 Technology Drive
PO Box 724
Schenectady NY 12301
(518) 382-0082

Invoice Number: 102170
Invoice Date: 1/26/2011
Customer Account Ref: KVAU

Bill To:
[redacted]
Beaumont TX [redacted]

PO Number: Credit Card

Customer Request Number: N.A.

Client: [redacted]

For Laboratory Services:
Failure analysis of broken tie rods from 2010 Dodge pick up truck. The client submitted: (1) Broken driver's side tie rod end, (2) New driver's side tie rod end, (3) Broken Pitman arm, (4) Pitman arm replacement.

[redacted] LAB
2210 TECHNOLOGY DRIVE
SCHENECTADY, NY 12308
PHONE (518) 382-0082

Merchant ID: 1218011

Phone Order

XXXXXXXXXXXX[redacted]
VISA Entry Method: Manual

Total: $ 1,177.00

01/26/11 13:39:29
Invoice: 102170 Appr Code: 026953
Approved: Online Batch#: 000202
AVS Code: EXAC MATCH Y
CVV2 Code: MATCH M

Customer Copy
THANK YOU!
PLEASE COME AGAIN!

Subtotal:	1177.00
Tax Amount:	0.00
Total:	**1177.00**

IMPORTANT: PAYMENT TERMS: NET 10 DAYS

SPANKY'S WRECKER SERVICE INC.

TDLR005035280C 1-866-299-7504

2255 LOUISIANA	675 N. LHS DRIVE	425 HWY 105 W
BEAUMONT, TX 77701	LUMBERTON, TX 77657	SOUR LAKE, TX 77659
(409) 833-1500	(409) 751-3000	(409) 833-1500
VSF No. 0000571	VSF No. 0514744	VSF No. 0640949

INV. # 68916

Bill To [redacted] Date 11-15-10

Name [redacted] Req. By

Address [redacted]

City & State China - TX Phone

YEAR & MAKE	MODEL	COLOR	LICENSE NO.
Dodge	2500 4x4	BLK/TAN	[redacted]

VIN #	MILEAGE	PO #

KEYS: YES ☐ NO ☐ PREF ☐ NO PREF ☐ WRECK ☐ TOWAWAY ☐ DID ☑ COMPANY ☐

PICK UP LOCATION	Turner Rd	WRECKER FEE	85.00
TAKEN TO	Lumberton Off Road	FUEL SURCHARGE	
DRIVER	10764 MARK B	LOADER/WHEELIFT	
TRUCK NO.	6	WORKING TIME HRS. @ PER HR.	
MILEAGE ENROUTE		WAITING TIME HRS. @ PER HR.	
MILEAGE TOWED		EXTRA LABOR HRS. @ PER HR.	
TOTAL MILES		REMOVE DRIVE LINE	
TIME FINISHED A P		PAY OUT	
TIME DISPATCHED		TOTAL AMOUNT	85.00
COMMENTS		METHOD OF PMT CK# CASH ☐ CC ☑	

I, the undersigned, do hereby certify that I am legally authorized to take possession of the above described vehicle and all personal property therein. I fully understand that Spanky's Wrecker Service ASSUMES NO LIABILITY FOR DAMAGES TO THE ABOVE VEHICLE.

NON-PAYMENT, STOP PAYMENT, INSUFFICIENT FUNDS GIVES US THE RIGHT TO REPOSSESS THIS VEHICLE ON SITE.

Signed _____ Date _____

I am reciving ALL personal property from vehicle.

Signed _____ Date _____

Please continue to store MY vehicle.

Signed _____ Date _____

I am releasing my vehicle to:

Signed _____ Date _____

Regulated by TDLR:
Complaints directed to:
TDLR Towing Program
P.O. Box 12157, Austin, TX 78711
512-463-6599/800-803-9202
Website: towing@license.state.tx.us
www.license.state.tx.us

_____
Initial

SPANKY'S WRECKER SERVICE INC.

TDLR005035299C 1-866-299-7504

2255 LOUISIANA	575 N. LHS DRIVE	425 HWY 105 W
BEAUMONT, TX 77701	LUMBERTON, TX 77657	SOUR LAKE, TX 77659
(409) 833-1500	(409) 751-3000	(409) 833-1500
VSF No. 0000571	VSF No. 0514744	VSF No. 0640949

INV. # 69431

Bill To [redacted] Date 12-16-10

Name [redacted] Req. By [redacted]

Address [redacted]

City & State Pinut, TX [redacted] Pho [redacted]

YEAR & MAKE	MODEL	COLOR	LICENSE NO.
10 Dodge	4X4 Ram 2500	BLK/TAN	[redacted]

VIN #	MILEAGE	PO #

KEYS: ☐ YES ☐ NO | PREF ☐ NO PREF ☐ | WRECK ☐ TOWAWAY ☐ | IND ☐ COMPANY ☐

PICK UP LOCATION	Lumberton Off-Road	WRECKER FEE	350.00
TAKEN TO	Allen Samuels (Houston)	FUEL SURCHARGE	
DRIVER	10764 Mark Brannon	LOADER/WHEELIFT	
TIME FINISHED		WORKING TIME HRS. @ PER HR.	
TRUCK NO.	6	WAITING TIME HRS. @ PER HR.	
MILEAGE ENROUTE		EXTRA LABOR HRS. @ PER HR.	
MILEAGE TOWED		REMOVE DRIVE LINE	
TIME DISPATCHED		PAY OUT	
TOTAL MILES			
COMMENTS	93 miles 1 way	TOTAL AMOUNT	350.00
		METHOD OF PMT CK# ____ CASH ☐ CC ☐	

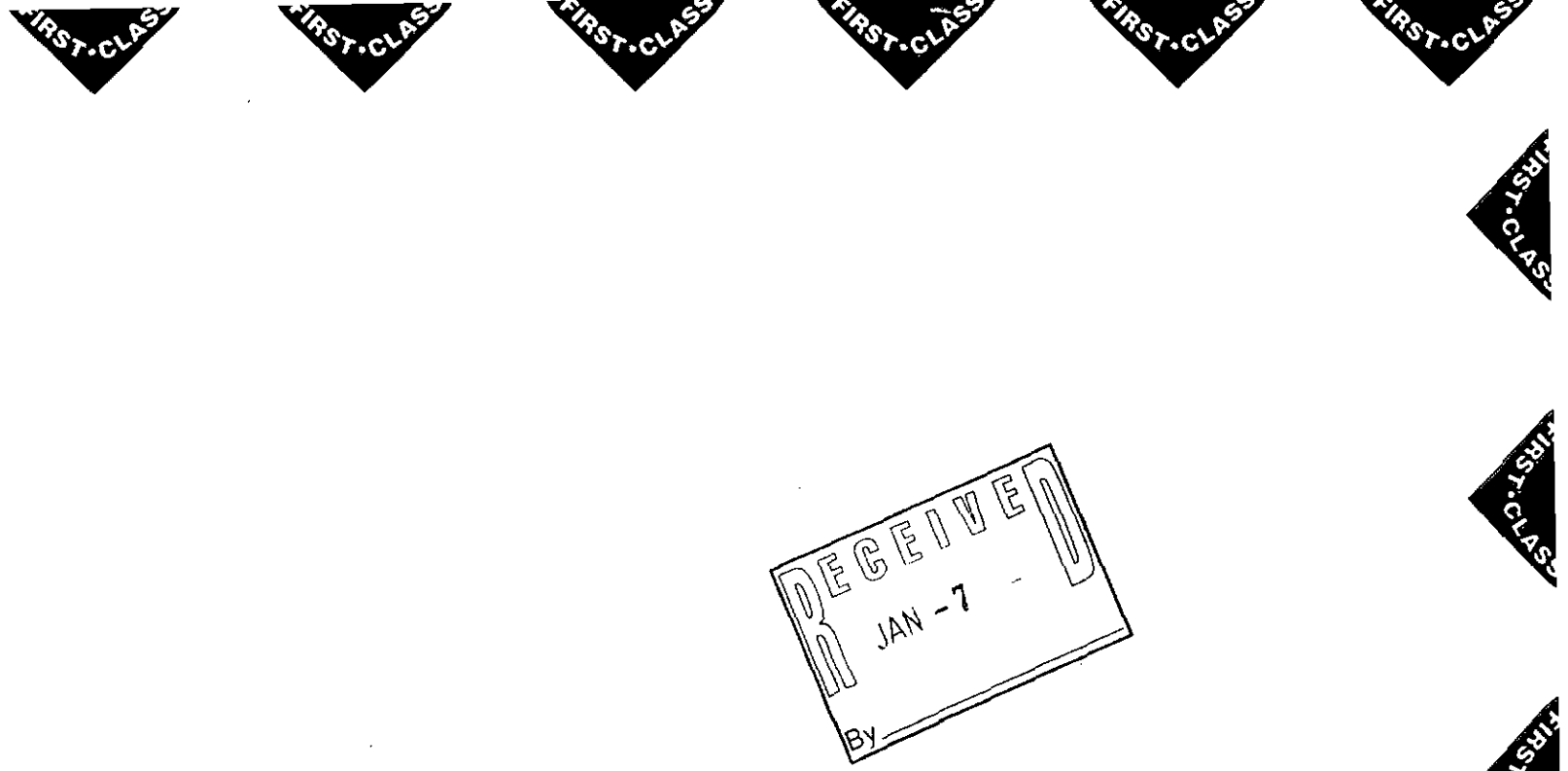
I, the undersigned, do hereby certify that I am legally authorized to take possession of the above described vehicle and all personal property therein. I fully understand that Spanky's Wrecker Service ASSUMES NO LIABILITY FOR DAMAGES TO THE ABOVE VEHICLE.

NON-PAYMENT, STOP PAYMENT, INSUFFICIENT FUNDS GIVES US THE RIGHT TO REPOSSESS THIS VEHICLE ON SITE.

Signed _____ Date _____
I am receiving ALL personal property from vehicle.
Signed _____ Date _____
Please continue to store MY vehicle.
Signed _____ Date _____
I am releasing my vehicle to:
Signed _____ Date _____

Regulated by TDLR
Complaints directed to:
TDLR Towing Program
P.O. Box 12157, Austin, TX 78711
512-463-6599/800-803-9202
Website: towing@license.state.tx.us
www.license.state.tx.us

_____
Initial



F

U.S. POSTAGE
REQUIRED

USPS FIRST-CLASS MAIL®

[redacted]

Ship Date: 12/30/13
Weight: 1 oz
0000

BEAUMONT TX [redacted]

B198

CUSTOMER SERVICE
CHRYSLER CUSTOMER SERVICE
PO BOX 218007
AUBURN HILLS MI 48321-8007

USPS TRACKING #

[redacted]

Electronic Rate Approved #699320

First Class Mail

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) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Vin # 3D7KS29C46G [redacted]

09580

WRIGHT SERVICES
STEVE WRIGHT
8577 925 N. AVE.
BUDA, IL 61314
(309) 895-2323 Shop

AUTO REPAIR

DATE IN 12-5-15 A.M. P.M. | DATE PROMISED A.M. P.M.
CUSTOMER'S ORDER NO. | ORDER WRITTEN BY
NAME [redacted] | BUS. PHONE EXT.
ADDRESS | HOME PHONE
CITY STATE ZIP | LICENSE NO. | MILEAGE 121139
YEAR, MAKE AND MODEL 2006 DODGE RAM 2500 | CALL WHEN READY ☐ YES ☐ NO | MECHANIC/TECHNICIAN
SERIAL NO./V.I.N. | TERMS

QTY.	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT	
2	UPPER BALL JOINTS	103.96	207.92
2	LOWER BALL JOINTS	113.40	226.80
1	TIE ROD end outer left		64.83
1	TIE rod end outer right		123.15
1	TIE ROD end inner		35.59
2	FRONT AXEL JOINTS	55.86	111.72
1	TIE ROD INNER		124.02
2	FRONT ROTORS	61.11	122.22
1	FRONT BRAKEPAD SET		57.36
	PD 12-5-15 CASH		
	TOTAL PARTS		1073.61

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
Replace upper and lower Ball Joints Both sides and inner and outer tie rod ends and Both Front axel joints and Front right rotors and brakes clean and lube and check for leaks	57.00

Receipt being submitted for Safety Recall N62 / NHTSA 13V-528
Owner: [redacted]

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE | SAVE OLD PARTS ☐ YES ☐ NO

ESTIMATED COSTS

PARTS | LABOR | TOTAL
AUTHORIZED BY | ☐ IN PERSON ☐ BY PHONE
DATE | TIME | CALLED BY | PHONE

REVISED ESTIMATE / ADDITIONAL WORK

PARTS | LABOR | TOTAL
AUTHORIZED BY | ☐ IN PERSON ☐ BY PHONE
DATE | TIME | CALLED BY | PHONE

TOTAL LABOR	57.00
TOTAL PARTS	1073.61
TOTAL SUBLET	
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
6.75% TAX	72.46
TOTAL	1722.07

PRODUCT 65834 To Order by State: 6583B-3 (OH), 6583C-3 (CA)

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

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

bG [redacted] 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. Item broke a few weeks ago and 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 _____

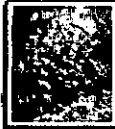
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____



[redacted]
Mackinaw, IL [redacted]

RECEIVED
JAN -7
By

C
A
P.O
Au

48

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-22 15:37:05.213606
Files Not Recieved: 0

My Left Tie rod end was loose, I replaced with a complete steering section, and was advised by the dealer that I hat to change the pitman arm also. Thank you

CLASSIC

GMC TRUCK · BUICK · Cadillac · mazda · CHRYSLER · DODGE · Jeep · Mercedes-Benz

4333 Mall Drive • Texarkana, TX 75503
903-223-4333 • 877-477-7728
GREGGORRAUTO.COM

CUST. NO.	TAX EXEMPT NUMBER	CUST. P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
109685 [redacted]				CRED CD	[redacted]	07/08/13	43388 CHR

BILL TO
[redacted]
TXK, TX [redacted]

SHIP TO

SHIP QTY.	B.O. QTY.	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	52122362-AH STEERING STE 19027003	KIA7	476.16	375.00	375.00
1	0	5154661-AC DAMPER STEER 19030006	J54L	157.44	157.44	157.44
1	0	68039930-AA ARM PITMAN 19027002	J22L	55.17	55.17	55.17

SUBTOTAL 587.61
TAX 48.48
FREIGHT 0.00
PAY THIS AMOUNT **636.09**

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.

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.

NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.

NO RETURNS AFTER 30 DAYS. 35% RE-STOCK CHARGE ON ALL RETURNED PARTS.

Thank You For Your Business!

CUSTOMER COPY

** DUPLICATE **
08:25:52 PAGE 1 OF 1
NET502

PARTS INVOICE

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **1D7KS28C57J**[redacted]

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

Dear[redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1-15-14

VIN (FIRST 9 DIGITS) 3D7KS29CX

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Kirkland Automotive Repair
9430 RT 22 Hwy W
Blairsville, Pa. 15717
Phone - 724-459-8680 Fax - 724-459-8680

INVOICE
3922
Org. Est. # 007747

INVOICE

Print Date : 12/27/2013

[redacted]
Olanta, PA [redacted]
Home [redacted]
Cust ID : 825

2007 Dodge - Pickup R2500 - 5.9L, In-Line6 (360CI)
Lic # : [redacted] - PA
Unit # :
Vin # : 3D7KS29CX7G[redacted]
Hat # :
Odometer In : 0
Odometer Out : 99558
Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
tierod end				replace left outer tie rod end	45.00
269-3740	1.00	96.36	96.36		
Shop Supplies		5.65	5.65		

Org. Estimate $ 155.83 Revisions $ 0.00 Current Estimate $ 155.83

Labor:	45.00
Parts:	102.01
Sublet:	$0.00
Sub:	147.01
Tax:	8.82
Total:	155.83
Bal Due:	$0.00

[Payments - Check - $155.83]

Thank You For Your Business

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature [redacted] Date 12-26-13 Time

Written By: Kirkland [redacted]

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 JD

BOB HAFER'S TOWING

24 HOUR TOWING/TILTBED

229 HAFER ROAD
BLAIRSVILLE, PA 15717
724-459-7445

No: 10856

LICENSE NO: [redacted] STATE: PA

MAKE: Dodge (2017) (Black) MODEL: Ram 2500 Pickup DATE: DEC 25 2018

LOCATION PICK UP:

AUTHORITY: Pgh Police

OWNER: [redacted] PHONE: [redacted]

ADDRESS: [redacted] Clearfield, PA [redacted]

ADDRESS DELIVERED TO: Kirkwood Auto Repair [redacted]

VEHICLE MILEAGE: VIN NUMBER:

TOW TRUCK - TILT BED CHARGES $ 125.00 OTHER CHARGE, Explain:

WINCHING $ 125

DROP SHAFT $

[redacted]

Signature

do to ensure your safety...	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]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

7C[redacted] N62 071950

[redacted]

OLANTA, PA [redacted]

071950/#63094/N62

071950/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)

7G [redacted]

Notification Code

N62

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

☐ My vehicle was inspected and found to be ok.

☐ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

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

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

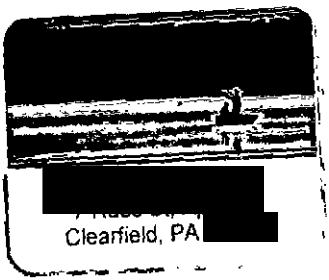
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____



Chrys

P.O.

Aubu

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



DESKINS MOTORS
CHRYSLER Jeep
100 Deskins Drive
Pikeville, KY 41501
Phone: (606) 437-1300
Service: (606) 437-1301

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

R/O Open Date	R/O Number
1/11/12	6043729/1
R/O Close Date	Status
1/12/12	Reprint
Mileage In	Mileage Out
85271	85276
Service Advisor / Tag #	
VICKIE TACKETT/5535	

[redacted]
PHELPS, KY [redacted]

Work Phone	Vehicle Identification Number
	3D7KS28A98G[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2008	DODGE	RAM 2500	4WD QUAD CAB 140.	BLACK	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR X62: MISC REPAIR		
CUSTOMER STATES CHECK SLACK IN FRONT		
NOTE: CUST. THINKS IT IS RECALL #446		
Caused by		
INSPECTED & FOUND RT. & LT. FRONT OUTTER TIE ROD		
END WAS WORN EXCESSIVELY, WITH UPGRADED STEERING		
LINKAGE PITMAN ARM AND STEERING STABILIZER MUST BE		
REPLACED		
Work performed by HEATH KEATHLEY(281)		382.45
Installed 52122362AG :STEERING: STEERING	1@350.00	350.00
Installed 68039930AA :ARM: PITMAN	1@80.75	80.75
Installed 5154661AA :DAMPER: STEERING	1@149.00	149.00
REMOVED AND REPLACED ENTIRE STEERING LINKAGE AND		
STEERING DAMPER, PERFORMED FRONT END ALIGNMENT		
NOTE: ON TEST DRIVE FOUND VEHICLE HAS BAD U-JOINT		
ON REAR		

Attn: Case # [redacted]

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

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

LABOR	382.45
PARTS	579.75
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	9.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	35.38
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1007.57
Visa/Mastercard [redacted]	250.00
Visa/Mastercard [redacted]	250.00
Cash	507.57

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

(C) 2003 ARCERA, Inc. - Dealership Application Group (800)645-1020

DESKINS MOTORS
CHRYSLER Jeep
100 Deskins Drive
Pikeville, KY 41501
Phone: (606) 437-1300
Service: (606) 437-1301

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

R/O Open Date	R/O Number
1/11/12	6043729/1
R/O Close Date	Status
1/12/12	Reprint
Mileage In	Mileage Out
85271	85276
Service Advisor / Tag #	
VICKIE TACKETT/5535	

[redacted]
PHELPS, KY [redacted]

Work Phone	Vehicle Identification Number
	3D7KS28A98G[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2008	DODGE	RAM 2500	4WD QUAD CAB 140.	BLACK	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR X62: MISC REPAIR		
CUSTOMER STATES CHECK SLACK IN FRONT		
NOTE: CUST. THINKS IT IS RECALL #446		
Caused by		
INSPECTED & FOUND RT. & LT. FRONT OUTTER TIE ROD		
END WAS WORN EXCESSIVELY, WITH UPGRADED STEERING		
LINKAGE PITMAN ARM AND STEERING STABILIZER MUST BE		
REPLACED		
Work performed by HEATH KEATHLEY(281)		382.45
Installed 52122362AG :STEERING: STEERING	1@350.00	350.00
Installed 68039930AA :ARM: PITMAN	1@80.75	80.75
Installed 5154661AA :DAMPER: STEERING	1@149.00	149.00
REMOVED AND REPLACED ENTIRE STEERING LINKAGE AND		
STEERING DAMPER, PERFORMED FRONT END ALIGNMENT		
NOTE: ON TEST DRIVE FOUND VEHICLE HAS BAD U-JOINT		
ON REAR		

Attn: Case # [redacted]

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I [redacted] 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."

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PARTS	579.75
DEDUCTIBLE	.00
SUBLET	.00
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HAZARDOUS MATERIALS	.00
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SPECIAL ORDER DEPOSIT	.00
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TOTAL DUE	1007.57
Visa/Mastercard [redacted]	250.00
Visa/Mastercard [redacted]	250.00
Cash	507.57

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

X

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CHRYSLER Jeep
100 Deskins Drive
Pikeville, KY 41501
Phone: (606) 437-1300
Service: (606) 437-1301

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Monday - Friday

R/O Open Date	R/O Number
1/11/12	6043729/1
R/O Close Date	Status
1/12/12	Reprint
Mileage In	Mileage Out
85271	85276
Service Advisor / Tag #	
VICKIE TACKETT/5535	

[redacted]
PHELPS, KY [redacted]

Work Phone	Vehicle Identification Number
	3D7KS28A98G[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
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Caused by		
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Attn: Case # [redacted]

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1/12/12	Reprint
Mileage In	Mileage Out
85271	85276
Service Advisor / Tag #	
VICKIE TACKETT/5535	

[redacted]
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[redacted]	

Year	Make	Model	Body	Color	License Number
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DISCOUNTS	.00
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Visa/Mastercard [redacted]	250.00
Visa/Mastercard [redacted]	250.00
Cash	507.57

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X

(C) 2003 ARCERA, Inc. - Dealership Application Group (800)645-1020

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/23/14

POSTED DATE : 1-17-14

VIN (FIRST 9 DIGITS) 3D7KS28D8

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: Sites Stinson LLC

LAST NAME :

CAIR : 000 000058

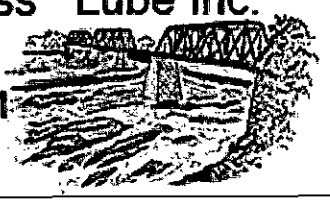
NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]
Fairfield/Maine/[redacted]

Kennebec Express Lube Inc.

201 College Ave
Waterville, ME 04901
207-873-3025



Year	2007	**Engine**	5.7L		
Make	DODGE TRUCK	**TransInfo**			
Model	2500	**Job Type**	INVOICE	**Date Started**	09/26/11
License #	[redacted]	**Odometer In**	51632	**Date Completed**	10/05/11
Vin #	3D7KS28D87G[redacted]	**Odometer Out**	0	**Invoice #:**	37121

Part Number	Qty	Description	Price	Extension
A DIAGNOSIS				
Reported Problem		Tie rod has come apart		
		A_DIAGNOSIS Total $		0.00
LABOR				
LABOR	5.90	Inspect Steering for Tie rod failure: found passanger side outer tierod end has broken in two. Inspection of the rest of the front suspension and steering found play in the drivers side outer tierod end and all four balljoints. plus both inner tierod ends have worn and do not have smooth movement thru out there travel range. will need to replace balljoints in order to get a proper alignment after tierods are replaced, recommend replacing inner tie rods as well, installed all new tie rods and balljoints. found tierod collars have rusted badly on the exposed threads and will make alignment impossible beyond the origional settings, replaced both tierod collars.	45.00	265.50
LABOR	1.10	R&R Power steering Hose from Pump to Gear: found to be leaking durning initial inspection of steering linkage.	45.00	49.50
		LABOR Total $		**315.00**
PARTS				
DS1463	1.00	Drivers Inner Tie Rod	96.29	96.29
5212331AB	1.00	Pws Hose (pump to gear)	119.17	119.17
ES3624	1.00	Passanger Inner Tie Rod at pitman	28.09	28.09
DS1464	1.00	Passanger Side Outer Tie Rod	95.52	95.52
K7460	2.00	Upper Balljoint	81.78	163.56

Phone (207) 649-8622
Pay Method = MASTERCARD 1206.85

Sub Total	1,164.38
Sales Tax	42.47
Total	1,206.85

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a teardown and reassemble fee of $____ will be applied.

x_____Date_____

[redacted]
Fairfield/Maine/[redacted]

Kennebec Express Lube Inc.



201 College Ave
Waterville, ME 04901
207-873-3025

Year	2007	**Engine**	5.7L		
Make	DODGE TRUCK	**TransInfo**			
Model	2500	**Job Type**	INVOICE	**Date Started**	09/26/11
License #	[redacted]	**Odometer In**	51632	**Date Completed**	10/05/11
Vin #	3D7KS28D87G[redacted]	**Odometer Out**	0	**Invoice #:**	37121

Part Number	Qty	Description	Price	Extension
K7467	2.00	Balljoint Lower	88.90	177.80
ES3625	1.00	Driver Side Outer Tie Rod	55.03	55.03
MOO ES3626S	2.00	Tie Rod Collar	46.93	93.86
ATFBULK	2.00	ATF Mobil BULK	2.90	5.80
SHOP SUPPLIES	1.00	Chemicals/Products used durning a repair	14.26	14.26
		PARTS Total $		849.38

Phone (207) 649-8622
Pay Method = MASTERCARD 1206.85

Sub Total	1,164.38
Sales Tax	42.47
Total	1,206.85

Estimate good for 30 days. Not responsible for damage caused by theft, fire or acts of nature. I hereby authorize the above repairs, including sublet work, along with the necessary materials. You and your employees may operate my vehicle for the purpose of testing, inspection and delivery at my risk. If I cancel repairs prior to their completion for any reason, a teardown and reassemble fee of $____ will be applied.

x_____Date_____

029364/#63094/N62

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

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

Notification Code [N62]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name Sites Stinson LLC MI 65,000

Last Name _____

Street Address [redacted]

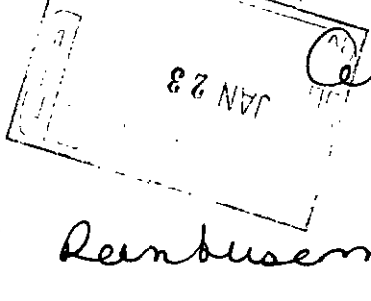
City Fairfield

State Maine Zip Code [redacted]

Email Address [redacted]

[redacted]
Fairfield, Me [redacted]

Chry
PO B
Cumb



Att Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/23/14

POSTED DATE : 1/18/14

VIN (FIRST 9 DIGITS) 3D7KS28A0

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

BILL LUKE

Family Owned and Operated Since 1927

CHRYSLER Jeep DODGE RAM

0101IDOCS597662

(602) 336-1530

2425 W. Camelback Road | Phoenix, AZ 85015

www.billluke.com

CELL: 623-882-7250

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
181932	MIKE ERICKSON 97979	7352	07/09/11	DOCS597662

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		55,996		

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
08/DODGE TRUCK/RAM 2500/QUAD 140.5WB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3D7KS28A08G[redacted]		

F.T.E. NO.	P.O. NO	R.O. DATE
		07/07/11

[redacted] GLENDALE, AZ [redacted]

BUSINESS PHONE

COMMENTS

MO: 55998

JOB# 1 CHARGES

LABOR

J# 1 02DOZJ SUSP. 1 SUSPENSION2 JOB 1 TECH(S): 16438 261.36

LEFT OUTER TIE ROD SEPERATED, CHECK AND ADVISE
INSPECTED AND FOUND TIE ROD BROKEN AND BACKING PLATE
AND ROTOR DAMAGED. INSTALLED NEW PLATE ROTOR TIE ROD
PRO-CUT FRONT ROTORS ON NEXT LINES

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		68038054-AC	PACKAGE I 190270	124.80	124.80
	1		5086664-AA	SHIELD SP 500501	26.91	26.91
	1		52121050-AA	ROTOR BRA 500500	121.85	121.85
	1		52013663-AC	WHEEL ALU 220010	649.00	649.00
				TOTAL - PARTS		922.56

JOB# 1 TOTALS

LABOR	261.36
PARTS	922.56
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	1183.92

JOB# 2 CHARGES

LABOR

J# 2 50DOZ SUBLET 2 TECH(S): 97979 0.00

RENTAL 35.00 DAY

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
	368368	5042D1547	07/11/11	RENTAL	WARRANTY
	368368	5042D1547	07/11/11	RENTAL	INTERNAL
				TOTAL - SUBLET	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	6	SERVICE POLICY ADJUST		INTERNAL
			TOTAL - MISC	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	0.00

JOB# 3 CHARGES

LABOR

J# 3 10DOZJ12QT 2 LOF 12 QUART CAP 1 TECH(S): 16438 WARRANTY

PEFORM 12 QUART LUBRICATION SERVICE. LUBRICATE VEHICLE
COMPLETE. INFLATE TIRES TO PROPER PSI. PERFORM VEHICLE INSP.

LUBRICATE FRONT SUSPENSION AND STEERING LINKAGE.
CHECK ALL UNDERHOOD FLUID LEVELS AND FILL AS NEEDED.
INSPECT DRIVE BELTS, HOSES, DRIVESHAFT BOOTS, AIR FILTER AND
WIPER BLADES. INSPECT FOR ANY OIL LEAKS. DRAIN CRANKCASE
AND INSTALL NEW MOPAR OIL FILTER. REPLENISH CRANKCASE WITH
PROPER LEVEL OF ENGINE OIL.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		5083285-AA	FILTER EN 905700		WARRANTY

LUKB-333-2 REV. 10/13

[CONTINUED ON NEXT PAGE]

02:43pm

BILL LUKE

Family Owned and Operated Since 1927

CHRYSLER Jeep DODGE RAM

0101IDOCS597662

(602) 336-1530

2425 W. Camelback Road | Phoenix, AZ 85015

www.billluke.com

CELL: 623-882-7250

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
181932	MIKE ERICKSON 97979	7352	07/09/11	DOCS597662

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			55,996		

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
GLENDALE, AZ [redacted]	08/DODGE TRUCK/RAM 2500/QUAD 140.5WB		

	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	3D7KS28A08G [redacted]		

	F.T.E. NO.	P.O. NO	R.O. DATE	
			07/07/11	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 55998

TOTALS----------

Please check your invoice for your correct name. address and telephone information. If a correction is required please inform our cashier. We will update your information.

If you need alternate transportation, Bill Luke offers:

* Complimentary Valleywide Shuttle Service available Monday thru Friday from 7:30am to 5:00pm.

* Enterprise Rental Car Agency on site Monday thru Friday from 7:00am to 6:00pm

* After hours vehicle drop off/pickup available upon request

Explanation of repairs were provided to customer .....

TOTAL LABOR....	490.51
TOTAL PARTS....	922.56
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.99
TOTAL MISC DISC	-16.20
TOTAL TAX.....	87.66
TOTAL INVOICE $	**1504.52**

CUSTOMER SIGNATURE

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

LUKB-333-2 REV. 10/13

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CHRYSLER Jeep DODGE RAM

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3D7KS28A08G[redacted]		

F.T.E. NO.	P.O. NO	R.O. DATE
		07/07/11

[redacted] GLENDALE, AZ [redacted]

RES [redacted] BUSINESS PHONE

COMMENTS

MO: 55998

PRO-CUT FRONT ROTORS AND REPLACED LEFT SIDE ROTOR FOR
DAMAGE. R.T AFTER AND IS GOOD.

JOB# 7 TOTALS----------

LABOR	103.00
JOB# 7 JOURNAL PREFIX DOCS JOB# 7 TOTAL	103.00

JOB# 8 CHARGES----------

LABOR----------

J# 8+22DOZ JWHEEL REPLACE WHEEL TECH(S): 25148 40.95

REPLACE L/F WHEEL. DAMAGED ON THE INSIDE FROM TIE ROD
WHEEL DAMAGED IN INSIDE ALSO FOUND TPM SENSOR SLIGHTLY BENT.
TPM SENSOR IS OK AND NOT LEAKING
REPLACED LEFT FRONT WHEEL

JOB# 8 TOTALS----------

LABOR	40.95
JOB# 8 JOURNAL PREFIX DOCS JOB# 8 TOTAL	40.95

MISC------CODE--------DESCRIPTION----------CONTROL NO---------	
JOB # A 1 ENVIRONMENTAL FEE	19.99
TOTAL - MISC	19.99

ESTIMATE----------

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $100.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $1400.00 (+TAX) ON 07/08/11 AT 08:30am
BY RON COMMENTS
APPROVED REVISED ESTIMATE (# 2) OF $1505.00 (+TAX) ON 07/08/11 AT 01:50pm
BY RON COMMENTS
COMMENTS----------
TOWED IN

LUKB-333-2 REV 10/13

[CONTINUED ON NEXT PAGE] 02:43pm

BILL LUKE

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CHRYSLER Jeep DODGE RAM

0101IDOCS597662

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
181932	MIKE ERICKSON 97979	7352	07/09/11	DOCS597662

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		55,996		

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
08/DODGE TRUCK/RAM 2500/QUAD 140.5WB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3D7KS28A08G[redacted]		

F.T.E. NO.	P.O. NO	R.O. DATE
		07/07/11

[redacted]
GLENDALE, AZ [redacted]

RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS

MO: 55998

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	12	68044417-PB	PEN 15W40 108109		
			TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	3	PARTS SPECIALS		
			TOTAL - MISC	0.00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOQS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 10DOZZMI MECHANICAL INSPECT TECH(S): 16438 0.00

INSPECT VEHICLE AND REPORT ON ANY NEEDED REPAIRS.
COMPLETE

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX DOQS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES

LABOR

J# 5 10DOZZREC ADVISED MAINT/REPAIR TECH(S): 97979 0.00

CUSTOMER HAS BEEN ADVISED OF FOLLOWING RECOMMENDED
MAINTENANCE AND/OR REPAIRS.

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX DOQS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES

LABOR

J# 6 10DOZJALIGN 4 WHEEL ALIGNMENT TECH(S): 16438 85.20

PERFORM COMPUTERIZED 4 WHEEL ALIGNMENT.

INSPECT VEHICLE ON HUNTER ENGINEERING STATE OF THE ART
ALIGNMENT MACHINE. ADJUST TO SPECIFICATION AS NEEDED.

MISC	CODE	DESCRIPTION	CONTROL NO	
	2	SERVICE SPECIALS		-16.20
			TOTAL - MISC	-16.20

JOB# 6 TOTALS

LABOR	85.20
MISC	-16.20

JOB# 6 JOURNAL PREFIX DOCS JOB# 6 TOTAL 69.00

JOB# 7 CHARGES

LABOR

J# 7 05DOZ BRAKES TECH(S): 16438 103.00

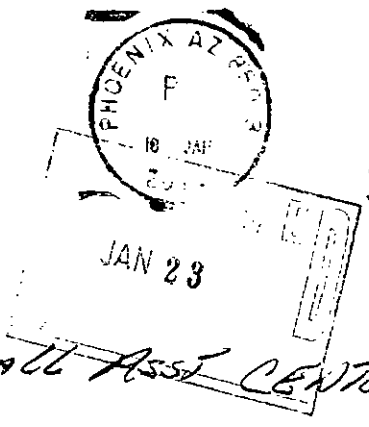
REPLACE LEFT FRONT BRAKE ROTOR. PROCUT BOTH ROTORS

LWB-333-2 REV. 10/13

[CONTINUED ON NEXT PAGE]

[redacted]

GLENDALE AZ [redacted]



CHRYSLER RECALL ASST CENTER
PO BOX 21-8007
AUBURN HILLS MICH
48321-8007

48321 8807

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-13 16:17:11.620215
Files Not Recieved: 0

LITHIA DODGE OF SOUTH ANCHORAGE
9600 OLD SEWARD HWY
ANCHORAGE, AK 99515
907-868-9300

AKANCDODCC
00173400095075578180 20

Date: 11/27/2013 05:19:44 PM

CREDIT CARD SALE

CARD NUMBER: **********[redacted] S
TRAN AMOUNT: $405.88
APPROVAL CD: 015993
RECORD #: 008
CLERK ID: mg71835
SALES TAX: $0.00
DESCRIPTION: 663223

Customer Copy

$405.88
- 160.00 tire studs
$235.88

21,717 miles Dec 21, 2012 Same part
Hose pump pressure ~~68116 1450 AA~~ ~~1450 1015 A1~~
12/12,000 part warranty at Folsom

35978

~~1800-227-~~

1-800-992-1997, 2
Harley
care #

INVOICE

Invoice #: 663223

Tag #: T1862



LITHIA CHRYSLER JEEP DODGE OF ANCHORAGE #106
9600 OLD SEWARD HIGHWAY · ANCHORAGE, AK 99515
MAIN: (907) 868-9300 · FAX: (907) 868-9320

[redacted]
ANCHORAGE, AK [redacted]
Home: [redacted] Bus:
Cell: Email: email|dupp@gmail.com|work

Customer #:86580

Service Advisor: *163016 KENNETH HAUSING*

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREY	10	DODGE Ram25	3D7UT2CLXAG[redacted]		35978	35978

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN11		01JAN2011	17:00 27NOV13			CASH	27NOV13	08:34 26NOV13	13:14 27NOV13

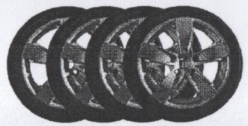
OPTIONS: ENG:6.7 Liter

ASSUREDSERVICE

RIGHT NOW SERVICE
QUALITY SERVICE WHEN YOU NEED IT. THE WAY YOU WANT IT.

UP FRONT PRICING
THE PRICE YOU'RE QUOTED IS THE PRICE YOU'LL PAY... PERIOD

3 YEAR/50K MILE REPAIR WARRANTY
IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES
WITH EVERY TIRE PURCHASE YOU RECEIVE:
- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

HOW'S OUR DRIVING ?

LITHIACares.com
[877] 899-9380

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES DRIVERS SIDE SEAT NOT WORKING PROPERLY AT SWITCH 6WAY							
	EL	ELECTRICAL						
		94068	CDR				0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
	35978 VERIFIED COMPLAINT. FRONT SEAT TIP FUNCTION IS NOT WORKING. WHEN OPERATING SWITCH YOU CAN HEAR THE MOTOR TRYING TO MOVE, SEAT BOTTOM FRAME MECHANISM IS BINDING. RECOMMEND REPLACING DRIVERSIDE FRONT SEAT BOTTOM FRAME.							
	**********							
B	CUSTOMER WOULD LIKE HAVE HIS TIRES PURCHASED TO BE STUDDED							
	MISC	MISCELLANEOUS						
		163133	CDR				160.00	160.00
	PARTS:	0.00	LABOR:	160.00	OTHER:	0.00	TOTAL LINE B:	160.00
	35978 150FTLBS , STUDDED							
	**********							
C	PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.							
	VI	PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.						
		163133	CDR				0.00	0.00
	PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
	35978 VI COMPLETE							
	**********							
D**	CUSTOMER STATES REPLACE POWERSTEERING HIGH PRESSURE LINE							
	ENG	ENGINE REPAIR						
		94068	CDR				119.95	119.95
	1	68164578AA	HOSE-POWER STEERING PRESSURE			116.95	116.95	116.95
	PARTS:	116.95	LABOR:	119.95	OTHER:	0.00	TOTAL LINE D:	236.90
	35978 LABOR 1.1. FOUND POWER STEERING PRESSURE LINE LEAKING PROFUSELY. REMOVED AND REPLACED LINE, FILLED POWER STEERING SYSTEM TO SPECIFICATIONS AND VERIFIED PROPER OPERATION WITH NO LEAKS AT THIS TIME.							
	**********							

"I acknowledge notice and oral approval of an increase in the original estimated price.
Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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

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

DESCRIPTION

TOTALS	
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INS/DED/DIS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Copyright 2000 ADP, Inc. ELF XSI6C

Customer Copy

THANK YOU!

[redacted]

ANCHORAGE, AK [redacted]

Home: [redacted] Bus:

Cell: Email: email|dupp@gmail.com|work

INVOICE

Invoice #: 663223

Tag #: T1862

Customer #: 86580

Service Advisor: 163016 KENNETH HAUSING

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF ANCHORAGE #106
9600 OLD SEWARD HIGHWAY · ANCHORAGE, AK 99515
MAIN: (907) 868-9300 · FAX: (907) 868-9320

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
GREY	10	DODGE Ram25	3D7UT2CLXAG [redacted]		35978	35978

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN11		01JAN2011	17:00 27NOV13			CASH	27NOV13	08:34 26NOV13	13:14 27NOV13

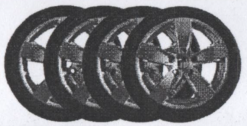
OPTIONS: ENG:6.7_Liter

ASSUREDSERVICE

RIGHT NOW SERVICE
QUALITY SERVICE WHEN YOU NEED IT. THE WAY YOU WANT IT.

UP FRONT PRICING
THE PRICE YOU'RE QUOTED IS THE PRICE YOU'LL PAY... PERIOD

3 YEAR/50K MILE REPAIR WARRANTY
IF IT BREAKS, WE FIX IT... FREE



WE SELL TIRES
WITH EVERY TIRE PURCHASE YOU RECEIVE:
- FREE TIRE REPLACEMENT
- FREE TIRE ROTATION
- FREE FLAT REPAIRS

HOW'S OUR DRIVING ?

LITHIACares.com
[877] 899-9380

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 160.00			26NOV13 08:34	SA: 163016			
PROVISIONS AND MATERIALS							8.98

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
,, DESCRIPTION: DRIVERSIDE FRONT SEAT BOTTOM FRAME
,, REASON DENIED: LAT Customer will have work performed later
,,PERSON CONTACTED: UPP,DAVID
,, COMMENTS:
,, RECOMMENDED BY: 94068 DRUM DENIAL ADDED BY: 163016 HAUSINGER
,, LINE ASSOCIATED: ESTIMATE: 1257.52

YOU MAY RECEIVE A SATISFACTION SURVEY BY MAIL OR PHONE. IF YOU'RE UNABLE TO MARK COMPLETELY SATISFIED TO ALL THE QUESTIONS PLEASE CONTACT OUR SERVICE MANAGER. YOUR SATISFACTION IS OUR #1 GOAL. THANK YOU FOR CHOOSING LITHIA, "AMERICA'S CAR AND TRUCK STORE"

"I acknowledge notice and oral approval of an increase in the original estimated price.
_____ Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT
In the course of servicing, OE equivalent parts may be used.
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seg. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	279.95
PARTS AMOUNT	116.95
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.98
TOTAL CHARGES	405.88
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	**405.88**

Copyright 2000 ADP, Inc. ELF XSI6C

Customer Copy

THANK YOU!

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) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 13, 2014

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

RE: Safety Recall N62

To Whom It May Concern:

Please find the attached receipt for automotive repair on our 2005 Dodge Ram 2500 that falls within the above referenced recall notice. If you have any questions, please feel free to contact me at the number below.

Sincerely,

[redacted]

Tuttle, OK [redacted]

DAN'S AUTO REPAIR & TIRE

3755 NW 32ND ST.
NEWCASTLE, OK 73065
(405) 392-2000

AUTO REPAIR

DATE IN 12-26-13 A.M. P.M. | DATE PROMISED A.M. P.M.
CUSTOMERS ORDER NO. | ORDER WRITTEN BY
NAME [redacted] | BUS. PHONE 615-3855 EXT.
ADDRESS | HOME PHONE
CITY STATE ZIP [redacted] | MILEAGE 157,114
YEAR, MAKE AND MODEL 03 Dodge Ram 2500 | CALL WHEN READY ☒ YES ☐ NO | MECHANIC/TECHNICIAN
SERIAL NO./V.I.N. 3D7KS28C350[redacted] | TERMS 5.9 Lt Auto

QTY.	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT	TOTAL
1	New HD		
1	KYB Damper		42 04
	Shock - Stabilizer		
1	L+H Front outer		
	Tie Rod End to		72 91
	Tighten Alm		
1	New Updated		
	Trac Bar w/Bushings		254 85
	Needs 1- DS1464L1		
	Tie Rod End		
	Needs both outer		
	Tie Rod Ends		
	Alignment		
	TOTAL PARTS		370 80

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
R&R Front End	
R&R Front Shock	
Stabilizer	
R&R L&R Tie Rod End	195 00
to Pitman arm & Adjust	
Rotate & Balance	
R&R Trac Bar	

Hands Dan

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE | SAVE OLD PARTS ☐ YES ☐ NO

ESTIMATED COSTS

PARTS	LABOR	TOTAL
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE
DATE	TIME	CALLED BY / PHONE

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE
DATE	TIME	CALLED BY / PHONE

TOTAL LABOR	195 00
TOTAL PARTS	370 80
TOTAL SUBLET	
GAS-OIL-GREASE	
EPA / WASTE DISPOSAL	
9% TAX	33 37
TOTAL	599 17

[redacted]

OKLAHOMA CITY OK 730

RECEIVED
15 JAN 2014 PM 4 L
JAN 22

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-15 13:04:07.197851
Files Not Recieved: 0

Mopar Fleet Service Technical Assistance Request Form

Fleet Name	*Fleet Contact Name*	*Fleet Contact Phone*	*Fleet Contact Email*
BNSF RAILWAY COMPANY	Chris Neville	856-222-4043	cneville@arifleet.com

FMC Name(if applicable)	*VIN*	*Mileage*	*Location of Vehicle*
ARI	3D7TT2CT0AG[redacted]	70894	GILLETTE WY

Dealer Name	*Dealer Contact Name*	*Dealer Phone*
WHITE'S ENERGY MOTORS		(307)687-0499

Drivers Name(if applicable)	*Drivers Phone(if applicable)*

Customer Request / All Relevant Information
This truck is in need of having recall N49 completed but the dealer has informed the driver that they can only order one tie rod a week and this truck is number 26 on the list. Can you review and expect these parts into this dealer instead of having the truck wait for this part?

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) 3D7MS48C7

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 60000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MS48C75G[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

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.

December 29, 2013

To whomever it concerns:

I am attaching a copy of the receipt for the Repairs I had done to the truck prior to this Recall notice. Thank you for your attention to this matter.

[redacted]

Candler NC [redacted]

Asheville Alignment Service, Inc.

FRONT END AND FRAME ALIGNMENT
WHEEL BALANCING - BRAKE SERVICE
Phone 252-0988

4C Chatham Road Asheville, N. C. 28804

09037

Name [redacted] Date 6/18/13

Address _____ Phone No. _____

City _____ State _____ Zip No. _____

MAKE & MODEL	LICENSE No. & STATE	MOTOR No.	SERIAL No.	MILEAGE
05 Dodge 2500				

QUAN.	PART No.	ARTICLE	PRICE
2		Upper Ball Joint	291 50
2		Lower Ball Joint	215 34
1		Right Outer Tie Rod	176 25
1		Left Inner Tie Rod End	174 56
		TOTAL PARTS	957 65
		GALS. GAS @	
		QTS. OIL @	
		LBS. GREASE @	
		TOTAL—Gas, Oil, Grease	

OPERATION No.	DESCRIPTION OF WORK	AMOUNT
	R&R Ball Joint R&R Tie Rods Adj Toe Both	400 00

QUAN.	ACCESSORIES	PRICE
	TOTAL ACCESSORIES	

TOTAL LABOR	400 00
TOTAL PARTS	957 65
GAS, OIL, GREASE	
ACCESSORIES	
TIRES, TUBES	
SALES TAX(If applicable)	67 04
TOTAL AMOUNT	1424 69

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

1424.69

Date Promised _____ Work Authorized By _____

Date Delivered _____ Received By _____

[redacted]
Cordler NC [redacted]

RECEIVED
JAN - 7
By

GREENVILLE SC 29

30 DEC 2013 PM 3

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 12.31.13

VIN (FIRST 9 DIGITS) 3D7KS29C6

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CITY TIRE OF PERU, INC.

85 EAST MAIN ST.
PERU IN 46970
765-472-1986
We appreciate your business!

Repair Order #44512

[redacted]
SPENCERVILLE OH[redacted]

-fold here-

Vehicle : 2006 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L
VIN : 3D7KS29C66G[redacted]
Created : 8/5/2013 1:05:58 PM
Srv Writer : MGR

Last Mileage : 0
Odometer In : 169127
Odometer Out : 169127

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	T*		ADJUSTER SLEEVE AT PITMAN ARM		$44.16	$44.16
2	T*		UPPER BALL JOINT		$130.74	$261.48
2	T*		LOWER BALL JOINT		$143.50	$287.00
1	T*		FRONT END LABOR		$375.00	$375.00
	INSTALL STEERING SHOCK					
1	B*		TWO WHEEL ALIGNMENT		$49.99	$49.99

Labor	.....	$424.99
Parts	.....	$592.64
Sublet/Misc.	.....	$0.00
Shop supplies	.....	$15.00
Charges	.....	$0.00
Sales Tax	Tax @ $607.64 * 7.0000%	$42.53
	Repair Total	$1,075.16

Tech	Certification #
B	IP5HR5S04SHIVE
T	

Thank you for your business!

PAID

I hereby authorized 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. 12 month or 12,000 miles warranty on parts, which ever comes first, with receipt. No warranty expressed or implied on Commercial Vehicles.

OR

I agree that you are not responsible for transportation of use of industrial gases.

Customer Signature _____

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 _____

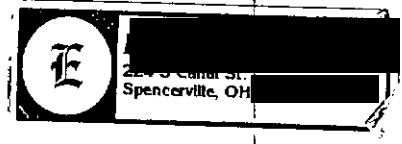
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____


E
Spencerville, OH

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) 3D7UT2CL8

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7UT2CL8AG**[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.

Dear

Chrysler customer Service

I live in Beaver Ut. I was downtown St. George, Ut which is 2 hour drive from my home. I had just pulled on the Street and had to stop fast cause Green light turned to yellow when I did that my left front Wheel fell Off I had no Steering I managed to pull off to the Side of the road and get the truck Stopped. I had to have it toued to Stephan- wade Chrysler were the truck Stayed for 4 days waiting for parts. Thanks for your help on costs

Sincerly

[redacted]

STEPHEN WADE AUTO CNTR
150 HILTON DRIVE
SAINT GEORGE, UT 84770

09/12/2013 15:08:05
MID: 000000000867542
TID: 04881970
329048900990

CREDIT CARD
MC SALE

CARD: XXXXXXXXXXXX[redacted]
INVOICE 0008
Batch #: 000089
APP Code: 04213Z
Entry Mode: Swiped
Mode: Online

SALE AMT $1021.61

CUSTOMER COPY

Pd Cash
$800.00 Jerry Nelson

STEPHEN WADE CHRYSLER JEEP DODGE

184 West 1600 South
St. George, UT 84770
(435) 634-4230

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m.
Saturday

R/O Open Date	R/O Number
9/09/13	6027491/1
R/O Close Date	Status
9/12/13	Pre-Invoice
Mileage In	Mileage Out
73805	73805
Service Advisor / Tag #	
Jerry Nelson/3788	

[redacted] Beaver, UT

Work Phone	Vehicle Identification Number
	3D7UT2CL8AG[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	

Year	Make	Model	Body	Color	License Number
2010	DODGE	RAM 2500	4WD CREW CAB		

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Cell: 435 [redacted]			
#1 - TOW: SUBLET TOW TO OUR SHOP			
Work performed by 2909001 : 31482			50.00
Sub Total:Sub-Total: Sublet: 50.00			
#2 - S: STEERING/SUSPENSION			
C/S LEFT FRONT WHEEL FELL IN			
Work performed by Andrew Kuykendall (75)			350.00
Installed 5086672AC :BALLJOINT: UPPER		1@117.60	117.60
Installed 5086674AB :BALLJOINT: LOWER		1@131.25	131.25
Installed 68065446AA :KNUCKLE: FRONT	680	1@570.00	570.00
Installed 52122362AH :STEERING: STEERING		1@372.00	372.00
INSPECTED AND REPLACED LEFT STEERING KNUCKLE ALSO REPLACED LEFT UPPER AND LOWER BALL JOINTS AND NEW STEERING LINKAGE MULTIPLE COMPONENTS DAMAGED AND BENT.			
Sub Total: 1540.85			
#3 * SUB: SUBLET			
FRONT END ALIGNMENT			
Work performed by STEP001 : 1651861			96.61
Sub Total:Sub-Total: Sublet: 96.61			
**********			
* WE SELL TIRES! ASK US FOR A QUOTE TODAY. *			
**********			

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

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

LABOR	350.00
PARTS	1190.85
DEDUCTIBLE	.00
SUBLET	146.61
SHOP SUPPLIES	27.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	107.15
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1821.61

mail to [redacted]
Beaver, U[redacted]

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

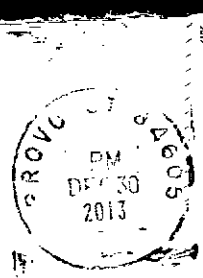
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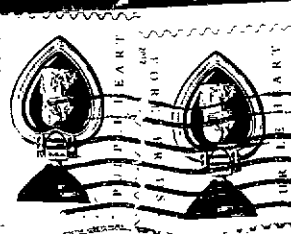
(C) 2009 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (R001945-1025)

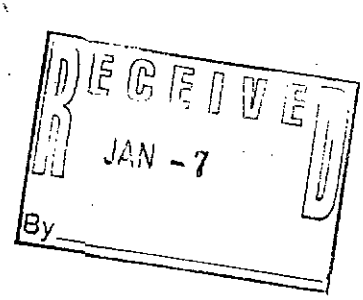
[redacted]

Beaver, Ut

[redacted]







Chrysler Customer Ass
P.O. Box 21-8007
Auburn Hills, MI
48321-8

ATTN: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7UT2CLX

VIN (LAST 8 DIGITS) AG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 600 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Customer Invoice
188919
08/14/2013

Re-Printed on 12/30/2013 03:29 PM

FIRESTONE COMPLETE AUTO CARE
BOWLING GREEN
BOWLING GREEN, KY. 42101-2538

Service Advisor: 06 DAVID
270.842.2493

DUPLICATE INVOICE

[redacted]
BOWLING GREEN, KY [redacted]

2010 DODGE PICKUP R2500
6-408 6.7L Dsl
Lic #: [redacted] Vin #:
In: 08/14/13 12:34PM Mileage: 48,650
Out: 08/14/13 4:50PM

Store # 003743 **COMMERCIAL**

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
ALIGNMENT SERVICE		06				89.99
Symptom:						
ALIGNMENT SERVICE	7004578	09NN	1	89.99	89.99	
TIE ROD ENDS (Left-Outer)		06				196.86
ES800532 OUTER TIE ROD END	7038881	09TN	1	109.56	109.56	
REMOVE & REPLACE TIE ROD &/OR ENDS- ONE	7023000	09NN	1	87.30	87.30	
DIESEL OIL CHANGE		06				86.49
12.0 QTS.						
API CJ-4 SAE 15W-40 Synthetic Engine Oil						
The Manufacturer recommends an Oil Change based on mileage of [Driving Conditions ALL] 6000 miles...See Owner's manual for specific requirements.						
LFP780 OIL FILTER	7006860	09TN	1	4.99	4.99	
15W-40 15W-40 DIESEL OIL - QUART	7004110	09TN	12	7.00	84.00	
OIL CHANGE LABOR	7029718	09NN	1	5.00	5.00	
USED OIL FILTER RECYCLING CHG (1)	7075051	09TN	1	2.50	2.50	
********** DIESEL **********						
PRT-DISC DISCOUNT DIESEL OIL CHANGE	7001674	09T	-1	9.22	-9.22	
LBR-DISC DISCOUNT DIESEL OIL CHANGE	7001674	09N	-1	0.78	-0.78	
COURTESY CHECK		06				
COURTESY CHECK	7046930	09NN	1	N/C	N/C	

Technician(s):
09 CE RADFORD

Payment History

CFNA	0171	384.83	09809
Total Tendered		384.83	

Summary:

Parts	189.33
Labor	184.01
Shop Supplies	0.00
Sub-Total	373.34
Tax (6.00%)	11.49
Total	$384.83

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 ag[redacted]

All parts are new unless otherwise specified.

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

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

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

AG [redacted] N49 066149
[redacted]
WOODBURN, KY [redacted]

066149/#63093/N49

1-800-763-8422

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CLXAG[redacted]).

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

Dear [redacted]

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

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

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

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

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

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

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): L14 K34 K33

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

Dear Sirs.

I Also paid a Tow Bill This happened in Driveway pulling out going to work —

Thak You

70 Tow Bill
WALKERS Towing
Bowling Green

0661 49##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 _____

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

AG1

WOO

066149/#63093/N49

[redacted]

Woodburn Ky [redacted]



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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28C1

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS28C15[redacted]**).

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

To Whom it May Concern:

Enclosed you will find the receipt for the repair of our truck. We had this repair made after our Tie Rod End broke. Due to the type of repair both Tie Ends were repaired. We feel that the total amount of the repair should be reimbursed to us.

Thanks,

[redacted]

Please send reimbursement to:

[redacted]

Orem, Utah [redacted]

** We received the notification after we had fixed our truck

AUTOBAHN SERVICE CENTER

1358 WEST 400 SOUTH • OREM, UTAH 84058 • (801) 374-0012 FAX (801) 374-6157

INVOICE

NAME: [redacted]
OREM UT [redacted]

INVOICE#-----> 063051
PHONE -------> ([redacted]
PHONE -------> ([redacted]

VEHICLE YR --> 05
MAKE --------> DODGE
MODEL -------> RAM
STYLE -------> SILVER

ENGINE ------> 5.9L
LICENSE # ---> 262NKL
VIN NUMBER --> 3D7KS28C15G[redacted]
ODOMETER ----> 81060

OPERATION	DESCRIPTION	TYPE	QTY	AMOUNT	LABOR HOURS	LABOR AMOUNT
	TIE ROD END BROKE LEFT SIDE WILL NOT STEER					
	REPLACED LEFT AND RIGHT TIE ROD ASSEMBLY	LA			1.6	136.00
	CSK DEALER TIE RODS	PT	2	303.00		
	ALIGNMENT	PL				59.95

LABOR: 1.6 @ $85.00

REMARKS ...

LABOR------(LA)->		136.00
PTS/LBR----(PL)->		59.95
PARTS------(PT)->		303.00
SUBTOTAL ------->		498.95
SALES TAX ------>		34.18
TOTAL DUE ------>		533.13

REFRNCE:
DATE:
MODE:
PAYMENT:

Cancelled

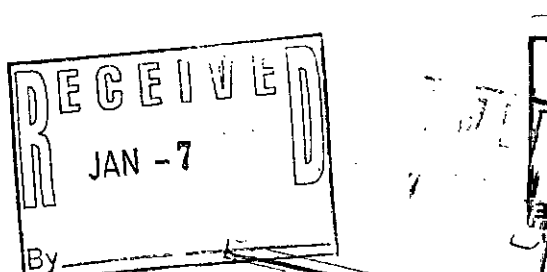
An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of costs incurred by AUTOBAHN SERVICE CENTER in collecting amounts owed for repairs on the above vehicle.
I also hereby make, constitute and appoint you and/or your employees as my true lawful attorney for me and in my name, place, and stead to ask, demand, collect, sign for and receive all such sums of money which are or shall be due owing, payable and belonging to me, or detained from me, related to the vehicle herein described. This includes full power and authority to sign my name to all checks, drafts, and/or negotiable instruments related to or arising out of work done by you and/or your employees on the above mentioned vehicle.

TECHNICIAN: DAVID SIGNED: _____ DATE COMPLETED: DECEMBER 23, 2013

Copyright (C) 1984-1999, NewEra Software

[redacted]

[redacted]
Orem, UT [redacted]



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

[redacted]

[redacted]

[redacted]

Fax

[redacted]
Orem, UT
Phone: [redacted]
Fax: [redacted]
E-Mail [redacted]

Date: 1/30/2014

Send To:	Chrysler Safety Recall Notice
Attention:	Chrysler Group LLC
Fax Number:	1-877-786-4836 7856776
From:	[redacted]
	Case Number [redacted]

Total pages including cover: 7

[xx] Urgent [x] Reply ASAP [ ] Please Comment [X] Please Review [x] For Your Information

Enclosed information: Receipts requested by Chrysler Group concerning the Safety Recall of our Dodge Ram.

******Representative "Chris" stated that ALL these papers COULD BE FAXED. He even gave me the fax number. Please call if this isn't what is needed.**

[redacted]

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.

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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.

[redacted]

LHM Dodge

546715/#63094/N62

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

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

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☒ My vehicle was repaired.

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

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

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

Owner's title *(check one if applicable)*:
- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
- ☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code [redacted]

Email Address [redacted]

Phone -

Jan 30 14 07:11p Jeanne Schaerrer 8012211865 p.2

To Whom it May Concern:

Enclosed are the receipts that show that the Updated Tie Rod Assembly was replaced in August of 2011. Also, on the receipt you can see the notes that state that The Tie rod Assemble was replaced at our expense. I called the Customer Assistance Center and told them what happened. I was told to "Wait for a recall."
Now 2 years later on December 23, 2013 I again replaced the left Tie End that broke. This was replaced at our expense again. We were advised at the time of the repair from Autobahn that this type of repair had a Factory Safety Recall and that we should call the Customer Assistance Center. We instead received in the mail on December 23, 2013 the recall notice and sent in our ORIGINAL Invoice with the repairs noted on it. We were then notified that we weren't able to qualify for the recall because we didn't have the original parts on our truck. I stated to the representative that we did have the repairs done 2 years prior and his response was that I needed to take the truck to a dealership and have them verify that the UPDATED KIT was indeed on the truck.

I took the truck to LHMiller dealership in Provo, UT on January 30, 2014 to have the truck verify that indeed we had the UPDATED PARTS. Trevor indeed looked at the part and said you have the UPDATED kit and you qualify. He said I needed to talk to the Customer Service Center and work it out with them. I called the center when I got home and talked with a representative by the name of Chris. He said that he needed me to send in the receipts and have the dealership put in writing (not handwriting) that I had the correct UPDATED KIT. Chris stated that he talked with Trevor (at the dealership) and indeed he did because I called and spoke with Trevor. He said to Chris that YES I did have the UPDATED KIT but I had to have the receipts proving that I did have the work done. If I don't have the receipts then I would be responsible for the update on my truck paying for it at my own expense. YES, I have the receipts proving that the work was done on my truck WITH THE LETTERHEAD FROM LARRY H. MILLER and the PART NUMBERS. (This invoice I tracked down today.) This work was done by RKL in 2011 as stated with a second Tie End repair done by Autobahn in 2013.
We are lucky as a family that none of us have been injured or been in a bad accident due to this problem with the Tie Ends. Each time it has broken we have just exited the freeway!
We do qualify for reimbursement as well as replacement of the parts that are a safety issue and would like the problem taken care of.

Thank You,

[redacted]

[redacted]**PLEASE CONTACT ME AT THIS NUMBER**

Larry H. Miller
Chrysler Jeep Dodge Ram PROVO
Driven By You.

1825 N. University Parkway
Provo, UT 84604
Parts Direct (801) 356-4160
Toll Free (800) 228-1358

CHRYSLER Jeep DODGE RAM

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

23322D

DISCLAIMER OF WARRANTIES

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

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
09 AUG 11		09 AUG 11	09 AUG 11	CASH-W 23322D

SOLD TO
ACCT NO D1955

BIG REDS DIESEL
1680 W 1600 S
SPRINGVILLE, UT 84663-3057

SHIP TO
TAX NO

BIG REDS DIESEL
1680 W 1600 S
SPRINGVILLE, UT 84663-3057

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
15:11 DELIVER	CMN		CASH	PROVO, UT

QUANTITY ORD.	QUANTITY SHP	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AG	STEERING-S BAR2	350.00	266.00	266.00
1	1	0	52122370AB	DAMPER-STE 2217	149.00	113.24	113.24
1	1	0	68039930AA	ARM-PITMAN 1088	76.20	57.91	57.91
3	3	0	6505623AA	NUT-HEX LO 1052	1.75	1.33	3.99

CHRYSLER Jeep DODGE RAM

PARTS	441.14
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$441.14

CUSTOMER'S SIGNATURE
X

xtpl1.100_1

CUSTOMER COPY

RKL DIESEL PERFORMANCE
1680 W 1600 S
Sringville Ut 84663

Invoice

Number: **2919**

Date: **August 11, 2011**

Bill To:

[redacted]

Ship To:

PO Number	Terms	Project
05 dodge		05 dodge

Date	Description	Hours	Rate	Tax	Amount
08/11/11	dodge updated tie rod assemmbly and pitman arm		530.00	✔	530.00
08/11/11	Labor to install tie rod kit	2.00	70.00	✔	140.00
08/11/11	Sublet Alignment		49.95	✔	49.95
8-18-11	New Steering box with labor installed		609.00		609.00

1. Wait for recall
2. Customer Assistance Center 1-800-[redacted] 992-1997 7-7 EST 6-6 M-Sat. PST 7-3 Sun.

Sub-Total	**$1,328.95**
State Tax 6.75% on 719.95	48.60
Total	**$1,377.55**

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
$1,377.55	$0.00	$0.00	$0.00	$1,377.55

RKL DIESEL PERFORMANCE
1680 W 1600 S
Springville Ut 84663

Invoice

Number: **2919**

Date: **August 11, 2011**

Bill To:

[redacted]

Ship To:

PO Number	Terms	Project
05 dodge		05 dodge

Date	Description	Hours	Rate	Tax	Amount
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08/11/11	Sublet Alignment		49.95	✔	49.95

Paid Cash

Sub-Total	**$719.95**
State Tax 6.75% on 719.95	48.60
Total	**$768.55**

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
$768.55	$0.00	$0.00	$0.00	$768.55

AUTOBAHN SERVICE CENTER

1556 WEST 400 SOUTH • OREM, UTAH 84058 • (801) 374-0012 FAX (801) 374-[redacted]

NAME: [redacted]

OREM UT [redacted]

PHONE -------> [redacted]
PHONE -------> [redacted]

MAKE --------> DODGE

STYLE -------> SILVER

ENGINE ------> 5.9L
LICENSE # ----> [redacted]

VIN NUMBER --> 3D7KS28C15[redacted]
ODOMETER ----> 81060

OPERATION	DESCRIPTION	TYPE	QTY	AMOUNT	LABOR HOURS	LABOR
	TIE ROD END BROKE LEFT SIDE WILL NOT STEER					
	CSK DEALER TIE RODS	LA			1.6	136.00
	ALIGNMENT	PT	2	303.00		
		[illegible]				59.95

LABOR: 1.6 @ $85.00

REMARKS ...

LABOR------(LA) ->		136.00
PTS/LBR---(PL) ->		59.95
PARTS------(PT) ->		303.00
SUBTOTAL ------->		498.95
SALES TAX ------->		34.18
TOTAL DUE ------->		533.13

REFRNCE:
DATE:
MODE:
PAYMENT:

An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of costs incurred by AUTOBAHN SERVICE CENTER in collecting amounts owed for repairs on the above vehicle.
I also hereby make, constitute and appoint you and/or your employees as my true lawful attorney for me and in my name, place, and stead to ask, demand, collect, sign for and receive all such sums of money which are or shall be due owing, payable and belonging to me, or detained from me, related to the vehicle herein described. This includes full power and authority to sign my name to all checks, drafts, and/or negotiable instruments related to or arising out of work done by you and/or your employees on the above mentioned vehicle.

TECHNICIAN: DAVID SIGNED: _____ DATE COMPLETED: DECEMBER 23, 2013

Copyright (C) 1984-1999, NewEra Software

[redacted]

[redacted]

[redacted]

Fax

[redacted]
Orem, UT
Phone: [redacted]
Fax: [redacted]
E-Mail [redacted]

Date: 1/30/2014

Send To:	Chrysler Safety Recall Notice
Attention:	Chrysler Group LLC
Fax Number:	1-877-786-4836 7628676
From:	[redacted]
	Case Number [redacted]

Total pages including cover: 7

[xx] Urgent [x] Reply ASAP [ ] Please Comment [X] Please Review [x] For Your Information

Enclosed information: Receipts requested by Chrysler Group concerning the Safety Recall of our Dodge Ram.

******Representative "Chris" stated that ALL these papers COULD BE FAXED. He even gave me the fax number. Please call if this isn't what is needed.**

[redacted]

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

[redacted]

LHM Dodge

546715/#63094/N62

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

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

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☒ My vehicle was repaired.

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

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

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

Owner's title *(check one if applicable)*:
- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
- ☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code [redacted]

Email Address [redacted]

Phone -

Jan 30 14 07:11p Jeanne Schaerrer 8012211865 p.2

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Enclosed are the receipts that show that the Updated Tie Rod Assembly was replaced in August of 2011. Also, on the receipt you can see the notes that state that The Tie rod Assemble was replaced at our expense. I called the Customer Assistance Center and told them what happened. I was told to "Wait for a recall."
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We do qualify for reimbursement as well as replacement of the parts that are a safety issue and would like the problem taken care of.

Thank You,

[redacted]

[redacted]**PLEASE CONTACT ME AT THIS NUMBER**

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Driven By You.

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Provo, UT 84604
Parts Direct (801) 356-4160
Toll Free (800) 228-1358

CHRYSLER Jeep DODGE RAM

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

23322D

DISCLAIMER OF WARRANTIES

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

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
09 AUG 11		09 AUG 11	09 AUG 11	CASH-W 23322D

SOLD TO
ACCT NO D1955

BIG REDS DIESEL
1680 W 1600 S
SPRINGVILLE, UT 84663-3057

SHIP TO
TAX NO

BIG REDS DIESEL
1680 W 1600 S
SPRINGVILLE, UT 84663-3057

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
15:11 DELIVER	CMN		CASH	PROVO, UT

QUANTITY ORD.	QUANTITY SHP	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
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CHRYSLER Jeep DODGE RAM

PARTS	441.14
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$441.14

CUSTOMER'S SIGNATURE
X

xtpl1.100_1

CUSTOMER COPY

RKL DIESEL PERFORMANCE
1680 W 1600 S
Sringville Ut 84663

Invoice

Number: **2919**

Date: **August 11, 2011**

Bill To:

[redacted]

Ship To:

PO Number	Terms	Project
05 dodge		05 dodge

Date	Description	Hours	Rate	Tax	Amount
08/11/11	dodge updated tie rod assemmbly and pitman arm		530.00	✔	530.00
08/11/11	Labor to install tie rod kit	2.00	70.00	✔	140.00
08/11/11	Sublet Alignment		49.95	✔	49.95
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1. Wait for recall
2. Customer Assistance Center 1-800-[redacted] 992-1997 7-7 EST 6-6 M-Sat. PST 7-3 Sun.

Sub-Total	**$1,328.95**
State Tax 6.75% on 719.95	48.60
Total	**$1,377.55**

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
$1,377.55	$0.00	$0.00	$0.00	$1,377.55

RKL DIESEL PERFORMANCE
1680 W 1600 S
Springville Ut 84663

Invoice

Number: **2919**

Date: **August 11, 2011**

Bill To:

[redacted]

Ship To:

PO Number	Terms	Project
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Date	Description	Hours	Rate	Tax	Amount
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$768.55	$0.00	$0.00	$0.00	$768.55

AUTOBAHN SERVICE CENTER

1556 WEST 400 SOUTH • OREM, UTAH 84058 • (801) 374-0012 FAX (801) 374-[redacted]

NAME: [redacted]

OREM UT [redacted]

PHONE -------> [redacted]
PHONE -------> [redacted]

MAKE --------> DODGE

STYLE -------> SILVER

ENGINE ------> 5.9L

VIN NUMBER --> 3D7KS28C15[redacted]
ODOMETER ----> 81060

OPERATION	DESCRIPTION	TYPE	QTY	AMOUNT	LABOR HOURS	LABOR
	TIE ROD END BROKE LEFT SIDE WILL NOT STEER					
	CSK DEALER TIE RODS	LA			1.6	136.00
	ALIGNMENT	PT	2	303.00		
						59.95

LABOR: 1.6 @ $85.00

REMARKS ...

LABOR------(LA)->		136.00
PTS/LBR---(PL)->		59.95
PARTS------(PT)->		303.00
SUBTOTAL ------->		498.95
SALES TAX ------>		34.18
TOTAL DUE ------>		533.13

REFRNCE:
DATE:
MODE:
PAYMENT:

An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of costs incurred by AUTOBAHN SERVICE CENTER in collecting amounts owed for repairs on the above vehicle.
I also hereby make, constitute and appoint you and/or your employees as my true lawful attorney for me and in my name, place, and stead to ask, demand, collect, sign for and receive all such sums of money which are or shall be due owing, payable and belonging to me, or detained from me, related to the vehicle herein described. This includes full power and authority to sign my name to all checks, drafts, and/or negotiable instruments related to or arising out of work done by you and/or your employees on the above mentioned vehicle.

TECHNICIAN: DAVID SIGNED: _____ DATE COMPLETED: DECEMBER 23, 2013

Copyright (C) 1984-1999, NewEra Software

[redacted]

[redacted]

[redacted]

Fax

[redacted]
Orem, U[redacted]
Phone: [redacted]
Fax: [redacted]
E-Mail [redacted]

Date: 1/30/2014

Send To:	Chrysler Safety Recall Notice
Attention:	Chrysler Group LLC
Fax Number:	1-877-786-4836 7856776
From:	[redacted]
	Case Number [redacted]

Total pages including cover: 7

[xx] Urgent [x] Reply ASAP [ ] Please Comment [X] Please Review [x] For Your Information

Enclosed information: Receipts requested by Chrysler Group concerning the Safety Recall of our Dodge Ram.

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Chrysler Group LLC

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[redacted]

LHM Dodge

546715/#63094/N62

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

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☒ My vehicle was repaired.

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

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

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

Owner's title *(check one if applicable)*:
- ☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
- ☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code [redacted]

Email Address [redacted]

Phone -

Jan 30 14 07:11p Jeanne Schaerrer 8012211865 p.2

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CHRYSLER Jeep DODGE RAM

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RESTOCKING CHARGE MAY APPLY.

23322D

DISCLAIMER OF WARRANTIES

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

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
09 AUG 11		09 AUG 11	09 AUG 11	CASH-W 23322D

SOLD TO
ACCT NO D1955

BIG REDS DIESEL
1680 W 1600 S
SPRINGVILLE, UT 84663-3057

SHIP TO
TAX NO

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1680 W 1600 S
SPRINGVILLE, UT 84663-3057

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15:11 DELIVER	CMN		CASH	PROVO, UT

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3	3	0	6505623AA	NUT-HEX LO 1052	1.75	1.33	3.99

CHRYSLER Jeep DODGE RAM

PARTS	441.14
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$441.14

CUSTOMER'S SIGNATURE
X

xtpl1.100_1

CUSTOMER COPY

RKL DIESEL PERFORMANCE

1680 W 1600 S
Sringville Ut 84663

Invoice

Number: **2919**

Date: **August 11, 2011**

Bill To:

[redacted]

Ship To:

PO Number	Terms	Project
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1. Wait for recall
2. Customer Assistance Center
1-800-[redacted]
992-1997
7-7 EST
6-6 M-Sat.
7-3 Sun.

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State Tax 6.75% on 719.95	48.60
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Invoice

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[redacted]

Ship To:

PO Number	Terms	Project
05 dodge		05 dodge

Date	Description	Hours	Rate	Tax	Amount
08/11/11	dodge updated tie rod assemmbly and pitman arm		530.00	✔	530.00
08/11/11	Labor to install tie rod kit	2.00	70.00	✔	140.00
08/11/11	Sublet Alignment		49.95	✔	49.95

Paid Cash

Sub-Total	**$719.95**
State Tax 6.75% on 719.95	48.60
Total	**$768.55**

0 - 30 days	31 - 60 days	61 - 90 days	> 90 days	Total
$768.55	$0.00	$0.00	$0.00	$768.55

AUTOBAHN SERVICE CENTER

1556 WEST 400 SOUTH • OREM, UTAH 84058 • (801) 374-0012 FAX (801) 374-[redacted]

NAME: [redacted]

OREM UT [redacted]

PHONE -------> [redacted]
PHONE -------> [redacted]

MAKE --------> DODGE

STYLE -------> SILVER

ENGINE ------> 5.9L
LICENSE # ---- [redacted]

VIN NUMBER --> 3D7KS28C15[redacted]
ODOMETER ----> 81060

OPERATION	DESCRIPTION	TYPE	QTY	AMOUNT	LABOR HOURS	LABOR
	TIE ROD END BROKE LEFT SIDE WILL NOT STEER					
	CSK DEALER TIE RODS	PT	2	303.00		
	ALIGNMENT	LA			1.6	136.00
		PT				59.95

LABOR: 1.6 @ $85.00

REMARKS ...

LABOR------(LA)->		136.00
PTS/LBR---(PL)->		59.95
PARTS------(PT)->		303.00
SUBTOTAL ------->		498.95
SALES TAX ------>		34.18
TOTAL DUE ------>		533.13

REFRNCE:
DATE:
MODE:
PAYMENT:

An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of costs incurred by AUTOBAHN SERVICE CENTER in collecting amounts owed for repairs on the above vehicle.
I also hereby make, constitute and appoint you and/or your employees as my true lawful attorney for me and in my name, place, and stead to ask, demand, collect, sign for and receive all such sums of money which are or shall be due owing, payable and belonging to me, or detained from me, related to the vehicle herein described. This includes full power and authority to sign my name to all checks, drafts, and/or negotiable instruments related to or arising out of work done by you and/or your employees on the above mentioned vehicle.

TECHNICIAN: DAVID SIGNED: _____ DATE COMPLETED: DECEMBER 23, 2013

Copyright (C) 1984-1999, NewEra Software

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/07/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

HUNTER
BRAKE & ALIGNMENT
1040 TYINN ST. #14
EUGENE. OR 97401
Phone # 5415057805
Fax # 5415057795
www.HunterBrake.com

Sales Receipt

Date	Sale No.
11/15/2013	6100

License Plate	[redacted]
Mileage	207581

Customer

[redacted]

Check No.	Payment Method

Description	Qty	Rate	Amount
all tie rods from dodge	1	350.00	350.00
STEERING STABILIZER	1	123.00	123.00
PITMAN ARM	1	43.00	43.00
BOLTS	4	3.00	12.00
LABOR	1	100.00	100.00
ALIGNMENT	1	55.00	55.00

pitman arm was Loose
may need new
Steering Box!!

350 Box
65 LABOR
415

Total $683.00

HUNTER BRAKE AND ALIGNMENT
1040 TYINN
UNIT 14
EUGENE, OR 97402
541-505-7805

HUNTER BRAKE AND ALIGNMENT
001734000802053629 1000

Date: 11/15/2013 04:05:26 PM

CREDIT CARD SALE

CARD NUMBER: **********[redacted] S
TRAN AMOUNT: $683.00
APPROVAL CD: 00556B
RECORD #: 009
CLERK ID: 575732

Thank you!

Customer Copy

I called the dealer when damage ocurred and they said there was no recall at that time. So I had a shop install the factory upgrade (recommended) parts. Since the left brake, we did nt trust the Right and had whole linkage replaced.

[redacted]
Eugene, OR [redacted]

EUGENE OR 974
02 JAN 2014 PM 2 L

RECEIVED
JAN - 7
By

Chrysler Customer Assistan
PO Box 21-8007
Auburn Hills, MI 48321-80

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) 3D7LS38C2

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☒ My vehicle was repaired.

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

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

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

Owner's title *(check one if applicable)*:
☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name [redacted] MI _____

Last Name [redacted]

Street Address [redacted]

City Wathburg State TN Zip Code [redacted]

Email Address _____

175719/#63094/N62

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

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

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA www.nhtsa.gov

5G[redacted] N62 175719
[redacted]
WARTBURG, TN [redacted]

175719/#63094/N62

NAPA AUTOCARE CENTER

PEACE OF MIND WARRANTY
☐ 24 - MONTHS / 24,000 - MILES
☐ 36 - MONTHS / 36,000 - MILES
Extend Your Warranty for FREE to 36-Months / 36,000-Miles When Using Your NAPA AutoCare EasyPay Card!

Bradshaw's Tire and Auto Center
1263 Knoxville Hwy.
Wartburg TN 37887
423-346-6611

11/15/2013 12:58 PM

Invoice #35457

[redacted]

Vehicle : 2005 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
Created : 11/15/2013 8:37:35 AM
Complete : 11/15/2013 12:58:42 PM
Invoiced : 11/15/2013 12:58:42 PM
Odometer In : 0
Odometer Out : 100399

Labor/Notes

Code/Tech*	Reference	Description	Price
4*	L	REBUILD FRONT END	$120.00
4*	L	R&R STEERING SHOCK	$30.00
4*	L	R&R FRONT SHOCKS	$60.00
4*	FWD	ALIGNMENT	$0.00

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	2693256	TIR ROD		$63.99	$63.99
1	-	2693257	TIE ROD		$43.99	$43.99
1	-	2696102	INNER TIE ROD		$136.99	$136.99
1	-	2696103	OUTER TIE ROD		$125.99	$125.99
2	-	911223	FRONT SHOCKS		$63.99	$127.98
2	MRC	ES2012S	ADJ SLV		$16.99	$33.98
1	-	SC2964	STEERING STABILIZER		$51.99	$51.99

Labor	.....	$210.00
Parts	.....	$584.91
Sublet/Misc.	.....	$0.00
SHOP SUPPLIES	.....	$5.00
Charges	.....	$0.00
Sales Tax	Tax @ $799.91 * 9.7500%	$77.99
	Total Due	$877.90

Napa Parts 021515
423-346-611
1263 Knoxville Hwy
WARTBURG, TN 37887

Terminal : GPC0U215151
Processor ID: CARDNET
Client ID: 2492200610001

Sale

11/15/13 15:29:19
TRAN ID: 5672

VISA XXXXXXXXXX[redacted]

AUTH: 015124

Total: $ 877.90

NO SIGNATURE REQUIRED
Customer Copy

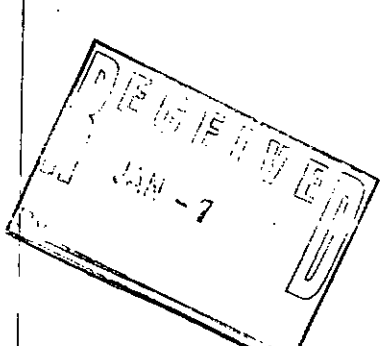
TURE _____

[ ] CASH [ ] CREDIT CARD [ ] CHECK [ ] OTHER

[redacted]
Wartburg, TN [redacted]

KNOXVILLE TN 37

30 DEC 2013 PM 4 L



Chrysler Customer As
P.O. Box 21-8007
Auburn Hills, MI
4832

Attn: Reimbursement

48321806707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 1D7HS28C2

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000050

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

Copy of Notice

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

This notice applies to your vehicle (VIN: **1D7KS28C26J**[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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DAVE'S 76 SERVICE

BAR #AA002827
Phone 725-5023
1666 MAIN STREET · FORTUNA, CA 95540

REPAIR ORDER NO.: 343898

DATE 7-19-13 | TIME IN AM/PM | PROMISED AM/PM | WILL CALL / DELIVER

HOME PHONE | NAME [redacted]

CONTACT PHONE | ADDRESS | APT. NO.

WILL PAY ☐ CASH ☐ SHELL ☐ OTHER CARD | CITY | STATE | ZIP CODE

MAKE & YEAR OF CAR Dodge Ram 2500 | MILEAGE 174,310 | LICENSE NO. [redacted] | VEHICLE IDENT. NO. 1D7KS28C26J [redacted] | ORDER TAKEN BY

QUAN.	CODE	PART NUMBER AND SERVICE N-NEW/U-USED/R-REBUILT/W-WARRANTY/S-SUB CONT.	UNIT PRICE	LABOR	AMOUNT
2	N	up Ball joint K7460	103.70		207.40
2	N	Low Ball joint K7467	112.74		225.48
1	N	LF In Tie Rod ES3624			126.00
1	N	LF out Tie Rod DS1463			66.70
1	N	RF In Tie Rod ES3625			124.15
1	N	RF out Tie Rod DS1464			71.17
2	N	Axel U-Joints 464	38.89		77.78
2		Bor TO R+R Ball Joints + Tie Rods	6HR		420.00
		Align - Hummel			75.00
		DISPOSAL FEE - OIL, FILTERS			
		DISPOSAL FEE - ANTI FREEZE, TIRES			
		DISPOSAL FEE - BATTERIES			
		TOTALS (Transfer to Right Side)			1393.68

✓	SERVICE ORDER	PRODUCT PART/PRICE	LABOR	AMOUNT
	LUBE SERVICE ☐ STANDARD ☐ EXTENDED			
	MOTOR OIL ☐ SUPER 10W-50 ☐ 10W-40 ☐ 10W 20 30 40 QT			
	FILTER SERVICE ☐ OIL FILTER NO.			
	AIR FILTER ☐ CLEAN ☐ REPLACE ☐ GAS FILTER NO.			
	TRANSMISSION ☐ AUTO ☐ CONV. PT QT			
	DIFFERENTIAL ☐ DRAIN - REFILL ☐ ADD FLUID PT QT			
	TUNE UP			
	EMISSION CONTROL ☐ CLEAN PCV ☐ REPLACE PCV			
	BRAKES ☐ ADJUST ☐ RELINE ☐ CHANGE FLUID ☐ ADD FLUID			
	WHEEL SERVICE ☐ REPAIR BEARINGS ☐ ALIGN ☐ BALANCE			
	TIRES BALANCE ROTATE PRESSURE F R NEW			
	SHOCK ABSORBERS TYPE ☐ REPLACE ☐ SERVICE			
	COOLING SYSTEM ☐ COOLANT ☐ HOSE ☐ FAN BELT			
	BATTERY ☐ FILL ☐ CLEAN ☐ CHG. ☐ REPLACE			
	POWER STEERING FLUID			
	LIGHTS			
	SPARE TIRE PRESSURE			
	DOOR STICKER			
	TRANSFER TO RIGHT SIDE ▶			1393.68

ESTIMATED COST ▶ PARTS $ | LABOR $ | ESTIMATED BY

REVISED ESTIMATE ▶ PARTS $ | LABOR $

ESTIMATE ADD-ON | APPROVED BY

PHONE APPROVAL TIME | DATE | PHONE NO. CALLED

REPAIRS MADE | REPAIRS INS. & CERT. BY

BY

☐ SHOCKS ☐ BRAKES

TIRE TREAD DEPTH	RF	LF	RR	LR
	/32	/32	/32	/32

SUB TOTAL	1393.68
TAX	97.68 / 73.03
SHOP CHARGE	
GASOLINE	GALS.
PLEASE PAY THIS AMOUNT ▶	$ 1466.71

THE INDEPENDENT DEALER NAMED ABOVE IS AUTHORIZED BY ME TO PERFORM THE DESCRIBED SERVICES AND REPAIRS, INCLUDING REPLACEMENT OF NECESSARY PARTS AND THE ESTIMATED COST IS ACCEPTABLE TO THE UNDERSIGNED. IT IS UNDERSTOOD THAT THE FINAL INVOICED PRICE WILL NOT EXCEED THE ESTIMATE WITHOUT MY APPROVAL.

☐ Diagnose problems discussed advise of needed work. ☐ Work may be sublet where necessary as explained to me.
☐ I do not want replaced parts. ☐ Return replaced parts, except parts returned to supplier for credit.

X _____

IMPORTANT SAFETY-SERVICE RECOMMENDATIONS ▶ Will Need Brakes Soon

I UNDERSTAND THAT I HAVE THE RIGHT TO HAVE EMISSION SERVICE AND/OR ADJUSTMENTS DONE ELSEWHERE. I HEREBY WAIVE THIS RIGHT A[redacted]

CUSTOMER FINAL INVOICE

WELCOME TO
DAVE'S 76
1666 MAIN ST.
FORTUNA CA.

73754145
DAVE'S 76
1666 MAIN ST
FORTUNA CA 95540

Descr.	qty	amount
<CUSTOMER COPY>		
LABOR	1	1466.71

Sub Total 1466.71
Tax 0.00
TOTAL 1466.71
CREDIT $ 1466.71

SALE

VISA 5 Acct: 2081 $1,466.71
AUTH: 00-123823
Batch: 99 Seq: 028
INVOICE: 122630

DEALER#: 73754145 Term ID: 21
Workstation ID: POS002 Tran: 118565
Print Time: 12:26:30

WANT FREE GAS?
REGISTER TO WIN AT WWW.GASVISIT.COM

THANKS COME AGAIN

REG# 0002 CSH# 004 DR# 01 TRAN# 28456
07/21/13 12:26:29 ST# DAVE

12-26-13

Left tie rod broke in July 2013 while in the Fortuna California area. Towed it to the Dave's 76 shop in Fortuna to be fixed. Replaced other one just to be safe. Expensive but safer. - - - - -

(Loss of directional control but no crash)

[redacted]

Westwood Ca [redacted]

[redacted]

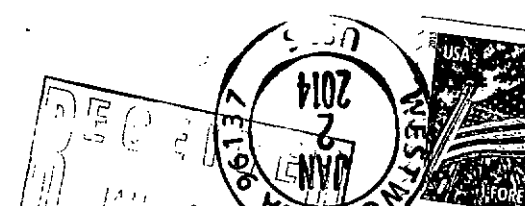
Re: 2006 Dodge Ram 2500

vin 1D7KS28C26[redacted]

[redacted]

Westwood Ca

[redacted]



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

Attn: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D73X4C2

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000008

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Barrett Auto and Diesel
4705 S Highway 53
Crestwood, KY. 40014
Phone - 502-222-7182 Fax - 502-222-7991
WWW.AUTOREPAIRCRESTWOOD.COM

INVOICE
4899
Org. Est. # 008399

INVOICE

Print Date : 09/24/2013

[redacted]
Harrodsburg, KY [redacted]
Home [redacted]
Cust ID : 1337 Ref-#

2010 Dodge - Pickup R3500
6.7L, In-Line6, VIN (L)
Lic # : [redacted]
Unit # :
Vin # : 3D73Y4CL0AG[redacted]
Hat # :

Odometer In : 108136

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
Tie Rod End - Outer				TIE ROD &/OR ENDS - Remove &	0.90	65.12
2693740	1.00	99.94	99.94	Replace - [Includes: Adjust toe-in on all		
Shop Supplies		17.21	17.21	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		
				SERVICE RUN	1.00	50.00

[Technicians : Barrett, Ken T01]

[Payments - MasterCard - $239.30]

Labor:	**115.12**
Parts:	**117.15**
Sublet:	**0.00**
Sub:	**232.27**
Tax:	**7.03**
Total:	**239.30**
Bal Due:	**$0.00**

WE CAN FIX THAT!

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.

SIGNA[redacted] Date 9/24/13 Time

Written By. Ba[redacted]

01.17.07 Copyright Mitchell 1 Invoic11a

Dec. 28, 2013

To whom it May Concern,

I own a 2010 Ram 3500 truck. I received a recall notice in the mail concerning the Left tie rod on my vehicle. The Left tie Rod on my truck broke on 9/23/13. I had it repair at my own exspense. Ive included the original receipts from the garage which repaired it along with the original credet card receipts. I still have the original part if You would like it returned. The total for repairs was $ 239.30

Thank You,

[redacted]

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. — It broke and I had to have it repaired at my expense

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 same owner MI _____

Last Name [redacted]

Street Addre [redacted]

City Harrodsburg Ky [redacted]

State [redacted]

Email Addres _____

[redacted]
Harrodsburg, KY [redacted]

Chrysler
PO Box
Auburn

Attention Reimbu

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

REPAIR ORDER #
231127005

Clack Automotive Repair

475 14th St.
Elko , NV 89801
PH: 775-738-8106 · FAX: 775-777-9789

11/27/13 01:28 pm
PAGE: 1

CUSTOMER: [redacted]
ADDRESS:
CITY: ELKO NV [redacted]
PHONE 1: [redacted]
PHONE 2:

VEHICLE: **08 DODGE RAM 3500**
LICENSE: 642UYK FLEET: Fleet# N/A
VIN:
ENGINE: Cyl V8 Disp 6.7
MILEAGE: 143129 COLOR:

LABOR				PARTS		
OP	DESCRIPTION	CHARGE	QUAN	DESCRIPTION		PRICE EX
01 3	CHECK STEERING REPLACE LEFT OUTER TIE ROD END(BROKEN), REPLACE STEERING STABILIZER	174.25	1.0 ES800532 1.0 SC2968	L/O TIE ROD EN STEERING DAMPN		105.29 85.88

CLACK AUTOMOTIVE REPAIR
475 14TH ST
ELKO, NV 89801
—775-738-8106—

11/27/2013 17:53:51
Merchant ID: XXXXXXXXXXX7613
Device ID: 2222
Terminal ID: PD04.

DEBIT CARD
DEBIT SALE

CARD # XXXXXXXXXXX[redacted] 013
Debit Card Type STAR
Debit Network 997
TRANS # 8
Batch #: 518761
Approval Code: Swiped
Entry Method: Online
Mode:

SALE AMOUNT $397.05
CASH AMOUNT $0.00
TOTAL AMOUNT $397.05

CUSTOMER COPY

RECOMMENDED REPAIRS:
WHEEL ALIGNMENT

I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car, truck or 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, accident or any other cause beyond your control.

CUSTOMER ACKNOWLEDGEMENT

QUOTES:
1 11/27 01:30pm 0.00
VINCE In Person

SRCHRGS: CC SURCHARGE	8.29
HAZ WASTE: $	0.00
SRCHRG TOTAL: $	8.29
FREIGHT: $	0.00
LABOR: $	174.25
PARTS: $	191.17
SUBLET: $	0.00
SUPPLIES: $	9.58
DISCOUNT: $	0.00
SUBTOTAL: $	383.29
TAX: $	13.76
TOTAL: $	**397.05**
PAYMENTS: $	397.05
DUE: $	**.00**

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 [redacted] MI _____

Last Name [redacted]

Street Address [redacted]

~~Spring Creek~~

City Spring Creek

State Nevada Zip Code [redacted]

Email Address [redacted]

[redacted]

Sp. Carb, NV [redacted]

Chrysler C
Attn: Reim
P.O. Box
Auburn H

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-14 06:43:53.751755
Files Not Recieved: 0

RECEIVED DATE:

01/08/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS8D1

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Safford AUTOMOTIVE

CHRYSLER DODGE RAM Jeep FIAT

www.saffordauto.com

5202 Jefferson Davis Hwy., Fredericksburg, VA 22408
Phone (540) 898-7200 Toll Free 1-800-665-8425
Service Hours: 7:30 a.m. to 6:00 p.m. Mon.-Fri.
7:30 a.m. to 5:00 p.m. Saturday

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
70092	JENNIFER BARTLEY 124547	6242	09/07/13	DSCS160924

[redacted]
FREDERICKSBURG, VA [redacted]
[redacted]

LABOR RATE	MILEAGE	COLOR	STOCK NO.
[redacted]	274,085	BLK/	

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/RAM P/U 2500/4 DOOR W	07/26/05	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3D7KS28D15G[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
	59015	09/07/13

RESIDENCE PHONE [redacted] [redacted]

COMMENTS: E# EZA_HEMI_"MAGNUM" MO: 274090

TOTALS

TOTAL LABOR....	499.34
TOTAL PARTS....	633.73
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.00
TOTAL MISC DISC	-50.00
TOTAL TAX.....	34.12
TOTAL INVOICE $	**1152.19**

[ ] CASH [ ] CHECK, CK NO. [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] OTHER [ ] CHARGE

THANK YOU FOR YOUR BUSINESS!!
YOU MAY BE RECEIVING A SURVEY ABOUT YOUR MOST RECENT SERVICE VISIT. IF FOR ANY REASON YOU CANNOT ANSWER COMPLETELY SATISFIED PLEASE CONTACT BRETT BARKER FOR CHRYSLER/JEEP DODGE/FIAT AT 800-590-2013 OR PAUL SWEENEY FOR RV SERVICE AT 800-593-1328

LIMITED WARRANTY

Parts & labor warranted for 12 months or 12,000 miles whichever occurs first, under normal driving conditions.

This copy must be returned for adjustments.

CUSTOMER SIGNATURE

SAFFORD MOTORS DODGE
5202 JEFFERSON DAVIS HWY
FREDERICKSBUR, VA 22408

09/07/2013 17:30:07
Merchant ID: 000000003438975
Terminal ID: 02727927
825505238881

CREDIT CARD
VISA SALE
CARD # XXXXXXXXXXXX[redacted]
INVOICE 160924
Batch #: 001162
CLERK 0001
Approval Code: 007219
Entry Method: Swiped
Mode: Online

SALE AMOUNT $588.00
AMOUNT DUE $564.19 CASH

BALANCE INFORMATION
NS REQUESTED AMOUNT: $1152.19

CUSTOMER COPY

classicplus 301.668.9360

CUSTOMER COPY

[END OF INVOICE] 04:35pm

Safford AUTOMOTIVE

www.saffordauto.com

CHRYSLER DODGE RAM Jeep FIAT

5202 Jefferson Davis Hwy., Fredericksburg, VA 22408
Phone (540) 898-7200 Toll Free 1-800-665-8425
Service Hours: 7:30 a.m. to 6:00 p.m. Mon.-Fri.
7:30 a.m. to 5:00 p.m. Saturday

CELL: [redacted]

CUSTOMER NO. 70092	ADVISOR JENNIFER BARTLEY 124547	TAG NO. 6242	INVOICE DATE 09/07/13 · INVOICE NO. DOCS160924
[redacted]	LABOR RATE · LICENSE NO. [redacted]	MILEAGE 274,085	COLOR BLK/ · STOCK NO.
FREDERICKSBURG, VA [redacted]	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR W		DELIVERY DATE 07/26/05 · DELIVERY MILES
[redacted]	VEHICLE I.D. NO. 3D7KS28D15G[redacted]		SELLING DEALER NO. · PRODUCTION DATE
RESIDENCE PHONE [redacted] · BUSINESS PHONE [redacted]	F. T. E. NO. · P.O. NO. 59015		R. O. DATE 09/07/13
	COMMENTS E# EZA_HEMI_"MAGNUM"		MO: 274090

LABOR & PARTS

J# 1 18DTZ100 DRIVEABILITY CONCERN TECH(S):59015 304.44

CUSTIONER STATES VIBRATION IN FRONT END AT LOWER SPEEDS
10-20MPH - STEERING WHEEL SHAKES W/ ACCEL 20-30 MPH
TIE ROD AT STEERING BOX LOOSE
REPLACED STEERING DAMPER/LINKAGE/TIE ROD END

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	6505623-AA	NUT HEX LOCK 190150	3.38	3.38
JOB # 1	1	52122362-AH	STEERING STE 190270	401.40	401.40
JOB # 1	1	68039930-AA	ARM PITMAN 19027002	51.70	51.70
JOB # 1	1	5154661-AC	DAMPER STEER 190300	143.62	143.62
			JOB # 1 TOTAL PARTS		600.10
			JOB # 1 TOTAL LABOR & PARTS		904.54

J# 2 02DTZ002 ALIGN FE(SET TOE) TECH(S):59015 89.95

ALIGN FRONT END SET TOE ONLY.
Align Front Wheels 4x2 03/05

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		89.95

J# 3 22DTZ100 WHEEL/TIRE CONCERN TECH(S):59015 104.95

WHEEL STUD CROSSTHREADED AND BROKE
Front Wheel Stud/Bolt, r&r 4x2 03/05

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	5096144-AA	STUD HUB 22005014	22.00	22.00
JOB # 3	1	6034727	NUT WHEEL 22005024	11.63	11.63
			JOB # 3 TOTAL PARTS		33.63
			JOB # 3 TOTAL LABOR & PARTS		138.58

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	CDSS	DODGE SHOP SUPPLIES		35.00
JOB # 1	DDLC	DODGE LABOR COUPON		-25.00
JOB # 1	DDPC	DODGE PARTS COUPON		-25.00
			TOTAL - MISC	-15.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $105.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $105.00 (+TAX) ON 09/07/13 AT 02:17pm
BY MR. B COMMENTS LEFT MESSAGE
APPROVED REVISED ESTIMATE (# 2) OF $1030.27 (+TAX) ON 09/07/13 AT 02:22pm
BY MR. B COMMENTS AUTH REPAIRS
APPROVED REVISED ESTIMATE (# 3) OF $1170.00 (+TAX) ON 09/07/13 AT 02:45pm
BY MR. B COMMENTS AUTH BROKEN STUD
APPROVED REVISED ESTIMATE (# 4) OF $1152.00 (+TAX) ON 09/07/13 AT 04:35pm
BY MR. B COMMENTS READY FOR PICK UP

COMMENTS

DROP

LIMITED WARRANTY

Parts & labor warranted for 12 months or 12,000 miles whichever occurs first, under normal driving conditions.

This copy must be returned for adjustments.

classicplus 301.668.5980

Safford AUTOMOTIVE
www.saffordauto.com

CHRYSLER DODGE Jeep FIAT

5202 Jefferson Davis Hwy., Fredericksburg, VA 22408
Phone (540) 898-7200 Toll Free 1-800-665-8425
Service Hours: 7:30 a.m. to 6:00 p.m. Mon.-Fri.
7:30 a.m. to 5:00 p.m. Saturday

CUSTOMER NO. 70092	ADVISOR CHRIS ATCHISON 59687	TAG NO. 2649	INVOICE DATE 06/22/11	INVOICE NO. DGCS27443
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 206,551	COLOR BLK/	STOCK NO.
FREDERICKSBURG, VA [redacted]	YEAR/MAKE/MODEL 05/DODGE TRUCK/RAM P/U 2500/4 DOOR W		DELIVERY DATE 07/26/05	DEL. ERS MILES
	VEHICLE I.D. NO. 3D7KS28D15G[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/18/11	
R[redacted]	COMMENTS E# EZA_HEMI_"MAGNUM"			MO: 206559

TOTALS

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

TOTAL LABOR....	379.88
TOTAL PARTS....	643.42
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	35.00
TOTAL MISC DISC	-93.33
TOTAL TAX.....	30.71
TOTAL INVOICE $	**995.68**

THANK YOU FOR YOUR BUSINESS!!
IF YOU ARE NOT COMPLETLY SATISFIED WITH YOUR SERVICE EXPERIENCE PLEASE CONTACT BRETT BARKER FOR DODGE SERVICE AT 1-800-590-2013 OR PAUL SWEENEY FOR RV SERVICE AT 1-800-593-1328

CUSTOMER SIGNATURE

LIMITED WARRANTY

SAFFORD MOTORS DODGE
5202 JEFFERSON DAVIS HW
FREDERICKSBUR, VA 22408

07/02/2011 15:48:25
Merchant ID: 000000003438975
Terminal ID: 02727927
825505238881

CREDIT CARD
VISA SALE

CARD # XXXXXXXXXXXX[redacted]
INVOICE 27443
Batch #: 000257
CLERK 0001
Approval Code: 047076
Entry Method: Swiped
Mode: Online

SALE AMOUNT $995.68

CUSTOMER COPY

The Reynolds and Reynolds Company ERAUTDVE CGRF20A Q (03/11)

CUSTOMER COPY

[END OF INVOICE] 11:45am

Safford AUTOMOTIVE

www.saffordauto.com

CHRYSLER DODGE Jeep FIAT

5202 Jefferson Davis Hwy., Fredericksburg, VA 22408
Phone (540) 898-7200 Toll Free 1-800-665-8425
Service Hours: 7:30 a.m. to 6:00 p.m. Mon.-Fri.
7:30 a.m. to 5:00 p.m. Saturday

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
70092	CHRIS ATCHISON 59687	2649	06/22/11	DOCS27443

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			206,551	BLK/	

	YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
FREDERICKSBURG, VA [redacted]	05/DODGE TRUCK/RAM P/U 2500/4 DOOR W	07/26/05	

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3D7KS28D15G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		06/18/11

[redacted] COMMENTS: E# EZA_HEMI_"MAGNUM" MO: 206559

LABOR & PARTS

J# 1 26DTZ000 MULTIPOINT INSPECT TECH(S):59015 0.00
PERFORM MULTI POINT INSPECTION
MULTI POINT INSPECTION All

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 02DTZ001 SUSPENSION DIAG TECH(S):59015 289.93
CUSTOMER STATES THAT SOMETHING BROKE UNDER THE RIGHT
SIDE OF THE SUSPENSION WHILE DRIVING
INSPECTED AND FOUND THAT THE STEERING LINKAGE
BROKE AT THE RIGHT FRONT TIE ROD
REPLACED STEERING LINKAGE
TESTED AND WORKED AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	52122362-AF	STEERING STE 190270	378.00	378.00
JOB # 2	1	6502473	BOLT HEX FLA 170140	5.25	5.25
JOB # 2	2	6502835	NUT HEX FLAN 170150	0.88	1.76
JOB # 2	1	52122370-AB	DAMPER STEER 190300	169.29	169.29
JOB # 2	1	68039930-AA	ARM PITMAN 19027002	89.12	89.12
			JOB # 2 TOTAL PARTS		643.42
			JOB # 2 TOTAL LABOR & PARTS		933.35

J# 3 02DTZ100 DIFFERENTIAL CONCERN TECH(S):59015 WARRANTY
H-46 RECALL
INSPECTED STEERING LINKAGE AS ISSUED PER RECALL
VEHICLE EQUIPPED WITH UPDATED PARTS
NO REPAIRS NEEDED

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

J# 4+02DTZ002 ALIGN FE(SET TOE) TECH(S):59015 89.95
ALIGN FRONT END SET TOE ONLY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		89.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	CDSS	DODGE SHOP SUPPLIES		35.00
JOB # 2	DDLC	DODGE LABOR COUPON		-28.99
JOB # 2	DDPC	DODGE PARTS COUPON		-64.34
		TOTAL - MISC		-58.33

COMMENTS
TOW IN

LIMITED WARRANTY

Parts & labor warranted for 12 months or 12,000 miles whichever occurs first, under normal driving conditions.

This copy must be returned for adjustments.

The Reynolds and Reynolds Company ERAINTWE CO07304.0 (00/11)

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28D15G[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

5G[redacted] N62 099107

[redacted]

FREDERICKSBURG, VA [redacted]

099107/#63094/N62

[redacted]

[redacted]

Fredericksburg, VA [redacted]

RECEIVED
JAN - 8
By

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

48321$8007

Attention: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Tires LES SCHWAB

3219 N Carson St
Carson City, NV 89706
7758884600

Store: 959
Invoice: 95900108530
Salesperson: Ginal

GAR000027468

Customer Information

Name: SUNSET RANCH
Address: 4814 OLD US HWY 395
City, State, WASHOE VALLEY, NV 89704-0000
Phone: (775) 841-1446

Vehicle Information

Vehicle: 2009 DODGE RAM 3500 PICKUP
Color: RED
Mileage: 80,519
License: 100PZS

Comments: REF INV #82284 AND 108529. VEHICLE INFO IMPUTED INCORRECTLY. WORK WAS DONE ON 7/9/2013.

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	15663	LEFT FRONT INNER TIE ROD	$140.99	$0.00	$140.99
1	15667	LEFT OUTER TIE ROD	$125.99	$0.00	$125.99
1	15662	RIGHT INNER TIE ROD	$125.99	$0.00	$125.99
3	13534	INSTALL OF TIE RODS	$45.00	$0.00	$135.00
1	13536	BUMPER INSTALL	$90.00	$0.00	$90.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.25

Parts Subtotal:	$392.97
Labor Subtotal:	$281.25
Sales Tax:	$29.38
Tire Tax:	$0.00
Invoice	**$703.60**

Payment Method: CUST CHG:Acc# 959-20506 **$703.60**

THANK YOU FOR YOUR BUSINESS

Customer Signature X

Customer Not Available: 6 - AR Account Correction

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

Invoice Date/Time: 12-31-2013 10:57 AM

[redacted]

Washoe Valley, NV [redacted]

RENO NV 895
02 JAN 2014 PM 1 T

RECEIVED
JAN - 8
By

Attention: Reimbursem

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

48321-8007

48321-8007

The UPS Store #4243
1894 E. William Street, Suite #4
Carson City, Nv. 89701
Tel (775) 887-9101
Fax (775) 887-8901
Mon.-Fri. 8am-6pm
Sat. 9am-5pm, Sun. Closed

Fax Cover

The UPS Store

To: MARILYN

Fax #: 1-877-768-5076

Date: 02-10-14

# of Pages (including cover sheet): 2

From: [redacted]

Phone #: [redacted]

Subject: RECALL

ATTENTION:

CASE # [redacted]

New Name.
New Low UPS® Rates.
Same Helpful Services.

...intended recipient, do not disclose, copy, distribute or use this information. If you received this transmission in error, please call immediately to

```
                    Print Key Output                              Page   1
5761SS1 V6R1M0 080215                AS400S#A                 01/31/14  11:43:07

Display Device . . . . . :  TC95901
User . . . . . :  Q16692

*...+... 1 ...+... 2 ...+... 3 ...+... 4 ...+... 5 ...+... 6 ...+... 7 ...+... 8
*********************************************************************************
01 * ARX262                  DISPLAY CUSTOMER ACCOUNT LEDGER                1/31/2014* 01
02 * Store#: 959                                                            Q16692    * 02
03 * Acct#: 20506 Inv Type: ROA    Salesman:      Lic:          Inv#:  95900087207  * 03
04 * Name: SUNSET RANCH                      Inv Date:  8/10/2013  Comments: NO     * 04
05 * Vehicle:                                                  Mileage:            * 05
06 * Rbl Str#:     Rbl Acct#:                                  Rbl OK:             * 06
07 * Purch Ord#:            Doc#          OPEN ACCOUNT   Present Bal:       16.75  * 07
08 * ------------------------------------------------------------------------------ * 08
09 *     Qty   LSP Code  Product Description                              Amount    * 09
10 *       1-      11-23 AR Payment 1000.01                               703.60-   * 10
11 *                     INVOICE TOTAL . . . . . .                        703.60-   * 11
12 *                                                                                * 12
13 *                                                                                * 13
14 *                                                                                * 14
15 *                                                                                * 15
16 *                                                                                * 16
17 *                                                                                * 17
18 *                                                                                * 18
19 *                                                                                * 19
20 *                                                                                * 20
21 *                                                                          Bottom* 21
22 *                                                                                * 22
23 *                                                                                * 23
24 *                                                                                * 24
*********************************************************************************
*...+... 1 ...+... 2 ...+... 3 ...+... 4 ...+... 5 ...+... 6 ...+... 7 ...+... 8
```

The UPS Store #4243
1894 E. William Street, Suite #4
Carson City, Nv. 89701
Tel (775) 887-9101
Fax (775) 887-8901
Mon.-Fri. 8am-6pm
Sat. 9am-5pm, Sun. Closed

Fax Cover

The UPS Store

To: MARILYN Fax #: 1-877-768-5076

Date: 02-10-14 # of Pages (including cover sheet): 2

From: [redacted] Phone #: [redacted]

Subject: RECALL

ATTENTION:

CASE # [redacted]

New Name.
New Low UPS® Rates.
Same Helpful Services.

...intended recipient, do not disclose, copy, distribute or use this information. If you received this transmission in error, please call immediately to

```
                    Print Key Output                              Page   1
5761SS1 V6R1M0 080215                AS400S#A                 01/31/14  11:43:07

Display Device . . . . . :  TC95901
User . . . . . :  Q16692

*...+... 1 ...+... 2 ...+... 3 ...+... 4 ...+... 5 ...+... 6 ...+... 7 ...+... 8
*********************************************************************************
01 * ARX262                  DISPLAY CUSTOMER ACCOUNT LEDGER                1/31/2014* 01
02 * Store#: 959                                                            Q16692    * 02
03 * Acct#: 20506 Inv Type: ROA    Salesman:      Lic:          Inv#:  95900087207  * 03
04 * Name: SUNSET RANCH                      Inv Date:  8/10/2013  Comments: NO     * 04
05 * Vehicle:                                                  Mileage:            * 05
06 * Rbl Str#:     Rbl Acct#:                                  Rbl OK:             * 06
07 * Purch Ord#:            Doc#          OPEN ACCOUNT   Present Bal:       16.75  * 07
08 * ------------------------------------------------------------------------------ * 08
09 *     Qty   LSP Code  Product Description                              Amount    * 09
10 *       1-      11-23 AR Payment 1000.01                               703.60-   * 10
11 *                     INVOICE TOTAL . . . . . .                        703.60-   * 11
12 *                                                                                * 12
13 *                                                                                * 13
14 *                                                                                * 14
15 *                                                                                * 15
16 *                                                                                * 16
17 *                                                                                * 17
18 *                                                                                * 18
19 *                                                                                * 19
20 *                                                                                * 20
21 *                                                                          Bottom* 21
22 *                                                                                * 22
23 *                                                                                * 23
24 *                                                                                * 24
*********************************************************************************
*...+... 1 ...+... 2 ...+... 3 ...+... 4 ...+... 5 ...+... 6 ...+... 7 ...+... 8
```

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D73Y3CL8

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

M-40 Auto Repair
4211 M40
Holland, MI. 49423
Phone - 269-751-7001 Fax -
We are here to keep you going

INVOICE
547
Org. Est. # 000659
F45-3526098

INVOICE

Print Date : 05/22/2012

[redacted]

2010 Dodge - Pickup R3500 - 6.7L, In-Line6 (408CI)
Lic # : - MI
Unit # :
Vin # :
Hat # :
Odometer In : 210546

Hom[redacted]
Cust ID : 94
Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Hours	Extended
DRIVERS SIDE TIE ROD MOOES800532	1.00	81.99	81.99	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	0.90	67.50
Shop Supplies		5.00	5.00			

Org. Estimate **$ 159.71** Revisions **$ 0.00** Current Estimate **$ 159.71**

Labor:	**67.50**
Parts:	**86.99**
Sublet:	**$0.00**
Sub:	**154.49**
Tax:	**5.22**
Total:	**159.71**
Bal Due:	**$159.71**

[Payments -]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Signature _____ Date_____ Time_____

Written By: DenBleyker, Jen - Technicians : Weurding, Mike m256305

Copyright (c) 2012 Mitchell Repair Information Company, LLC invhrs 11.18.10JD

TIM'S Towing L.L.C.

P.O. Box 1643
Holland, MI 49422-1643

(616) 738.2200

DATE 5-21-12	TIME 3:00 AM (PM)	REQUESTED BY	
LOCATION OF VEHICLE [redacted]		Riley [redacted]	
MILEAGE FINISH ____ START ____ TOTAL ____	MC / VISA / DISCOVER # [redacted]	CCV# 184	
	EXP - 4-15	AUTH #	REF#
YEAR 2010	MAKE/MODEL/COLOR DODGE	DRIVER B.C.	
STATE MI	LIC. NO [redacted]	VEHICLE I.D. NO. 3D73Y3CL8AG[redacted]	

☐ SLING/HOIST TOW	☐ FLAT TIRE	☐ SINGLE LINE WINCHING
☐ WHEEL LIFT	☐ WRECK	☐ DUAL LINE WINCHING
☒ FLATBED/RAMP	☐ RECOVERY	☐ SNATCH BLOCKS
☐ JUMP START	☐ IMPOUND	☐ SCOTCH BLOCKS
☐ LOCK OUT	☐ _____	☐ DOLLY
		☐ _____

VEHICLE TOWED TO M-40 Auto

REMARKS
P.O. MC

THANK YOU

MILEAGE CHARGE	30 00
TOWING CHARGE	60 00
LABOR CHARGE	
STORAGE CHARGE	
SERVICE CHARGE	
TOTAL	90 00

[redacted]
Authorized Signature

021914

Road Service

[redacted]
Holland, MI [redacted]

GRAND RAPIDS MI 495

02 JAN 2014 PM 2 L

RECEIVED
JAN - 8

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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 3D73X4CL9

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Mike's MOTOR CO. Inc.

CHRYSLER DODGE Jeep RAM MOPAR

111 Elm Street, P.O. Box 347, Clinton, IN 47842-0347, Phone (765) 832-2411 Fax (765) 832-2414

R/O	VIN			DATE IN
93446	3D73Y4CL9AG[redacted]	[redacted]		10/07/13
YEAR	MAKE	MODEL	COLOR	TIME IN
2010	DODGE	RAM 3500	WHITE	16:10
MILES IN	MILES OUT	FIRST USE	LISC.	CLOSED 16:29
58475	58475	00/00/00	IN	10/14/13
SEE ALSO		C: [redacted]		WRITER 0143
		H: [redacted] W:( ) -		LINCOLN

ROCKVILLE IN [redacted]
na

CALL WHEN READY

****** Warranty Claim Repairs Remain Open ******

(1) CS STEERING ROD BROKE OFF LEFT OUTER TIE ROD BROKEN. REPLACED LEFT OUTER TIE ROD. (Tech:68) A	19 68038054AD Total Repair	19 (PACKAGE) (Customer)	T68 1		159.98 104.00 263.98
(2) 23 POINT INSPECTION. CARRIER BEARING BAD. (Tech:68) A	9023 Less Special Discount Total Repair	9023 (Customer)	T68		10.98 -10.98 .00
(3) SCAN SYSTEM WITH WITECH, DRB, ODB2 9012 Performed Diagnostic Scan on all modules No Updates or DTCS at this time. (Tech:68) A	9012 Less Special Discount Total Repair	9012 (Customer)	T68		10.98 -10.98 .00
(4) CS LOUD NOISE IN FRONT OF TRUCK FOUND CARRIER BEARING MAKING EXCESSIVE NOISE REMOVED AND REPLACED CARRIER BEARING. VERIFIED REPAIR. (Tech:68) A	Warranty Claim 16100101 16 1650 (F)68065263AA (BEARING) (Warranty)		T68 10 1		
(5) CUST REQUEST 2 WHEEL ALIGNMENT. MAINT DUE. 2240 PREFORMED FRONT END ALIGNMENT ADJUSTED TO SPEC. (Tech:74) A	2240 Total Repair	2240 2240 (Customer)	T74		59.99 59.99

Charge: (VI/MC) 347.72

Next Service ' 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.

TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 15 days or without this invoice.

	W/C	INT.	CUSTOMER
Labor			241.93
Parts			104.00
Sublet			.00
Shop Supplie			15.40
Oil/Grease			.00
Less Disc.			-21.96
Sub Total			339.37
Tax		.00	8.35
Total (Chrg			347.72

93446 Customer Copy

AUTOSOFT FORMS 1-877-427-4367

Work Order: 93446
Last Name: [redacted]
First Name:
Street:
City: ROCKVILLE
State: IN
ZIP:
Home Tel.:
VIN: 3D73Y4CL9AG[redacted]
Year: 10
Technician: #74
Mileage: 58475
Date 10/14/13 4:04 PM

3D73Y4CL9AG140991

Dodge/Ram Truck&Van 2010-13 3500 4X4

Front : Left

Actual	Before	Specified Range
-0.2°	-0.2°	-0.3° 0.8°
4.5°	4.5°	4.0° 5.0°
0.12°	0.08°	0.05° 0.15°
14.0°	14.0°	
13.7°	13.7°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.1°	-0.1°	-0.3° 0.8°
4.6°	4.6°	4.0° 5.0°
0.13°	0.15°*	0.05° 0.15°
12.7°	12.6°	
12.6°	12.6°	

Front

Actual	Before	Specified Range
-0.1°	-0.2°	-0.5° 0.5°
0.0°	0.0°	-0.5° 0.5°
1.3°	1.3°	
0.25°	-0.07°*	0.10° 0.30°

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Rear : Left

Actual	Before	Specified Range
0.6°	0.6°	
-0.01°	-0.01°	

Camber
Toe

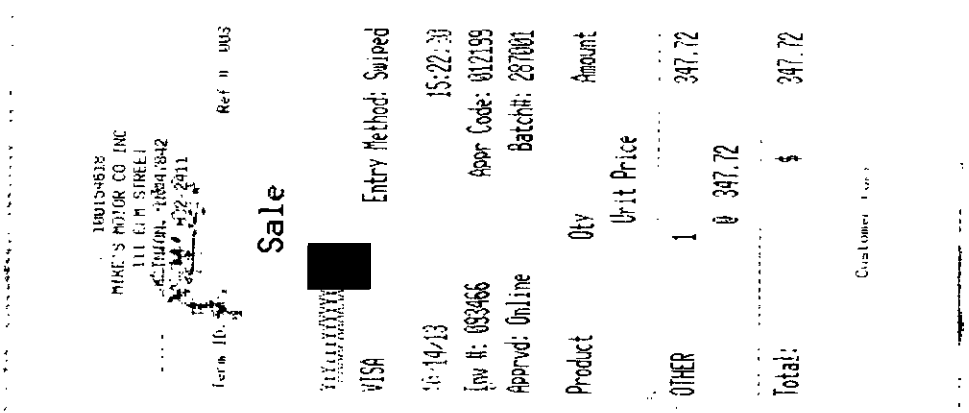
Rear : Right

Actual	Before	Specified Range
-0.8°	-0.7°	
-0.01°	-0.01°	

Rear

Actual	Before	Specified Range
1.4°	1.3°	
-0.03°	-0.02°	
0.00°	0.00°	-0.30° 0.30°

Cross Camber
Total Toe
Thrust Angle



347.72

* This value is not within specification. Tire wear, handling and safety problems may result.



LEE'S DOUBLE 'D' TOWING

214 E OHIO ST
ROCKVILLE, IN 47872
(765) 569-6822

CUSTOMER'S ORDER NO.	PHONE	DATE
		10-5-13

NAME [redacted]

ADDRES

Dodge 3500 White

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT

QTY.	DESCRIPTION	PRICE	AMOUNT
	Towed Rockville Rt 41		
	to Dodge Clinton Motors		$80 00
		TAX	
		TOTAL	$80 00

RECEIVED BY

C PRODUCT 610 All claims and returned goods must be accompanied by this bill.

5196

Thank You

[redacted]

Rockville, IN [redacted]

Chrysler Customer
P.O. Box 21-8007
Auburn Hills, MI. 48

Attention: Reinbursement #8321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-16 20:20:36.194421
Files Not Recieved: 0

[redacted]
[redacted]. N. Owasso,OK [redacted]
VIN #3D7VT2CL7BG[redacted] [redacted]
CASE # [redacted]
MILEAGE 132,900

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7UT2CL7BG[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.

23/#63093/N49

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

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

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

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

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

- ☐ scrapped
- ☐ stolen
- ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

[redacted]

CLAREMORE, OK [redacted]

130923/#63093/N49

Our family serving your family

ABERTSON TOWING

The New standard in towing



74857

Phone 918-832-9663
1615 East Pine • Tulsa, OK 74106
Fax (918) 834-2823 • www.abertsontowing.com

DISPATCH #

DATE 12/3/15

[redacted]

CALLBACK #

TIME ON AM 6:21 PM | ON SCENE AM 10:40 PM | OFF AM 5:00 PM | AM/PM

YEAR	MAKE	MODEL	COLOR	TAG	STATE
11	Dodge	2500	Maroon		OK

TOWED FROM 109385 Memorial Blvd

UNIT NO. 1

TOWED TO [redacted]

DRIVER CJ

TRUCK NO. 503

CUSTOMER NAME [redacted]

OHP ☐ PPI ☐

PHONE

STREET ADDRESS

FAX ☐

CITY, STATE ZIP CODE

AUTHORIZED BY

PO NO.

RO / MEM #

HOOK UP		75 00
ENDING MILEAGE OUT	TOWED	VEHICLE MILEAGE:
STARTING MILEAGE		
OUT MILES TOTAL ←		@
TOWED MILES TOTAL →		28 @ 3.40	95 20
DOLLY / ROLLBACK		
WINCH / RECOVERY		
DRIVESHAFT / AXLE	Removed	25 00
TOLL FEES		
SERVICE CALL / UNLOCK		
OTHER	FSC	32 33
		195 33 SUBTOTAL 227 33

STORAGE L1 L2 DAYS @

CHARGE ☐ CASH ☒ CHECK ☐ #

CREDIT CARD ☐ VISA MC DISCOVER AMEX

TAX

TOTAL 227 33

Pd cash.

CARD #

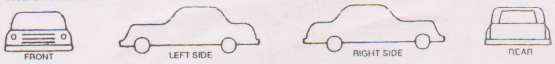
EXPIRES APPROVAL #

REMARKS

PICKED UP OR ACCEPTED BY [redacted] 12/3/15

Print Name Signature Date

MARK EXTERIOR DAMAGE



MINGO SALVAGE

13605 E. APACHE – TULSA, OKLAHOMA 74116

918-437-2374

[redacted] DATE 12-3-13

ADDRESS _____ CITY & STATE _____

CUST. ORDER NO.	SOLD BY	CASH	CHARGE	C.O.D.	
	Kathy	✓			

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
	Tie Rod End 2011 Dodge 2500		100 00
	Labor 1 hr min mobile	85 00	85 00
		$	185 00
	Pd Cash K.S.		

ALL CLAIMS MUST BE ACCOMPANIED BY THIS TICKET

REC'D. BY _____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/29/14

POSTED DATE : 1-24-14

VIN (FIRST 9 DIGITS) 3D7MX48C6

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Colorado Springs DODGE

7455 E. Austin Bluffs Pkwy. Colorado Springs, CO 80923 719-475-8550

FIVE STAR

MOPAR.

FACTORY AUTHORIZED SERVICE FOR:
DODGE JEEP CHRYSLER

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
94037	NICHOLE IRONS 7344	107	08/27/13	DTCS518183

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			182,772	WHITE/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
LIVINGSTON, TX [redacted]	06/DODGE TRUCK/RAM 3500/QUAD 140.5WB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 M X 4 8 C 6 6 G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/26/13

R [redacted]	BUSINESS PHONE	COMMENTS
		MO: 182785

LABOR & PARTS

J# 1 19DT1 [redacted] STEERING UNITS: 3.00 TECH(S):154 345.00

CUST STATES TO PLEASE CHECK THE FRONT END. THE VEHICLE SHAKES AT ABOPUT 60 MPH. TRUCK HAS NEW TIRES
TECH REPALCED THE FRONT END LINKAGE WITH THE UPDATED KIT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		52122362-AH	STEERING 19027003	390.25	390.25
JOB # 1	1		5154661-AC	DAMPER ST 19030006	147.30	147.30
JOB # 1	1		68039930-AA	ARM PITMA 19027002	52.99	52.99
JOB # 1	3		6505623-AA	NUT HEX L 19015005	5.40	16.20
JOB # 1	1		6502835	NUT HEX F 17015030	4.50	4.50
				JOB # 1 TOTAL PARTS		611.24
				JOB # 1 TOTAL LABOR & PARTS		956.24

J# 2 47DTZMPI MULTI-POINT INSPECT UNITS: 0.00 TECH(S):154 0.00

PERFORM MULTI-POINT VEHICLE INSPECTION.
PERFORMED 26 POINT VEHICLE INSPECTION.
SEE ATTACHED INSPECTION REPORT.

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

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 1	38941		08/27/13	RENTAL	31.25
JOB # 1	38965		08/27/13	ALIGNMENT	110.80
				TOTAL - SUBLET	142.05

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	MISC LABOR CHARGES		34.50
JOB # 1	CL	COUPON DISCOUNT LABOR		-25.00
JOB # 1	CP	COUPON DISCOUNT PARTS		-25.00
			TOTAL - MISC	-15.50

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

WAITER

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

Thank You!

WE APPRECIATE YOUR BUSINESS

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

©2010, The Reynolds and Reynolds Company. All Rights Reserved. ERAUNTSH4E CO863678 O (02/10)

[CONTINUED ON NEXT PAGE] 09:41am

Colorado Springs DODGE

FIVE STAR

MOPAR.

7455 E. Austin Bluffs Pkwy. Colorado Springs, CO 80923 719-475-8550

FACTORY AUTHORIZED SERVICE FOR:
DODGE JEEP CHRYSLER

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
94037	NICHOLE IRONS 7344	107	08/27/13	DTCS518183

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] LIVINGSTON, TX [redacted]			182,772	WHITE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/DODGE TRUCK/RAM 3500/QUAD 140.5WB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3D7MX48C66G[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		08/26/13	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 182785

TOTALS

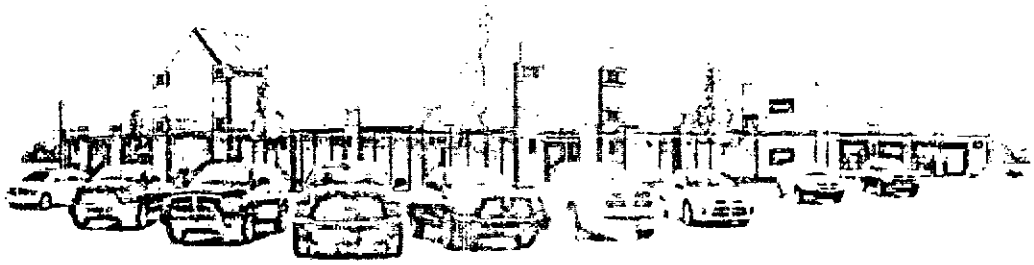
****
* NEXT RECOMMENDED SERVICE: *
* 11/11/2013 / 182785 MI 20DTZ1 TRANSFER CASE SERVIC *
****

$$$$$$$$$$$$$$$$$$$$FOR OFFICE USE ONLY$$$$$$$$$$$$$$$$$$$$
$ $
$ ( )MASTERCARD ( )VISA ( )DISCOVER ( )AMERICAN EPRESS $
$ $
$ ( )CASH ( )CHECK # $
$ $
$ ( )CHARGE ACCOUNT# $
$ $
$ CASHIER INTL'S ( ) DATE: $
$$$

TOTAL LABOR....	345.00
TOTAL PARTS....	611.24
TOTAL SUBLET...	142.05
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	34.50
TOTAL MISC DISC	-50.00
TOTAL TAX.....	47.37
TOTAL INVOICE $	**1130.16**

THANK YOU FOR CHOOSING COLORADO SPRINGS DODGE
IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED,
PLEASE CONTACT ANDY BARELA (SERVICE DIRECTOR) 475-8550 X141

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.

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

Thank You!
WE APPRECIATE YOUR BUSINESS

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

©2010, The Reynolds and Reynolds Company. All Rights Reserved. ERAINTSI14E CO585678 Q (02/10)

CUSTOMER COPY

[END OF INVOICE] 09:41am

1-23-14

Here is a copy of our receipt for work done on our 2006 Dodge 3500 in August 2013.

Please send reimbursement to:

[redacted]

LIVINGSTON, TX [redacted]

Thank you,

[redacted]



[redacted]
Livingston, TX [redacted]

SAN BERNARDINO CA 924

24 JAN 2014 PM 2 L

ATTENTION: REIMBURSEMENT

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

REC
JAN
By

48321$8007

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) 3D7KS28A3

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

DISCOUNT TIRE & BRAKE
202 N. Greer Blvd.
PITTSBURG, TEXAS 75686
(903) 856-6531

[redacted]

DATE 12/2/13

PHONE

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D
	✓				

QTY.	DESCRIPTION	AMOUNT
1	Tow into Shop	85 00

wrecker bill

TAX

RECEIVED BY

TOTAL 85 00

9562

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

THANK YOU

DISCOUNT TIRE & BRAKE
202 N. Greer Blvd.
PITTSBURG, TEXAS 75686
(903) 856-6531

CUSTOMER'S ORDER NO. [redacted] PHONE

NA[redacted]

A[redacted]

DATE 12/2/13

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT	

QTY.	DESCRIPTION	PRICE	AMOUNT
1	Steering Linkage		420 00
1	Pitman Arm		42 31
1	Steering Shock		49 62
	Repair Bill		
	Labor		132 50

TAX

RECEIVED BY

TOTAL 644 43

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

49741

Thank You

CUSTOMER #: 8G181975

27332

WARRANTY

DOW CHRYSLER DODGE JEEP

2244 Highway 271 N., Pittsburg, TX 75686
Phone: (903) 856-6010 · Fax: (903) 856-6781

[redacted]
PITTSBURG, TX [redacted]
HOME:
BUS:
CONT [redacted]
CELL

PAGE 1

SERVICE ADVISOR: 8 JOSEPH SLONE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	DODGE RAM 250	3D7KS28A38G[redacted]		94552/94552	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05MAR08 DD			17:00 10JAN14			CASH	13JAN14

R.O. OPENED	READY	OPTIONS:
14:17 10JAN14	09:56 13JAN14	ENG:6.7_Liter_Turbo_Diesel TRN:68RFE

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	N62		RECALL				
	0		INSPECT ONLY 19-N6-21-81				
		8	WC	0.00		5.00	5.00
					0	0	TPARTS
					0	500	TLABOR

****

Pd
JAN 13 2014

JAN 14 2014
2014012
PD

Discount
Tire + Brake
ordered parts
from you!

Checked by
Dow Dodge Tx
Pittsburg

COST, SALE, & COMP TOTALS 0 500 0

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	5.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	5.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	5.00

WARRANTY COPY

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28A38G[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.

(See note on Back)

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.

Dow Dealership
P. Hsburg, Tx.

[redacted]
P. Hsburg, Tx

I called your
Chrysler Group Recall Assistance Center
1-800-853-1403

Your person answering the phone (female) was very rude + said that your company was not paying for repairs done by soone one else.

Your letter clearly states you will.

Dam not sending originals + so you can't say to me you never got this. Dam sending by registered mail.

My grand kids were in the truck when this happened. Be glad they weren't hurt. I would have used the Dodge Dealer for repairs but this accident was 12/2/13

[redacted]

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. 12-2-13 Discount Tire + Brake

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: _____ my truck broke 2008 white

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)*: Driving

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

First Name [redacted]

Last Name

Street Addr

City P. Hsburg

State Texas Zip Code [redacted]

Email Address [redacted]

[redacted]
Pittsburg, TX [redacted]

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

CERTIFIED MAIL™



[redacted]

Attention Re-imbursement
Dept.

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) 3D7KS28CX

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 176460

670959

INVOICE

Larry H. Miller
Dodge PEORIA
8665 W. BELL RD. · PEORIA, AZ 85382-3704
SERVICE (623) 815-2250 · FAX (623) 815-2298
WATS (800) 355-7123
www.larrymillerdodge.com

[redacted]

MORRISTOWN, AZ [redacted]

PAGE 1

HOME: CONT: [redacted]

BUS: CELL:

SERVICE ADVISOR: 108 DUANE DEPHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	06	DODGE BR2500	3D7KS28CX6G[redacted]		113574/113576	T5065

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN06 DD			WAIT 01NOV13			SA	01NOV13

R.O. OPENED	READY	OPTIONS:
15:39 31OCT13	13:18 01NOV13	DLR:44510 ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A FRONT WHEEL ALIGNMENT			
CAUSE: MAINT			
600 REPLACE P/S GEAR AND LINKAGE			
311 TAYLOR,ROBERT LIC#: 6306			
CDR		600.00	600.00
1 68170214AA KIT PKG-POWER STEERING	740.00	740.00	740.00
CORE CHARGE C		75.00	75.00
1 52122362AJ STEERING-STEERING	372.00	372.00	372.00
1 5154661AC *DAMPER-STEERING	123.00	123.00	123.00
1 68039930AA ARM-PITMAN	43.10	43.10	43.10
1 6502835 NUT-HEX FLANGE LOCK	2.00	2.00	2.00
1 68055894AA FLUID	3.27	3.27	3.27
-1 68170214AA CORE RETURN	75.00	75.00	-75.00
10 FRONT WHEEL ALIGNMENT			
311 TAYLOR,ROBERT LIC#: 6306			
CDR		89.95	89.95
SUBL ENTERPRISE PO#436331			
ID			(N/C)
PARTS: 1283.37 LABOR: 689.95 OTHER: 0.00 TOTAL LINE A:			1973.32
113576 LOOSE STEERING LINKAGE AND BINDING STEERING GEAR, FRONT TIRES CHOPPING 5.50 REPLACE STEERING LINKAGE AND DAMPER. REPLACE STEERING GEAR. ALIGN SUSPENSION			
**********			
B** ROTATE TIRES			
CAUSE: MAINT			
9 ROTATE TIRES			
897 CDR		19.95	19.95
PARTS: 0.00 LABOR: 19.95 OTHER: 0.00 TOTAL LINE B:			19.95
113576 ROTATED TIRES CORRECTED TIRE PSI			
**********			

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER DODGE PEORIA 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 Dodge Peoria, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

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

CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: 176460

670959

INVOICE

Larry H. Miller
Dodge PEORIA
8665 W. BELL RD. · PEORIA, AZ 85382-3704
SERVICE (623) 815-2250 · FAX (623) 815-2298
WATS (800) 355-7123
www.larrymillerdodge.com

[redacted]
MORRISTOWN, AZ [redacted]

PAGE 2

HOME:
BUS:
CONT:
CELL: [redacted]

SERVICE ADVISOR: 108 DUANE DEPHILLIPS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	06	DODGE BR2500	3D7KS28CX6G[redacted]		113574/113576	T5065

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN06 DD			WAIT 01NOV13			SA	01NOV13

R.O. OPENED	READY	OPTIONS:
15:39 31OCT13	13:18 01NOV13	DLR:44510 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 89.95			31OCT13 15:39	SA: 108			
CUSTOMER PAY SUPPLIES FOR REPAIR ORDER							10.00

Thank you for your business
Paid by Cash _____
Credit Card (Type) _____
Cashier _____

PAID
NOV 01 2013

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER DODGE PEORIA 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 Dodge Peoria, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	709.90
PARTS AMOUNT	1283.37
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES/ADJ.	10.00
TOTAL CHARGES	2003.27
LESS INSURANCE	100.00
SALES TAX	104.76
PLEASE PAY THIS AMOUNT	2008.03

CUSTOMER COPY

1-15-2014

CHRYSLER CUSTOMER ASSISTANCE

THE STEERING IN MY TRUCK WAS NOT RIGHT AND MY FRONT TIRES WERE BEGINNING TO WEAR ON THE OUTSIDE EDGES. I WAS IN THE PROCESS OF MOVING MY 5TH WHEEL WHEN I TOOK MY TRUCK TO LARRY MILLER DODGE TO HAVE THE STEERING CORRECTED.

THE SERVICE ADVISOR TOLD ME THE TRUCK WAS UNSAFE TO DRIVE SINCE THE TIE ROD HAD PLACED A STRAIN ON MY STEERING LINKAGE WHICH IN TURN HAD RUINED MY POWER STEERING AND STEERING GEAR. HE SO STRONGLY INSISTED THAT IT WAS SO UNSAFE TO DRIVE THAT HE RENTED ME A RENTAL

CAR AT NO CHARGE.

I FEEL THAT I AM DUE A FULL REFUND PLUS TWO FRONT TIRES SINCE THE ENTIRE PROBLEM WAS DUE TO YOUR DEFECT.

THANK YOU

[redacted]

SAFETY RECALL # N62/NHTSA 13V-528

[redacted]
MORRISTOWN, AS [redacted]

Chrys

4803 [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE: 1-2-14

VIN (FIRST 9 DIGITS) 3D7KS28C9

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME:

CAIR: 000000000

NON – SCANABLE ITEMS: CIRCLE ONE

NO

YES

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C96G[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.

M.J.B.'S AUTO WORKS
2940 Spring Creek Dr.
Spring, TX 77373
281-350-6108

AUTO REPAIR ORDER

NAME [redacted]
ADDRESS
CITY, STATE Tomball, TX

QUAN.	PART NO.	NAME OF PART	PRICE
1		Shock Steering Linear	56 10
1		Passenger Tie Rod	126 75
1		Drag Link	124 36
1	Moog	Drivers Tie Rod end	73 40
1		Inner Tie Rod end	73 40
1		Tube RIV	8 66
3		75-140 - Royal Purple	66 00
			$ 528 67
		TOTAL PARTS	

MECHANICS RECOMMENDATIONS

Needs Alignment!!
Northwest Chassis
14720 Kuykendahl
281-440-0107

ESTIMATE AMOUNT • PARTS & LABOR ▶

CUSTOMER'S INFORMATION

DATE	CUSTOMER'S ORDER NO.	WHEN PROMISED
7-16-10	39930	[redacted]

YEAR • MAKE • MODEL: 05 Dodge 2500 4x4
SERIAL NO.:
MOTOR NO.: 5.9
LICENSE NO.: [redacted]
ODOMETER: 85845
WRITTEN BY: MRB

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

R&I: All Tie Rods & Drag Links — 260 00
Replace with Moog Products,
Replace Steering Shock,
Drain Ft Diff, Seal FT Cover — 65 00
Replace with Royal Purple.

GAS, OIL & GREASE		ACCESSORIES		
GALS. GAS				LABOR ONLY 325 00
QTS. OIL				PARTS 528 67
LBS. GREASE				ACCESSORIES
TOTAL GAS OIL & GREASE				GAS, OIL, & GREASE
☐ RETAIN PARTS				MISC. MERCHANDISE
☐ DESTROY PARTS		TOTAL ACCESSORIES		SUBLET REPAIRS
				TOW 123 92
				TAX 2 15
AUTHORIZED BY				TOTAL $ 977 59

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE CAR, TRUCK OR VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

TEARDOWN ESTIMATE - I UNDERSTAND THAT MY CAR WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

1. I request an estimate in writing before you begin repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
3. I do not want an estimate _____

adams GT3870

AUTO REPAIR ORDER

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

NORTHWEST WHEEL & FRAME

14720 KUYKENDAHL • (281) 440-0107
HOUSTON, TEXAS 77090

(W)

NAME [redacted]

DATE 7-16-10

ADDRESS

CITY

PHONE WHEN READY ?

TIME RECEIVED A.M. P.M.

TERMS

TIME PROMISED A.M. P.M.

CUSTOMER'S ORDER NO.

YEAR	TYPE OR MODEL	MOTOR NO	SERIAL NUMBER	ODOMETER
	Dodge Ram 2500 4x4		[redacted]	85555

QUAN	PART NO	DESCRIPTION	SALE AMOUNT

REALIGNMENT NECESSARY AFTER PARTS REPLACED

OPER NO | REPAIR ORDER — LABOR INSTRUCTIONS | ORDER WRITTEN BY

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

	$	
Set front wheel alignment	87	50

Note: Keep air pressure at 60-70 psi. (80 max.). Light drift to the right, will wear tires.

PD CK# 3585
7-16-10
[redacted]

SPECIAL REPAIRS

TOTAL PARTS

ESTIMATE AMOUNT

PARTS
LABOR

	TIME	BY	
ADD'L AUTH AMT			
ADD'L AUTH AMT			
ADD'L AUTH AMT			
ESTIMATE TOTAL			

Unless otherwise provided by law, the seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH NECESSARY MATERIALS YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING INSPECTION OR DELIVERY AT MY RISK AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE THEFT ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL

AUTHORIZED BY

RECEIVED BY

AIN PARTS ☐ DESTROY PARTS ☐

GAL. GASOLINE @	
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS · OIL · GREASE	

	$	
TOTAL LABOR	87	50
TOTAL PARTS		
GAS. OIL. GREASE		
SPECIAL REPAIRS		
STATE TAX		
TOTAL AMOUNT	87	50

[redacted]

NAME [redacted] PHONE

ADDRESS

CITY, STATE, ZIP Tomball, TX

2ND AUTHORIZED NAME PHONE

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

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY Y/N
1		Stabilizer Link	131 10		
2		Lower Links - update.	221 10		
2		upper Links	234 07		
			$586 17		
			3773		
		TOTAL PARTS			

MECHANICS RECOMMENDATIONS

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M. 3-19-12	CUSTOMER'S ORDER NO. 39628	PROMISED (DATE & TIME) A.M. P.M.
YEAR • MAKE • MODEL 06 Dodge P/U 2500, 4X4		SERIAL #/VIN
LICENSE NO [redacted]	ODOMETER 109891.	MOTOR # 5.9
		WRITTEN BY

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

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

R&I & Both upper Links, Replace Lower Links Replace Stabilizer 292 50

METHOD OF PAYMENT: ☐ CHECK ☐ CHARGE ☐ CASH

LABOR ☐ FLAT RATE ☐ HOURLY ☐ BOTH

☐ RETAIN PARTS ☐ DESTROY PARTS

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

GUARANTEED ITEM(S) _____

GUARANTEE EFFECTIVE UNTIL:

TIME _____

MILEAGE _____

AUTHORIZED BY

LABOR ONLY	292 50
PARTS	586 27
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	
TAX	15
TOTAL ▶	$ 878 77

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:

I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED $100. ($50 in Maryland)

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

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

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

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

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

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

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

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

SIGNED _____

DATE _____

Adams GT3870 01-11

Auto Repair Order

NTB
TIRES · SERVICE · BRAKES · BATTERIES

How did we do? Receive a $10 off oil change coupon on your next visit. Please, complete the survey at www.tkcares.com Use password 29001346 00001

TX NATL TIRE & BAT # 742
14414 FM-2920
TOMBALL TX 77375

* FINAL BILL -INVOICE** Page 1
Invoice# 57401757 - RI
Order Num 29001346 - WI
Date/Time In..... 03/20/12 10:56:09
Date/Time Promised.. 03/20/12 12:13:02
TXR000066365

2006 DODGE PICKUP RAM 2500
Tag: [redacted] St: TX Mileage: 109908
Engine:_____ VIN# 3D7KS28C96G[redacted]

Customer: 18770980 PO#:
[redacted]
TOMBALL TX [redacted]
Opening Salesperson 12910588
Addl Repairs may be authorized by

Ship To:

Home# [redacted] Work# [redacted]
Phone#

Item Number	Item Description	Qty	Price Each	Extended
ACA	ALIGNMENT CHECK & ADVISE	1		
MSG	MESSAGE	1		
DECLINE 22 POINT INSPECTION				
WA	WHEEL ALIGNMENT 6 Months / 6000 Mile 02893019 JACKO, CLINT	1	79.99	79.99
RNC	ROTATION NO CHARGE ALL WHEEL 12984332 JONES, DUSTIN C.	1		
MASTERCARD	MasterCard CARD NUMBER 2678 APPR 3586F5			88.65-

IF YOU HAVE A QUESTION OR CONCERN PLEASE SPEAK TO OUR STORE MANAGER, TERRY W. SEARCY AT (281) 255-8126

REALIGNMENT

NECESSARY AFTER

PARTS REPLACED

[redacted]
Tomball, TX [redacted]

NORTH HOUSTON TX 773
02 JAN 2014 PM 3 L

RECEIVED
JAN -8
By

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE:: 1-2-14

WIN ((FIRST 9 DIGITS)) 000000000

WIN ((LAST 8 DIGITS)) 6J [redacted]

FIRST NAME: CRP Production

LAST NAME::

CART:: 00000000

NON-SCANNABLE ITEMS: CIRCLE ONE

NO

YES

282632#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number) [6J[redacted]]

Notification Code [N62]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name Crop Production Services

Last Name _____

Street Address 17040 East 250th St

_____

City Blandinsville

State IL Zip Code 61420

Email Address _____

SHOCKS GOOD ALIGNED

(Tech:04) A

DISCLAIMER OF WARRANTIES

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

X

CUSTOMER SIGNATURE

Job 54275

54275



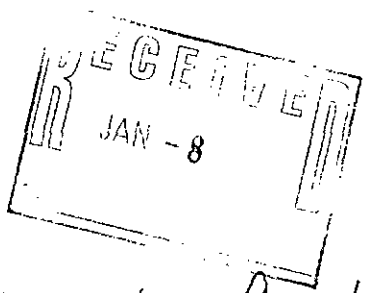
Cust

Lab

Crop Production Services
PO Box 230
17040 E 200th Street
Blandinsville, IL 61420



UNITED STATES POSTAGE
02 1P $ 0
0003960612 JA
MAILED FROM ZIP



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

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE:

12-30-13

WIN (FIRST 9 DIGITS)

3D3KS29C8

WIN (LAST 8 DIGITS)

6G [redacted]

FIRST NAME:

Community Tree Services

LAST NAME:

Inc.

CAIR:

000 00000

NON-SCANNABLE ITEMS: CIRCLE ONE

NO

YES

Chaz Towing

Chaz Towing
825 Walker St
Watsonville, CA 95076

(831)722-5220

Invoice

Date	Invoice #
01/21/2013	39989

Due Date
02/05/2013

Bill To

COMMUNITY TREE SERVICE
320 INDUSTRIAL RD STE 105
WATSONVILLE CA 95076

Date	Activity	Quantity	Rate	Amount
01/21/2013	SERVICE: TOW	1	80.00	80.00
	VEHICLE: 06 DODGE 2500 WHITE LIC PLATE: [redacted] VIN: 3D3KS29C86G[redacted] LOCATION: WESTGATE DR @ TECNOLOGY DR, WATSONVILLE CA DESTINATION: 831 WALKER ST, WATSONVILLE CA			

PAID 2-5-13
check #1006
$80

Upon request you are entitled to receive a copy of the Towing Fees and Access Notice.
CA# 0147136

Total $80.00

COMERICA BANK
www.comerica.com

1006

90-3762/1211
885

320 INDUSTRIAL RD. STE. 105
WATSONVILLE, CA 95076
831-763-2391

Community Tree Service

2/1/2013

PAY TO THE ORDER OF Chaz Towing $ **80.00

Eighty and 00/100********** DOLLARS

Chaz Towing
825 Walker St. Suite 110
Watsonville, CA 95076
(831) 724-6912

MEMO Invoice #39989

[redacted]

[redacted]

COMMUNITY TREE SERVICE INC.

1006

Chaz Towing

2/1/2013

Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
2/1/2013	Bill	Invoice #39989	80.00	80.00		80.00
					Check Amount	80.00

Checking - 9272 Invoice #39989 80.00

411519

Davis Auto Parts
245 Rodriguez

Watsonville, CA 95076
831-722-2722

BODY SUPPLIES
COMPRESSORS
HERS
Charge Station: DAP

4750

Page # 1
Time
Counterman: J

COMMUNITY TREE SERVICE
831 WALKER STREET
WATSONVILLE, CA 95076

st	Extension	Tax
55	-150.55	

1/26/2013

NET 30 DAYS

Please call with any questions. Thank you.

DATE PAID _____ CHECK NO. _____ AMOUNT _____

			Beginning Balance	2349.29	2349.29
12/27/2012	411519	1	Credit Memo	-162.97	2186.32
12/27/2012	411521	1	Invoice	300.91	2487.23
12/28/2012	411592	1	Invoice	46.26	2533.49
12/28/2012	411614	1	Invoice	37.25	2570.74
12/28/2012	411632	1	Invoice	3.42	2574.16
12/28/2012	411635	1	Invoice	16.31	2590.47
12/31/2012	411703	1	Invoice	234.66	2825.13
1/2/2013	411767	1	Invoice	62.04	2887.17
1/2/2013	411778	1	Pmt # 384122	-2349.29	537.88
1/3/2013	411902	1	Invoice	44.78	582.66
1/4/2013	411913	1	Invoice	765.77	1348.43
1/10/2013	412299	1	Invoice	141.09	1489.52
1/11/2013	412432	1	Invoice	157.76	1647.28
1/17/2013	412773	1	Invoice	68.53	1715.81
1/17/2013	412810	1	Invoice	12.77	1728.58
1/17/2013	412811	1	Invoice	-21.62	1706.96
1/18/2013	412847	1	Invoice	114.10	1821.06
1/18/2013	412899	1	Invoice	59.64	1880.70
1/21/2013	413019	1	Invoice	25.82	1906.52
1/21/2013	413021	1	Invoice	0.00	1906.52
1/23/2013	413138	1	Invoice	373.04	2279.56
1/23/2013	413168	1	Invoice	183.35	2462.91
1/23/2013	413180	1	Invoice	40.16	2503.07
1/25/2013	413291	1	Invoice	407.98	2911.05
1/25/2013	413295	1	Invoice	7.14	2918.19

Taxable	Total Tax
-150.55	-12.42

ount: -$162.97 BC

Finance Charge 1.5 % on Accounts over 30 Days

AGE	Current	PastDue 30	PastDue 60	PastDue 90	PastDue 120	TOTAL
AMOUNT	$2,918.19	$0.00	$0.00	$0.00	$0.00	$2,918.19

C

413138

Auto Value PARTS STORES

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE
NO RETURNS ON ELECRICAL PARTS
FINANCE CHARGE OF 1-1/2% PER MONTH OR 18% PER ANNUM WILL BE CHARGED ON ALL OVERDUE ACCOUNTS.

Replacement Parts and Machine Shop

DAVIS AUTO PARTS A Corp.

245 Rodriguez ~ Watsonville CA 95076

831-722-2722

(831)763-2391

Parts Pro PERFORMANCE CENTERS

DUPONT PAINT AND AUTO BODY SUPPLIES
WELDING SUPPLIES / AIR COMPRESSORS
PRESSURE WASHERS

4750

Invoice # 00010413138

Charge Station: DAP

COMMUNITY TREE SERVICE
831 WALKER STREET

WATSONVILLE, CA 95076

Date: 1/23/2013

Page # 1
Time: 11:05:29 AM
Counterman: M

Qty	Line	Part #	Descr	Core	List	Your Cost	Extension	Tax
BO 1	MOO	ES3625	TIE ROD END	0.00	107.40	69.61	69.61	T
BO 1	MOO	ES3626S	ADJUSTING SLEEVE	0.00	76.60	49.65	49.65	T
BO 1	MOO	ES3624	TIE ROD END	0.00	54.83	35.54	35.54	T
BO 1	MOO	DS1463	DRAG LINK	0.00	203.63	131.98	131.98	T
1	LIS	41500	PICKLE FORK KIT	0.00	88.00	57.04	57.04	T

[redacted]

Qty	Freight	List Total	Non-taxable	Taxable	Total Tax
5	0.00	530.46	0.00	343.82	29.22

Pay This Amount: $373.04 BC

COMERICA BANK
www.comerica.com

1033

90-3752/1211

Community Tree Service

320 INDUSTRIAL RD. STE. 105
WATSONVILLE, CA 95076
831-763-2391

2/26/2013

PAY TO THE ORDER OF Davis Auto Parts $ **2,918.19

Two Thousand Nine Hundred Eighteen and 19/100********** DOLLAR

Davis Auto Parts
245 Rodriguez
Watsonville, CA 95076
(831) 722-2722

MEMO Account #4750

[redacted]
AUTHORIZED SIGNATURE

[redacted]

COMMUNITY TREE SERVICE INC.

1033

Davis Auto Parts 2/26/2013

Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
1/28/2013	Bill	Account #4750	2,918.19	2,918.19		2,918.19
					Check Amount	2,918.19

Checking - 9272 Account #4750 2,918.19

Community Tree Service, Inc.
320 Industrial Rd Suite 105
Watsonville, CA 95076

$0
US POS
FIRST-C
FROM
DEC 3
sta

Chrysler Customer Assisstance
Attention Reimbursement
PO Box 218007
Auburn Hills MI 48321

RECEIVED
JAN - 8
By

48321C8007 B198

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE: 01/08/14

POSTED DATE:

VIN (FIRST 9 DIGITS) 3D7KS28C6

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME:

CAIR: 0000000D

NON-SCANABLE ITEMS: CIRCLE ONE

NO YES

CHRYSLER GROUP LLC, I was driving down the road around 40 miles an hour lost my steering before the bridge hit my brakes went off the side of the road into ditch I back up and called tow truck and had it tow to his shop he said this should not have happen. So I called and they said my vin. No was on the recall list but said to save my receipt I live in PA broke down in N.J. 150 Miles from home. They couldn't fix it right away so I had to call someone to pick me up then when fixed had someone drive me down to pick my truck up then back home over 450 miles and tolls back to home lucky nobody was hurt [redacted]

[redacted]

Mastercraft
789 Route 539
Little Egg Harbor, NJ. 08087
Phone - 609-296-0026 Fax - 609-296-2456
TOWING NOW AVAILABLE

INVOICE
31598
Org. Est. # 066642

INVOICE

Print Date : 04/14/2012

[redacted]

2005 Dodge Pickup R2500

Lic # : [redacted]
Unit # :
Vin # : **3D7KS28C65G**[redacted]
Hat # :

Odometer In : 116710

Home [redacted] ---- Cellular [redacted]
Cust ID : 6551 Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
TIE ROD SLEEVE				TIE ROD &/OR ENDS - Remove & Replace -	142.50
ES2012S	2.00	39.76	79.52	[Includes: Adjust toe-in on all models. DOES NOT	
INNER TIE ROD				include R&I rack & pinion gear. Manufacturer	
ES3624	1.00	70.20	70.20	recommends removal of rack & pinion steering gear	
FRONT STABLIZER LINK				when replacing inner tie rod ends on some models. If	
SC2964	1.00	75.87	75.87	removal of rack & p	
REAR TIE ROD					
DS1464	1.00	168.70	168.70	TIE ROD &/OR ENDS - Remove & Replace -	95.00
INNER TIE ROD				[Includes: Adjust toe-in on all models. DOES NOT	
ES3625	1.00	94.39	94.39	include R&I rack & pinion gear. Manufacturer	
REAR TIE ROD				recommends removal of rack & pinion steering gear	
DS1463	1.00	170.00	170.00	when replacing inner tie rod ends on some models. If	
SHOP SUPPLIES		11.88	11.88	removal of rack & p	

[Technicians : Lehmann, Joe]

Org. Estimate $971.63 Revisions $0.00 Current Estimate $ 971.63 Additional Cost Revised Estimate

Labor:	**237.50**
Parts:	**670.56**
Sublet:	**0.00**
Sub:	**908.06**
Tax:	**63.57**
Total:	**971.63**
Bal Due:	**$0.00**

[Payments - Visa - $971.63]

Ask About Our Free Loaner Car Program

I hereby authorize the above repair work that has been 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 90 DAYS OR 3,000 MILES whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

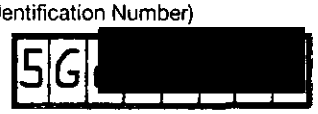
SIGNATURE..... Date..... Time.....

01.17.07 Copyright Mitchell 1 Invoic

080188/#53094/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 _____

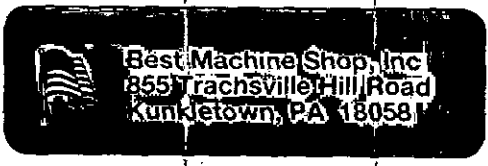
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____


Best Machine Shop, Inc
855 Trachsville Hill Road
Kunkletown, PA 18058

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE: 01/08/14

POSTED DATE: 1-3-14

VIN (FIRST 9 DIGITS) 3D7MX48C4

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME: [redacted]

CAIR: 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO YES

1121 E. Lincolnway
Cheyenne, WY 82001
(307) 634-5887
Fax: (307) 638-1025

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
7/12/13	6012643/1
R/O Close Date	Status
7/15/13	Pre-Invoice
Mileage In	Mileage Out
105087	105087
Service Advisor / Tag #	
RICHARD ORTEGA/615	

	Work Phone	Vehicle Identification Number
SAINT BERNARD, LA [redacted]		3D7MX48C07G[redacted]
	Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2007	DODGE	RAM 3500	4WD QUAD CAB 160.	FLAME RED	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - 19DOZ: STEERING		
CUSTOMER STATES THERE IS A RATTLE OVER BUMPS FROM FRONT END OR STEERING COLUMN AREA CHECK AND ADVISE.		
Caused by		
INSPECTED FRONT SUSPENSION FRONT OUTER TIE RODS ENDS LOOSE.		
Work performed by CHANCE M (776)		440.00
Installed 52122362AH :STEERING: STEERING	1@372.00	372.00
Installed 68039930AA :ARM: PITMAN	1@54.10	54.10
Installed 5154661AC :DAMPER: STEERING	1@129.95	129.95
Installed 1140171 :NUT	1@6.95	6.95
INSTALLED HEAVY DUTY STEERING KIT PITMAN ARM, TIE ROD ENDS, AND STEERING DAMPNER..		
Sub Total: 1003.00		
#2 - 27DOZFEALI: FRONT END ALIGNMENT		
PERFORM FRONT END ALIGNMENT		
Caused by		
FRONT END REPAIRS		
Work performed by CHANCE M (776)		
Work performed by CHEYENNE FRAME AND AXLE : 59147		85.00
SUBLET COMPLETED FRONT END ALIGNMENT (HAS SLIGHT RADIAL PULL CAUSED BY TIRES)		
Sub Total:Sub-Total: Sublet: 85.00		

Customer Copy

PAID Visa

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

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

A charge equivalent to 15% of the labor charge is included for shop materials, supplies, and hazardous waste removal with a maximum of $30.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	440.00
PARTS	563.00
DEDUCTIBLE	.00
SUBLET	85.00
SHOP SUPPLIES	15.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	66.18
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	1169.18

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Applicat on Group (800) 945-1098

COWBOY POPPE INC
1121 E LINCOLN WAY
CHEYENNE WY 82001
307-634-5887

DDR 6

Merchant ID: 166302760
Term ID: 9537

Sale

VISA
XXXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000006
07/15/13 16:36:03
Inv#: 00000011 Appr Code: 477351
Total: $ 1,169.18

Customer Copy

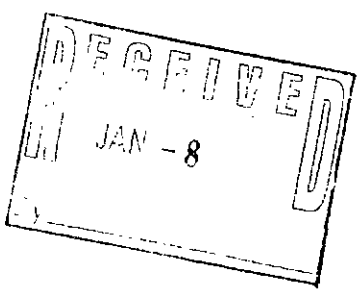
THANK YOU!
FTR 4

[redacted]

Saint Bernard, LA. [redacted]

NEW ORLEANS LA 703

03 JAN 2014 PM 2 L



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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D73X3HLX

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y3HLXAG[redacted]

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE Jeep SRT FIAT MOPAR

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

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name
ged):

INVOICE

NEFF'S DIESEL REPAIR AND PERFORMANCE, LLC

Remit To: .
228 Cottonwood Dr.
Elko, NV 89801
neffsdieselrepair@yahoo.com

Ship To:
5241 Manzanita Dr.
Elko, NV 89801
Phone: 775-753-6429
Fax: 775-753-4485

NEFF'S DIESEL REPAIR & PERFORMANCE
775-753-6429
ELKO, NV

Date	Invoice #
10/16/2013	6408

Bill To

[redacted]
Spring Creek, NV [redacted]

P.O. No.	Terms	Project

Quantity	Description	Rate	Amount
	Dodge 5/10 6.7L LPN: 08060 MILES: 22,320 VIN: 3D73Y3HLXAG163800		
	Unit towed in by customer, found broken tie rod end. Replaced the tie rod end and performed alignment.		
1	68038054-AD OEM Driver side Tie rod end	104.00	104.00T
1.88	Hours of Labor repair and align unit	103.33	194.26
	Sales Tax	6.85%	7.12

Service charge of 2% per month will be charged on all past due balances

Total $305.38

CUSTOMER SIGNATURE: _____

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

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

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

AG[redacted] N49 [redacted]
[redacted]
SPRING CREEK, NV [redacted]

23937 [redacted] 3/N49

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

POSTAGE WILL BE PAID BY ADDRESSEE
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

[redacted]

Spring Creek, NV [redacted]

RECEIVED
JAN - 8
By

$0.46
US POSTAG
FIRST-CLAS
FROM 898(
JAN 02 201
stamps.co

CHRYSLER CUSTOMER ASSISTANCE
ATTN REIMBURSEMENT
PO BOX 218007
AUBURN HILLS MI 48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Bar Mk Ranches

[redacted]

Monticello, Utah [redacted]

Dec. 30, 2013

Attention: Reimbursement,

Enclosed is a copy of a copy of a bill from Draper Towing and repair. $ 276.40 of this are for repairs that should have been covered under Recall #N49/NHTSA13V-529. This repair was made when defective tie rod ball broke next to their shop.

Please send payment to [redacted] Monticello, Utah [redacted] If you have any Questions Please Call [redacted]

Sincerely

[redacted]

Draper Towing and Repair LLC

PO Box 1257
Monticello, UT 84535
435-459-4801
EIN: 80-0240429

Invoice

Date	Invoice #
5/10/2013	5378

Bill To

[redacted]
Monticello, UT [redacted]

P.O. No.	Terms	Due Date	Project
	Due on receipt	5/10/2013	

Quantity	Description	Rate	Amount
	2009 Dodge Truck;		
	Left outer Tie rod	99.79	99.79T
	Seal	46.61	46.61T
2	R&R left outer tie rod end; R&R seal on horse trailer, epoxy cracked cap	65.00	130.00T
	R&R AC Condensor	65.00	65.00T
	Freon	24.00	24.00T
	AC Oil	12.00	12.00T
	Sales Tax	6.35%	23.96

PJ 401.36

Thank you for your business! We look forward to working with you in the future.

Total $401.36

An interest charge of 2% per month (24% annual percentage rate) will be charged on all past due balances. Buyer agrees to pay all costs of collection including a reasonable attorney fee incurred in collection.

Bar MK Ranches
po box 8
Monticello, Ut. 84535

PROVO UT 846

08 JAN 2014 PM 1 L

RECEIVED
JAN - 8
By

Mt Rainier

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

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D73Y4CL5

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: D-M Construction

LAST NAME : UnLimiteD

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y4CL5BG[redacted]

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

Dear D & M. CONSTRUCTION U

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.

If there is any questions call 570 - 499 - 8046

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.

BRAYER'S AUTO SERVICE

1013 Ferdinand Street
SCRANTON, PA 18508
24 HOUR TOWING
(570) 963-8888

4464

QTY.	PART NO. AND DESCRIPTION	PRICE	
	QUARTS OF OIL		
	OIL FILTER		
1	LT OUTER TIE ROD END 68035404AD		94 75
1	RT OUTER TIE ROD ASS. #68035035AD		162 40
	TOTAL PARTS		257 15

TOWING

MD HOOKUP TOW —	45 00
TOTAL TOWING	45 00

NAME: D+M CONSTRUCTION
REQUESTED BY:
DATE: 2/16/13
ADDRESS:
CITY, STATE, ZIP:
HOME PHONE: 499-8046
BUS. PHONE: EXT.
ODOMETER: 499 8046
YEAR, MAKE AND MODEL: 11 DODGE 3500
LICENSE NUMBER:
PLATE NUMBER:
VIN NUMBER:
DRIVER NUMBER:
P.O. NUMBER:

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
PA STATE EMISSION INSPECTION	
PA STATE SAFETY INSPECTION	
BRAKES RF RR TIRES RF RR / LF LR LF LR	
REPLACE LT + RT TIE RODS LABOR.	75 00

TOTAL LABOR	75 00
TOTAL PARTS	257 15
TOTAL STATE INSPECTION	
EPA/WASTE DISPOSAL	
SUBTOTAL	332 15
TAX	19 93
TOWING	45 00
STORAGE	
TOTAL	397 08

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 mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

SAVE OLD PARTS ☐ YES ☐ NO

SIGNATURE

pd. 2/16/13 MC

THANK YOU

BRAYER AUTO SERVICE
1013 FERR 'AND ST
SCRANT , 18508
570-563-8898
273100500022501

Merchant ID: 273100500022501
INVOICE NUMBER: 4464
Record Num.: 0003

Sale

XXXXXXXXXXXX[redacted]
VISA Entry Method: Swiped

Total: $ 397.09

02/16/13 16:54:46
Inv#: 000005 Appr Code: 886552
Approved: Online Batch#: 000212
TRN Ref #: 163047788860335
Validation Code: CC37

SIGN x

CARDHOLDER ACKNOWLEDGES RECEIPT OF FUNDS
IN THE AMOUNT OF THE TOTAL INDICATED AND
AGREES TO PERFORM THE OBLIGATIONS NOTED
IN THE CARDHOLDER'S AGREEMENT WITH THE
ISSUER

THANK YOU!
PLEASE COME AGAIN!

MERCHANT COPY

D&M CONSTRUCTION UNLIMITED
1513 Upper Fords Pond Rd.
Clarks Summit, PA 18411

JAN - 3

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:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7MX49C5

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

POTRANCO AUTOMOTIVE, INC

12034 POTRANCO ROAD (FM 1957)
SAN ANTONIO, TX 78245
(210) 679-6620
CELEBRATING 23 YEARS! THANKS TO YOU!!

Repair Order #0083536
Date Printed : 8/19/13
Page : 1
Center :

Customer : [redacted]
Address : [redacted]
City : SAN ANTONIO, TX [redacted]
HOME : [redacted] Ext :
CELL : [redacted] Ext :

Vehicle : 2007 DODG RAM 3500 LARAMIE
License : [redacted] P/D : 11-06
VIN : 3D7MX49C57G[redacted]
Engine : 5.9L L6 DIESEL FI T (C) Trans : A
Mileage : 118655

Parts

Quan	Part Number	Description	Price
1.00		STEERING DAMPER	123.00
1.00		STEERING LINK ASSY	372.00
1.00		LOCK NUT	2.25
1.00		GEAR BOX	0.00
2.00		ATF PLUS 4	0.00

		Payments:	
Check, on 08/08/13		2215	$350.00

Labor

Op	Tech	Description	Time	Charge
ST 0	BB	POWER STEERING IS BINDING. DIAGNOSED AND DETERMINED THE GEAR BOX HAD ALOT OF PLAY IN IT. RECOMMEND AND REPLACE THE GEAR BOX UNDER WARRANTY.		0.00
ST 0	BB	WHILE INSPECTING THE FRONT END WE NOTICED THE RIGHT INNER TIE ROD HAS SOME PLAY IN IT. --RECOMMEND AND REPLACE THE STEERING DAMPNER AND STEERING ARM ASSY IN ORDER TO REPLACE THE PITMAN ARM. IT IS SOLD AS AN ASSEMBLY.		141.75
IN 001	BB	STATE INSPECTION.		14.50
FR 0	BB	--WE HAD TO RESET THE ALIGNEMNT SINCE WE HAD TO REPLACE THE GEAR BOX AGAIN.---		0.00
TR 0	BB	--THERE IS A SLIGHT PULL TO THE RIGHT. HAS NOTHING TO DO WITH ALIGNMENT. ITS IN THE TIRES.---		0.00

OK	Bad	Recommendation	OK	Bad	Recommendation	OK	Bad	Recommendation

5 2122 362AH - assy - tie rod
want available from dealer
@ time of repair

----------24 MONTHS/24,000 MILE WARRANTY ON ALL REPAIRS**----------
THIS WARRANTY DOES NOT COVER TOWING, RENTAL CARS, OR CUSTOMER SUPPLIED PARTS
**PARTS WARRANTY MAY VARY DUE TO MANUFACTURERS WARRANTY. ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS OF THE PRODUCTS.
NOT RESPONSIBLE FOR LOSS BY FIRE OR THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. I HEREBY AUTHORIZE THE ABOVE WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL, AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR, TRUCK, OR VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION.
NOTICE: THIS VEHICLE MAY BE SUBJECT TO REPOSSESSION UNDER SECTION 70.001, OF THE TEXAS PROPERTY CODE. ACKNOWLEDGED BY: X_____

Labor :	$156.25
Parts :	$497.25
Sublet :	$0.00
Other Fees :	$0.00
supplies/env	$28.97
Subtotal :	$682.47
Sales Tax :	$35.52
Paid By : VISA/MASTERCARD Total :	$717.99
Pay Ref : Paid :	$717.99
Due :	$0.00

456259/#63094/N62

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

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

Notification Code N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted] MI _____

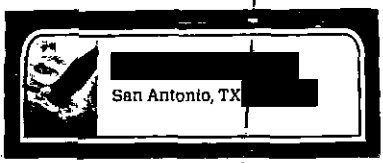
Last Name _____

Street Address [redacted]

City San Antonio

State Texas. Zip Code [redacted]

Email Address _____


[redacted]
San Antonio, TX


FREEDOM


By

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12.31-13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 7G [redacted]

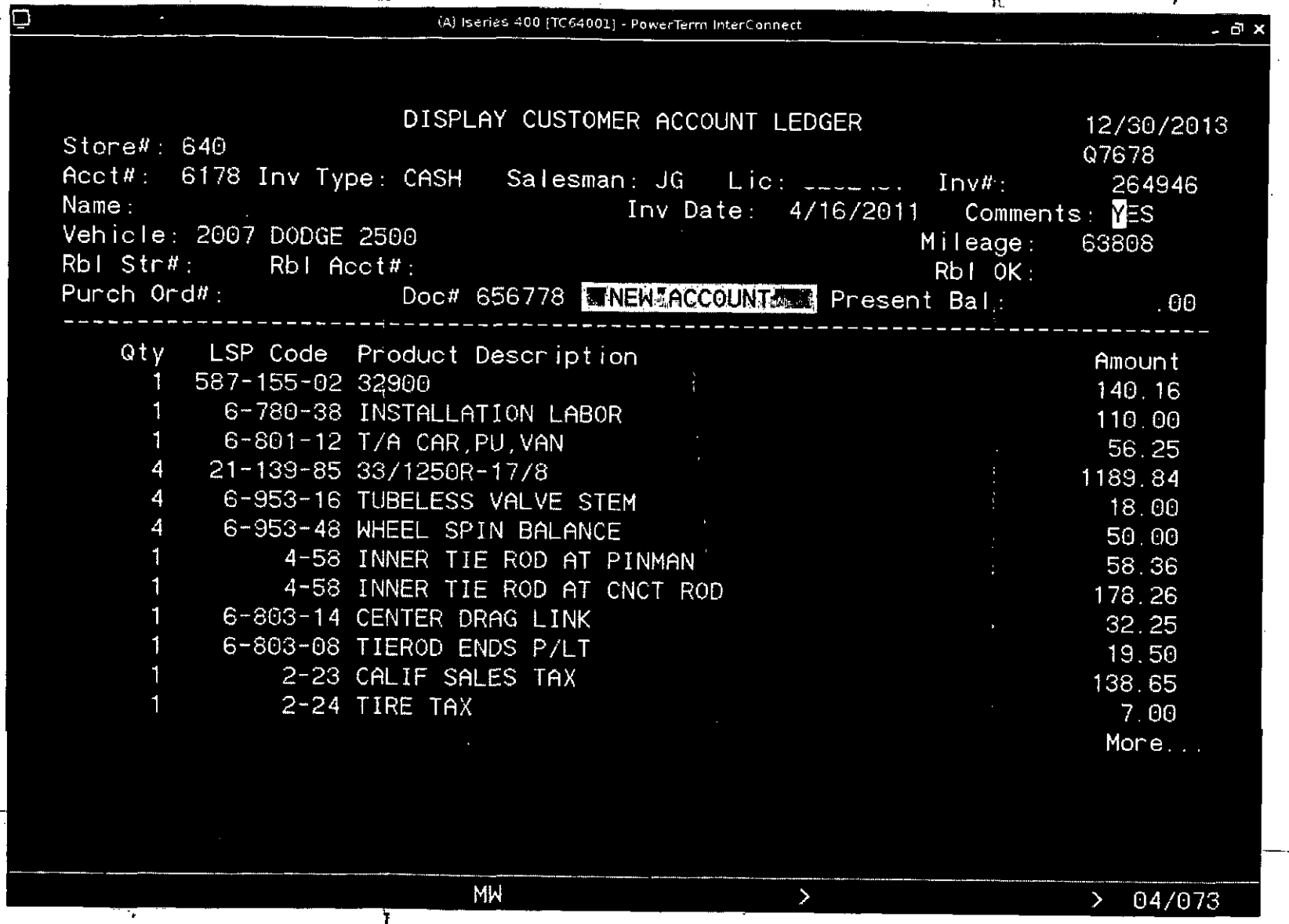
FIRST NAME: [redacted]

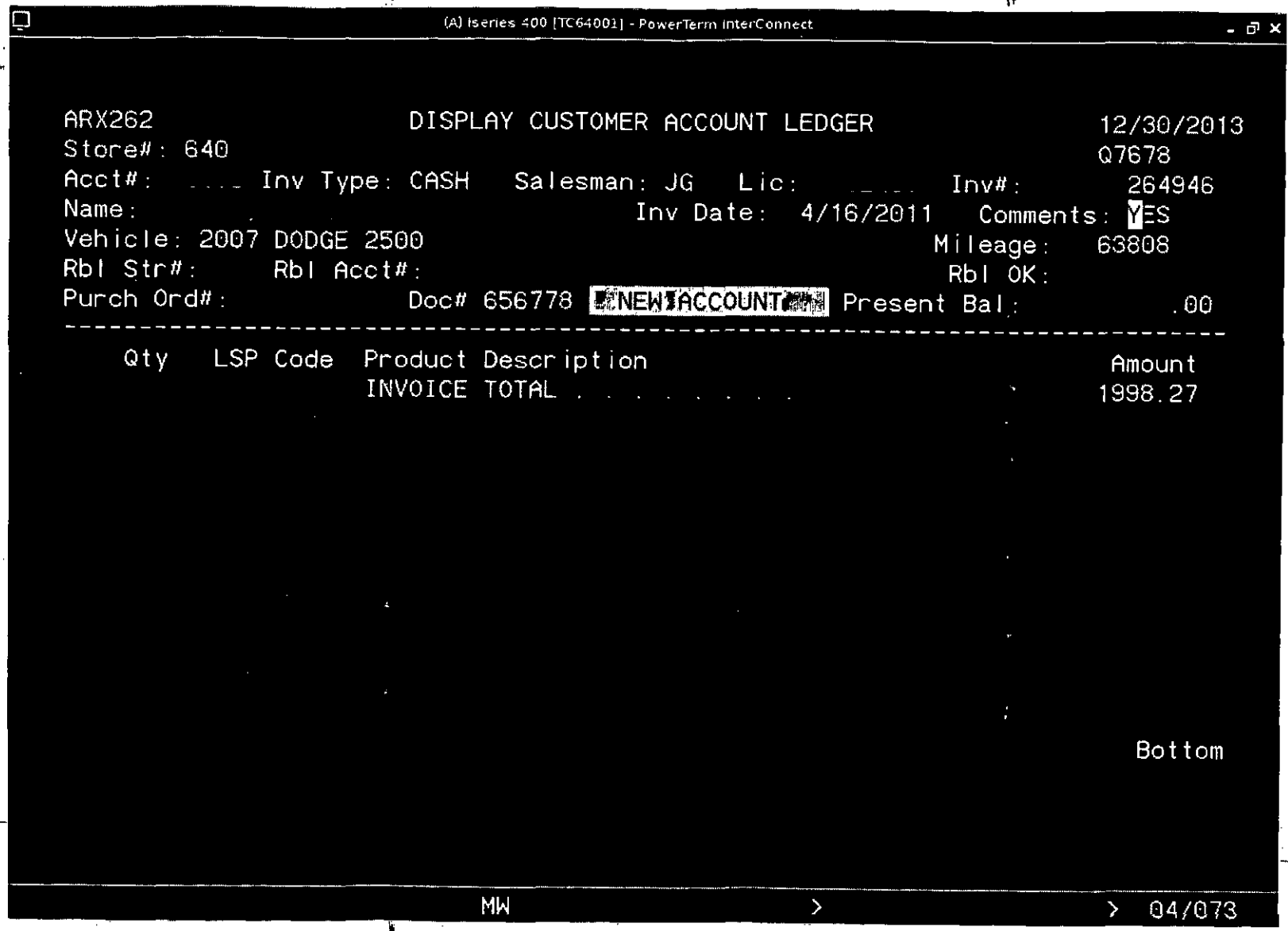
LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**


(A) Iseries 400 [TC64001] - PowerTerm InterConnect
DISPLAY CUSTOMER ACCOUNT LEDGER
12/30/2013
Store#: 640
Q7678
Acct#: 6178 Inv Type: CASH Salesman: JG Lic: Inv#: 264946
Name: Inv Date: 4/16/2011 Comments: YES
Vehicle: 2007 DODGE 2500 Mileage: 63808
Rbl Str#: Rbl Acct#: Rbl OK:
Purch Ord#: Doc# 656778 NEW ACCOUNT Present Bal.: .00
Qty LSP Code Product Description Amount
1 587-155-02 32900 140.16
1 6-780-38 INSTALLATION LABOR 110.00
1 6-801-12 T/A CAR,PU,VAN 56.25
4 21-139-85 33/1250R-17/8 1189.84
4 6-953-16 TUBELESS VALVE STEM 18.00
4 6-953-48 WHEEL SPIN BALANCE 50.00
1 4-58 INNER TIE ROD AT PINMAN 58.36
1 4-58 INNER TIE ROD AT CNCT ROD 178.26
1 6-803-14 CENTER DRAG LINK 32.25
1 6-803-08 TIEROD ENDS P/LT 19.50
1 2-23 CALIF SALES TAX 138.65
1 2-24 TIRE TAX 7.00
More...
MW
04/073


(A) Iseries 400 [TC64001] - PowerTerm InterConnect
ARX262 DISPLAY CUSTOMER ACCOUNT LEDGER 12/30/2013
Store#: 640 Q7678
Acct#: .... Inv Type: CASH Salesman: JG Lic: .... Inv#: 264946
Name: Inv Date: 4/16/2011 Comments: YES
Vehicle: 2007 DODGE 2500 Mileage: 63808
Rbl Str#: Rbl Acct#: Rbl OK:
Purch Ord#: Doc# 656778 NEW ACCOUNT Present Bal: .00
Qty LSP Code Product Description Amount
INVOICE TOTAL 1998.27
Bottom
MW
04/073

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]

REDWOOD VALLEY CA.

[redacted]

ATM REIMBURSEMENT

CH
P.O
AU

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12.31.13

VIN (FIRST 9 DIGITS) 3D7KS29C9

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

Left Tie Rod

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

This notice applies to your vehicle (VIN: **3D7KS29C96G**[redacted]

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

Dear HOFFMAN DEVELOPMENT I

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

Sunset Auto Imports Service
1300 N. Boulder Hwy, Suite E
Henderson, NV. 89011
Phone - 702-568-5353 Fax - 702-568-5995
COMPLETE FOREIGN CAR SERVICE AND REPAIR SPECIALIST

INVOICE
54239

BL# 1998039841
DMV# GAR01509

INVOICE FROM HISTORY

Invoice Date : 05/21/2013
Work Completed Date : 05/21/2013 Print Date : 12/27/2013

[redacted]
[redacted] BEVERLY AVE
Las Vegas, NV [redacted]
Office [redacted] Cell [redacted]
Cust ID : 1333 Ref # :

2006 Dodge - Pickup R2500
5.9L, In-Line6, VIN (C)
Lic # : [redacted] Odometer In :
Unit # : Odometer Out : 142775
Vin # : 3D7KS29C96G[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended

Discount
$1620.08 parts, $1214.75 labor
**** Recommendations ****
REPLACE BLEND DOOR AND ACUATOR ASSEMBLY (BACKORDERED)
HORN SOUNDS INTERMITTENTLY AT IDLE
REPLACE STEERING GEARBOX (HAS PLAY)
REPLACE PITTMAN ARM (WHEN GEARBOX IS REPLACED)

CHAPMAN
DODGE CHRYSLER JEEP
TONY SANTOS
Service Advisor
TonySantos@chapmanchoice.com
3175 E. Sahara Ave.
Las Vegas, Nevada 89104
FIVE STAR
Direct (702) 432-2431
(702) 457-1061
Fax (702) 457-3120

[Technicians : Moore, David]

Org. Estimate $179.85	Revisions $0.00	Current Estimate $ 179.85	Additional Cost	Revised Estimate

Labor:	
Parts:	
Sublet:	
Discount:	
Sub:	
Tax:	
Total:	
Bal Due:	

[Payments -]

****FOLLOW US ON FACE BOOK****

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles which ever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

SIGNATURE [redacted] Date 5/21/13 Time 3

Written By: Devine, Mike

01.12.07 Copyright Mitchell 1 Invoice1

December 25, 2013

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

In Re: Recall N/62 / NHTSA 13V-528 VIN 3D7KS29C96G[redacted]

To whom it concerns;

Attached find the Bill from Sunset Auto Imports here in Henderson Nevada for the replacement of this defective and the related damage that part caused. I experience the " death wobble" a number of times before the problem was resolved.
Pursuant to your directives the attached billing reflects this repair.

Very Truly Yours

[redacted]

Las Vegas, Nevada
[redacted]

[redacted]

Sunset Auto Imports Service
1300 N. Boulder Hwy. Suite E
Henderson, NV 89011
Phone 702-568-5353 Fax - 702-568-5995
COMPLETE FOREIGN CAR SERVICE AND REPAIR SPECIALIST

INVOICE
54239

BL# 1998039841
DMV# GAR01509

INVOICE FROM HISTORY

Work Completed Date : 05/21/2013
Invoice Date : 05/21/2013
Print Date : 12/27/2013

[redacted]
Las Vegas, NV [redacted]
Office [redacted] Cell [redacted]
Cust ID : 1333 Ref # :

2006 Dodge - Pickup R2500
5.9L, In-Line6, VIN (C)
Lic # : [redacted] Odometer In :
Unit # : Odometer Out : 142775
Vin # : 3D7KS29C96G[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended
A/C COMPRESSOR			
GPD 6512232	1.00	471.90	471.90
ACCUMULATOR/ DRIER			
GPD 1411737	1.00	54.25	54.25
A/C ORIFICE TUBE HOSE ASSEMBLY			
GPD 4811693	1.00	49.12	49.12
FREON R-134 OZ			
R134	1.00	3.89	3.89
RAPID SEAL			
GPD 1321311	1.00	38.75	38.75
LOWER BALL JOINT			
MOO K7467	2.00	148.08	296.16
UPPER BALL JOINT			
MOO K7460	2.00	140.61	281.22
STEERING STABILIZER			
KYB SS10323	1.00	52.79	52.79
DRAG LINK/ TRACTION BAR ASSEMBLY			
52122362-AH	1.00	372.00	372.00

Contact is Mike Arenow

Labor Description	Extended
CHECK A/C OPERATION AND ADVISE INSTALL A/C GAUGES CK FREON LEVEL CK. PRESS. READINGS CK. FOR LEAKS. CHECK BELT, COMPRESSOR, AND SYSTEM PERFORMANCE. FOUND A/C COMPRESSOR HAS FAILED. ADVISE CUSTOMER TO REPLACE COMPLETE SYSTEM.	N/C
REMOVE AND REPLACED A/C COMPRESSOR	107.50
REMOVE AND REPLACED A/C RECEIVER DRIER	86.00
REMOVE AND REPLACED A/C ORIFICE TUBE WITH HOSE	139.75
EVACUATE, FLUSH, AND RECHARGE A/C SYSTEM WITH FREON.	150.50
REMOVE AND REPLACED UPPER AND LOWER BALL JOINTS DUE TO CONDITION	430.00
REMOVE AND REPLACED STEERING STABILIZER SHOCK	53.75
REMOVE AND REPLACED DRAG LINK/ TRACTION BAR ASSEMBLY WITH TIE ROD ENDS	139.75
4 WHEEL ALIGNMENT SET UP ON ALIGNMENT MACHINE. CHECK FRONT AND REAR CAMBER, CASTER, AND TOE MEASUREMENTS, MAKE ADJUSTMENTS AS NEEDED. TEST DRIVE	107.50
27 POINT SAFETY INSPECTION INSPECT DRIVE LINE AND DRIVE TRAIN, BELTS, HOSES, BRAKES, LIGHTS, BALL JOINTS AND TIE-RODS, SHOCKS AND STRUTS. CHECK FOR OIL LEAKS OR ANY FLUID LEAK. U-JOINTS AND DRIVE SHAFT. C.V. AXLES, C.V. BOOTS. TIRES AND WHEEL BEARINGS.	N/C

Written By: Devine, Mike

01 17.07 Copyright Mitchell 1 Invoice

NAPA AUTO PARTS

STORE

900006056
NAPA Auto Parts
5125 East tropicana Ave.
Las Vegas, NV 89122
(702) 435-7122

Time: 17:10
Date: 09/05/2013
Page: 1/1

Invoice Number 31634

SOLD TO

30086
PREFERRED CASH CUSTOMER/CASH
LAS VEGAS, NV 99999-0000

Employee: 44 , Cindy
Sales Rep: 4 , Thad
Accounting Day: 5

Y Y
OCR
900006056316349 1

Part Number	Line	Description	Quantity	Price	Net	Total	
		2006 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.7 L					
39-1065	PS	P/S Gear Box - Remfd	1.00	268.00	100.0000	100.00	T
39-1065	PS	Core Deposit	1.00	194.40	194.4000	194.40	TD

Delivery:
Attention:
Tax Exemption:
PO#:
Terms: NET 15TH

Subtotal		294.40
8.1 8.1000%		23.85
Total		318.25
Visa		318.25

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

I agree to pay total amount according to card issuer agreement.

CUSTOMER COPY

NAPA STORE 900006056
702-435-7122
5125 East Tropicana Ave
LAS VEGAS, NV 89122

Terminal : dPC4b2/06d1
Processor ID: CARDNET
Client ID: 5693UUH1UW1

Sale

09/05/13 17:10:39
TRAN ID: 8222
VISA [redacted]
AUTH: 016836

Total: $ 318.25

NO SIGNATURE REQUIRED
Customer Copy

Note

Steering box was Ruined

[redacted]
Las Vegas, Nevada [redacted]

LAS VEGAS NV 890
31 DEC 2013 PM 4 L



RECEI
JAN - 8
By

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

48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 3D7KS28C7

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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

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

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

Dear [redacted]

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

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

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

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

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

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

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 Jeep SRT FIAT

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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.

"A Tradition of Quality Service Since 1921"

1400 N. Hervey • P.O. Box 619 • Hope, AR 71802-0619
888-777-4701 • 870-777-2371 • Fax 870-777-0172

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
8792	JASON 6931		11/01/12	FOCS46464

LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO.
		209,044	/FOZZ	

[redacted]
PRESCOTT, AR [redacted]
[redacted]

YEAR / MAKE / MODEL: 05/DODGE TRUCK/RAM 2500/QUAD 160.5WB
DELIVERY DATE:
DELIVERY MILES:
VEHICLE I.D. NO: 3 D 7 K S 2 8 C 7 5 G [redacted]
SELLING DEALER NO.:
PRODUCTION DATE:
F.T.E. NO:
P.O. NO.:
R.O. DATE: 10/31/12

RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS

JOB# 1 CHARGES

LABOR

J# 1 47FOZ08 ... AXLE NOISE HOURS: 4.89 TECH(S):8350 381.42

CUSTOMER STATES AXLE NOISY
POPPING IN FRONT
DIAG AND FOUND BROKE TRACK ARM AND BENT TRACK ARM
FOUND BAD TIE ROD AND SWAY BAR BUSHINGS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	2	K800885	LINK	84.59	169.18
	1	DS1464	TIE-ROD	174.56	174.56
	2	68078374AA	TRACK A	189.00	378.00
				TOTAL - PARTS	721.74

JOB# 1 TOTALS

LABOR	381.42
PARTS	721.74
JOB# 1 JOURNAL PREFIX FOCS JOB# 1 TOTAL	1103.16

TECHNICIAN CERTIFICATION

8350	DARRELL	8350

TOTALS

TOTAL LABOR....	381.42
TOTAL PARTS....	721.74
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	107.56
TOTAL INVOICE $	**1210.72**

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

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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

WARRANTY DISCLAIMER

THE WARRANTIES ON THESE PARTS ARE THE MANUFACTURER'S. THE DEALER DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE DEALER DOESN'T ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS. THIS DISCLAIMER IN NO WAY AFFECTS THE TERMS OF THE MANUFACTURER'S WARRANTY.

IN CASE OF FIRE, THEFT OR ANY OTHER SITUATIONS BEYOND OUR CONTROL, WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLES OR ITEMS LEFT IN VEHICLES.

ENVIRONMENTAL COMPLIANCE CHARGE

Repairing and maintaining your car involves the use of chemicals and generation of wastes that must be stored, managed and disposed of in strict compliance with state, federal, and local environmental regulations. Complying with these regulations increase the cost of service. This dealership has decided to list a compliance charge on appropriate service bills. We believe our customers would like to know that they are helping to pay for a cleaner environment.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED

X _____
CUSTOMER SIGNATURE

WE APPRECIATE YOUR BUSINESS

Thank You!

The Reynolds and Reynolds Company ERA/INTIVE
SF671692 O (05/13)

[redacted]

Prescott Ar [redacted]

31 DEC 2013 PM 3 L

RECEIVED
JAN - 8
By

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

48321800707

Attention: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 3D7MX48C0

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX48C06G[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
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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.

Plan B Services & Solutions, LLC
1308 E. Memphis St., Broken Arrow, OK 74012

December 31, 2013

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

ATTENTION: Reimbursement

To Whom It May Concern:

This letter is in regards to the safety recall N62 / NHTSA 13V-528 concerning the left tie rod ball stud on my Dodge Ram. I have enclosed the safety recall behind this letter and it advises that, in the situation I have already paid for the replacement of this defect, I can submit my receipts for refund. Please also find enclosed, the requested receipts for this repair.

I did not see any contact information for the department that will be handling this issue. If someone could please notify me once this has been received, so I can know it has reached the appropriate destination. My contact information is listed below. If anything further is required of me, please let me know.

Sincerely,

Frank T. Battles
Vice President of Operations

Ph: (918) 806-2327 F: (918) 806-2322
www.planbtulsa.com

Auto Rep

JM AUTO &4WD
12149 S. STATE HWY 51
Coweta, OK. 74429
Phone - 918-486-1234 Fax - 918-486-1234

INVOICE
609
Org. Est. # 001666

RECEIVED
JUN 28 2013
BY:

INVOICE

[redacted]

Print Date : 06/28/2013

Home [redacted]
Cust ID : 453

2006 Dodge - Pickup R3500 - 5.9L, In-Line6 (360CI)
Lic # : [redacted]
Unit # :
Vin # : 3D7MX48C06G[redacted]
Hat # :
Odometer In : 247271
Odometer Out : 247281
Ref # :

Part Description / Number	Qty	Sale	Extended
Upper Ball Joint K7460	2.00	102.66	205.32
Lower Ball Joint K7467	2.00	111.61	223.22
Outer Tie Rod End DS1463	1.00	101.61	101.61
Front Premium Semi Metallic Pads MX965	1.00	78.26	78.26
Front Disc Brake Rotor 780143RGS	2.00	88.33	176.66
ABS Wire Bracket 5086671AA	1.00	5.10	5.10
ABS Wire Bracket 5086670AA	1.00	5.10	5.10
Front Left Rebuilt Caliper With Hardware 18-4891	1.00	75.81	75.81
Front Right Rebuilt Caliper With Hardware 18-4890	1.00	75.81	75.81
Brake Fld - 12OZ 72126	2.00	8.23	16.46
Shop Supplies		19.57	19.57

Labor Description	Extended
Two wheel alignment Road test vehicle. Check all suspension and steering parts for wear. Check tire pressure and condition. Check riding height. Check alignment of all four wheels. Adjust caster, camber, toe-in, and thrust angle as needed on all four wheels. Center ste	59.95
BALL JOINT - Remove & Replace - R2500,R3500,4WD Upper & Lower,Both Sides - [DOES NOT include alignment.]	333.00
TIE ROD &/OR ENDS - Remove & Replace - R2500,R3500,4WD One - [Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models.	37.00
CALIPER - Remove & Replace - Both,Front or Rear - [Includes: Bleed system and replace pads if necessary.]	74.00
Discount 10.00% off parts	
Hazardous Materials	11.49

Dodge Truck Repair

Org. Estimate $ 885.36 Revisions $ 479.40 Current Estimate $ 1,364.76

Revision # 1, Previous Estimate Amount - 885.36, Additional Cost - 182.50, Revised Estimate - 1067.86, Parts: $101.61 Labor: $66.60 Sublet: $0.00 Taxes & Fees: $14.29 Authorized by - BATTLES, FRANK, Date - 6/27/2013, Time - 10:07 AM, Initiated By - Shop

Revision # 2, Previous Estimate Amount - 1066.56, Additional Cost - 296.90, Revised Estimate - 1363.46, Parts: $265.12 Labor: $0.00 Sublet: $0.00 Taxes & Fees: $31.78 Authorized by - BATTLES, FRANK, Date - 6/27/2013, Time - 12:52 PM, Initiated By - Shop

Labor:	**515.44**
Parts:	**982.92**
Sublet:	**$0.00**
Discount:	**-96.34**
Sub:	**1,402.02**
Tax:	**78.02**
Total:	**1,480.04**
Bal Due:	**$0.00**

[Payments - Visa - $1,480.04]

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 m[redacted] work has to be performed in our shop & cannot exceed the original cost of repair.

Signature [redacted] Date_____ Time_____

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 JD

AUTO & 4WD
[illegible] S STATE HWY 51
COWETA, OK 74429
(918)486-1234

COPY

06/28/2013 09:52:59
Sale:

1

Transaction #
Card Type: Visa
Acc: **********[redacted]
Exp. Date:
Entry: Swiped
Invoice # 268
Amount: 1480.09

Reference No.: 317915200239
Auth Code: 023669
Response: APPROVAL 023669
Sequence Number: 0001
Merchant Number: 000017256478
Terminal ID: 75550375
Terminal Number: 0001

CUSTOMER COPY

Plan B Services & Solutions
1308 E. Memphis St.
Broken Arrow, OK 74012

TULSA OK 741

31 DEC 2013 PM 4 T

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

RECEIVED
JAN - 8
By

48321+8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-30-31

VIN (FIRST 9 DIGITS) 3D7KS28CX

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Repair Order Detail - Internal Copy

RO Number: 10381 RO Status: CLOSED

Customer [redacted]
Phone(s): Contact: Main: Cell:
Vehicle: 3D7KS28CX6G[redacted] 2006 RAM25 BLUE/ LARAMIE

Click to View Cust Copy

Mileage: 67,081
Service advisor: 41
Tag number: T3878

Payment type: CHK
Promised time: 05:30 PM
Promised date: 03/29/2012

Waiter: No
Estimate: 0.00
Customer Comments: No

A LEFT TIE ROD BROKE
19 CP STEERING 1.50 141.81
Tech(s): 33
68038054AC 1 PACKAGE-OUTER END 113.00
SUBL CP ALIGNMENT JACKS 68.95
Pts: 113.00 Lbr: 141.81 Other: 68.95 Total Line A: 323.76
Story: 67081 TIE ROD 150 VERIFIED CONCERN. REPLACED BROKEN LEFT OUTER TIE ROD. HOLDING SECURE AFTER REPAIR.

Customer Pay	
Labor	141.81
Parts	113.00
Lube	0.00
Sublet	68.95
Miscellaneous/Shop Charge	14.18
Deductible	0.00
Total Charges	337.94
Less Insurance/Adjustment	0.00
Sales Tax	21.46
Total	359.40

Repair Order Detail - Internal Copy

RO Number: 154947 RO Status: CLOSED

Customer: [redacted]
Phone(s): Contact: Main:
Vehicle: 3D7KS28CX6G[redacted] 2006 RAM25 BLUE/ LARAMIE

Click to View Cust Copy
Cell:

Mileage: 50,025
Service advisor: 31
Tag number:

Payment type: CASH
Promised date: 08/25/2010

Waiter: No
Estimate: 0.00
Customer Comments: No

A CUSTOMER STATES: STEERING OR SUSPENSION FEELS VERY LOOSE.

19	C	CUSTOMER STATES: STEERING OR SUSPENSION FEELS VERY LOOSE.	0.00	848.26

Tech(s): 34

5086672AB	2	BALLJOINT	264.00
5086674AB	2	BALLJOINT	208.00
52122362AF	1	STEERING	313.00
52122370AB	1	DAMPER	146.00
6505623AA	3	NUT	5.10
6502835	1	NUT	0.50
27-7616	1	ST.GEAR	547.00
5013457AA	1	FLUID	7.80

Pts: 1,491.40 Lbr: 848.26 Other: 0.00 Total Line A: 2,339.66

Story: REPLACED STEERING GEAR BOX AND FLUSHED POWER STEERING SYSTEM,REPLACED ALL STEERING LINKS WITH STEERING UPDATE KIT AND STEERING STABILIZER AND HARDWARE WITH NEW AND REPLACED ALL 4 BALL JOINTS WITH NEW,SUBLET VEHICLE TO JACKS GENERAL TIRE FOR ALIGNMENT TESTDROVE CONDITION CORRECTED WITH REPAIRS.

RO

SUBL	C	SUBLET TO JACKS FOR ALIGNMENT,INVOICE # 107724		63.25

Pts: 0.00 Lbr: 0.00 Other: 63.25 Total Line RO: 63.25

Customer Pay	
Labor	848.26
Parts	1,491.40
Lube	0.00
Sublet	63.25
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	2,402.91
Less Insurance/Adjustment	0.00
Sales Tax	149.84
Total	2,552.75

CHRYSLER

Left Tie Rod

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

This notice applies to your vehicle (VIN: **3D7KS28CX6G**[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 regulations require that you forward this recall notice to the lessee within 10 days.

3/2012

RAM DODGE CHRYSLER Jeep SRT MOPAR

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

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

6G[redacted] N62

[redacted]
VERNAL, UT [redacted]

534098/#63094/N62

[redacted]

Vernal, UT

[redacted]

UNITED STATES PO

02 1P
0004409
MAILED FR

Chrysler Customer Assistance

P.O. Box 21-8007

Auburn Hills, MI

48321-800

48321800307

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Cogan Station, PA [redacted]

[redacted]

12/30/13

Attention: Safety Recall N49/NHTSA 13V-529
Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 38321-8007

Dear Chrysler:

I am writing to you to let you know about the issues I had with the front end of my 2008 Dodge Ram 2500 in regards to the safety recall N49/NHTSA 13V-529.

On morning of 3/19/13 I was leaving to go to work, when the left tie rod end broke in my driveway. I was totally shocked that this happened as I keep my truck serviced and well maintained. I missed work for the day, as I could not get to work. I found parts and a ride to get the parts (Shore Auto Parts). I installed the replacement tie rod end in the driveway as it was not drivable and I was not even able to get it back into my enclosed garage. I then, took my truck on the morning of 3/20/13 to Brass Alignment to have the toe checked and aligned. Brass Alignment informed me that my truck needed all new steering parts including right tie rod end, drag link and pitman arm. I left them order the parts and took my truck back to Brass Alignment on 3/22/13. At that time Brass Alignment completed all the other repairs needed to fix the tie rod issues on my truck and also aligned my truck to get it back into correct and safe driving condition.

I have enclosed the copies of the invoices from Shore Auto Parts and Brass Alignment. I hope you can help with the cost of these bills, due to the safety recall N49/NHTSA 13V-529 and the fact that I also missed a day of work.

Any question, please call [redacted]

[redacted]

Shore Auto Parts, Inc.

Locally Owned and Operated Since 1963

100 Bridge Street
Jersey Shore, PA 17740
(570) 398-4441

466 E 3rd Street
Williamsport, PA 17701
(570) 326-3728

2107 Lycoming Creek Road
Williamsport, PA 17701
(570) 320-7704

118 Howard Street
Bellefonte, PA 16823
(814) 355-4753

CUSTOMER NUMBER	PURCHASE ORDER NUMBER	PAYMENT METHOD	SLM	PAGE	INVOICE DATE	INVOICE NUMBER
000003		VISA	6	1	03/19/13	328664

SOLD TO

GARAGE MECHANIC

WILLIAMSPORT

QTY.	VENDOR CODE	PART NUMBER	DESCRIPTION	LIST	NET	CORE	EXTENDED AMT.
	**	*	08 DODGE-RAM TRUCK RAM 2500 PI				
1	SD	401-2403	SPICER 1t01	80.25	48.65		48.65
1	ST	PA	PA SALES TAX	.00	2.92		2.92

All claims and returned goods must be accompanied by this bill. No refunds after 7 days. No refunds on electrical parts or tools. All returns subject to 20% handling charge. "The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items." In the event this account is referred to collection, purchaser agrees to pay for all costs of collection, including reasonable attorney fees, expenses and interest at 18% per annum.

Thank You!

TOTAL 51.57

11:25 21

CUSTOMER COPY

SHORE AUTO PARTS INC
466 EAST THIRD ST
WILLIAMSPORT, PA. 17701
570-326-3728

Merchant ID. 654302580370046O
Term ID: 00754230238007004600O1

Sale

xxxxxxxxxxxx[redacted]
VISA Entry Method: Swiped

Total: $ 51.57

03/19/13 11:31:50
Inv #: 000003 Appr Code: 019659
Apprvd: Online

Customer Copy

THANK YOU!



Brass Alignment Inc.

HEAVY DUTY AXLE, FRAME AND SPRING SERVICE

111 ROSE STREET
WILLIAMSPORT, PA 17701
PHONE 570-326-4194
1-800-BRASS 01
1-800-272-7701
FAX 570-326-9244

Invoice

Invoice Number: **24158**
Customer: CASH2
RE:
Service/Ticket:
Order: 24158
Ship To: CASH2

PREFERRED CUSTOMER
THANK YOU
JIMMY JOHNS

-Vehicle-

I.D.: 47478
Mileage: 57940
License#: [redacted]
Year & Make: 08 DODGE

-Instructions-
ALIGNMENT

-Remarks-

DATE	TERMS	SALESPERSON	P.O. Number	SHIP VIA	Phone
3/22/2013	C.O.D.	DERBR1	Verbal	Cust Pick-Up	

QTY	SHIP	B/O	U/M	ITEM	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	EA	999A	TO BE INSERTED		$196.62	$196.62
1	1	0	EA	999B	RH INNER T.R.E.	$113.31	$113.31	$113.31
1	1	0	EA	999C	T.R.E. @ PITMAN ARM	$101.75	$101.75	$101.75
1	1	0	EA	102	ALIGNMENT/CHECK REAR TRACK	$190.00	$190.00	$190.00
1	1	0	EA	126	REPLACE TIE ROD END	$80.00	$80.00	$80.00
1	1	0	EA	125	R&R DRAG LINK OR END	$80.00	$80.00	$80.00
1	1	0	EA	Z100	ENVIRONMENTAL & SHOP SUPPLIES		$28.00	$28.00
1	1	0	EA	.	THANK YOU FOR YOUR BUSINESS!!!			$0.00

WE ACCEPT AMEX/VISA/DISCOVER/MASTERCARD/DINERS CLUB/JCB!
TRANSPORT CHAIN,BINDERS,CARGO STRAPS,BRAKE PARTS OF ALL TYPES,TRUCK-LITE LIGHTING,DROP LEG JACKS,LANDING GEAR, PTO PARTS,TOOL BOXES,WIDE LOAD SIGNS,FLAGS,WINCH BARS PINTLE HOOKS,LEAF & COIL SPRINGS,U-JOINTS,SEALS,BEARINGS

NOTE ... A Finance Charge of 1.5% per month will be assesed on ALL past due accounts. This is an annual percentage rate of 18%

-Payments-

3/22/13	Visa	3188	$837.06

Subtotal:	**789.68**
Sales Tax Total:	47.38
Total:	**$837.06**
Payment/Credits:	**$837.06**
Balance:	**$0.00**

BRADS ALIGNMENT INC.
111 ROSE ST.
WILLIAMSPORT, PA 17701

03/22/2013	14:25:23
Merchant ID:	000000003112050
Terminal ID:	04637077

367763950881

CREDIT CARD

VISA SALE

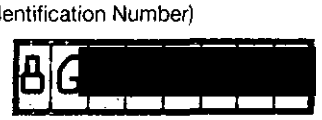
CARD #	XXXXXXXXXX[redacted]
INVOICE	24158
Batch #:	000013
Approval Code:	022713
Entry Method:	Swiped
Mode:	Online

SALE AMOUNT **$837.06**

CUSTOMER COPY

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

VIN (Last 8 Characters of Vehicle Identification Number)



Notification Code



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. 3/13

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]

Cogan Station, PA [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7TT2CT5

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

EAST TENNESSEE Jeep
DODGE - CHRYSLER - JEEP

2712 North Main Street
P.O. Box 1247
Crossville, TN 38557
(931) 484-9746

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

Identification #	Service Representative	ASM #	HAT #	Invoice Date	Invoice #
5087	GEORGE STEPHENS	1209	5739	09/10/13	CHCS176201
[redacted]	Labor Rate	Plate #	Current Mileage	Extend Labor	Store #
SPRING CITY, TN [redacted]	Vehicle Description		37,335	Delivery Date	Delivery Miles
	11/DODGE TRUCK/RAM PICKUP 2500/CREW				
	Serial #			Dlr. Mfg. #	Production Date
	3D7TT2CT5BG[redacted]				
	Federal Tax Exempt #	Purchase Order #		Work Order Date	Parking Location
NONE				09/09/13	
Home	Office	Chassis # / Engine # / Notes			
423-280-6028					MO: 37335

LABOR----------

J# 1 10CHZ — DRIVEABILITY — TECH(S):1260 — WARRANTY

CUSTOMER STATES WAS DRIVING AND LEFT FRONT TIE ROD END BROKE
DRIVERS OUTER TIE ROD END WAS BROKEN INSPECTED ALL OTHER
COMPONENTS ALL OK REMOVED AND REPLACED BROKEN OUTER TIE
ROD END ON DRIVER SIDE PERFORMED ALIGNMENT
COMPLETE

J# 2 00CHZSW — 16 POINT INSPECTION — TECH(S):1260 — INTERNAL

16 POINT VEHICLE CHECK UP PER COUPON
FREE TO THE CUSTOMER
?
COMPLETED INSPECTION AND ADVISED CUSTOMER OF NEEDED

J# 3 83CH3C — BOUGHT AT DEALER — TECH(S):1260 — INTERNAL

WHY DID YOU CHOOSE EAST TENNESSEE CHRYSLER DODGE JEEP TODAY?
BOUGHT AT DEALERSHIP
BOUGHT AT DEALERSHIP

			TOTAL - LABOR	0.00
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	68038054-AD	PACKAGE 0 19027003	WARRANTY
			TOTAL - PARTS	0.00
MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	FW-DED	FACTORY WARRANTY DEDUCTIBLE	176201	150.00
			TOTAL - MISC	150.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $165.00 (+TAX)

TOTALS----------

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	150.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	14.63
TOTAL INVOICE $	**164.63**

CUSTOMER SIGNATURE

EAST TENNESSEE DODGE
2712 N. MAIN STREET
CROSSVILLE TN 38555
(931) 484-9746
MID #8788298072887

Merchant ID: 8829807280704

Sale

XXXXXXXXXXXX[redacted]
VISA Entry Method: Swiped

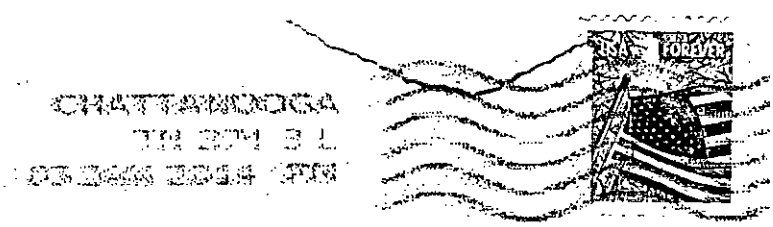
Total: $ 158.00

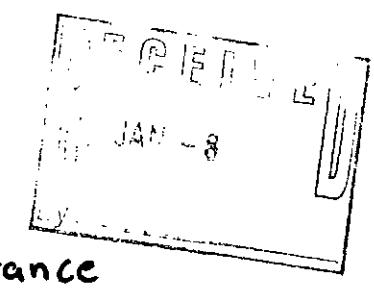
09/10/13 17:13:20
Invt#: 00016 Appr Code: 285631
Approved Online Batch#: 000101

Customer Copy
THANK YOU!
COME AGAIN!

[redacted]

Spring City, TN[redacted]





Chrysler Customer Assistance

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

48321+8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28C4

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C45G[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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January 2, 2014

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

Attention: Reimbursement

I received your recall notice in late December 2013. Unfortunately, I have already experienced several maintenance issues with my 2005 Dodge Ram 2500. I am sending copies of my repair bill receipts so that you can see how frequently these occurred between December of 2012 and December of 2013. It has become extremely costly to maintain this vehicle. When the tie rod broke we also had to have the truck towed and were without a vehicle for several days.

This is the third Dodge Ram that I own that I purchased new. I don't believe I will buy another one because of the issues with the Universal joints, tie rod and other expensive repair items.

If I qualify for any reimbursement I would be most appreciative. Thank you.

Sincerely,

[redacted]

North Lake, WI [redacted]
Phone: [redacted]

ERV'S SERVICE, INC.

N88 W33046 Hwy CW
HARTLAND, WISCONSIN 53029
262-966-2793

[redacted]
NORTH LAKE, WI [redacted]
[redacted]

ACCNT #	RO DATE	DATE	INVOICED
3727	01/04/2013	01/04/2013	14073

YEAR	MAKE/MODEL
05	DODGE RAM 2500 PICK UP

LICENSE [redacted]
P.O. NUMBER

MILEAGE 107792

VIN 3D7KS28C45G[redacted]

QTY	PART	DESCRIPTION	AMOUNT
1.00	PUJ 464	U-JOINT	81.42
1	HAZMAT	ENVIRONMENTAL WASTE REMOV	3.12
1	SS	SHOP SUPPLIES	4.36

QTY	CUSTOMER CONCERNS	TECH	AMOUNT
1	AXLE SHAFT JOINT-R&R	CMM	168.00

R&R THE LEFT FRONT BRAKE CALILPER & ROTOR, REMOVE THE HUB ASSEMBLY & THE DRIVE AXLE, REPLACE THE U-JOINT IN THE DRIVE AXLE, THE LEFT OUTER TIE ROD END IS LOOSE & THE RIGHT DRIVE AXLE U-JOINT IS TIGHT.

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

All part new unless specified U-USED R-REBUILT
Do you want the replaced parts you are entitled to? (Yes) (No)

*Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection,Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.
YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs,
but call me before continuing if the price will exceed $ _____
3. I do not want an estimate.

☐ This vehicle received without face to face customer contact

Shop Representative Signature _____

SAFETY OR SERVICE RECOMMENDATIONS:

ADDITIONAL WORK AUTHORIZED BY:
NAME NO. CALLED
DATE AND TIME 01/04/2013 12:19A NEW ESTIMATE 0.00
DESCRIPTION

I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for the purposes of testing,inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEARBY AGREE TO PAY SIMPLE INTEREST AT THE RATE OF 1.5% PER MONTH (18 % per annum) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

Customer Signature _____

LABOR:	168.00
PARTS:	88.90
Misc.	0.00
SUB TOTAL:	256.90
5.1 %TAX:	13.10
Total:	$270.00

ERV'S SERVICE, INC.
N88 W33046 Hwy CW
HARTLAND, WISCONSIN 53029
262-966-2793

JACK & JEANNE FREDERICKSON
W307N8610 LASKIN RD.
NORTH LAKE, WI 53064-
262/966-2058
262/361-2650

ACCNT #	RO DATE	DATE	INVOICED
3727	02/20/2013	02/20/2013	14416

YEAR 05 MAKE/MODEL DODGE RAM 2500 PICK UP
LICENSE [redacted] MILEAGE 109266
P.O. NUMBER VIN 3D7KS28C45G[redacted]

QTY	PART	DESCRIPTION	AMOUNT
1.00	464	DRIVE AXLE U-JOINT	81.14
1.00	269-3256	LEFT OUTER TIE-ROD END	78.65
1	HAZMAT	ENVIRONMENTAL WASTE REMOV	5.25
1	SS	SHOP SUPPLIES	7.35

QTY	CUSTOMER CONCERNS	TECH	AMOUNT
1	RIGHT DRIVE AXLE SHAFT U-JOINT - R&	CMM	168.00
	THE LEFT OUTER TIE-ROD END IS VERY LOOSE.		
1	LEFT OUTER TIE ROD END - R&R	CRS	50.40
	HAD TO HEAT WITH THE TORCH TO GET THE END LOOSE.		
1	ADJUST TOE-IN	CMM	42.00

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

All part new unless specified U-USED R-REBUILT
Do you want the replaced parts you are entitled to? (Yes) (No)

*Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection,Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.
YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR SELECTION.

1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs,
but call me before continuing if the price will exceed $
3. I do not want an estimate.

☐ This vehicle received without face to face customer contact

Shop Representative Signature

SAFETY OR SERVICE RECOMMENDATIONS:

ADDITIONAL WORK AUTHORIZED BY:
NAME NO. CALLED
DATE AND TIME 02/19/2013 01:59P NEW ESTIMATE 0.00
DESCRIPTION

I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for the purposes of testing,inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEARBY AGREE TO PAY SIMPLE INTEREST AT THE RATE OF 1.5% PER MONTH (18 % per annum) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

Customer Signature

LABOR:	260.40
PARTS:	172.39
Misc.	0.00
SUB TOTAL:	432.79
5.1 %TAX:	22.07
Total:	**$454.86**

ERV'S SERVICE, INC.
N88 W33046 Hwy CW
HARTLAND, WISCONSIN 53029
262-966-2793

[redacted]
NORTH LAKE, WI [redacted]
[redacted]

ACCNT #	RO DATE	DATE	INVOICED
3727	06/12/2013	06/12/2013	15292

YEAR	MAKE/MODEL
05	DODGE RAM 2500 PICK UP

LICENSE [redacted]
MILEAGE 111633
P.O. NUMBER
VIN 3D7KS28C45G[redacted]

QTY	PART	DESCRIPTION	AMOUNT
1.00	PUJ 330A	U-JOINT	39.54
1	HAZMAT	ENVIRONMENTAL WASTE REMOV	1.75
1	SS	SHOP SUPPLIES	2.46

QTY	CUSTOMER CONCERNS	TECH	AMOUNT
1	DRIVESHAFT - R&I	ARK	100.80

REPLACE THE REAR U-JOINT ON THE DRIVESHAFT TO THE REAR DIFF, HAD TO HEAT THE RETAINER CLIPS WITH THE TORCH TO GET THEM TO MOVE. THE FRONT JOINT IS GOOD.

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All part new unless specified U-USED R-REBUILT
Do you want the replaced parts you are entitled to? (—Yes) (—No)

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1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs;
but call me before continuing if the price will exceed $
3. I do not want an estimate.

☐ This vehicle received without face to face customer contact

Shop Representative Signature

SAFETY OR SERVICE RECOMMENDATIONS:

ADDITIONAL WORK AUTHORIZED BY:
NAME NO. CALLED
DATE AND TIME NEW ESTIMATE 0.00
DESCRIPTION

I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for the purposes of testing,inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEARBY AGREE TO PAY SIMPLE INTEREST AT THE RATE OF 1.5% PER MONTH (18 % per annum) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

Customer Signature

LABOR:	100.80
PARTS:	43.75
Misc.	0.00
SUB TOTAL:	144.55
5.1 %TAX:	7.38
Total:	**$151.93**

ERV'S SERVICE, INC.
N88 W33046 Hwy CW
HARTLAND, WISCONSIN 53029
262-966-2793

[redacted]
NORTH LAKE, W[redacted]
[redacted]

ACCNT #	RO DATE	DATE	INVOICED
3727	07/12/2013	07/12/2013	15476

YEAR	MAKE/MODEL
05	DODGE RAM 2500 PICK UP

LICENSE [redacted]
P.O. NUMBER
MILEAGE 112183
VIN 3D7KS28C45G[redacted]

QTY	PART	DESCRIPTION	AMOUNT
1.00	NCP 269-6103	RIGHT OUTER TIE ROD ASSEM	157.35
1	HAZMAT	ENVIRONMENTAL WASTE REMOV	3.23
1	SS	SHOP SUPPLIES	4.52

QTY	CUSTOMER CONCERNS	TECH	AMOUNT
1	CENTER LINK-TIE ROD - R&R R&R THE STEERING LINK FROM THE PITMAN ARM TO THE RIGHT STEERING KNUCKLE, REPLACE THE RIGHT TIE ROD END TO THE RIGHT STEERING KNUCKLE, ADJUST THE STEERING WHEEL POSITION	KBC	100.80

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All part new unless specified U-USED R-REBUILT
Do you want the replaced parts you are entitled to? (Yes) (No)

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1. I request an estimate in writing before you begin repairs.
2. Please proceed with repairs,
but call me before continuing if the price will exceed $
3. I do not want an estimate.

☐ This vehicle received without face to face customer contact

Shop Representative Signature

SAFETY OR SERVICE RECOMMENDATIONS:

ADDITIONAL WORK AUTHORIZED BY:
NAME NO. CALLED
DATE AND TIME NEW ESTIMATE 0.00
DESCRIPTION

I HEREBY AUTHORIZE the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for the purposes of testing,inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IN FULL IS NOT MADE BY THEN, I HEARBY AGREE TO PAY SIMPLE INTEREST AT THE RATE OF 1.5% PER MONTH (18 % per annum) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT.

Customer Signature

LABOR:	100.80
PARTS:	165.10
Misc.	0.00
SUB TOTAL:	265.90
5.1 %TAX:	13.55
Total:	$279.45

GREAT LAKES SALES & SERVICE CENTER, INC.

W39 EAST WISCONSIN AVENUE
NASHOTAH, WI. 53058
Phone - 262-367-4150 Fax - 262-367-4811

OUR CUSTOMER'S ARE OUR #1 PRIORITY !!!!!

INVOICE
36703

INVOICE

Print Date : 11/08/2013

[redacted]
NORTH LAKE, WI. [redacted]
Home [redacted] --- Cellular [redacted]
Cust ID : 4764

2005 Dodge - Pickup R2500
5.9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # : BLACK
Vin # : 3D7KS26C45[redacted]
Hat # : 42

Odometer In : 114672
Odometer Out : 114675
Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended

ONLY LIFETIME WARRANTY
BRAKE ROTORS CARRY A LIMITED 2 YEAR PART ONLY WARRANTY

[Technicians : GASTROW #20, BRANDON 20]

Org. Estimate $858.15 Revisions $0.00 Current Estimate $ 858.15 Additional Cost Revised Estimate

Labor:	**$729.15**
Parts:	**$1,205.34**
Sublet:	**$0.00**
Sub:	**$1,934.49**
Tax:	**$98.66**
Total:	**$2,033.15**
Bal Due:	**$2,033.15**

[Payments -]

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

Written By: YESKO, JOHN

03.17.08 Invoic1wi

GREAT LAKES SALES & SERVICE CENTER, INC.

W39 EAST WISCONSIN AVENUE
NASHOTAH, WI. 53058
Phone - 262-367-4150 Fax - 262-367-4811

OUR CUSTOMER'S ARE OUR #1 PRIORITY !!!!!

INVOICE
36703

PAID
NOV 08 2013

Print Date : 11/08/2013

[redacted]
NORTH LAKE, WI. [redacted]
Home [redacted] - Cellular [redacted]
Cust ID : 4764

2005 Dodge - Pickup R2500
5.9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # : BLACK
Vin # : 3D7KS26C45G[redacted]
Hat # : 42 Ref # :

Odometer In : 114672
Odometer Out : 114675

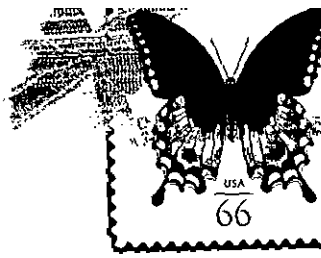
Part Description / Number	Qty	Sale	Extended
TIRE			
17C LT265/70 STRFRE	4.00	153.89	615.56
VALVE STEM			
NPN	4.00	2.50	10.00
TIRE DISPOSAL			
TD	4.00	2.50	10.00
BRAKE PADS (PREMIUM PADS) @ FRONT			
MX965	1.00	79.78	79.78
BRAKE ROTOR @ FRONT			
YH145456	2.00	45.00	90.00
UPPER BALL JOINT ASSY			
K7460	2.00	96.00	192.00
LOWER BALL JOINT ASSY			
K7467	2.00	104.00	208.00

Labor Description	Extended
MOUNT AND BALANCE 4 TIRES	82.00
COOPER STARFIRE SF510 LT265 /70 R17 (E)	
FRONT END ALIGNMENT ** LIGHT TRUCKS	98.95
** SUV'S ** FULL SIZE VANS	
REPLACE FRONT BRAKES & FRONT BRAKE	135.80
ROTORS / CLEAN & LUBRICATE CALIPER	
SLIDES / ROAD TEST	
CHECK VEHICLE FOR ALIGNMENT RIGHT	N/C
TIRE WEARING POORLY {TIE ROD END WAS	
REPLACED NOT SURE IF ALIGNMENT WAS	
DONE}	
INSPECTED FRONT END / SUSPENSION	
FOUND :::	
FRONT STABILIZER LINKS LOOSE	
BOTH UPPER & LOWER BALL JOINTS LOOSE	
FRONT BRAKES ALMOST METAL TO METAL	
ROTORS NOT ENOUGH MATERIAL TO	
MACHINE	
REAR BRAKES HAVE APPROXIMATELY	
15-20% MATERIAL REMAINING	
DIS-ASSEMBLE FRONT SUSPENSION REMOVE	407.40
BOTH UPPER & LOWER BALL JOINT	
ASSEMBLIES @@ CLEAN ALL MOUNTING	
SURFACES @@ INSTALL NEW UPPER &	
LOWER BALL JOINT ASSEMBLIES	
REASSEMBLE FRONT SUUSPENSION	
Environmental Charge	5.00
**** Recommendations ****	
TIRES PURCHASED HERE LIFETIME N/C	
TIRE ROTATION & BALANCE	
UPPER & LOWER BALL JOINTS CARRY A	
LIMITED PART ONLY LIFETIME	
WARRANTY	
BRAKE PADS CARRY A LIMITED PART	

Written By: YESKO, JOHN

[redacted]

NORTH LAKE, WI [redacted]



JAN - 3

By

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

48321800707

RECEIVED DATE:

02/14/14

POSTED DATE : 2-10-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

February 8, 2014

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

Attention: Reimbursement

I was astounded to receive a call from you denying any reimbursement for the expenses I incurred having my Dodge Ram 2500 repaired, with some of those repairs being the tie rod – the very thing the recall letter addressed. Whether or not these repairs were prior to your recall or not, the truck has been very expensive to maintain for the past year. If you know that there is a problem with the tie rod, then you should accept and pay for those repairs. As I said in my previous letter, the universal joints have been an ongoing problem. As my mechanic said, those breakdowns were primarily due to the fact that you changed the way they were manufactured and installed.

I take excellent care of my vehicles and expect them to perform the way they were intended. I do not do "off-roading" or abuse my truck in any manner. I think you should re-visit my request. I will be looking at a new vehicle in the spring and can assure you that even though my last 4 trucks have been Dodges, I will not buy another one unless you make good on this reimbursement. Many people in this area drive pick up trucks, and several have warned me about the problems with Dodges. Even our municipal highway workers all drive Chevrolets, and have had no problems with the kind of issues I have had to deal with.

Your consideration would be appreciated. Thank you.

Sincerely,

[redacted]

North Lake, WI [redacted]

MILWAUKEE WI 530

10 FEB 2014 PM 8 L

FEB 14

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1.15.14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

REPAIR ORDER

GORDINE AUTO SERVICE
500 WEST NORTH STREET
SALINA, KS 67401
(785) 827-2512
FIXING CARS SINCE 1979

R/O # : 5720
Name : [redacted]
Date : 08/27/12
License # : [redacted]
Make : DODGE
Model : 3500
Year : 2006
Mileage : 119058

[redacted]
BROOKVILLE, KS [redacted]
225-6635

LABOR	AMOUNT
REPLACE DRAG LINK	180.00
REPLACE TIE ROD	
SET TOE IN	

PARTS		PRICE	QTY	AMOUNT
	DRAG LINK	142.95	1	142.95
	TIE ROD	94.95	1	94.95

LABOR	180.00
PARTS	237.90
SUBLETS	0.00
	0.00
SUB TOTAL	417.90
TAX	34.27
TOTAL	**$ 452.17**

[redacted]

22 PAGE 1

101900025 HT

PO BOX 99
BROOKVILLE, KS [redacted]

A STATEMENT OF YOUR ACCOUNT
23-AUG-12 THRU 25-SEP-12

LAST STATEMENT		NO. CREDITS	AMOUNT		NO. DEBITS	AMOUNT		STATEMENT BAL
1,841.24	+	12	24,821.00	-	85	26,360.02	=	302.22

	-- ITEMIZED TRANSACTIONS	DEBITS	CREDITS	BALANCE
8-23	DILLONS SALINA KS 8/22 16:10:39	9.25		1,831.99
8-23	WAL WAL-MART SUPER 152586 SALINA KS 8/22 17:53:19	50.27		1,781.72
8-24	WESTERN SIZZLIN MCPHERSON KS 8/23 01:23:46	8.10		1,773.62
8-27	HONG KONG BUFFET SALINA KS 8/23 20:34:27	10.65		1,762.97
8-27	OFFICE MAX 2620 PLANET AV SALINA KS 8/25 18:10:23	40.56		1,722.41
8-27	CABELA'S.COM INC 800-2374444 NE 8/24 03:29:48	76.12		1,646.29
8-27	NORTON *SOFTWARE NORTON.COM/NS CA 8/25 02:40:23	95.47		1,550.82
8-28	BSB 9TH SALINA KS 8/27 17:18:43	40.00		1,510.82
8-28	HONG KONG BUFFET SALINA KS 8/26 20:48:09	10.65		1,500.17
8-28	Check # 5035	20.00		1,480.17
8-29	Deposit by internet From Savings XXXXXXX-054 8-29-12 13:53:42		1,500.00	2,980.17
8-29	WAL WAL-MART SUPER 450948 SALINA KS 8/27 18:15:36	13.06		2,967.11
8-29	GORDINE AUTO SERVICE SALINA KS 8/28 01:33:58	452.17		2,514.94
8-29	VETERANS AFFAIRS, PAYMENT 120828, check #5034	9.00		2,505.94
8-30	Regular deposit		113.50	2,619.44
8-30	Regular deposit		156.49	2,775.93

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]

Brookville, KS [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-29 15:56:10.706790
Files Not Recieved: 0

Attn: Greg

Case# [redacted]

[redacted]

01/27/2014 23:39 FAX 16204219252 BOWEN PHARMACY 0002/0004

COMPLETE EXHAUST SYSTEM
AUTO GLASS
NEW & USED TIRES
HEADLINERS
COMPUTER ALIGNMENT
COMPUTER TIRE BALANCE
BRAKES – SHOCKS
CAR & TRUCK RENTAL
24 HOUR WRECKER SERVICE

S.E.K. AUTO SALES AND SERVICE CENTER

120 N. 32nd
PARSONS, KANSAS 67357
(620) 421-6060
1-800-942-1415

Cooper TIRES

AMERICAN MADE
AMERICAN OWNED

PART NO. AND DESCRIPTION	PRICE	AMOUNT
TIRES, BATTERIES, & ACCESSORIES		
EXHAUST		
GLASS		
MISCELLANEOUS		
SUBLET		
TOTAL PARTS		

Unless otherwise provided by law, the seller (above-named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NAME [redacted]
ADDRESS [redacted]

DATE RECD 01-10-14 A.M. P.M.
PROMISED A.M. P.M.
PHONE? ☐ ☐

YEAR 2011 MAKE & MODEL Dodge 3500 TAG # [redacted] WRITTEN BY

I.D. # 3D7TT2CT3BG[redacted] MILEAGE 70193 UNIT #

OPER. NO.	INSTRUCTION	AMOUNT
	Rear Body Cable	175 00
	Tow To Green City	
	Broken Tie Rod End Driver Side	
	Checked # 1147	

	AMOUNT
TOTAL LABOR	
TOTAL PARTS	
SUB TOTAL	
TAX	
EXCISE TAX	
DISPOSAL	
SHOP SUPPLIES	
TOTAL	75 00

Not responsible for loss by fire or theft or any other cause beyond our control.

I hereby authorize the above repair work to be done with the necessary material and grant permission to operate equipment for purposes of testing and inspection. An express mechanic's lien is acknowledged to secure the amount of repairs.

X [redacted]

Reorder From Par Forms – (800) 752-3676

CUSTOMER #: 6206058035

85261

INVOICE

DUPLICATE 2
PAGE 1

VANCE
"Where it's comfortable to buy a car"
3606 Highway 10 East · Miami, OK 74354
(800) 954-5397 Toll Free · (918) 542-4424 Phone
(918) 542-4420 Fax
www.vanceautogroup.com

[redacted]
PARSONS, KS [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 731 JAMES PALMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	11	DODGE RAM 2500	3D7TT2CT3BG[redacted]		70193/70193	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JAN11 DD			17:30 16JAN14			CASH	20JAN14

R.O. OPENED	READY	OPTIONS:
16JAN14	20JAN14	DLR:45201 ENG:5.7_Liter

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	C/S TO PERFORM RECALL N49							
	CAUSE: REPLACE STEERING LINKAGE AS PER RECALL N49							
	19N49182	REPLACE STEERING LINKAGE& CENTER STEERING WHEEL						
		730	ETZEL,JOHN	LIC#: 730				
			WCH4					
	1	CBUEN491AA	PACKAGE-OUTER END					(N/C)
	1	CBUEN492AA	NUT					(N/C)
	FC:	PART#:	COUNT:					(N/C)
	CLAIM TYPE:	W						
	AUTH CODE:							

PAID JAN 21 20[illegible] OC# 1148

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

****

B	C/S THAT ENGINE HAS A TICKING NOISE IN THE ENGINE							
	D100	NEEDS OIL CHANGE & MOA ADDITIVE ADDED						
		730	ETZEL,JOHN	LIC#: 730				
			CP				0.00	0.00

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

****

C	MOPAR VEHICLE CHECK UP							
	9023	MOPAR VEHICLE CHECK UP						
		730	ETZEL,JOHN	LIC#: 730				
			CPM				0.00	0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D**	LUBE OIL & FILTER WITH MOA ADDITIVE							
	2601	LUBE,OIL,FILTER						
		730	ETZEL,JOHN	LIC#: 730				
			CP				0.00	0.00
	1	4884899AB	FILTER-ENGINE OIL			14.70	14.70	14.70
	6	68026603AA	MOPAR ENGINE OIL			2.70	2.70	15.20

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

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

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

CUSTOMER SIGNATURE

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

CUSTOMER #: 6206058035

85261

INVOICE

DUPLICATE 2
PAGE 2

VANCE
"Where it's comfortable to buy a car"
3606 Highway 10 East · Miami, OK 74354
(800) 954-5397 Toll Free · (918) 542-4424 Phone
(918) 542-4420 Fax
www.vanceautogroup.com

[redacted]
PARSONS, KS [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 731 JAMES PALMER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GRAY	11	DODGE RAM 2500	3D7TT2CT3BG[redacted]		70193/70193	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JAN11 DD			17:30 16JAN14			CASH	20JAN14

R.O. OPENED	READY
16JAN14	20JAN14

OPTIONS: DLR:45201 ENG:5.7 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	BG110	MOA			17.54	17.54	17.54
2	68055894AA	*FLUID-ATF+4			5.60	5.60	11.20

PARTS: 59.64 LABOR: 8.00 OTHER: 0.00 TOTAL LINE D: 67.64

****

E** C/S THAT VEHICLE HAAS A TRANS FLUID LEAK
CAUSE: REPLACE LEAKI TRANS OIL COOLER LINES AS PER CHRYSLER
21251701 HOSE, TRANSMISSION AND TORQUE CONVERTER
OIL COOLER-Replace (C)
730 ETZEL,JOHN LIC#: 730
WCH4

				(N/C)
1	55057191AB	TUBE-OIL COOLER PRESSURE AND RET		(N/C)
4	68055894AA	*FLUID-ATF+4		(N/C)

FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

****

VEHICLE HAS TRANSMISSION COOLER LINES LEAKING & TRANSMISSION IS LOW ON FLUID

You may be selected to receive a survey from CHRYSLER concering your service experience If you cannot answer the questions as completely satisfied, please contact us to resolve any concerns you have.Call 918-542-4424 and ask to speak to Billy Weaver.

*****THANK YOU FOR CHOOSING US!!!!********

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

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CUSTOMER SIGNATURE

DESCRIPTION	TOTAL
LABOR AMOUNT	8.00
PARTS AMOUNT	59.64
OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.80
TOTAL CHARGES	68.44
LESS INSURANCE	0.00
SALES TAX	3.51
PLEASE PAY THIS AMOUNT	

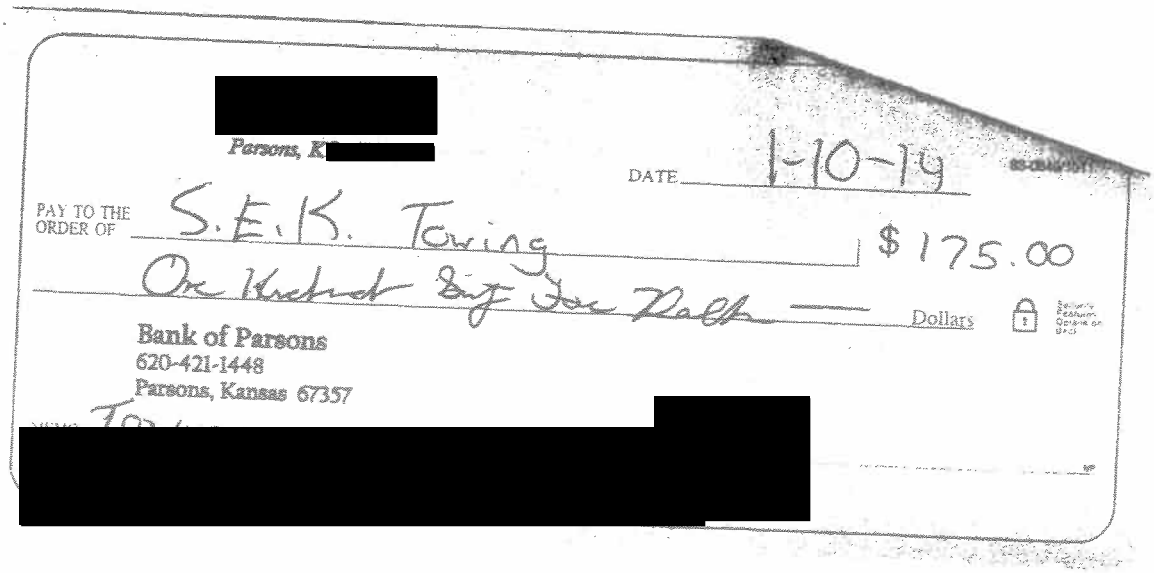
Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-04 15:17:47.892843
Files Not Recieved: 0

Attn: Greg

Case #: [redacted]

[redacted]

check # 1147



[redacted]
Parsons, K[redacted]

DATE 1-10-19

PAY TO THE ORDER OF S.E.K. Towing $175.00

One Hundred Sev Dollars

Bank of Parsons
620-421-1448
Parsons, Kansas 67357

FO[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-15 12:16:50.013326
Files Not Recieved: 0

650 W Silver St
Elko, NV 89801
775-777-9303

Store: 950
Invoice: 95600056150
Salesperson: SethG

Work Order 95600055851

FAXED

GAR000024413

Customer Information

Name: CROWN PARTS & MACHINE INC
Address: 1733 US HIGHWAY 87 E
City, State, BILLINGS, MT 59101-6618
Phone: (406) 252-6682

Vehicle Information

Vehicle: 2011 DODGE 3500
Color: **VIN:** 3D73Y4CL3BG[redacted]
Mileage: 90,594
License: S13213

Comments: CHANGE AT CROWN PARTS SHOP

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	376097	68038054AD LF OUT TIE ROD	$127.18	$0.00	$127.18
1	13606	TIEROD END PASS/LT - INSTALLATION	$95.00	$0.00	$95.00
1	15812	AL3 THRUST ALIGNMENT-DOM/IMP	$0.00	$0.00	$0.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.25

Parts Subtotal:	$127.18
Labor Subtotal:	$151.25
Sales Tax:	$8.71
Tire Tax:	$0.00
Invoice	**$287.14**

Payment Method: CUST CHG:Acc# 956-00671 **$287.14**

WARNING: THE FOLLOWING APPLIES TO VEHICLES WITH MODIFIED SUSPENSION/RIDE HEIGHT
The suspension/ride height of this vehicle has been modified. As a result, this vehicle may handle differently than that of factory equipped vehicles. As with any vehicle, extreme care must be used to prevent loss of control or roll-over during sharp turns or abrupt maneuvers. Always wear seat belts and drive safely, recognizing that reduced speeds and specialized driving techniques may be required. Failure to drive this vehicle safely may result in serious injury or death. Do not drive this vehicle unless you are familiar with its unique handling characteristics and are confident of your ability to maintain control under all driving conditions. Some modifications (and combinations of modifications) are not recommended and may not be permitted in your state. Consult your owner's manual, the instructions accompanying this product and state laws before undertaking these

103675 LES SCHWAB TIRE CENTER 02/26/2013

Invoice number	Invoice date	Invoice amount	discount	Payment amount
95600056150	01/22/2013	287.14	0.00	287.14
			0.00	287.14

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



John's Towing LLC
5018 Rear County Road 313
Rawson, Ohio 45881
Office (419) 358-1200
Tow Ph (419) 889-5400

ROAD SERVICE

IL-120 Tow-200

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O.? CASE #	OPERATOR NAME
	1-7-14						

NAME Enterprise Rent Some — PHONE # 409-434-9573

ADDRESS SC Roofing - 0577 Twp Rd 30

CITY ADA — STATE O — ZIP 45810

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
2007	Dodge Ram PU	White	137362	

MARKER PLATE #	STATE	VIN #	REGISTERED OWNER
		1D7KS28D97J[redacted]	

LOCATION OF VEHICLE 932 Twp Rd 55 - ADA O

TOWED TO Tom Ayl - Lima O

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	PHONE #

RELEASED BY	DATE	PHONE #

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

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

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

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

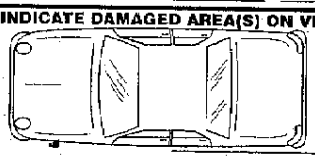
OTHER SERVICES
- ☐ SWEEP
- ☐ FIRST AID
- ☐ REMOVE AXLE
- ☐ SECURE LOOSE PARTS

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

PERSONAL'S TAKEN BY	DATE	PHONE #

VEHICLE STORAGE TIME
FROM _____ TO _____ _____ DAYS @ $ _____

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT Y N
RADIO Y N

MILEAGE
FINISH _____
START _____
TOTAL _____

LABOR TIME
FINISH _____
START _____
TOTAL _____

EXTRA PERSON
FINISH _____
START _____
TOTAL _____

DRIVER #	TRUCK #

TOWING CHARGE		
MILEAGE		
LABOR		
EXTRA PERSON		
SPECIAL EQUIPMENT		
STORAGE		
SUBTOTAL		
TAX		
TOTAL		

F2271

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

©2011 GHC Specialty Brands, LLC.

THANK YOU!

PRODUCT 8764-3

CUSTOMER #: 6349593

87776

INVOICE

PAGE 3

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

5-C ROOFING PROFESSIONALS INC
C577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97J[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS:
08JAN14	14JAN14	ENG:5.7_Liter_SMPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

REAR WHEEL SPEED SENSOR AND SENSOR PIGTAIL.. TEST DROVE.
****

MATERIALS, SUPPLIES, ENVIRONMENTAL CHARGES 12.00

CHRYSLER NEW AND REMAN PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES. INCLUDING LABOR IF INSTALLED AT A CHRYSLER DEALER.
WARRANTY ON WORKMANSHIP-90 DAYS OR 4,000 MI.
NO WARRANTY ON USED PARTS.
THERE IS NO WARRANTY ON HIGH PERFORMANCE ENGINE WORK.

JAN 15 2014

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

TERMS: STRICTLY CASH Unless Arrangements Made

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	228.00
PARTS AMOUNT	235.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	475.36
LESS INSURANCE	0.00
SALES TAX	32.10
PLEASE PAY THIS AMOUNT	507.46

Copyright 2000 ADP, Inc. SERVICE INVOICE 82 X812C

CUSTOMER COPY

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

CHRYSLER DODGE

CUSTOMER #: 6349593

87776

INVOICE

PAGE 1

5-C ROOFING PROFESSIONALS INC
0577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97J[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS:
08JAN14	14JAN14	ENG:5.7_Liter_SMPI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM WALK AROUND AND MULTI-POINT INSPECTION			
MPI PERFORM WALK AROUND AND MULTI-POINT INSPECTION			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
137376 INSPECT			
**********			
B LEFT OUTER TIE ROD ASSEMBLY			
CAUSE: N62			
19N62182 Safety Recall N62 - Left Outer Tie Rod Assembly - Replace Replace Steering Linkage (2 - Skilled)			
8459 RIES,JOE LIC#: 8459			
W94			(N/C)
1 CBUEN491AA PACKAGE-OUTER END			(N/C)
1 CBUEN492AA NUT			(N/C)
FC:			
PART#: CBUEN491AA			
COUNT: 1			
CLAIM TYPE: S			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
137362 RECALL N62. REPLACED STEERING ROD ASSEMBLY. TIE ROD BROKEN AND ALSO NEEDED REPLACED PER RECALL.			
**********			
C** VEH WAS TOWED TIE ROD BROKE			
RELAB RELATED TO LINE "B"			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

TERMS: STRICTLY CASH Unless Arrangements Made

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

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

Copyright 2009 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

CUSTOMER #: 6349593

87776

INVOICE

PAGE 2

5-C ROOFING PROFESSIONALS INC
0577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DE			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SMPI
08JAN14	14JAN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
137362 RELATED TO LINE B			
**********			
D** CUST STATES THAT THE TIE ROD WENT THROUGH TIRE WHEN IT BROKE			
2C1 REPLACED 1 TIRE			
8459 RIES,JOE LIC#: 8459			
CM		10.00	10.00
1 ITIRE MASTERCRAFT	159.00	159.00	159.00
1 OHIO EXCISE TAX	1.00	1.00	1.00
1 REMOVAL SCRAP TIRE	1.65	1.65	1.65
PARTS: 161.65 LABOR: 10.00 OTHER: 0.00 TOTAL LINE D:			171.65
137362 0.30 MOUNT AND BALANCED 1 TIRE ON LEFT FRONT			
**********			
E** CUST STATES TAILPIPE IS LOOSE			
EST ESTIMATE ONLY			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
137362 NEEDS TAIL PIPE ASSEMBLY.			
**********			
F** PERFORM 2 WHEEL ALIGNMENT			
A2 PERFORM 2 WHEEL ALIGNMENT			
319 CPC		58.00	58.00
PARTS: 0.00 LABOR: 58.00 OTHER: 0.00 TOTAL LINE F:			58.00
137362 1.00 PERFORMED 2 WHEEL ALIGNMENT			
**********			
G** CUST STATES THAT THE ABS LIGHT IS ON			
10 REPLACED			
8459 RIES,JOE LIC#: 8459			
CPC		160.00	160.00
1 5083210AA WIRING-2 WAY	36.36	36.36	36.36
1 5032220AB SENSOR-WHEEL SPEED	37.35	37.35	37.35
PARTS: 73.71 LABOR: 160.00 OTHER: 0.00 TOTAL LINE G:			233.71
137365 2.00 CHECKED CODES. FOUND CODE C1036 FOR REAR WHEEL SPEED SENSOR CIRCUIT. TESTED AND FOUND BAD REAR WHEEL SPEED SENSOR. REPLACED			

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

TERMS: STRICTLY CASH Unless Arrangements Made

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

Below is the details of your roadside service

Customer Receipt

Customer Name: [redacted]

Billing Address
[redacted]
Ada, OH - [redacted]
Telephone:

Vehicle Information

Make: 2007 - Dodge
Model: Ram Pickup
VIN: 1D7KS28D97[redacted]
Plate: **Color:** White

Service Detail

Towing From:
1932 Township Road 55
Ada, OH - 45810

Towing Destination: Tom Ahl Chrysler Dodge Jeep

Problem: Tow

Service Date: 01/07/2014 - 02:53 PM EST

CCAS Dispatch#: (409)634-9593

Service Admin. by: CROSS COUNTRY MOTOR CLUB

Payment Information

Credit Card#: **********[redacted]
Card Type: DISC
Cost of Service: $128
Confirmation #: [redacted]

For concerns regarding this service, please call: 1-800-528-9416

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

Case no# [redacted]

John's Towing LLC
5018 Rear County Road 313
Rawson, Ohio 45881
Office (419) 358-1200
Tow Ph (419) 889-5400

ROAD SERVICE

Ex-120 Tow-200

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O.? CASE #	OPERATOR NAME
	1-7-14						

NAME	PHONE #
Enterprise Rent Some	409-434-9573

ADDRESS			
SC Roofing - 0577 Twp Rd 30			
CITY	STATE	ZIP	
ADA	O	45810	

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
2007	Dodge Ram PU	White	137362	

MARKER PLATE #	STATE	VIN #	REGISTERED OWNER
		1D7KS28D97J [redacted]	

LOCATION OF VEHICLE 932 Twp Rd 55 - ADA O

TOWED TO Tom Ayl - Lima O

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	PHONE #

RELEASED BY	DATE	PHONE #

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

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

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

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

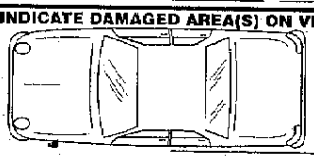
OTHER SERVICES
- ☐ SWEEP
- ☐ FIRST AID
- ☐ REMOVE AXLE
- ☐ SECURE LOOSE PARTS

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

PERSONAL'S TAKEN BY	DATE	PHONE #

VEHICLE STORAGE TIME
FROM _____ TO _____ _____ DAYS @ $ _____

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT Y N
RADIO Y N

MILEAGE
FINISH _____
START _____
TOTAL _____

LABOR TIME
FINISH _____
START _____
TOTAL _____

EXTRA PERSON
FINISH _____
START _____
TOTAL _____

DRIVER #	TRUCK #

TOWING CHARGE		
MILEAGE		
LABOR		
EXTRA PERSON		
SPECIAL EQUIPMENT		
STORAGE		
SUBTOTAL		
TAX		
TOTAL		

F2271

This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.
©2011 GHC Specialty Brands, LLC.

THANK YOU!

PRODUCT 8764-3

CUSTOMER #: 6349593

87776

INVOICE

PAGE 3

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

5-C ROOFING PROFESSIONALS INC
C577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97J[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SMPI
08JAN14	14JAN14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

REAR WHEEL SPEED SENSOR AND SENSOR PIGTAIL.. TEST DROVE.
****

MATERIALS, SUPPLIES, ENVIRONMENTAL CHARGES 12.00

CHRYSLER NEW AND REMAN PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES. INCLUDING LABOR IF INSTALLED AT A CHRYSLER DEALER.
WARRANTY ON WORKMANSHIP-90 DAYS OR 4,000 MI.
NO WARRANTY ON USED PARTS.
THERE IS NO WARRANTY ON HIGH PERFORMANCE ENGINE WORK.

JAN 15 2014

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

TERMS: STRICTLY CASH Unless Arrangements Made

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	228.00
PARTS AMOUNT	235.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	475.36
LESS INSURANCE	0.00
SALES TAX	32.10
PLEASE PAY THIS AMOUNT	507.46

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CUSTOMER COPY

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

CHRYSLER DODGE

CUSTOMER #: 6349593

87776

INVOICE

PAGE 1

5-C ROOFING PROFESSIONALS INC
0577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97J[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SMPI
08JAN14	14JAN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM WALK AROUND AND MULTI-POINT INSPECTION			
MPI PERFORM WALK AROUND AND MULTI-POINT INSPECTION			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
137376 INSPECT			
**********			
B LEFT OUTER TIE ROD ASSEMBLY			
CAUSE: N62			
19N62182 Safety Recall N62 - Left Outer Tie Rod Assembly - Replace Replace Steering Linkage (2 - Skilled)			
8459 RIES,JOE LIC#: 8459			
W94			(N/C)
1 CBUEN491AA PACKAGE-OUTER END			(N/C)
1 CBUEN492AA NUT			(N/C)
FC:			
PART#: CBUEN491AA			
COUNT: 1			
CLAIM TYPE: S			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
137362 RECALL N62. REPLACED STEERING ROD ASSEMBLY. TIE ROD BROKEN AND ALSO NEEDED REPLACED PER RECALL.			
**********			
C** VEH WAS TOWED TIE ROD BROKE			
RELAB RELATED TO LINE "B"			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

ALL PARTS INSTALLED ARE NEW UNLESS OTHERWISE INDICATED.

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

TERMS: STRICTLY CASH Unless Arrangements Made

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

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

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

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CUSTOMER COPY

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

CUSTOMER #: 6349593

87776

INVOICE

PAGE 2

5-C ROOFING PROFESSIONALS INC
0577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DE			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SMPI
08JAN14	14JAN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
137362 RELATED TO LINE B			
**********			
D** CUST STATES THAT THE TIE ROD WENT THROUGH TIRE WHEN IT BROKE			
2C1 REPLACED 1 TIRE			
8459 RIES,JOE LIC#: 8459			
CM		10.00	10.00
1 ITIRE MASTERCRAFT	159.00	159.00	159.00
1 OHIO EXCISE TAX	1.00	1.00	1.00
1 REMOVAL SCRAP TIRE	1.65	1.65	1.65
PARTS: 161.65 LABOR: 10.00 OTHER: 0.00 TOTAL LINE D:			171.65
137362 0.30 MOUNT AND BALANCED 1 TIRE ON LEFT FRONT			
**********			
E** CUST STATES TAILPIPE IS LOOSE			
EST ESTIMATE ONLY			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
137362 NEEDS TAIL PIPE ASSEMBLY.			
**********			
F** PERFORM 2 WHEEL ALIGNMENT			
A2 PERFORM 2 WHEEL ALIGNMENT			
319 CPC		58.00	58.00
PARTS: 0.00 LABOR: 58.00 OTHER: 0.00 TOTAL LINE F:			58.00
137362 1.00 PERFORMED 2 WHEEL ALIGNMENT			
**********			
G** CUST STATES THAT THE ABS LIGHT IS ON			
10 REPLACED			
8459 RIES,JOE LIC#: 8459			
CPC		160.00	160.00
1 5083210AA WIRING-2 WAY	36.36	36.36	36.36
1 5032220AB SENSOR-WHEEL SPEED	37.35	37.35	37.35
PARTS: 73.71 LABOR: 160.00 OTHER: 0.00 TOTAL LINE G:			233.71
137365 2.00 CHECKED CODES. FOUND CODE C1036 FOR REAR WHEEL SPEED SENSOR CIRCUIT. TESTED AND FOUND BAD REAR WHEEL SPEED SENSOR. REPLACED			

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

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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	

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CUSTOMER COPY

Below is the details of your roadside service

Customer Receipt

Customer Name: [redacted]

Billing Address
[redacted]
Ada, OH [redacted]
Telephone:

Vehicle Information
Make: 2007 - Dodge
Model: Ram Pickup
VIN: 1D7KS28D97[redacted]
Plate: **Color:** White

Service Detail

Towing From:
1932 Township Road 55
Ada, OH - 45810

Towing Destination: Tom Ahl Chrysler Dodge Jeep

Problem: Tow

Service Date: 01/07/2014 - 02:53 PM EST
CCAS Dispatch#: (409)634-9593

Service Admin. by: CROSS COUNTRY MOTOR CLUB

Payment Information

Credit Card#: **********[redacted]
Card Type: DISC
Cost of Service: $128
Confirmation #: [redacted]

For concerns regarding this service, please call: 1-800-528-9416

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

Case no# [redacted]

John's Towing LLC
5018 Rear County Road 313
Rawson, Ohio 45881
Office (419) 358-1200
Tow Ph (419) 889-5400

ROAD SERVICE

IL-120 Tow-200

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O.? CASE #	OFFICER NAME
	1-7-14						

NAME: Enterprise Rent Some — PHONE #: 409-434-9573

ADDRESS: SC Roofing - 0577 Twp Rd 30

CITY: ADA — STATE: O — ZIP: 45810

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
2007	Dodge Ram PU	White	137362	

MARKER PLATE #	STATE	VIN #	REGISTERED OWNER
		1D7KS28D97J[redacted]	

LOCATION OF VEHICLE: 932 Twp Rd 55 - ADA O

TOWED TO: Tom Ayl - Lima O

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	PHONE #

RELEASED BY	DATE	PHONE #

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

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

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

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

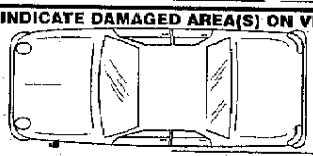
OTHER SERVICES
- ☐ SWEEP
- ☐ FIRST AID
- ☐ REMOVE AXLE
- ☐ SECURE LOOSE PARTS

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

PERSONAL'S TAKEN BY	DATE	PHONE #

VEHICLE STORAGE TIME
FROM _____ TO _____ _____ DAYS @ $ _____

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT Y N
RADIO Y N

MILEAGE
FINISH _____
START _____
TOTAL _____

LABOR TIME
FINISH _____
START _____
TOTAL _____

EXTRA PERSON
FINISH _____
START _____
TOTAL _____

DRIVER #	TRUCK #

TOWING CHARGE		
MILEAGE		
LABOR		
EXTRA PERSON		
SPECIAL EQUIPMENT		
STORAGE		
SUBTOTAL		
TAX		
TOTAL		

F2271

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.

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THANK YOU!

PRODUCT 8764-3

CUSTOMER #: 6349593

87776

INVOICE

PAGE 3

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C577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97J[redacted]		137362/137376	T1065

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R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SMPI
08JAN14	14JAN14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

REAR WHEEL SPEED SENSOR AND SENSOR PIGTAIL.. TEST DROVE.
****

MATERIALS, SUPPLIES, ENVIRONMENTAL CHARGES 12.00

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NO WARRANTY ON USED PARTS.
THERE IS NO WARRANTY ON HIGH PERFORMANCE ENGINE WORK.

JAN 15 2014

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I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	228.00
PARTS AMOUNT	235.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	475.36
LESS INSURANCE	0.00
SALES TAX	32.10
PLEASE PAY THIS AMOUNT	507.46

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CUSTOMER COPY

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

CHRYSLER DODGE

CUSTOMER #: 6349593

87776

INVOICE

PAGE 1

5-C ROOFING PROFESSIONALS INC
0577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97J[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SMPI
08JAN14	14JAN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM WALK AROUND AND MULTI-POINT INSPECTION			
MPI PERFORM WALK AROUND AND MULTI-POINT INSPECTION			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
137376 INSPECT			
**********			
B LEFT OUTER TIE ROD ASSEMBLY			
CAUSE: N62			
19N62182 Safety Recall N62 - Left Outer Tie Rod Assembly - Replace Replace Steering Linkage (2 - Skilled)			
8459 RIES,JOE LIC#: 8459			
W94			(N/C)
1 CBUEN491AA PACKAGE-OUTER END			(N/C)
1 CBUEN492AA NUT			(N/C)
FC:			
PART#: CBUEN491AA			
COUNT: 1			
CLAIM TYPE: S			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
137362 RECALL N62. REPLACED STEERING ROD ASSEMBLY. TIE ROD BROKEN AND ALSO NEEDED REPLACED PER RECALL.			
**********			
C** VEH WAS TOWED TIE ROD BROKE			
RELAB RELATED TO LINE "B"			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

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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

TERMS: STRICTLY CASH Unless Arrangements Made

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I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

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	

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CUSTOMER COPY

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

CUSTOMER #: 6349593

87776

INVOICE

PAGE 2

5-C ROOFING PROFESSIONALS INC
0577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DE			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SMPI
08JAN14	14JAN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
137362 RELATED TO LINE B			
**********			
D** CUST STATES THAT THE TIE ROD WENT THROUGH TIRE WHEN IT BROKE			
2C1 REPLACED 1 TIRE			
8459 RIES,JOE LIC#: 8459			
CM		10.00	10.00
1 ITIRE MASTERCRAFT	159.00	159.00	159.00
1 OHIO EXCISE TAX	1.00	1.00	1.00
1 REMOVAL SCRAP TIRE	1.65	1.65	1.65
PARTS: 161.65 LABOR: 10.00 OTHER: 0.00 TOTAL LINE D:			171.65
137362 0.30 MOUNT AND BALANCED 1 TIRE ON LEFT FRONT			
**********			
E** CUST STATES TAILPIPE IS LOOSE			
EST ESTIMATE ONLY			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
137362 NEEDS TAIL PIPE ASSEMBLY.			
**********			
F** PERFORM 2 WHEEL ALIGNMENT			
A2 PERFORM 2 WHEEL ALIGNMENT			
319 CPC		58.00	58.00
PARTS: 0.00 LABOR: 58.00 OTHER: 0.00 TOTAL LINE F:			58.00
137362 1.00 PERFORMED 2 WHEEL ALIGNMENT			
**********			
G** CUST STATES THAT THE ABS LIGHT IS ON			
10 REPLACED			
8459 RIES,JOE LIC#: 8459			
CPC		160.00	160.00
1 5083210AA WIRING-2 WAY	36.36	36.36	36.36
1 5032220AB SENSOR-WHEEL SPEED	37.35	37.35	37.35
PARTS: 73.71 LABOR: 160.00 OTHER: 0.00 TOTAL LINE G:			233.71
137365 2.00 CHECKED CODES. FOUND CODE C1036 FOR REAR WHEEL SPEED SENSOR CIRCUIT. TESTED AND FOUND BAD REAR WHEEL SPEED SENSOR. REPLACED			

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

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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	

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CUSTOMER COPY

Below is the details of your roadside service

Customer Receipt

Customer Name: [redacted]

Billing Address
[redacted]
Ada, OH [redacted]
Telephone:

Vehicle Information
Make: 2007 - Dodge
Model: Ram Pickup
VIN: 1D7KS28D97[redacted]
Plate: **Color:** White

Service Detail

Towing From:
1932 Township Road 55
Ada, OH - 45810

Towing Destination: Tom Ahl Chrysler Dodge Jeep

Problem: Tow

Service Date: 01/07/2014 - 02:53 PM EST
CCAS Dispatch#: (409)634-9593

Service Admin. by: CROSS COUNTRY MOTOR CLUB

Payment Information

Credit Card#: **********[redacted]
Card Type: DISC
Cost of Service: $128
Confirmation #: [redacted]

For concerns regarding this service, please call: 1-800-528-9416

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

Case no# [redacted]

John's Towing LLC
5018 Rear County Road 313
Rawson, Ohio 45881
Office (419) 358-1200
Tow Ph (419) 889-5400

ROAD SERVICE

IL-120 Tow-200

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O.? CASE #	OPENER NAME
	1-7-14						

NAME	PHONE #
Enterprise Rent Some	409-434-9573

ADDRESS			
SC Roofing - 0577 Twp Rd 30			
CITY	STATE	ZIP	
ADA	O	45810	

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
2007	Dodge Ram PU	White	137363	

MARKER PLATE #	STATE	VIN #	REGISTERED OWNER
		1D7KS28D97J[redacted]	

LOCATION OF VEHICLE: 932 Twp Rd 55 - ADA O

TOWED TO: Tom Ayl - Lima O

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	PHONE #

RELEASED BY	DATE	PHONE #

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

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

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

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

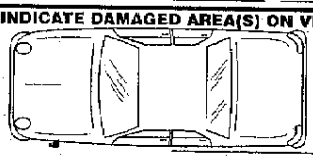
OTHER SERVICES
- ☐ SWEEP
- ☐ FIRST AID
- ☐ REMOVE AXLE
- ☐ SECURE LOOSE PARTS

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

PERSONAL'S TAKEN BY	DATE	PHONE #

VEHICLE STORAGE TIME
FROM _____ TO _____ _____ DAYS @ $ _____

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT Y N
RADIO Y N

MILEAGE
FINISH _____
START _____
TOTAL _____

LABOR TIME
FINISH _____
START _____
TOTAL _____

EXTRA PERSON
FINISH _____
START _____
TOTAL _____

DRIVER #	TRUCK #

TOWING CHARGE		
MILEAGE		
LABOR		
EXTRA PERSON		
SPECIAL EQUIPMENT		
STORAGE		
SUBTOTAL		
TAX		
TOTAL		

F2271

This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

©2011 GHC Specialty Brands, LLC.

THANK YOU!

PRODUCT 8764-3

CUSTOMER #: 6349593

87776

INVOICE

PAGE 3

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

5-C ROOFING PROFESSIONALS INC
C577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97J[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS:
08JAN14	14JAN14	ENG:5.7_Liter_SMPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

REAR WHEEL SPEED SENSOR AND SENSOR PIGTAIL.. TEST DROVE.
****

MATERIALS, SUPPLIES, ENVIRONMENTAL CHARGES 12.00

CHRYSLER NEW AND REMAN PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES. INCLUDING LABOR IF INSTALLED AT A CHRYSLER DEALER.
WARRANTY ON WORKMANSHIP-90 DAYS OR 4,000 MI.
NO WARRANTY ON USED PARTS.
THERE IS NO WARRANTY ON HIGH PERFORMANCE ENGINE WORK.

JAN 15 2014

SHOP SUPPLY COSTS: We have added a charge equal to 10% of the cost of labor, not to exceed $15.00, to the Repair Order for shop supplies used in connection with the repair.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	228.00
PARTS AMOUNT	235.36
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.00
TOTAL CHARGES	475.36
LESS INSURANCE	0.00
SALES TAX	32.10
PLEASE PAY THIS AMOUNT	507.46

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CUSTOMER COPY

TOM AHL CHRYSLER-DODGE, Inc.
617 King Ave.
Telephone (419) 227-0202
LIMA, OHIO 45805
www.tomahl.com

CHRYSLER DODGE

CUSTOMER #: 6349593

87776

INVOICE

PAGE 1

5-C ROOFING PROFESSIONALS INC
0577 TWP RD 30
ADA, OH 45810
HOME:419-634-9593 CONT:419-634-9593
BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	07	DODGE Ram 2500	1D7KS28D97J[redacted]		137362/137376	T1065

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07 DD			18:00 10JAN14		80.00	CASH	14JAN14

R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_SMPI
08JAN14	14JAN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PERFORM WALK AROUND AND MULTI-POINT INSPECTION			
MPI PERFORM WALK AROUND AND MULTI-POINT INSPECTION			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
137376 INSPECT			
**********			
B LEFT OUTER TIE ROD ASSEMBLY			
CAUSE: N62			
19N62182 Safety Recall N62 - Left Outer Tie Rod Assembly - Replace Replace Steering Linkage (2 - Skilled)			
8459 RIES,JOE LIC#: 8459			
W94			(N/C)
1 CBUEN491AA PACKAGE-OUTER END			(N/C)
1 CBUEN492AA NUT			(N/C)
FC:			
PART#: CBUEN491AA			
COUNT: 1			
CLAIM TYPE: S			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
137362 RECALL N62. REPLACED STEERING ROD ASSEMBLY. TIE ROD BROKEN AND ALSO NEEDED REPLACED PER RECALL.			
**********			
C** VEH WAS TOWED TIE ROD BROKE			
RELAB RELATED TO LINE "B"			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

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

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INVOICE

PAGE 2

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ADA, OH 45810
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BUS: CELL:

SERVICE ADVISOR: 5658 MARLON M ROSE

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	07	DODGE Ram 2500	1D7KS28D97[redacted]		137362/137376	T1065

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08JAN14	14JAN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
137362 RELATED TO LINE B			
**********			
D** CUST STATES THAT THE TIE ROD WENT THROUGH TIRE WHEN IT BROKE			
2C1 REPLACED 1 TIRE			
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1 OHIO EXCISE TAX	1.00	1.00	1.00
1 REMOVAL SCRAP TIRE	1.65	1.65	1.65
PARTS: 161.65 LABOR: 10.00 OTHER: 0.00 TOTAL LINE D:			171.65
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**********			
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EST ESTIMATE ONLY			
8459 RIES,JOE LIC#: 8459			
CPC		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E:			0.00
137362 NEEDS TAIL PIPE ASSEMBLY.			
**********			
F** PERFORM 2 WHEEL ALIGNMENT			
A2 PERFORM 2 WHEEL ALIGNMENT			
319 CPC		58.00	58.00
PARTS: 0.00 LABOR: 58.00 OTHER: 0.00 TOTAL LINE F:			58.00
137362 1.00 PERFORMED 2 WHEEL ALIGNMENT			
**********			
G** CUST STATES THAT THE ABS LIGHT IS ON			
10 REPLACED			
8459 RIES,JOE LIC#: 8459			
CPC		160.00	160.00
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PARTS: 73.71 LABOR: 160.00 OTHER: 0.00 TOTAL LINE G:			233.71
137365 2.00 CHECKED CODES. FOUND CODE C1036 FOR REAR WHEEL SPEED SENSOR CIRCUIT. TESTED AND FOUND BAD REAR WHEEL SPEED SENSOR. REPLACED			

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

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CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-29 10:39:08.856925
Files Not Recieved: 0

Invoice #100859

D & D Tire & Service Center

PO Box 276, Doniphan, MO 63935
Phone: 573-996-7126 Fax: 573-996-2711

Firestone - Goodyear - Cooper - Toyo - Bridgestone

Customer Information	Invoice	Additional Information
[redacted] Ellisnore, MO [redacted] Acct Number: [redacted] P: 322-1951 Contact:	Date: 10/18/2011 Reference: 100859 Salesperson: Jason Johnson Offer Code: Route: Delivery Date:	PO Number: Work Order#: W-264678 Truck #: Entered By: David Johnson

Qty	Description	FET	Unit Price	Ext. Price
13.00	OIL, QT OIL, OIL PRODUCTS		3.75	48.75
1.00	OIL FILTER, PREM OIL FILTER, OIL PRODUCTS		11.98	11.98
1.00	L.O.F.		5.00	5.00
1.00	R & R OWNERS OUTER TIE ROD		80.00	80.00

Taxable

Subtotal:	**145.73**
State Sales Tax:	4.39
Total:	**$150.12**
10/18/2011 Payment# P-264866 Amount:	$150.12
Check#: 175.12	
Balance	**$0.00**

Terms: NET 10th

Terms:	Due Date	Due Amount	Amt Remain
	11/10/2011	$150.12	$0.00

Account Balance	Current	0-29 Days	30-59 Days	60-89 Days	90+ Days
$4.26	$4.26	$0.00	$0.00	$0.00	$4.26

Like us on Facebook for special offers!!!!

Signature _____

Invoice #0100903

D & D Tire & Service Center

PO Box 276, Doniphan, MO 63935
Phone: 573-996-7126 Fax: 573-996-2711

Dayton - Summit - Cooper - Toyo

Customer Information	Invoice	Additional Information
[redacted] Ellisnore, MO [redacted] Acct Number [redacted] Phone: [redacted]	Date: 10/18/2011 Reference: 0100903 Salesperson: Jason Armstrong Offer Code: Route: Delivery Date:	PO Number: Work Order#: W-264861 Truck #: Entered By: Jason Armstrong

Qty	Description	FET	Unit Price	Ext. Price
2.00	LOWER BALL JOINTS		127.62	255.24
2.00	UPPER BALL JOINTS		117.52	235.04
1.00	R&R BALL JOINTS		202.50	202.50
1.00	COMPUTERIZED FRONT END ALIGNMENT		34.95	34.95

Taxable

Subtotal:	**727.73**
State Sales Tax:	35.42
Total:	**$763.15**
10/18/2011 Payment# P-264865 Amount:	$763.15
Check#: 763.15	
Balance	**$0.00**

Terms: NET 10th

Terms:	Due Date	Due Amount	Amt Remain
	11/10/2011	$763.15	$0.00

Account Balance	Current	0-29 Days	30-59 Days	60-89 Days	90+ Days
$175.12	$25.00	$25.00	$0.00	$0.00	$0.00

VISIT OUR WEB www.ddtire.net TO WIN A FREE OIL CHANGE!!!!

W-264861
10/18/2011 3:24 PM Page: 1 Entered By: Jason Armstrong

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 # 573 776-1752
ADDRESS: 591 NORTH WESTWOOD BLVD
POPLAR BLUFF MO 63901-4719
REMIT TO: PO BOX 790098
ST LOUIS MO 63179-0098

BILL TO
999990

SHIP TO

CASH SALE
SEA FOAM
MOTOR TREATMENT
$7.99 00000

INVOICE NUMBER: 0885-374639
INVOICE TYPE: CHECK SALE
INVOICE DATE: 10/13/11

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
64546				17:26:34		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
T		1	MPC	DS1463	BX		TIE ROD END LIMITED LIFETIME WARRANTY	145.75	85.99			85.99

TOTALS 1 CUSTOMER COPY "We appreciate your business"

145.75 85.99

CHECK # 1610
CASH TEND.
CHANGE .00

SUB-TOTAL 85.99
MISC.
TAX / FEES 6.43
TOTAL 92.42

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 # 573 776-1752
ADDRESS: 591 NORTH WESTWOOD BLVD
POPLAR BLUFF MO 63901-4719
REMIT TO: PO BOX 790098
ST LOUIS MO 63179-0098

BILL TO
999990

SHIP TO

CASH SALE
SEA FOAM
MOTOR TREATMENT
$7.99 00000

INVOICE NUMBER: 0885-374861
INVOICE TYPE: CHECK SALE
INVOICE DATE: 10/14/11

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
21287				13:19:34		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
		2007	DODGE	RAM 3500 PICKUP 6-360 5.9L Dsl								
T		1	MON	SC2964	EA		STABILIZER LIMITED LIFETIME WARRANTY	64.39	37.99			37.99
		NO	VEHICLE	INFORMATION AVAILABLE								
T		1	MPC	ES3625	BX		TIE ROD END LIMITED LIFETIME WARRANTY	76.25	44.99			44.99

TOTALS 2 CUSTOMER COPY "We appreciate your business"

140.64 82.98

CHECK # 3400
CASH TEND.
CHANGE .00

SUB-TOTAL 82.98
MISC.
TAX / FEES 6.20
TOTAL 89.18

CUSTOMER SIGNATURE _____

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/23/14

POSTED DATE : 1/16/14

VIN (FIRST 9 DIGITS) 3D7MX38A2

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

ATTN- SAFETY PROGRAM N62/NHTSA 13V528

VEHICLE VIN# 3D7MX38A27G [redacted]

2008 DODGE RAM 3500

THANKS SO MUCH. LOVE ALL
BUILD GREAT TRUCKS

[redacted]

OAK HARBOR, WA. [redacted]

[redacted]

COPY

OAK HARBOR WA [redacted]

OAK HARBOR MOTORS, INC.
75 S.E. PIONEER WAY · P.O. BOX 2789
OAK HARBOR, WA 98277
(360) 675-5901 or 1-800-659-1259
FAX (360) 675-7928
Website: www.ohmotors.com · Email: ohmotors@gte.net

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
05/06/13	07	DODGE	RAM 3500	3D7MX38A27G[redacted]	71126	92387	92387	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	05/09/13	30	00:00		98.00	01	05/09/13

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
106667		[redacted]		BLUE 1

========== REPAIR LINE 001 ==========
CUSTOMER STATES LEFT TIE ROD END BROKE
REMOVED AND REPLACED LEFT TIE ROD END PER L16 RECALL ALSO REPLACED RIGHT TIE ROD END PER CUSTOMER REQUEST.PERFORM ALIGNMENT
Bill Code - W
02-L1-61-83 L16 RECALL 35 M A
Total Labor

CH CBRCL160AA SOCKET 1
Total Parts
Total Line

ASS
PO Box 21-5007
AUBURN HILL MICH.
48321

========== REPAIR LINE 002 ==========
CUSTOMER REQUEST 90K SERVICE
COMPLETED 90K SERVICE.PERFORMED LOF.USED CUSTOMER SUPPLIED OIL.HAS WRONG OIL FILTER.
PERFORMED TRANSFER CASE SERVICE.PERFORMED FRONT AND REAR DIFFERENTIAL SERVICE.REPLACE DIESEL FUEL FILTER.
Bill Code - C
05 90K INTERVAL SERVICE 35 M A 196.00
Total Labor 196.00

CH	68061633AA	ELEMENT	1	83.20
CH	5083285AA	FILTER	1	17.20
YY	HI1040	OIL	1	10.25
CH	5102232AA	LUBRICANT	5	136.75

DIFFERENTIALS.

Total Parts 247.40
Total Line 443.40

========== REPAIR LINE 003 ==========
CUSTOMER PAY LINE
RIGHT SIDE TIE ROD END ED CHANGED SIDE THAT DID NOT BREAK ALSO
Bill Code - C
CH 68038055AD PACKAGE 1 180.00
Total Parts 180.00
Total Line 180.00

Parts Discount 42.74 Labor Discount 19.60
Payment Type - 01 CASH SALES 620.52

MAY - 8 2013

Thank you for your business. Please come down and see us again.

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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 ITS ITEM/ITEMS

CUSTOMER SIGNATURE
>

LABOR AMOUNT	196.00
PARTS AMOUNT	427.40
MISC. SALES	
MATERIALS	9.80
TOTAL CHARGE	633.20
DEDUCTIBLE	
SALES TAX	49.66
OTHER PAY	
CUSTOMER PAY	620.52

1-15-2014

CHRYSLER RECALL

I HAVE BEEN ADVISED BY CHRYSLER RECALL ASSISTANCE CENTER 1-800-853-1403 TO CONTACT YOUR OFFICE. ON 5-5-13 I HAD TAKEN MY WIFE TO HOSPITAL DOWNEY 7-3:00 PM IN ANTICIPATES WA. IN THE AM NEXT DAY I WAS LEAVING HOME AT 7AM TO GO BACK TO HOSPITAL. AS I BACKED UP THE TRUCK STARTED BUCKING UP AND ONLY MOVED 3 FEET. I GOT OUT TO SEE PASSENGER AND TRUCK WAS STOOD FRONT WHEELS WERE [redacted] MOTORS CRACKED DRIVER SIDE TIE ROD AT BALL JOINT. LEFT SIDE WAS CUT THAT BROKE I HAVE BEEN INSTRUCTED BY DEALERSHIP TO SUBMIT THIS TO YOU FOR POSSIBLE REFUND. THE TRUCK IS GREAT. THANKS SO MUCH FOR CONSIDERING REBATE TO ME. I CANNOT IMAGINE THE RECALL THAT COULD HAVE HAPPENED ON DECEPTION PASS BRIDGE IF THIS HAD HAPPENED THERE 30 MINUTES EARLIER.

THANKS SO MUCH!

[redacted]

[redacted]

OAK HARBOR WA [redacted]

[redacted]
Oak Harbor, WA [redacted]

SEATTLE WA 980

15 JAN 2014 PM 4 L

JAN 23

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

ATTN REIMBURSEMENT
48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/23/14

POSTED DATE : 1-16-14

VIN (FIRST 9 DIGITS) 3D7KS28CX

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Quail Valley Veterinary Clinic

4800 Rt. C • Jefferson City, MO 65109 • (573) 893-8621
www.quailvalleyvet.com

Martin A. Kautsch, D.V.M.
Brian E. Kueffer, D.V.M.
Stacie R. Kautsch, D.V.M.
G. Ryan Bader, D.V.M.

Large and Small Animal Practice

To:Chrysler Recall Assistance Center

From: Brian Kueffer, DVM
Quail Valley Veterinary Clinic
4800 Route C
Jefferson City, Mo 65109
Ph- 573-893-8621, Fax-573-893-8538

This correspondence is regarding a recall on a service vehicle owned by our veterinary practice. Recall notification code is N62. and is on a 2005 Dodge Ram 2500.
(VIN# #3D7KS28CX5C[redacted]
CASE # [redacted]
The recall is for defective left tie rod ball stud.
On 4//15/13 the tie rod connected to the right front wheel broke. The truck was towed and the defective tie rod, and stabilizer, which was damaged at the same time were repaired.
Parts were purchased from O'reilly Auto Parts 4/15/13. The left tie rod end was visibly bad at the time, and because the truck required a front end alignment, it was taken to Taylor's Tire Distributors for additional repair.
Invoices verifying purchases of parts and additional service are provided.
Approximate mileage on the truck at the time of repairs was 138,000. current mileage is 150,000.
Please evaluate documentation of repairs.
Don't be shy. Feel free to reimburse me for time and trouble.

[redacted]

304830/#63094/N62

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

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

Notification Code [N62]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

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 # 573 634-[illegible]
ADDRESS: 1010 MISSOURI BOULEVARD
JEFFERSON CITY MO 65109-1720
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO 999990

SHIP TO

INVOICE NUMBER 4058-195933
INVOICE TYPE CRD. CARD SALE
INVOICE DATE 4/15/12

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

VALLEY VET QUAIL
4800 RC
Jefferson City MO 65[illegible]

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
3198				17:55:31		

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 405810519339337. RULES AT OREILLYCARES.COM. DISPONIBLE EN ESPANOL.								
2005 Dodge Ram 2500												
T		1	MON	SC2964	EA		STABILIZER	64.39	37.99			37.99
				LIMITED LIFETIME WARRANTY								
NO VEHICLE INFORMATION AVAILABLE												
T	NK	1	MOO	DS1464	BX		TIE ROD END	174.56-	106.99-			106.99-
T		1	MOO	DS1463	BX		TIE ROD END	176.25	103.99			103.99
				LIMITED LIFETIME WARRANTY								
X		1	MON	SC2964	EA		STABILIZER	64.39-	37.99-			37.99-
TOTALS		4		CUSTOMER COPY "We appreciate your business"				130.47	76.98		SUB-TOTAL	76.98
											MISC.	
									CASH TEND.		TAX/FEES	
									CHANGE		TOTAL	

CUSTOMER SIGNATURE [redacted]

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

They charged for 2 stabilizers - called and credited back $40.00

MERCK Animal Health
POSATEX
ORBIFLOXACIN, MOMETASONE FUROATE MONOHYDRATE, POSACONAZOLE

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 # 573 634-[illegible]
ADDRESS: 1010 MISSOURI BOULEVARD
JEFFERSON CITY MO 65109-1720
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO 999990

SHIP TO

INVOICE NUMBER 4058-195933
INVOICE TYPE CRD. CARD SALE
INVOICE DATE 4/15/12

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

VALLEY VET QUAIL
4800 RC
Jefferson City MO 65[illegible]

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
3198				17:55:31		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
				LIMITED LIFETIME WARRANTY								
				CREDIT CARD VISAXXXXXXXXXXXX[redacted] REF#: 310517242051 AUTH CD: 059246								
				******** RETURN AUTHORIZATION ******** MGR OK-								***
				*** ORIGINAL INV#- 004058-195840 RETURN - VERIFIED ORIG SLS#-								***
TOTALS		4		CUSTOMER COPY "We appreciate your business"				130.47	76.98		SUB-TOTAL	76.98
				LAST PAGE 2							MISC.	
									CASH TEND		TAX/FEES	5.94
									CHANGE		TOTAL	82.92

CUSTOMER SIGNATURE _____

ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Visit Us At: www.oreillyauto.com

Taylor's TIRE DISTRIBUTORS

OF CALIFORNIA, MISSOURI, INC.
600 W. BUCHANAN
CALIFORNIA, MISSOURI 65018
PHONE **573-796-2115**

"QUALITY MERCHANDISE AT WHOLESALE PRICES ONLY"

Invoice 39051

DATE 9

YOUR ORDER NO. _____

F.I.N. 43-1058232

9 680 4071

893-6158

SOLD TO [illegible]

VEHICLE-YEAR, MODEL, MAKE	CHARGE	PAYMENT METHOD	SALESMAN / MECHANIC
05 Dodge 2500 Diesel	[illegible]	☐ CASH ☑ CHECK ☐ MC ☐ VISA ☐ DISC	Jack

QTY.	SIZE/DESCRIPTION	UNIT PRICE	TOTAL
4	LT 245/75R17 121/118Q Cooper Discoverer S/T Tire	198.96	795 84
1	Oil Filter		12 15
2	Qts	4 25	54 00
4	Stk Fuel Line	50	2 00
1	Alignment		49 95
1	Lift cut. tie rod		21 14
	labor for TPMS		20 00
2	11 mm	22 02	44 04
1	Bolt Kit		6 02 75
1 1/2	Labor on Wheels & Drive		67 50
1	Service Tech		[illegible]
1	Oil Filter Light Reset		3 00

Thanks
9/18/17

All merchandise returned for adjustment or warranty consideration MUST be accompanied by this receipt. Please retain for your records.

SALES TAX			83 19
TOTAL			1784 54

Taylor's TIRE DISTRIBUTORS

OF CALIFORNIA, MISSOURI, INC.
600 W. BUCHANAN
CALIFORNIA, MISSOURI 65018
PHONE **573-796-2115**

"QUALITY MERCHANDISE AT WHOLESALE PRICES ONLY"

Invoice 39081

DATE 4 15 13

YOUR ORDER NO. _____

F.I.N. 43-1058232

SOLD TO

VEHICLE-YEAR, MODEL, MAKE	CHARGE	PAYMENT METHOD	SALESMAN / MECHANIC
		☐ CASH ☑ CHECK ☐ MC ☐ VISA ☐ DISC	

QTY.	SIZE/DESCRIPTION	UNIT PRICE	TOTAL
1			15
			00
1			
1			
			30
2			4
1			75
1½			52
1			
1			

All merchandise returned for adjustment or warranty consideration MUST be accompanied by this receipt. Please retain for your records.

SALES TAX		3 17
TOTAL		184 34

Quail Valley Veterinary Clinic
4800 Rt. C
Jefferson City, MO 65109

JAN 23

UNITED STATES POSTAGE

MAILED FROM ZIP

CHRYSLER RECALL ASSISTANCE
P.O BOX 21-8007
AUBURN HILLS, MI
483

48321+8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



ALAN'S AUTOWORKS

14085 LEROY CENTER ROAD
LEROY OHIO 44077-8896
440-254-4000

Invoice

DATE	INVOICE #
6/29/2013	15074

CASE

BILL TO

RETTGER FARMS

[redacted]

P.O. NO.	TERMS	PROJECT
00 R2500	Due on receipt	

QUANTITY	DESCRIPTION	RATE	AMOUNT
1	STEERING LINKAGE	312.20	312.20
1	PITMAN ARM	36.19	36.19
1	STEERING DAMPER	72.31	72.31
1	TOWING	75.00	75.00
1	WHEEL ALIGNMENT	85.00	85.00
3	SHOP SUPPLIES	3.50	10.50
1	REMOVE ALL BAD LINKAGE AND DAMPER ALONG WITH PITMAN ARM REPLACED WITH ALL NEW FACTORY PARTS PROVIDED BY CUSTOMER ALIGNED VEHICLE AND ROAD TEST	431.57	431.57
	TAX	6.75%	0.00

All work is complete! THANK YOU FOR YOUR BUSINESS!

Total $1,022.77

Case [redacted]

To whom it may Concern:

1) In June I was driving the truck when after hitting a bump in the road the steering went and almost had a head on collision -

1) Truck was towed and we bought the parts from Junction Auto & had Allen Autoworks replace them back in July 13

2) Received Recall notice in Dec 2013

3) Called Junction Auto - took truck in had to have front end replaced that we just had done in July Replaced parts 1.22.14

4) husband driving w/ trailer + 3000# of grain when the steering again acted strange - made it to a friends house only to find steering parts hanging from the truck -

2-1-14

1st replacement Done by us

JUNCTION AUTO SALES, INC.

U.S. 322 AT Ohio 44
P.O. BOX 110 Chardon, Ohio 44024
PH. (440) 286-6161 or (440) 946-5577 or (440) 632-1001
www.junctionautofamily.com

[redacted]

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
6079				CHARGE	CARL	06/28/13	160576 CHR 9

BILL TO
[redacted]
PAINESVILLE, OH [redacted]

SHIP TO

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	52122362-AH STEERING 19027003	BA1 RK	372.00	312.20	312.20
1	0	68039930-AA ARM PITMA 19027002		43.10	36.19	36.19
1	0	5154661-AC DAMPER ST 19030006	087 1	86.10	72.31	72.31

THERE IS NO SUBSTITUTE FOR MOPAR QUALITY
OPEN DAILY 7:30 AM TO 5:00 PM
SATURDAYS 8:00 AM TO 1:00 PM

SUBTOTAL	420.70
TAX	27.35
FREIGHT	0.00
PAY THIS AMOUNT	448.05

REC'D BY Alan's Autoworks Pd 6/29/13

CUSTOMER COPY

NO REFUND
WITHOUT THIS INVOICE

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

10% HANDLING CHARGE ON ALL PARTS RETURNED.
NO RETURN ON SPECIAL ORDERED ITEMS.
ELECTRICAL ITEMS NOT RETURNABLE.
NO REFUND WITHOUT THIS INVOICE AND ORIGINAL PART CONTAINER.
NO RETURNS AFTER 10 DAYS.
RETURNED PARTS MUST BE IN SALEABLE CONDITION.

** DUPLICATE **
11:36:14 PAGE 1 OF 1
NET502

PARTS INVOICE

ALAN'S AUTOWORKS

14085 LEROY CENTER ROAD
LEROY OHIO 44077-8896
440-254-4000

Invoice

DATE	INVOICE #
6/29/2013	15074

CASE 1ST TIME REPLACIN

BILL TO
RETTGER FARMS

[redacted]

P.O. NO.	TERMS	PROJECT
00 R2500	Due on receipt	

QUANTITY	DESCRIPTION	RATE	AMOUNT
1	STEERING LINKAGE	312.20	312.20
1	PITMAN ARM	36.19	36.19
1	STEERING DAMPER	72.31	72.31
1	TOWING	75.00	75.00
1	WHEEL ALIGNMENT	85.00	85.00
3	SHOP SUPPLIES	3.50	10.50
1	REMOVE ALL BAD LINKAGE AND DAMPER ALONG WITH PITMAN ARM REPLACED WITH ALL NEW FACTORY PARTS PROVIDED BY CUSTOMER ALIGNED VEHICLE AND ROAD TEST	431.57	431.57
	TAX	6.75%	0.00

7.2.13

All work is complete! THANK YOU FOR YOUR BUSINESS!

Total $1,022.77

Pg 4 of 5

CHRYSLER Jeep MOPAR DODGE RAM

JUNCTION AUTO SALES, INC.

U.S. 322 AT Ohio 44
P.O. BOX 110 Chardon, Ohio 44024
PH. (440) 286-6161 or (440) 946-5577 or (440) 632-1001
www.junctionautofamily.com

2nd Time Replacing

Case [redacted]

CUSTOMER NO.		TAG NO.	INVOICE DATE	INVOICE NO.
32354	GREGORY DIENES 304	3100	01/22/14	CHCS10143

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		160,269	WHITE/	

[redacted]
PAINESVILLE, OH [redacted]
[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/DODGE TRUCK/RAM 2500/2500 REG.CAB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 6 D 5 6 G [redacted]		

F.T.E. NO.	P. [redacted]	R. O. DATE
		01/21/14

COMMENTS

MO: 160269

LABOR & PARTS

J# 1 45CHZ13 STEER/SUSP RECALL HOURS TECH(S) 385,801 WARRANTY

CUSTOMER STATES TO PERFORM STEERING SERVICE ACTION
N62
254-4279
NEEDS LINKAGE
REPLACE STEERING LINKAGE,SET TOE+CENTER WHEEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	CBUEN491-AA	PACKAGE O 19027003		WARRANTY
JOB # 1	1	CBUEN492-AA	NUT NONE 19015005		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

created 2014-01-17 07:34:00am taken by Terri Dobosh

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

SCHEDULE YOUR SERVICE ON LINE!
IT'S QUICK! IT'S EASY! IT'S CONVENIENT!
www.junctionautofamily.com

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

Dealer hereby expressly disclaims all warranties, either express or implied, including any warranties of merchantability or fitness for a particular purpose, regarding any products or services provided, unless otherwise indicated on the service repair order, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of any parts or this repair. This disclaimer in no way affects the provisions of any manufacturer or other supplier's warranty.

NO CLAIMS WITHOUT THIS INVOICE
ALL CHRYSLER PARTS AND LABOR CARRIES 12 MONTHS OR 12,000 MILES WARRANTY WHICHEVER COMES FIRST

THANK YOU! FOR BRINGING YOUR CAR TO US FOR SERVICE.

WHILE IT WAS HERE WE FOUND THAT THE FOLLOWING ITEMS NEED ATTENTION

_____
_____
_____

CHRYSLER Jeep MOPAR DODGE RAM

JUNCTION AUTO SALES, INC.

U.S. 322 AT Ohio 44
P.O. BOX 110 Chardon, Ohio 44024
PH. (440) 286-6161 or (440) 946-5577 or (440) 632-1001
www.junctionautofamily.com

Case [redacted]

CUSTOMER NO.	SALESPERSON	TAG NO.	INVOICE DATE	INVOICE NO.
32354	TOM 346	1617	02/01/14	CHCS10517

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted]			160,631	WHITE/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
LEROY, OH [redacted]	06/DODGE TRUCK/RAM 2500/2500 REG.CAB		

	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
[redacted]	3 D 7 K S 2 6 D 5 6 G [redacted]		

	F.T.E. NO.	P.O. NO.	R.O. DATE	
[redacted]			02/01/14	

COMMENTS: MO: 160635

LABOR & PARTS

J/#	LA/CH	STEERING/SUSPENSION HOURS	TECH(S)	INTERNAL $
		CUSTOMER STATES STEERING DAMPER FELL OFF/ VEH TOW IN RESECURED W/NEW NUT		

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		6502835	NUT HEX F 17015030		INTERNAL
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SF	SHOP/ENVIROMENTAL		INTERNAL
			TOTAL - MISC	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

***

ALAN'S AUTOWORKS

14085 LEROY CENTER ROAD
LEROY OHIO 44077-8896
440-254-4000

Invoice

DATE	INVOICE #
6/29/2013	15074

CASE

BILL TO

RETTGER FARMS

[redacted]

P.O. NO.	TERMS	PROJECT
00 R2500	Due on receipt	

QUANTITY	DESCRIPTION	RATE	AMOUNT
1	STEERING LINKAGE	312.20	312.20
1	PITMAN ARM	36.19	36.19
1	STEERING DAMPER	72.31	72.31
1	TOWING	75.00	75.00
1	WHEEL ALIGNMENT	85.00	85.00
3	SHOP SUPPLIES	3.50	10.50
1	REMOVE ALL BAD LINKAGE AND DAMPER ALONG WITH PITMAN ARM REPLACED WITH ALL NEW FACTORY PARTS PROVIDED BY CUSTOMER ALIGNED VEHICLE AND ROAD TEST	431.57	431.57
	TAX	6.75%	0.00

All work is complete! THANK YOU FOR YOUR BUSINESS!

Total $1,022.77

Case [redacted]

To whom it may Concern:

1) In June I was driving the truck when after hitting a bump in the road the steering went and almost had a head on collision -

1) Truck was towed and we bought the parts from Junction Auto & had Allen Autoworks replace them back in July 13

2) Received Recall notice in Dec 2013

3) Called Junction Auto - took truck in had to have front end replaced that we just had done in July Replaced parts 1.22.14

4) husband driving w/ trailer + 3000# of grain when the steering again acted strange - made it to a friends house only to find steering parts hanging from the truck -

2-1-14

1st replacement Done by us

[redacted]

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www.junctionautofamily.com

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
6079 [redacted]				CHARGE	CARL	06/28/13	160576 CHR 9

BILL TO [redacted]
PAINESVILLE, OH [redacted]

SHIP TO

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	52122362-AH STEERING 19027003	BA1 RK	372.00	312.20	312.20
1	0	68039930-AA ARM PITMA 19027002		43.10	36.19	36.19
1	0	5154661-AC DAMPER ST 19030006	087 1	86.10	72.31	72.31

THERE IS NO SUBSTITUTE FOR MOPAR QUALITY
OPEN DAILY 7:30 AM TO 5:00 PM
SATURDAYS 8:00 AM TO 1:00 PM

SUBTOTAL	420.70
TAX	27.35
FREIGHT	0.00
PAY THIS AMOUNT	448.05

REC'D BY Alan's Autoworks Pd 6/29/13

CUSTOMER COPY

NO REFUND
WITHOUT THIS INVOICE

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10% HANDLING CHARGE ON ALL PARTS RETURNED.
NO RETURN ON SPECIAL ORDERED ITEMS.
ELECTRICAL ITEMS NOT RETURNABLE.
NO REFUND WITHOUT THIS INVOICE AND ORIGINAL PART CONTAINER.
NO RETURNS AFTER 10 DAYS.
RETURNED PARTS MUST BE IN SALEABLE CONDITION.

** DUPLICATE **
11:36:14 PAGE 1 OF 1
NET502

PARTS INVOICE

ALAN'S AUTOWORKS

14085 LEROY CENTER ROAD
LEROY OHIO 44077-8896
440-254-4000

Invoice

DATE	INVOICE #
6/29/2013	15074

CASE 1ST TIME REPLACING

BILL TO
RETTGER FARMS

[redacted]

P.O. NO.	TERMS	PROJECT
00 R2500	Due on receipt	

QUANTITY	DESCRIPTION	RATE	AMOUNT
1	STEERING LINKAGE	312.20	312.20
1	PITMAN ARM	36.19	36.19
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	TAX	6.75%	0.00

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Total $1,022.77

Pg 4 of 5

CHRYSLER Jeep MOPAR DODGE RAM

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P.O. BOX 110 Chardon, Ohio 44024
PH. (440) 286-6161 or (440) 946-5577 or (440) 632-1001
www.junctionautofamily.com

2nd Time Replacing

Case [redacted]

CUSTOMER NO.		TAG NO.	INVOICE DATE	INVOICE NO.
32354	GREGORY DIENES 304	3100	01/22/14	CHCS10143

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		160,269	WHITE/	

[redacted]
PAINESVILLE, OH [redacted]
[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/DODGE TRUCK/RAM 2500/2500 REG.CAB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 6 D 5 6 G [redacted]		

F.T.E. NO.	P.	R. O. DATE
		01/21/14

COMMENTS

MO: 160269

LABOR & PARTS

J# 1 45CHZ13 STEER/SUSP RECALL HOURS TECH(S) 385,801 WARRANTY

CUSTOMER STATES TO PERFORM STEERING SERVICE ACTION
N62
254-4279
NEEDS LINKAGE
REPLACE STEERING LINKAGE,SET TOE+CENTER WHEEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	CBUEN491-AA	PACKAGE O 19027003		WARRANTY
JOB # 1	1	CBUEN492-AA	NUT NONE 19015005		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS
created 2014-01-17 07:34:00am taken by Terri Dobosh

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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NO CLAIMS WITHOUT THIS INVOICE
ALL CHRYSLER PARTS AND LABOR CARRIES 12 MONTHS OR 12,000 MILES WARRANTY WHICHEVER COMES FIRST

THANK YOU! FOR BRINGING YOUR CAR TO US FOR SERVICE.

WHILE IT WAS HERE WE FOUND THAT THE FOLLOWING ITEMS NEED ATTENTION

_____
_____
_____

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P.O. BOX 110 Chardon, Ohio 44024
PH. (440) 286-6161 or (440) 946-5577 or (440) 632-1001
www.junctionautofamily.com

Case [redacted]

CUSTOMER NO. 32354	SALESMAN TOM 346	TAG NO. 1617	INVOICE DATE 02/01/14	INVOICE NO. CHCS10517	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 160,631	COLOR WHITE/	STOCK NO.
LEROY, OH [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM 2500/2500 REG.CAB			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 D 7 K S 2 6 D 5 6 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.		R.O. DATE 02/01/14	
	COMMENTS				MO: 160635

LABOR & PARTS

JOB #	CAUSE	STEERING/SUSPENSION	HOURS	TECH(S)	INTERNAL
1	A5CH			801	

CUSTOMER STATES STEERING DAMPER FELL OFF/ VEH TOW IN
RESECURED W/NEW NUT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	6502835	NUT HEX F 17015030		INTERNAL
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SF	SHOP/ENVIROMENTAL		INTERNAL
			TOTAL - MISC	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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3rd Time - the tech did not tighten the nuts & Bolts - had to have truck towed 2

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 10:16am

SF645527 Q (04/12)

ALAN'S AUTOWORKS

14085 LEROY CENTER ROAD
LEROY OHIO 44077-8896
440-254-4000

Invoice

DATE	INVOICE #
6/29/2013	15074

CASE #[redacted]

BILL TO

RETTGER FARMS

P.O. NO.	TERMS	PROJECT
00 R2500	Due on receipt	

QUANTITY	DESCRIPTION	RATE	AMOUNT
1	STEERING LINKAGE	312.20	312.20
1	PITMAN ARM	36.19	36.19
1	STEERING DAMPER	72.31	72.31
1	TOWING	75.00	75.00
1	WHEEL ALIGNMENT	85.00	85.00
3	SHOP SUPPLIES	3.50	10.50
1	REMOVE ALL BAD LINKAGE AND DAMPER ALONG WITH PITMAN ARM REPLACED WITH ALL NEW FACTORY PARTS PROVIDED BY CUSTOMER ALIGNED VEHICLE AND ROAD TEST	431.57	431.57
	TAX	6.75%	0.00

All work is complete! THANK YOU FOR YOUR BUSINESS!

Total $1,022.77

Case [redacted]

To whom it may Concern:

1) In June I was driving the truck when after hitting a bump in the road the steering went and almost had a head on collision -

1) Truck was towed and we bought the parts from Junction Auto & had Allen Autoworks replace them back in July 13

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4) husband driving w/ trailer + 3000# of grain when the steering again acted strange - made it to a friends house only to find steering parts hanging from the truck -

2-1-14

1st replacement Done by us

[redacted]

JUNCTION AUTO SALES, INC.

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P.O. BOX 110 Chardon, Ohio 44024
PH. (440) 286-6161 or (440) 946-5577 or (440) 632-1001
www.junctionautofamily.com

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
6079				CHARGE	CARL	06/28/13	160576 CHR 9

BILL TO
[redacted]
PAINESVILLE, OH [redacted]

SHIP TO

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	52122362-AH STEERING 19027003	BA1 RK	372.00	312.20	312.20
1	0	68039930-AA ARM PITMA 19027002		43.10	36.19	36.19
1	0	5154661-AC DAMPER ST 19030006	087 1	86.10	72.31	72.31

THERE IS NO SUBSTITUTE FOR MOPAR QUALITY
OPEN DAILY 7:30 AM TO 5:00 PM
SATURDAYS 8:00 AM TO 1:00 PM

SUBTOTAL	420.70
TAX	27.35
FREIGHT	0.00
PAY THIS AMOUNT	448.05

REC'D BY Alan's Autoworks Pd 6/29/13

CUSTOMER COPY

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ELECTRICAL ITEMS NOT RETURNABLE.
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RETURNED PARTS MUST BE IN SALEABLE CONDITION.

** DUPLICATE **
11:36:14 PAGE 1 OF 1
NET502

PARTS INVOICE

ALAN'S AUTOWORKS

14085 LEROY CENTER ROAD
LEROY OHIO 44077-8896
440-254-4000

Invoice

DATE	INVOICE #
6/29/2013	15074

CASE 1ST TIME REPLACING

BILL TO
RETTGER FARMS

[redacted]

P.O. NO.	TERMS	PROJECT
00 R2500	Due on receipt	

QUANTITY	DESCRIPTION	RATE	AMOUNT
1	STEERING LINKAGE	312.20	312.20
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	TAX	6.75%	0.00

7.2.13

All work is complete! THANK YOU FOR YOUR BUSINESS!

Total $1,022.77

Pg 4 of 5

CHRYSLER Jeep MOPAR DODGE RAM

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P.O. BOX 110 Chardon, Ohio 44024
PH. (440) 286-6161 or (440) 946-5577 or (440) 632-1001
www.junctionautofamily.com

2nd Time Replacing

Case [redacted]

CUSTOMER NO.		TAG NO.	INVOICE DATE	INVOICE NO.
32354	GREGORY DIENES 304	3100	01/22/14	CHCS10143

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		160,269	WHITE/	

[redacted]
PAINESVILLE, OH [redacted]
[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/DODGE TRUCK/RAM 2500/2500 REG.CAB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 6 D 5 6 G [redacted]		

F.T.E. NO.	P.	R. O. DATE
		01/21/14

COMMENTS

MO: 160269

LABOR & PARTS

J# 1 45CH713 STEER/SUSP RECALL HOURS TECH(S) 385,801 WARRANTY

CUSTOMER STATES TO PERFORM STEERING SERVICE ACTION
N62
254-4279
NEEDS LINKAGE
REPLACE STEERING LINKAGE,SET TOE+CENTER WHEEL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	CBUEN491-AA	PACKAGE O 19027003		WARRANTY
JOB # 1	1	CBUEN492-AA	NUT NONE 19015005		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

created 2014-01-17 07:34:00am taken by Terri Dobosh

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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_____
_____
_____

CHRYSLER Jeep MOPAR DODGE RAM

JUNCTION AUTO SALES, INC.

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Case [redacted]

CUSTOMER NO.	SALESMAN	TAG NO.	INVOICE DATE	INVOICE NO.
32354	TOM 346	1617	02/01/14	CHCS10517

[redacted]
LEROY, OH [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		160,631	WHITE/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/DODGE TRUCK/RAM 2500/2500 REG.CAB		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 6 D 5 6 G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		02/01/14

[redacted]

COMMENTS: MO: 160635

LABOR & PARTS

JOB #	CAUSE	STEERING/SUSPENSION	HOURS	TECH(S)	INTERNAL
1	A	SC		801	

CUSTOMER STATES STEERING DAMPER FELL OFF/ VEH TOW IN
RESECURED W/NEW NUT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	6502835	NUT HEX F 17015030		INTERNAL
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SF	SHOP/ENVIROMENTAL		INTERNAL
			TOTAL - MISC	0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

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THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

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3rd Time - the tech did not tighten the nuts & Bolts - had to have truck towed 2

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 10:16am

SF645527 Q (04/12)

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 3D7KS28A9

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

SD Hensley
702 E Ohiost
Lenox, IA 50851

GLENDENNING MOTOR CO.

1100 East South Street, P.O. Box 587
Mount Ayr, IA 50854
641 464-3241

Tri County Vet
101 170th St
Clearfield, IA 50840

R.O. #: 1037166

CUSTOMER PAY TICKET T
CUSTOMER COPY

DATE: 05/14/13
TIME: 10:51

YEAR	MAKE	MODEL	COLOR	MILES	IN SERVICE
2008	DODGE	RAM 2500		159297	

SERVICE ADV.	CUSTOMER NUM.	HOME PHONE	WORK PHONE	CELL PHONE
TODD	TRI01		000 x	000-0000

3D7KS28A9 8G[redacted]

☐ CR. CARD ☐ CASH ☒ CHARGE JE

PARTS

B.*OUTERTIEROD
1 269-6103 178.00
LINE B TOTAL: $178.00

A XX TOWING
TIE ROD BROKE
TOWED

B XX CK STEERING LINKAGE
TIE ROD BROKE
REPLACED

LABOR

107 RON 100.00
LINE A TOTAL: $ 100.00
107 RON 104.25
LINE B TOTAL: $ 104.25

Line	Qty	OTHER	Price
		Misc Expense	5.00

THE SELLING DEALER MAKES NO WARRANTY OF ANY KIND WHATSOEVER AS TO THE MERCHANTABILITY OF THE PRODUCTS LISTED HEREON OR AS TO THEIR FITNESS FOR ANY PARTICULAR PURPOSE. ANY WARRANTY WHICH MAY EXIST IS AN AGREEMENT SOLELY BETWEEN THE MANUFACTURER AND THE PURCHASER.

I authorize the repair work described (including parts and materials) and agree to pay for it in CASH unless otherwise agreed on this order. If the work is charged, I agree to pay your regular finance charge. I understand that under Iowa law you may keep the vehicle until payment is made. You are not responsible for delays caused by unavailability of parts or delays in parts shipments or for loss or damage to the vehicle or any articles left in it in case of fire, theft or any cause beyond your control.

I acknowledge receipt of the above vehicle.

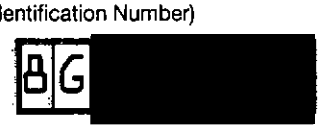
(CUSTOMER SIGNATURE) DATE SIGNED:

X

LABOR:	204.25
PARTS:	178.00
TIRES & BATTERYS:	0.00
OIL:	
SUBLET:	
TAX:	27.11
MISC. EXPENSE:	5.00
TOTAL:	414.36

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]

Lenox, IA

[redacted]



Chrysler

P.O. Box

Auborn

4831

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28L9

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

1-2-14

To Whom It May Concern

Enclosed you will find receipts and paperwork concerning the much needed replacement parts on our 2009 Dodge Ram pickup.

We kept hearing "something" & feeling a difference in the steering of the vehicle. Upon having our mechanic check it out, there were some serious issues and we had them promptly repaired.

We found it hard to believe that with only 61,000 miles on this pickup that we were having these problems. These parts are now made into the vehicle with no way to grease them, as in the old days, and the parts are drying out and wearing out sooner.

We think our entire cost should be reimbursed. If the construction of these vehicles was done correctly this wouldn't be happening. We hope that Chrysler will take a closer look at this issue.

We love our pickup but are not happy with serious issues with such low mileage.

Yours Truly,

[redacted]

Redmond, OR

[redacted]

BISHOP TIRE FACTORY

740 N.Main St.
Prineville OR. 97754

Phone Number: (541) 447-6261
Fax Number:

Customer:	[redacted]	Date:	3/7/2013 3:25:01 PM
Company:		VIN	3D7KS28L99G[redacted]
License No:	[redacted]	Technician:	
Odometer:	61001	Order No.:	

VEHICLE ALIGNMENT REPORT

DODGE TRUCKS, 2009, RAM 2500 4WD All Models except Megacab

Primary Angles			Initial	Specifications Min.	Specifications Max.	Final
Front	Caster	Left	4.1°	3.4°	4.9°	4.0°
		Right	4.1°	3.4°	4.9°	4.1°
	Camber	Left	-0.1°	-0.3°	0.8°	-0.1°
		Right	-0.1°	-0.3°	0.8°	-0.1°
	Toe	Left	-0.45°	0.05°	0.15°	0.05°
		Right	0.50°	0.05°	0.15°	0.05°
		Total	0.05°	0.10°	0.30°	0.10°
Rear	Camber	Left	0.0°	-0.6°	0.4°	0.0°
		Right	-0.2°	-0.6°	0.4°	-0.2°
	Toe	Left	-0.20°	-0.10°	4.00°	-0.20°
		Right	0.25°	-0.10°	4.00°	0.25°
		Total	0.05°	-0.20°	8.00°	0.05°
	Thrust Angle		0.2°	-0.2°	0.2°	0.2°

Secondary Angles		Initial	Specifications Min.	Specifications Max.	Final
SAI	Left	13.1°	-------	-------	13.1°
	Right	13.2°	-------	-------	13.2°
Included Angle	Left	13.0°	-------	-------	13.0°
	Right	13.1°	-------	-------	13.1°
Toe Out On Turns	Left	-------	0.0°	0.0°	-------
	Right	-------	0.0°	0.0°	-------
Maximum Turns	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Toe Curve Change	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Setback	Front	-0.9"	-------	-------	-0.3"
	Rear	-0.4"	-------	-------	-0.4"
Track Width Diff.		0.5"			0.5"
Wheel Base Diff.		-0.6"			0.1"
Front Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Rear Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Frame Angle					-------

Phone Order

Method: Manual

Batch#: 000000

16:47:25

ALIGNMENT • BRAKES • SHOCKS • STRUTS

No 20476

BISHOP TIRE FACTORY

(541) 447-6261
740 N. Main St.
Prineville, OR 97754

Date: March 7, 2013

To: [redacted]
Redmond, OR 9[redacted]

Customer Order No. _____

Salesperson: CCain

Mileage: 61001

Terms:

Cash	Charge	Rec'd On Account

MC

Quan.	Description	Price	Amount	
2	Front Axle U-Joints	62.00	124.	00
1	Axle U-Joint Labor		75	00
2	Upper Ball Joints	112.00	224	00
2	Lower Ball Joints	123.00	246	00
5.3	Ball Joint Labor	75.00	397	50
1	4WD Alignment		69	95
			1136	45

Thank You!

Interest will be added at 1.5% per month (annual rate 18%) on accounts over 30 days.

Rec'd by _____

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

263324/#63093/N49

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

VIN (Last 8 Characters of Vehicle Identification Number)

9G [redacted]

Notification Code

N49

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

☐ My vehicle was inspected and found to be ok.

☐ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

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

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

Dear ALVIN D MATNEY

Chrysler has decided that a defect, which
2012 model year RAM 1500/2500/3500 se

The problem is... See attached paperwork	**The left tie rod ball conditions. This coul warning.**
What your dealer will do...	**Chrysler will repair** your dealer will repl approximately 1 hour depending on service s
What you must do to ensure your safety...	Simply **contact your** schedule a service appo to order them before y **dealer.**
If you need help...	If you have questions contact the Chrysler Gr

Please help us update our records by filling on the card apply to you or your vehicl www.dodge.com/ownersreg.

If you have already experienced this conditi receipts and/or other adequate proof of pa Customer Assistance, P.O. Box 21-8007, Once we receive and verify the required doc

If your dealer fails or is unable to remedy may submit a written complaint to the Adr 1200 New Jersey Ave., S.E., Washington, 1-888-327-4236 (TTY 1-800-424-9153), or

We're sorry for any inconvenience, but we a attention to this important matter.

Note to lessors receiving this recall: Federal regulat

RAM DODGE CHRY

Chrysler, Jeep, Dodge, Ram, SRT ar
FIAT is a registered trademark of Fiat Group Marketing &

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

XX #1

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

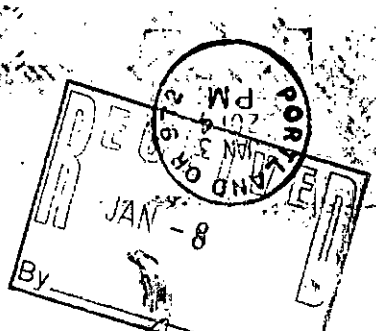
9C[redacted] N49 263324

[redacted]

REDMOND, OR [redacted]

263324/#63093/N49

M [redacted]
Redmond, OR



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

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 1D7KS28D5

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 1D7KS28D56J[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.

Customer Invoice
117996
12/08/2012

Re-Printed on 12/31/2013 07:09 AM

FIRESTONE COMPLETE AUTO CARE
BROWN DEER RD
8485 W BROWN DEER RD
MILWAUKEE, WI. 53224-2110

DUPLICATE INVOICE

Service Advisor:
01 KURT
414.355.5590

[redacted]
MILWAUKEE, WI [redacted]
[redacted]

2006 DODGE PICKUP R2500 [RED]
V8-345 5.7L
Lic #: [redacted] WI **Vin #:** 1D7K528D56[redacted]
In: 12/08/12 6:58AM **Mileage:** 124,576
Out: 12/08/12 6:02PM

Store # 017736 **RETAIL SALE**

Description	Rev Hist /Article #	ID	Qty	Unit Price	Extended Price	Job Total
BALL JOINTS (Both Lower-Front)		01				**908.76**
K100057 UPPER BALL JOINT	7036757	35TN	2	149.99	299.98	
K7467 LOWER BALL JOINT	7036757	35TN	2	121.99	243.98	
REMOVE & REPLACE F BALL JOINT- UPPER & LOWER, BOTH SIDES	7040193	35TS	1	364.80	364.80	
COURTESY CHECK		01				
COURTESY CHECK	7046930	35TS	1	N/C	N/C	
LIFETIME ALIGNMENT SERVICE	3	01				**169.99**
Symptom:-						
LIFETIME ALIGNMENT SERVICE	7005229	35TS	1	179.99	179.99	
LBR-DISC IN STORE DECEMBER PROMOTION	7001681	35T	-1	10.00	-10.00	
TIE ROD ENDS (BOTH)	1,2,4	01				**273.18**
NP OUTER TIE ROD END	7038881	35TN	1	92.99	92.99	
REMOVE & REPLACE TIE ROD &/OR ENDS- EACH ADDITIONAL	7023000	35TS	1	28.80	28.80	
REMOVE & REPLACE TIE ROD &/OR ENDS- ONE	7023000	35TS	1	86.40	86.40	
DS1464 IN. TIE ROD END	7038881	35TN	1	64.99	64.99	
BEARING & SEALS (Front-Both)	4	01				**470.00**
710564 FRONT WHEEL BEARING	7083674	35TN	2	235.00	470.00	

Technician(s):
35 STEVE VANG

Payment History:

CFNA	4641	482.00	09221
CFNA	4893	800.00	9345
MasterCard	0993	668.36	08820Z
Total Tendered		1,950.36	

Summary:

Parts	1,171.94
Labor	649.99
Shop Supplies	25.00
Sub-Total	1,846.93
Tax (5.60%)	103.43
Total	$1,950.36

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) 12/08/2012 11:20AM	204.01	KUTZ, DANIEL IN PERSON	
2) 12/08/2012 12:01PM	-291.77	KUTZ, DANIEL 414.416.0070	
3) 12/08/2012 12:03PM	182.80	KUTZ, DANIEL IN PERSON	
4) 12/08/2012 12:11PM	784.80	KUTZ, DANIEL IN PERSON	

All parts are new unless otherwise specified.

Declined Work:
U JOINTS (Front)
POWER STEERING
COOLING SYSTEM PRESSURE TEST
BATTERY CORROSION PACKAGE
FLAT REPAIR & BALANCE 55 SERIES AND ABOVE
U JOINTS (Front)

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

Signature or Initials

Inv1 130731.402114



[redacted]
Brown Deer, WI [redacted]

MILWAUKEE WI 532
02 JAN 2014 PM 8 L



JAN - 8
By

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7MS48C8

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000038

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

JACK KEY MOTOR COMPANY

CHRYSLER • NISSAN • JEEP • KIA

1840 North Main Street • (575) 524-7741

Las Cruces, New Mexico 88001

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
202304	MELLISSA MCBEE 5772	2446	04/05/12	1CCS299679

[redacted]
LAS CRUCES, NM [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		104,720		

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
05/DODGE TRUCK/RAM 3500/QUAD 160WB 4		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 M S 4 8 C 8 5 G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		04/02/12

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: 104720

LABOR & PARTS

J# 1 45JEZ STEERING/SUSPENSION TECH(S):5035 405.00

CUSTOMER STATES LOCKED STEERING WHEEL AND NOW
WILL NOT UNLOCK
FOUND THE STEERING COLUMN LOCK BROKEN
INSTALLED COMPLETE STEERING ASSEMBLY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		5057397-AE	COLUMN ST 19014006	1184.90	1184.90
				JOB # 1 TOTAL PARTS		1184.90
				JOB # 1 TOTAL LABOR & PARTS		1589.90

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	CSS	SHOP SUPPLIES		5.00
			TOTAL MISC	5.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1725.00 (+TAX)

TOTALS

[ ] CASH [ ] CHECK CK NO [ ]
[ ] VISA [ ] MASTERCARD [ ] DISCOVER
[ ] AMER XPRESS [ ] OTHER [ ] A/R
DATE PAID [/ /] CASHIER INITIALS [ ]

TOTAL LABOR....	405.00
TOTAL PARTS....	1184.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	121.61
TOTAL INVOICE $	**1716.51**

Was your repair order properly explained or demonstrated

Yes or No

CUSTOMER SIGNATURE

pd $1000.00 c/c
bal $716.51 pd cash

[redacted] 1/15 $1000.00

12 months warranty
12,000 Miles

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS.

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those made 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

ENVIRONMENTAL DISPOSAL FEE

A charge is included for disposal of hazardous waste from the services performed on your vehicle. Applicable items are: oil, brake dust, antifreeze, cleaning solvent, tires, batteries etc.

Thank You!

The Reynolds and Reynolds Company ERAINTNVE CC871191 Q (01/11)

CUSTOMER COPY

[END OF INVOICE] 07:07am

GO508314 Q (03/10)

SISBARRO Buick · Pontiac · GMC · Inc.
425 W. Boutz Road
Las Cruces, NM 88005
(575) 524-7707

SISBARRO AUTOWORLD VOLKSWAGEN · MITSUBISHI · SUZUKI
1115 S. Valley Drive
Las Cruces, NM 88005
(575) 524-3561

SUPERSTORE SISBARRO
Old Hwy. 70-80 East
Deming, NM 88030
(575) 546-6595

BUICK PONTIAC GMC CHEVROLET Cadillac CHRYSLER RAM Jeep MITSUBISHI MOTORS SUZUKI

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
149887	ROBERT ESCOBAR 318	661	10/31/11	CHCS525270

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		100,650	SILVER/	

[redacted]
BAYARD, NM [redacted] Bayard, NM [redacted]

YEAR / MAKE / MODEL: 05/DODGE TRUCK/RAM 3500/QUAD 160WB 4
DELIVERY DATE:
DELIVERY MILES:
VEHICLE I.D. NO.: 3 D 7 M S 4 8 C 8 5 G 8 [redacted]
SELLING DEALER NO.:
PRODUCTION DATE:
F.T.E. NO.:
P.O. NO.:
R.O. DATE: 10/27/11
RESIDENCE PHONE:
BUSINESS PHONE:
COMMENTS:

LABOR & PARTS

J# 1 11CVZ ENG MECHANICAL WORK TECH(S):183 255.00

CUST STATES CHECK ENGINE LIGHT COMES ON
FOUND GOVERNOR SOLENOID AND PRESSURE SENSOR P1756 SHORTED
NEEDS TO BE REPLACED
REMOVE AND REPLACE SOLENOID AND PRESSURE SENSOR AND TRANS
FILTER TESTED OK AFTER REPAIR

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1		4617210	SOLENOID 8059043	162.50	162.50	162.50
JOB # 1	1		56028196-AD	TRANSDUCE 21030410	123.13	123.13	123.13
JOB # 1	1		52118789	FILTER VA 21170001	33.79	33.79	33.79
JOB # 1	1		2464324-AC	GASKET OI 21004003	30.81	30.81	30.81
JOB # 1	6		5013457-AA	FLUID AUT 1081018	8.50	7.99	47.94
				JOB # 1 TOTAL PARTS			398.17
				JOB # 1 TOTAL LABOR & PARTS			653.17

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SHOPS	SHOP SUPPLIES		29.98
JOB # A	EPA	ENVRO		2.00
		TOTAL - MISC		31.98

COMMENTS
575/538-8401 Cell#
BLAS RODRIGUEZ

TOTALS

A $25.00 FEE WILL BE CHARGED ON ALL RETURNED CHECKS

* DATE PICKED UP &/OR PAYMENT REC'D
* CREDIT CARD: Debit $736.54
* CHECK # $
* CHARGE # $
* MECHANICAL POL#
* CASH $ CASHIER: VEG
* CUSTOMER ACKNOWLEDGES RECEIVING A WRITTEN AND VERBAL
* EXPLANATION OF REPAIRS COMPLETED ON THIS SERVICE VISIT.

TOTAL LABOR....	255.00
TOTAL PARTS....	398.17
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	31.98
TOTAL MISC DISC	0.00
TOTAL TAX.....	51.39
TOTAL INVOICE $	**736.54**

CUSTOMER SIGNATURE

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS

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

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those made 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

SHOP SUPPLIES

A charge is included for supplies used on your vehicle. Applicable supply items are: nuts, bolts, washers, tape, pins, aerosol spray, shellac, solvents, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, etc. and environmental disposal fees.

CREDIT POLICY

This signature authorizes the charging of a Service Charge of up to 1% per month on all credit purchases not paid within 30 days.

THANK YOU FOR YOUR BUSINESS

The Reynolds and Reynolds Company ERAINTRVE GO580755 Q (05/10)

CUSTOMER COPY

[END OF INVOICE] 01:53pm

NAPA AUTOCARE CENTER

PEACE OF MIND WARRANTY
☐ 12 - MONTHS / 12,000 - MILES
☐ 24 - MONTHS / 24,000 - MILES
Prepaid When NAPA AutoCare EasyPay Card Is Used

R & L Service Center
PO Box 1035
Silver City NM 88062
575-538-9742
Quality Parts & Quality Service
Monday thru Friday 8:00 to 5:00

4/9/2012 12:29 PM

Invoice #34116

[redacted]
BAYARD NM [redacted]

Day Phone : 575-654-0877

Vehicle : 2005 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
VIN : 3D7MS48C85G[redacted]
Created : 4/9/2012 9:46:07 AM
Complete : 4/9/2012 12:29:27 PM
Invoiced : 4/9/2012 12:29:27 PM

Tag/State : / NM
Color : Silver
Odometer In : 104885
Odometer Out : 104885

Labor/Notes

Qty	Code/Tech*	Reference	Description		Unit Price	Price
0.9	AJ*	GUIDE	TIE ROD &/OR ENDS - R&R	M	$75.00	$67.50
	Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & pinion gear is necessary use Steering Gea					
	REPLACED TIE ROD AT PITMAN ARM AND CENTER TIE ROD PER RECOMENDATION					
0.3	AJ*	GUIDE	TIE ROD &/OR ENDS - R&R	M	$75.00	$22.50
	Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & pinion gear is necessary use Steering Gea					
1	AJ*	ALN	FRONT WHEEL ALIGNMENT		$59.50	$59.50
	ALIGNED FRONT END AFTER COMPONENT REPLACEMENT					
1	AJ*	ROTATION	TIRE ROTATION		$15.50	$15.50

Parts

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	PA	TIE-ROD AT PITMAN		$63.64	$63.64
1	-	PA	TIE ROD		$138.56	$138.56

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

Labor	.....	$165.00
Parts	.....	$202.20
Sublet/Misc.	.....	$0.00
Shop Materials	.....	$15.00
Charges	.....	$0.00
Sales Tax	Tax @ $382.20 * 7.3750%	$28.19
	Total Due	$410.39

Tech	Certification #
AJ	

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]

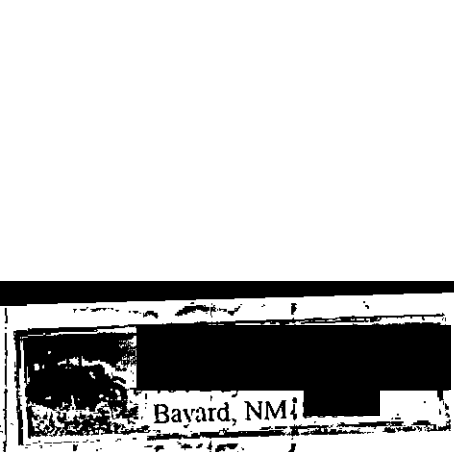
Street Addre[redacted]

B

City BAYARD

State New Mixo Zip Cod[redacted]

Email Address _____



Chrys
P.O. Be
Auburn

attn: Re

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE:: 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28C6

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME::

CAIR:: B0000002

NON-SCANNABLE ITEMS: CIRCLE ONE

NO

YES

[redacted]

Fairborn Oh [redacted]

Backstory. I Replaced the entire steering components at 42,000 miles due to loose tie rod ends, date 3/11/2010. (SEE Walker Chrysler invoice) That was #319.73 and was the updated linkage the newer trucks were getting at the time, And was Aligned.

Fast forward to 7/05/2010, I get a letter to have my steering linkage inspected per H46 campaign. It Passed (see NEW CARLISLE Invoice)

Fast forward again to 7/22/2011, while getting lunch, I experienced the loss of directional control while trying to park in a Subway's parking spot the Left outted Tie rod broke in half at the Knuckle. The truck was towed to my preferred shop. Where it was repaired, and realigned. to the tune of #349.82.

After the repair in the folbwing months I was informed of the L16 RECALL, where it clearly states...
"2005-2008 (DH) RAM 2500 (4x4)", "Built Between July 12, 2002 and February 13, 2011 and had the steering linkage replaced with Mopar Service parts AFTER FEBRUARY 14, 2008"
I Purchaced the replacement part and installed said part after the Feb. 14, 2008 Time frame and it failed as in the L16 Recall. I was denied reimbursement via L16 at that time (7/22/2011) of failure.

OVER

If at all possible I would like my receipts back for my mail records. I made copies in the case I don't get them back.

Thank You:

[redacted]

NEW CARLISLE CHRYSLER, JEEP, DODGE

580 N. MAIN STREET
NEW CARLISLE, OH 45344
(937) 845-1700
WWW.NEWCARLISLE.FIVESTARDEALERS.COM

[redacted]

[redacted]
FAIRBORN OH [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
3D7KS28C66G[redacted]	46544	07/05/10	16867 PART-CL

YEAR	MAKE	MODEL	COLOR	TAG NO
06	DODGE	RAM 2500 Q		00000

CUST NO	LICENSE	HOME PHONE	WORK PHONE	STOCK NO	PROD DATE	SERV ADV	TERMS
300317		- -	- -		00/00/00	271	CASH

CUST LABOR RATE	DELIV DATE	DELIV MILES	MILEAGE IN	DATE IN	IN-SERV DATE
	00/00/00		46544	07/05/10	00/00/00

LINE	OP CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
A						

Com RECALLS;
PERFORM RECALL H46 STEERING LINKAGE
Cor COMPLETED RECALL, NO FURTHER ACTION REQUIRED BEYOND INSPECTION
0 85 A29

Line Total.....

Warranty Claim Type: W Authorization Code:

TOTAL-CUSTOMER NoCharge

A Inspection After New Steering linkage was installed.

Passed

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contain hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearanc the vehicle or otherwise, that any part repaired or replaced under this clai had been connected in any way with any accident, negligence or misuse. Reco supporting this claim are available for (1) year from the date of payment no cation at the servicing dealer for inspection by manufacturer's representati

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

[redacted]

DYE'S AUTO CARE

3851 DAYTON XENIA RD
BEAVERCREEK, OH 45432
937-429-3910 DYESBUSINESSGROUP.COM

Invoice

DATE	INVOICE #
7/22/2011	66470

L16 ?
RECALL?

Bill To

[redacted]
FAIRBORN OH [redacted]

Customer E-mail

VIN#	MILEAGE	MAKE/MODEL	YEAR	ENGINE	PHONE	PHONE
3D7KS28C66G[redacted]	63107	DODGE RAM 2500	2006	5.9	937 304 5209	

QUANTITY	DESCRIPTION	TECH	ESTIMATED	AMOUNT
	1 VEHICLE TOWED IN, CUSTOMER IS UNABLE TO STEER VEHICLE.			
1	TOWING			79.00T
1	OUTER TIE ROD END			105.16T
	Subtotal Parts			184.16
0.7	LEFT FRONT OUTER TIE ROD END IS BROKEN. REPLACE LEFT FRONT OUTER TIE ROD END.			51.77T
1	PERFORM ALIGNMENT, ALIGN VEHICLE TO PROPER SPECIFICATION. TEST DRIVE			73.95T
	Subtotal Labor			125.72
	SUBTOTAL			309.88
	Shop Supplies			18.59T
	Sales Tax 7/1/05			21.35

CASH
DYE'S AUTO CARE
PD

Total $349.82

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. If I do not pick up the vehicle within 2 days of completion, there will be a $12.00 per day storage fee added. I understand there is a minimum check out fee of $73.95. Unless otherwise stated. I may also be contacted by the above listed contact information.

I approve upto for inspection and repairs

[redacted]

Initials [redacted]

Walker Chrysler Jeep Dodge of Dayton
95 Loop Rd. Centerville, OH 45459 • (937) 434-9500
Parts Direct Line (937) 434-8825
www.walkercjd.com

CHRYSLER Jeep. DODGE

CUST NO.	TAX EXEMPT NUMBER	CUST. P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
1065	1			CASH	ROSS MULLENIX	03/11/10	99937 CHW 1

BILL TO
CASHW

SHIP TO
DYES AUTOCARE
DAYTON-XENIA RD
BEAVERCREEK
ATTN RICH

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	52122362-AE STEERING 19001012	9014	322.00	241.50	241.50
1	0	68039930-AA ARM PITMA 19027002	2105	74.70	56.03	56.03
1	0	6505623-AA NUT HEX L 19015005	3402	1.70	1.28	1.28

Installed @ 42,000 w/ Steering Damper

PAID
MAR 11 2010
By

LIMITED WARRANTY: The only warranties applying to the part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of profit or income, or any other incidental damages.

SUBTOTAL	298.81
TAX	20.92
FREIGHT	0.00
PAY THIS AMOUNT	319.73

PARTS RETURN POLICY

- RETURNED PARTS MUST BE IN ORIGINAL, AND UNDAMAGED CONTAINER
- PARTS MUST BE RETURNED WITHIN 10 DAYS.
- Electrical items and special orders not returnable.
- SPECIAL ORDERED PARTS MUST BE PREPAID.
- All claims and returned goods must be accompanied by this bill.
- 25% RESTOCKING CHARGE ON ALL RETURNED MERCHANDISE.

MOPAR.

CUSTOMER COPY

15:49:35 PAGE 1 OF 1
NET503

PARTS INVOICE

[redacted]

Fairborn Oh [redacted]

RECEIVED
JAN - 8
By

Chrysler
P.O. Box 0
Auburn Hi
Attn: Reim

4832180070?

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE:: 12-31-13

VIN (FIRST 9 DIGITS) 1D7KS28C9

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME::

CAIR:: 00000008

NON-SCANNABLE ITEMS: CIRCLE ONE

(NO) YES

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **1D7KS28C96J[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

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.

WORK ORDER #
277334
11/15/13 06:31PM

FIRESTONE COMPLETE AUTO CARE
1524 E HIGH ST
POTTSTOWN, PA. 19464-5006

SERVICE ADVISOR
44 DAVE
610.326.5120

[redacted]
POTTSTOWN, PA [redacted]

2006 DODGE PICKUP R2500 [TAN]
6-360 5.9L Dsl
LIC # [redacted] IL **VIN #** 1D7KS28C96J[redacted]
IN 11/15/13 9:56AM **EST. MILEAGE** 135,000

Store # 001295

Recommended Services not Authorized by Customer

Status	Description	Qty	Unit Price Parts	Unit Price Labor	Extended Price Job Total	Extended Price Cat. Total	Total
Recmd	**TIE ROD ENDS (Right-Inner)**				**123.10**		
	ES3624 IN. TIE ROD END	1	92.50	0.00			
	REMOVE & REPLACE TIE ROD &/OR ENDS-EACH ADDITIONAL	1	0.00	30.60			
Recmd	**TIE ROD ENDS (Left-Outer)**				**170.25**		
	ES3625 OUTER TIE ROD END	1	78.45	0.00			
	REMOVE & REPLACE TIE ROD &/OR ENDS-ONE	1	0.00	91.80			
	Preventive Maintenance - Suggested				**>**	**293.35**	**293.35**

Recommended Parts:	**170.95**
Labor:	**122.40**
Subtotal:	**293.35**
Shop Supplies:	**7.34**
Tax (6.00%):	**18.04**
Total:	**318.73**

THESE PRICES ARE VALID FOR 30 DAYS
Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ $102.00/hr.
ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

www.FirestoneCompleteAutoCare.com

[redacted]
Pottstown, PA [redacted]

RECEIVED
JAN - 8

PHILADELPHIA PA 191
31 DEC 2013 PM 3 L

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 3D7KS98A4

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

THE GARAGE
W607 HWY 18
SULLIVAN, WI. 53178
Phone - 262-593-2120 Fax - 262-593-2144

INVOICE
10589
Org. Est. # 010639

INVOICE

Print Date : 03/14/2013

[redacted]

2008 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : [redacted] WI Odometer In : 84370
Unit # :
Vin # : 3D7KS28A48G1[redacted]
Hat # : Ref # :

Home [redacted]
Cust ID : 777

Part Description / Number	Qty	Sale	Extended
15W40 MOTOR OIL NPN	3.00	17.99	53.97
OIL FILTER NPN	1.00	22.00	22.00
INNER TIE ROD END NPN	1.00	178.90	178.90
INNER TIE ROD END NPN	1.00	65.06	65.06
OUTER TIE ROD END NPN	1.00	173.44	173.44
OUTER TIE ROD END NPN	1.00	84.20	84.20
ADJUSTING SLEEVE NPN	2.00	50.68	101.36

Labor Description	Extended
TOW IN	82.55
CHANGE OIL & FILTER, LUBE, CHECK LEVELS	20.00
REPLACE ALL TIE ROD ENDS & ADJUSTING SLEEVES	160.00
ALIGNMENT	49.95

THE GARAGE
N607 STATE RD 18
SULLIVAN, WI 53178
(262)593-2120

Merchant ID: 5306

Ref #: 0001

Sale

XXXXXXXXXXXX[redacted]
MAST Entry Method: Swiped

Total: $ 1,045.96

03/14/13 15:29:59
Inv #: 000001 Appr Code: 779082
Apprvd: Online Batch#: 000379

Customer Copy

THANK YOU!

Org. Estimate $ 1,045.96 | Revisions $ 0.00 | Current Estimate $ 1,045.96

Labor:	229.95
Parts:	678.93
Sublet:	$82.55
Sub:	991.43
Tax:	54.53
Total:	1,045.96
Bal Due:	$1,045.96

Pd M/C

Thank You!

Payments

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one years or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Copyright (c) 2013 Mitchell Repair Information Company, LLC Invhrs 03.18.2011 JD

THE GARAGE
W607 HWY 18
SULLIVAN, WI. 53178
Phone - 262-593-2120 Fax - 262-593-2144

INVOICE
10589
Org. Est. # 010639

Invoice Date : 03/14/2013
Print Date : 12/30/2013

INVOICE FROM HISTORY

Work Completed Date : 03/14/2013

[redacted]
Home [redacted]
Cust ID : 777

2008 Dodge - Pickup R2500 - 6.7L, In-Line6 (408Cl)
Lic # : [redacted] - WI
Odometer In : 84370
Unit # :
Vin # : 3D7KS28A48G[redacted]
Hat # :
Ref # :

Part Description / Number	Qty	Sale	Extended
15W40 MOTOR OIL NPN	3.00	17.99	53.97
OIL FILTER NPN	1.00	22.00	22.00
INNER TIE ROD END NPN	1.00	178.90	178.90
INNER TIE ROD END NPN	1.00	65.06	65.06
OUTER TIE ROD END NPN	1.00	173.44	173.44
OUTER TIE ROD END NPN	1.00	84.20	84.20
ADJUSTING SLEEVE NPN	2.00	50.68	101.36

Labor Description	Extended
TOW IN	82.55
CHANGE OIL & FILTER, LUBE, CHECK LEVELS	20.00
REPLACE ALL TIE ROD ENDS & ADJUSTING SLEEVES	160.00
ALIGNMENT	49.95

Org. Estimate $ 1,045.96 | Revisions $ 0.00 | Current Estimate $ 1,045.96

Labor:	**229.95**
Parts:	**678.93**
Sublet:	**$82.55**
Sub:	**991.43**
Tax:	**54.53**
Total:	**1,045.96**
Bal Due:	**$0.00**

[Payments - MasterCard - $1,045.96]

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.

Copyright (c) 2013 Mitchell Repair Information Company, LLC invhrs 03.18.2011 JD

257322/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)

8G [redacted]

Notification Code

N62

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

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

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

- ☐ scrapped
- ☐ stolen
- ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Address

City Sullivan

State WI Zip Code [redacted]

Email Address _____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12.27.13

VIN (FIRST 9 DIGITS) 3D7UT2CL0

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: AACTION TRUCK & TRAILER

LAST NAME : Repair INC.

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 359460

27436

INVOICE

Corwin
CHRYSLER DODGE
301 38th Street SW - Fargo, ND 58103
(701) 282-5600 - 1-800-572-5600

AACTION TRK & TRAILER
WILLIAM RALPH GALLIHER
PO BOX 663
WEST FARGO, ND 58078-0663
HOME:701-282-2821 CONT:701-282-2821
BUS: CELL:701-282-2821

SERVICE ADVISOR: 2067 RYAN ERICKSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PRP Deep C	11	DODGE 2500CCAB	3D7UT2CL0BG[redacted]		91450/91450	T4141

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14JAN11 DD			15:30 30OCT13		99.00	CASH	29OCT13

R.O. OPENED	READY	OPTIONS: STK:2558655
09:33 24OCT13	15:03 29OCT13	ENG:ETJ 6.7L I6 Cummins Turbo Diesel Engine TRN:DG7 6-Spd Automatic 68RFE Transmission

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER STATES THE TIE RODS ARE LOOSE(DRAG LINKS)							
	SUSPR		SUSPENSION REPAIR					
		7	CCD			150.00	150.00	
	1	52122362AJ	STEERING-STEERING			361.20	361.20	361.20
PARTS:	361.20	LABOR:	150.00	OTHER:	0.00	TOTAL LINE A:		511.20
	91450 REPLACED BOTH OUTER TIE RODS AND DRAG LINK INNER AND OUTER JOINTS. TRUCK WILL NOT FIT ON ALIGNMNET RACK. SET ROUGH TOE WITH TAPE MEASURE.							
	**********							
B	REPLACE MISSING HUB CAP							
	BODY	BODY, TRIM, W/STRIP OR FIT RELATED REPAIR						
		7	CCD			0.00	0.00	
	1	52121450AD	CAP-WHEEL CENTER			108.00	108.00	108.00
PARTS:	108.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		108.00
	91450 REPLACED LEFT REAR CENTER CAP							
	**********							
C	CUSTOMER STATES THE AUTO START CYCLES THEN TURNS OFF, NOT STARTING. HAS BEEN REPAIRED BEFORE.							
	ELECR	ELECTRICAL SYSTEM REPAIR						
		7	CEC			0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00
	**********							
D	PERFORM TIRE ROTATION AND CHECK AND ADJUST TIRE PRESSURES							
	ROT	PERFORM TIRE ROTATION AND CHECK AND ADJUST TIRE PRESSURES						
		7	CEC			19.95	19.95	
PARTS:	0.00	LABOR:	19.95	OTHER:	0.00	TOTAL LINE D:		19.95
	91450 PERFORMED TIRE ROTATION.							
	**********							
E	27 POINT COURTESY INSPECTION (NO CHARGE)							
	27P	27 POINT COURTESY INSPECTION (NO CHARGE)						
		7	IC					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:		0.00
	**********							

THE CORWIN COMMITMENT
"Your Total Satisfaction"

Your total satisfaction is our #1 concern. Please contact us if you are not 100% satisfied, have any questions, comments, or if we can be of further assistance.

Thank you for your business!

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.

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
U-USED R-REBUILT
Y-RECYCLED C-RECONDITIONED

CUSTOMER SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: 359460

27436

INVOICE

PAGE 2

CHRYSLER DODGE
301 38th Street SW - Fargo, ND 58103
(701) 282-5600 - 1-800-572-5600

AACTION TRK & TRAILER
WILLIAM RALPH GALLIHER
PO BOX 663
WEST FARGO, ND 58078-0663
HOME:701-282-2821 CONT:701-282-2821
BUS: CELL:701-282-2821

SERVICE ADVISOR: 2067 RYAN ERICKSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
PRP Deep C	11	DODGE 2500CCAB	3D7UT2CL0BG[redacted]		91450/91450	T4141

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14JAN11 DD			15:30 30OCT13		99.00	CASH	29OCT13

R.O. OPENED	READY	OPTIONS: STK:2558655
09:33 24OCT13	15:03 29OCT13	ENG:ETJ 6.7L I6 Cummins Turbo Diesel Engine TRN:DG7 6-Spd Automatic 68RFE Transmission

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 19.95			24OCT13 09:33	SA: 2067			
ENVIRONMENTAL,DISPOSAL/MISC CHARGE							22.50

TEMP CONTACT: 7012822821

YOU MAY RECEIVE A PHONE SURVEY FROM CHRYSLER CORP. THESE ARE OUR REPORT CARDS !! IF YOU FEEL YOU HAVE LESS THAN EXCELLENT SERVICE PLEASE CONTACT CASEY LINDGREN AT 701-282-5600 YOUR SATISFACTION IS IMPORTANT TO US !!!!!!! !!!!!!!!! THANK YOU FOR YOUR BUSINESS !!!!!!

CORWIN CHRYSLER DODGE #8
301 38TH ST
FARGO, ND 58103
(701) 282-5600

Merchant ID: 417000101407
Term ID: 001
Shift #: 2
Ref #: 003

Sale

XXXXXXXXXX[redacted]

[redacted] Entry Method: Swiped

10/29/13 15:46:44
Inv #: 027436 Appr Code: 619251
Apprvd: Online Batch#: 000474

Total: $ 676.84

Customer Copy
THANK YOU!

THE CORWIN COMMITMENT
"Your Total Satisfaction"

Your total satisfaction is our #1 concern. Please contact us if you are not 100% satisfied, have any questions, comments, or if we can be of further assistance.

Thank you for your business!

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.

ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
U-USED R-REBUILT
Y-RECYCLED C-RECONDITIONED

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	169.95
PARTS AMOUNT	469.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	22.50
TOTAL CHARGES	661.65
LESS ADJUSTMENT	0.00
SALES TAX	35.19
PLEASE PAY THIS AMOUNT	696.84

676.84

CUSTOMER COPY

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 _____

AACTION TRUCK & TRAILER REPAIR,
P.O. Box 663
West Fargo, ND 58079-0663

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 1D7HS28C3

VIN (LAST 8 DIGITS) 7J[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 1D7KS28C37J[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): L16

Customer Services / Field Operations
Chrysler Group LLC

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

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.

Olympic Transmissions & Auto Care, Inc.

7011 Martin Way East, Suite A
Olympia, WA 98516
Shop Phone: (360) 456-2266
Fax: (360) 456-2266
Email: olympictransmissions@hotmail.com

Invoice

893

Estimate Ref #816
Date Printed: 12/10/2012
Printed Time: 3:46 pm

Hat/Ref: [redacted]

Customer Satisfaction is our Top Priority!

Time Promised:

[redacted]
Lacey, WA [redacted]
Home: Work:
Cel [redacted]

2007 DODGE RAM 2500 SLT L6 5.9L 359CID FI DIESEL T C
VIN: 1D7KS28C37J[redacted]
License [redacted]
Unit #:
DOM:

Mileage In: 64,118
Mileage Out: 64,118

Date Written: 12/03/2012
Written By: Amanda Diaz
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Tie Rods (Inner & Outer)					
Labor 1	Work Requested - Tie Rods (Inner & Outer)		1.00	265.00	265.00
Part 52122362AH	Tie Rods		1.00	517.99	517.99
Part 6505623AA	Hardware		1.00	10.99	10.99
Part 68039930AA	Pitman Arm		1.00	45.99	45.99
Misc Haz/Shop3	Work Requested - Hazardous Waste/Shop Supply Fee		1.00	10.00	10.00
				Job Total:	*849.97*
Wheel					
Sublet	Work Requested - Wheel (Left Front)		1.00	191.00	191.00
Sublet	Work Requested - Mounting & Balancing		1.00	16.00	16.00
Sublet	Work Requested - Dill Valve		1.00	3.00	3.00
				Job Total:	*210.00*
Alignment					
Sublet	Work Requested - Alignment		1.00	79.99	79.99
				Job Total:	*79.99*
Sway Bar Links					
Labor 1	Work Requested - Sway Bar Links		1.00	80.00	80.00
Part 545-1735	Sway Bar Links		2.00	94.99	189.98
				Job Total:	*269.98*

This used vehicle has been serviced/repaired in a specific area. In no way does this express, imply, or reflect on the integrity, dependability, safety, longevity, and/or compatibility with any expectation that any owner or operator may have of the rest of the many systems or accessories on this vehicle. Unless otherwise specified, warranty for parts and labor is 12 months / 12,000 miles - whichever comes first.

Payment Date	Type	Method	Amount
		Payment Totals:	

Parts:	$764.95
Labor:	$345.00
Sublet:	$289.99
Misc:	$10.00
Hazmat: *	$0.00
Supplies: *	$0.00
Tax Total:	$122.66
Invoice Total:	**$1,532.60**

TO YOUR RESCUE
You're covered when you need it most.
WORRY FREE DRIVING NATIONWIDE WARRANTY | COMPLIMENTARY ROADSIDE ASSISTANCE | ROAD HAZARD TIRE PROTECTION PLAN
Call toll-free at 1-866-588-0728 for assistance.
Visit www.techauto.com (US) www.techauto.ca (CA) for complete details.
"To Your Rescue" is a registered trademark of Stratis, Inc. for the Roadside Assistance program.
TECH-NET Professional AUTO SERVICE

Travel On with Confidence!

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

Authorized By _____ Date _____ Time _____

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

[redacted]

Lacey, WA [redacted]

48921

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

MARKS AUTOMOTIVE

114 W. RAILROAD ST.
P.O. 107
APPLE RIVER,IL 61001
815-594-2020

Invoice

Number: 2785

Date: December 30, 2011

Bill To:
CASH

Ship To:

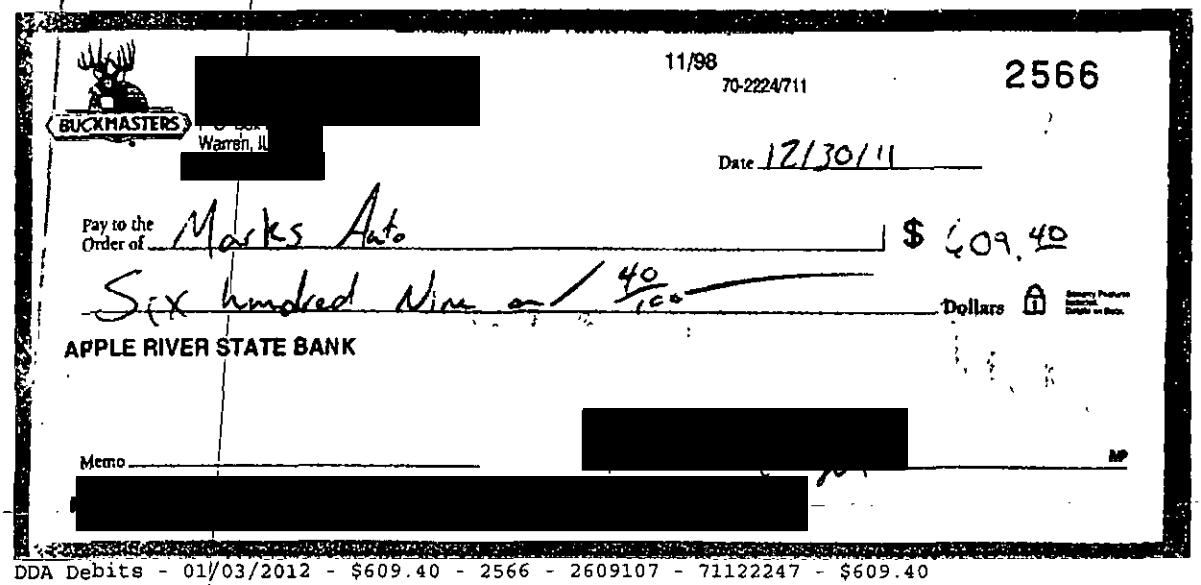
vin. number	yr/make	model	milage

Description	no.#	Rate	Tax	amount
LFP780 OIL FILTER	1.00	14.90	✔	14.90
NA2696102 TIE ROD	1.00	143.68	✔	143.68
NA2696103 TIE ROD	1.00	137.45	✔	137.45
NA2693256 TIE ROD	1.00	81.74	✔	81.74
NA2693257 DRAG LINK	1.00	63.82	✔	63.82
CHECKED FRONT TIE RODS;REPLACED ALL TIE ROD ENDS; CHANGED OIL & FILTER	3.00	46.00		138.00

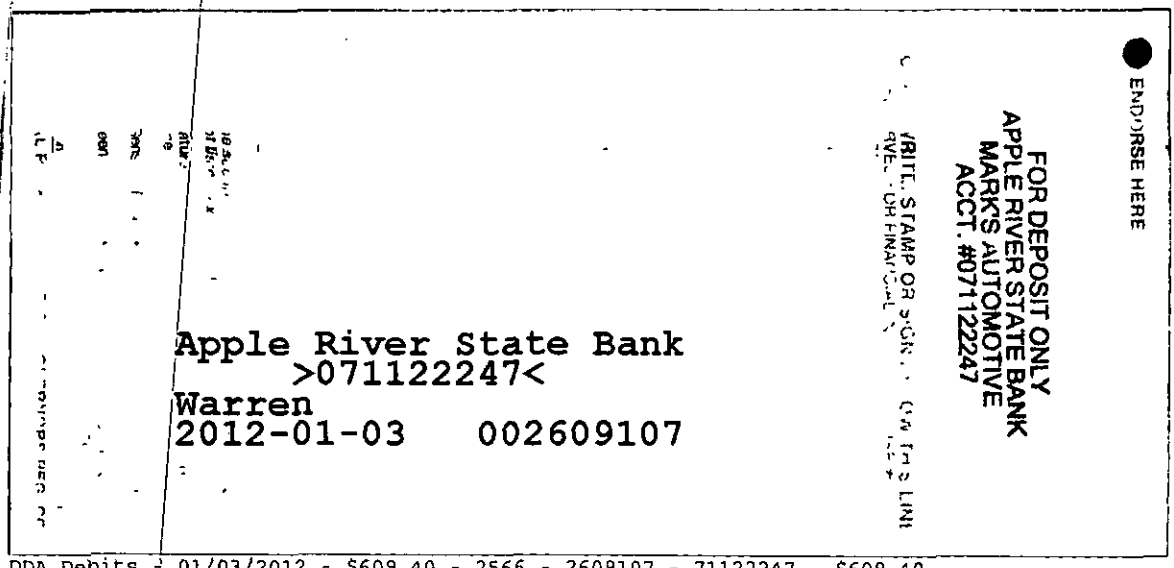
Sub-Total	**$579.59**
State Tax 6.75% on 441.59	29.81
Total	**$609.40**

thank you for your business!!!!!

* If you have any questions please call (815) 541-0212 or (815) 745-8023. Thank You!



DDA Debits - 01/03/2012 - $609.40 - 2566 - 2609107 - 71122247 - $609.40



DDA Debits - 01/03/2012 - $609.40 - 2566 - 2609107 - 71122247 - $609.40

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 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]

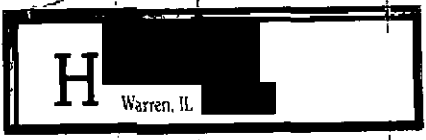
Last Name [redacted]

Street Address [redacted]

City Warren

State IL Zip Code [redacted]

Email Address [redacted]


H
Warren, IL

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D6WG46D1

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D6WG46D17G[redacted]**.

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA www.nhtsa.gov

7G[redacted] N62 005547
[redacted]
HARWOOD HEIGHTS, IL [redacted]

005547/#63094/N62

SHERMAN
On The Corner of Cicero & Howard of Skokie
Jeep CHRYSLER RAM
7601 N. Skokie Blvd.
SKOKIE, ILLINOIS 60077
(847) 982-9500
ShermanDodge.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
75572	MARCELL	1625	7881	12/13/13	DOCS36607
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
			28,344	WHITE/	
HARWOOD HEIGHTS, IL [redacted]	YEAR / MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
	07/DODGE/RAM 3500 CHASSIS /RAM 3500			07/22/08	7
[redacted]	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
	3 D 6 W G 4 6 D 1 7 G [redacted]				
	F.T.E. NO.	P.O. NO.		R.O. DATE	
				12/10/13	REPRINT#
RESIDENCE PHONE [redacted]	BUSINESS PHONE 000-000-0000	COMMENTS			

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	VIRO	ENVIRONMENTAL SERVICE CHARGES		33.00
			TOTAL - MISC	33.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1260.00 (+TAX)

COMMENTS

CALLED CLIENT @ 12/10 4:00 CLIENT WILL CALL BACK 12/12
CALLED CUST @ 12/12 8:02
CALLED CUST PACK @ 8:14 CUST APV FRONT SUSP AND COOL LEAK

TOTALS

**********SHERMAN DODGE MISSION**********

Our staff will work together to earn and keep customers by providing:
* A focus on Fix It Right The First Time
* A well stocked Parts inventory
* Friendly, outgoing and cooperative staff
* Uncompromised satisfaction throughout the shopping, buying, and ownership experience

TOTAL LABOR....	600.00
TOTAL PARTS....	426.51
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	33.00
TOTAL MISC DISC	-0.87
TOTAL TAX.....	41.36
TOTAL INVOICE $	**1100.00**

If you are satisfied with our service please tell friends and neighbors, if you are not please tell us.
Thank you for your business.

Ursula Sedivy, Cust. Relations — Paul Pikor, Parts Manager — Michael Jozwiak, Service Director

CUSTOMER SIGNATURE

PAID
CASH
CHECK # 10#.2477
CREDIT CARD
DATE 12-23-13
[illegible] # 9166 SD

FIVE STAR

MOPAR

IMPORTANT

[illegible] customer satisfac
survey from Chrysler in the next
[illegible] grade as "Comple
Satisfied", please contact the serv
[illegible]ately!

(847) 982-9500

Thank You!

We appreciate your busines
Sherman Dodge Chrysler
Jeep Ram
Service Team

The Reynolds and Reynolds Company ERAINTMYE CC2210475 Q (07/13)

CUSTOMER COPY [END OF INVOICE] 04:42pm

PLEASE SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION

SHERMAN
Dodge Jeep Chrysler RAM
On The Corner of Cicero & Howard of Skokie

7601 N. Skokie Blvd.
SKOKIE, ILLINOIS 60077
(847) 982-9500
ShermanDodge.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
75572	MARCELL	1625	7881	12/13/13	DOCS366072

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		28,344	WHITE/	

[redacted]
HARWOOD HEIGHTS, IL [redacted]
[redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/DODGE/RAM 3500 CHASSIS /RAM 3500	07/22/08	752

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 6 W G 4 6 D 1 7 G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		12/10/13	REPRINT# 1

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]	000-000-0000	

JOB# 1 CHARGES

LABOR

J# 1 33DOZ G1 GENERAL CONCERN TECH(S):7583 200.00
CLIENT STATES CHECK FOR COOLANT LEAKS (General Concern 1)
FOUND COOLANT LEAK COMING FROM T STAT HOUSE
REPLACED T STAT AND GASKET

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		53021536-AC	HOUSING T 7043001	27.35	27.35
	1		52028898-AI	THRMOSTAT 7041004	33.70	33.70
	1		68048953-AB	ANTIFREEZ 1081004	25.00	25.00
				TOTAL - PARTS		86.05

MISC	CODE	DESCRIPTION	CONTROL NO	
	COOL	CUSTOMER APPRECIATION		-0.87
			TOTAL - MISC	-0.87

JOB# 1 TOTALS

LABOR	200.00
PARTS	86.05
MISC	-0.87
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	285.18

JOB# 2 CHARGES

LABOR

J# 2 33DOZ G2 GENERAL CONCERN TECH(S):7583 400.00
CLIENT FRONT END SHAKES AT 40 MPH (General Concern 2)
REPLACED ALL TIE RODS, STEERING SHOCK, AND PITMAN ARM

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
	1		52122362-AJ	STEERING 19027003	231.00	231.00
	1		68039930-AA	ARM PITMA 19027002	28.44	28.44
	1		5154661-AB	DAMPER ST 19030006	81.02	81.02
				TOTAL - PARTS		340.46

JOB# 2 TOTALS

LABOR	400.00
PARTS	340.46
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	740.46

JOB# 3 CHARGES

LABOR

J# 3 00DOZ I1 MULTIPOINT INSPECT TECH(S):7583 0.00
(Multi-point inspection)
INSPECTION
PERFORMED MULTIPOINT INSPECTION WITH BATTERY CHECK TO
VEHICLE

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL	0.00

FIVE STAR

MOPAR

IMPORTANT

You may receive a customer satisfaction survey from Chrysler in the next few weeks. If you cannot give us "Completely Satisfied", please contact the service manager immediately!

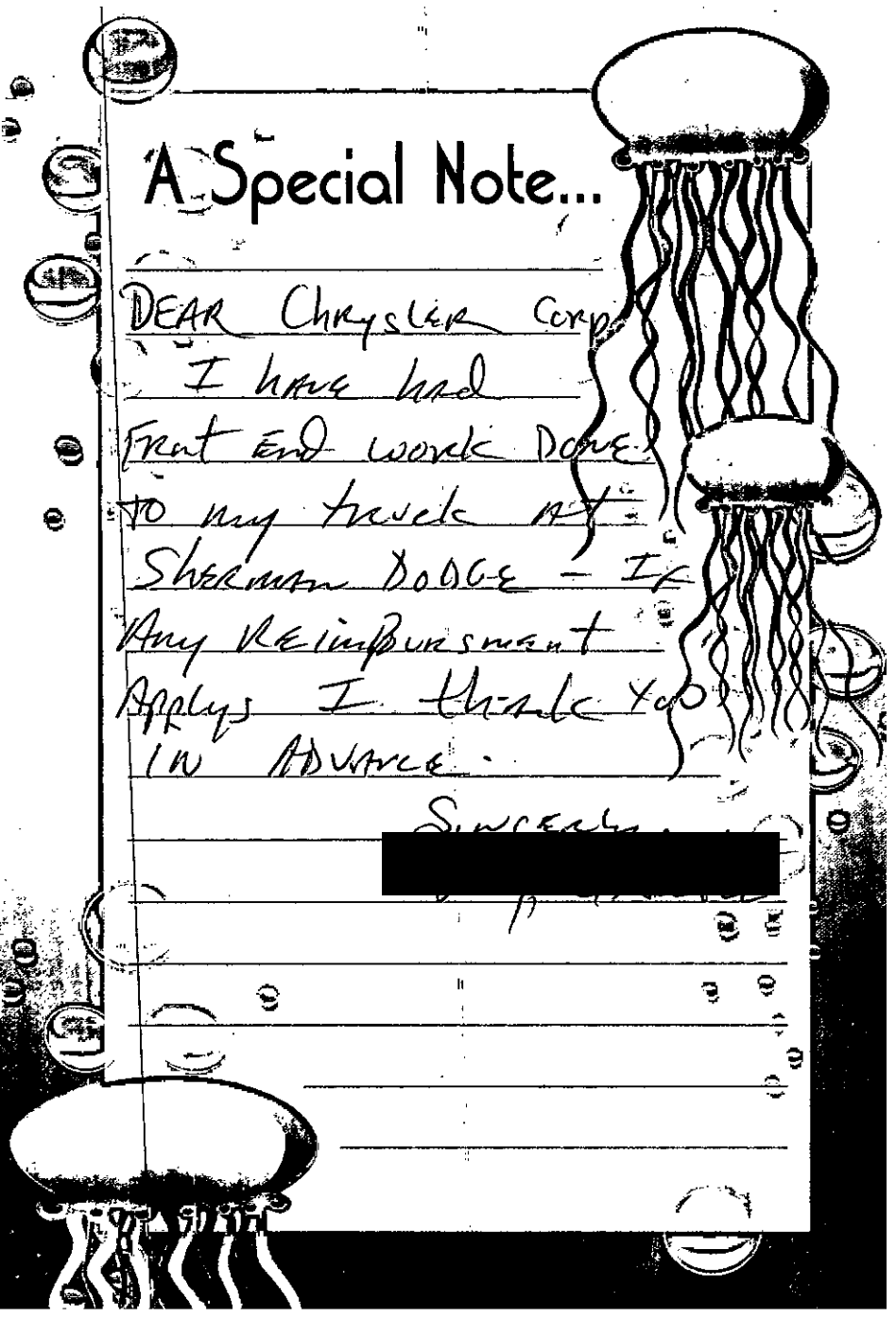
(847) 982-9500

Thank You!

We appreciate your business.
Sherman Dodge Chrysler
Jeep Ram
Service Team

The Reynolds and Reynolds Company ERAINTWVE CC210475 O (07/13)

PLEASE SEE REVERSE SIDE FOR IMPORTANT WARRANTY INFORMATION


A Special Note...
DEAR Chrysler Corp.
I have had
Front End work DONE
TO my truck AT
Sherman DODGE - IF
Any Reimbursment
Applys I think You
IN ADVANCE.
Sincerely,
[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]

[redacted]

Harwood Hts. Il.

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-13

VIN (FIRST 9 DIGITS) 3D7KS19D1

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

JAY MALONE MOTORS

FORD • LINCOLN • MERCURY
CHRYSLER • DODGE • JEEP

1165 Highway 7 West, P. O. Box 669 • Hutchinson, MN 55350 • Phone (320) 587-4748 • www.jaymalonemotors.com

R/O	VIN		DATE IN
75810	3 D 7 K S 1 9 D 1 8 G [redacted]	[redacted]	10/31/13
YEAR 2008 / MAKE DODGE / MODEL RAM 1500 / COLOR M WHITE O		DASSEL MN [redacted]	TIME IN 16:10 15:12
MILES IN 100500 / MILES OUT 100500 / FIRST USE 00/00/00 / USC MN 514JNV		declines	CLOSED 11/06/13 4179
SEE ALSO		C: [redacted] H: [redacted] W: (320) -	WRITER MASON

(1) CUSTOMER STATES HE WAS DRIVING AND ALL OF A S UDDEN HE THOUGHT HE HAD A FLAT TIRE GOT OUT N D CHECKED IT OUT NOTICED WHEEL IS FREE MOVING CUSTOMER HEARD A SNAP INSTALLED STEERING LINKAGE KIT, SET TOE CENTE RED STEERING (Tech:24) A	Labor		T24		250.40
	52122362AJ	(STEERING)		1	350.00
	68039930AA	(ARM)		1	43.10
	6505623AA	(NUT)		3	6.75
	5154661AC	(DAMPER)		1	91.70
	Total Labor				250.40
	Total Parts				491.55
	Total Repair (Customer)				741.95
(2) TOW IN (Tech:24) A	Labor		T24		.00
	MODERN TOW 75810				54.00
	Total Sublet				54.00
	Total Repair (Customer)				54.00
(3) REPLACE PASSENGER SIDE MIRROR REPLACED PASSENGER SIDE MIRROR (Tech:24) A	Labor		T24		
	55077444AO	(MIRROR)		1	
	.....	(Internal)			
(4) FRONT END ALIGNMENT PERFORMED (Tech:24) A	2ALIG	2ALIG 2ALIG	T24	12	
	.....	(Internal)			

W/C	INT.		CUSTOMER
		Labor	250.40
		Parts	491.55
		Sublet	54.00
		Shop Supplie	24.50
		Oil/Grease	.00
		Sub Total	820.45
	.00	Tax	36.25
		Total (Cash)	856.70
		OA	
		total	799.45

DISCLAIMER OF WARRANTIES

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

X CUSTOMER SIGNATURE

Page 1 of 1 Reprint (1) Job 263

75810 Customer Copy

AUTOSOFT FORMS 1-877-427-4387

[redacted]

Dassel, Mn

MINNEAPOLIS MN 554

02 JAN 2014 PM 1 T

JAN - 8

By

Chrysler Customer Assistance
attn: Reimbursement
PO Box 21-8007
Auburn Hills, MI 48321-800

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7KS28C7

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

* INVOICE * #117557

Mike Smith Tire Pros
104 S. Main
Lumberton, TX 77657
409-751-4100

MIKE SMITH TIRE PROS

"Installing Peace of Mind"
visit us on the web at
www.mikesmithtirepros.com

-Sold To:
[redacted]R
SILSBEE, TX [redacted]
Ph:

ACCOUNT#: 103751
DATE : 12/04/13
INVOICE # : [redacted]

2007 DODGE RAM 2500
84TNB6 Mileage:139720.0
VIN#: 3D7KS28C77G[redacted]
KID#:

Billed By: MSTP
Salesman : DERRICK ELSBURY
Tx:Y EX#:

S#:2 Rt:
Ct:R COD: IWS:
Parking Space#:

Quantity	Product #	Size/Description/Mfr#	TC	MC	DP	BIN#	Unit Price	F.E.T.	Extended Amount
1.0	OPP	INNER TIE ROD END RDS1464	1		J		129.59		129.59
1.0	OPP	INNER TIE ROD END RES3624	1		J		50.76		50.76
1.0	OPP	OUTER TIE ROD END RES3625	1		J		63.36		63.36
1.0	OPP	OUTER TIE ROD END	1		J		54.00		54.00
4.7	GL	REBUILD FRONT END		1	O		80.00		380.00
1.0	2WA	ALIGNMENT 2-WHEEL		1	P		69.95		69.95
-1.0	PCD!	PREFERRED CUSTOMER DISCOUNT			S		20.00		-20.00
1.0	SS99-1	SHOP SUPPLIES/ENVIRONMENT FEES	1		V		39.95		39.95

Merchandise	Services & Other	F.E.T.	Subtotal	Sales Tax	Total
297.71	469.90	0.00	767.61	27.86	795.47

Comments: Terms: PO# DUE DATE AMT. DUE

Misc. Adj. . . . . $ 0.00
Cash or Check #: $ 0.00
Credit Card. . : VI . . $ 795.47

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

<< Page 1 of 1 >>

Re[illegible]

MIKE SMITH TIRE PROS
104 S. MAIN ST
LUMBERTON, TX 77657
409-751-4100

Sale

ID: 001
Merchant ID: 216000337538
Bank ID: 2643

12/04/13 16:22:54
Batch#: 338001
Retrieval Ref #: 23704977

Entry Method: Swiped
[redacted]
XXXXXXXXXXXX
Appr Code: 572647

Inv #: 0000014
$ 795.47
Total:

Customer Copy

miles after installation."

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS28C77G[redacted]**.

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

7G [redacted] N62 448925

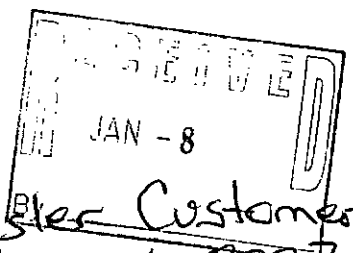
[redacted]

SILSBEE, TX [redacted]

448925/#63094/N62

[redacted]

Silsbee, TX [redacted]



Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8
Attn: Reimbursement

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-13

VIN (FIRST 9 DIGITS) 3D7MX48CX

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0-0000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Dick Hannah
DEALERSHIPS
P.O. Box 1679
Vancouver, WA 98668
Vancouver (360) 256-5000 • Portland (503) 252-4868
Toll-Free (800) 541-3088
www.dickhannah.com

DICK HANNAH LINCOLN-MERCURY-SUBARU
7407 NE Vancouver Plz Dr
Vancouver, WA 98662
(360) 256-5000
(503) 252-4868

DICK HANNAH CHRYSLER JEEP
3517 NE Auto Mall Dr
Vancouver, WA 98662
(360) 256-5000
(503) 252-4868

DICK HANNAH HONDA
3321 NE Auto Mall Drive
Vancouver, WA 98662
(360) 256-5000
(503) 252-4868

DICK HANNAH KIA
3400 NE Auto Mall Drive
Vancouver, WA 98662
(360) 256-5000
(503) 252-4868

DICK HANNAH VOLKSWAGEN
3500 NE Auto Mall Drive
Vancouver, WA 98662
(360) 256-5000
(503) 252-4868

AUTO MALL COLLISION CENTER
3517 NE Auto Mall Drive
Vancouver, WA 98662
(360) 256-5000
(503) 252-4868

DICK HANNAH TOYOTA
2632 Coweeman Park Dr.
Kelso, WA 98626
(360) 425-2730
(888) 360-2730

ACURA OF PORTLAND
12030 SE Stark Street
Portland, OR 97216
(503) 252-2872
(360) 256-5000

DICK SAYS YES-VANCOUVER
1200 95th Street
Vancouver, WA 98665
(360) 574-4424
(360) 574-4427

DICK HANNAH HYUNDAI OF PORTLAND
12345 East Burnside
Portland, OR 97233
(503) 256-3700

DICK HANNAH VW OF PORTLAND
12345 East Burnside
Portland, OR 97233
(503) 548-9600

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
558411	EDDIE RING 496	5695	09/29/11	DOCS717853
[redacted]	LABOR RATE / LICENSE NO. [redacted]	MILEAGE 94,996	COLOR WHITE/	STOCK NO
HOQUIQM, WA [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM 3500/QUAD 140.5WB		DELIVERY DATE	DELIVERY MILES
[redacted] BUSINESS PHONE	VEHICLE I.D NO. 3 D 7 M X 4 8 C X 6 G [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F. T. E. NO	P. O. NO.	R. O DATE 09/28/11	
	COMMENTS			MO: 95001

LABOR & PARTS

J# 1 19CHZ STEERING TECH(S):2255 SBXX 528.00
CHECK & ADVISE. CUSTOMER STATES THAT THE STEERING LINKAGE
HAS COME APART.
CONFIRMNED CONDITION AND FOUND STEERING LINKAGE CAME APART
AT TIE-ROD END
REPLACED FRONT STEERING ASSY. PITMAN. STEERING DAMPER
VERIFIED PROPER OPERATION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	3	6505623-AA	NUT HEX L 19015005	4.03	12.09
JOB # 1	1	52122362-AF	STEERING 19027003	350.00	350.00
JOB # 1	1	68039930-AA	ARM PITMA 19027002	92.06	92.06
JOB # 1	1	5154661-AA	DAMPER ST 19030006	149.00	149.00
			JOB # 1 TOTAL PARTS		603.15
			JOB # 1 TOTAL LABOR & PARTS		1131.15

J# 2 66CHZ RECALL TECH(S):SBXX WARRANTY
PERFORM RECALL #H46 STEERING
INSPECTED PER RECALL
PERFORMNED INSPECTION. NO ACTION REQUIRED.

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

J# 3 89CHZ MPI WORLD CLASS INSP TECH(S):SBXX 0.00
PERFORM MPI WORLD CLASS INSPECTION
COMPLETED MPI VEHICLE INSPECTION.

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

J# 4+26CHZ11B 4 WHEEL ALIGN TECH(S):2255 SBXX 79.95
FOUR WHEEL ALIGNMENT
FULLY ADJUSTABLE. FOUR WHEEL ALIGNMENT WHERE REAR REQUIRES
ADJUSTING.....20
PERFOMED 4 WHEEL ALIGNMENT. SET TO FACTORY SPECS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		79.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	1	ENVIRONMENTAL/SHOP SUPPLIES		13.00
			TOTAL - MISC	13.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1325.00 (+TAX)

The Reynolds and Reynolds Company ERAINTINVE CC845151 O (07/10)

Dick Hannah
DEALERSHIPS
P.O. Box 1679
Vancouver, WA 98668
Vancouver (360) 256-5000 • Portland (503) 252-4868
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2632 Coweeman Park Dr.
Kelso, WA 98626
(360) 425-2730
(888) 360-2730

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12030 SE Stark Street
Portland, OR 97216
(503) 252-2872
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DICK SAYS YES-VANCOUVER
1200 95th Street
Vancouver, WA 98665
(360) 574-4424
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DICK HANNAH HYUNDAI OF PORTLAND
12345 East Burnside
Portland, OR 97233
(503) 256-3700

DICK HANNAH VW OF PORTLAND
12345 East Burnside
Portland, OR 97233
(503) 548-9600

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO.
558411	EDDIE RING 496	5695	09/29/11	DOCS717853

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO
	[redacted]	94,996	WHITE/	

	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
[redacted]	06/DODGE TRUCK/RAM 3500/QUAD 140.5WB		
HOQUIQM, WA [redacted]	VEHICLE I.D. NO. 3 D 7 M X 4 8 C X 6 G [redacted]	SELLING DEALER NO	PRODUCTION DATE
[redacted]	F. I. E. NO. / P. O. NO.	R. O. DATE 09/28/11	
BUSINESS PHONE	COMMENTS		MO: 95001

TOTALS

THANK YOU FOR CHOOSING DICK HANNAH CHRYSLER / JEEP FOR YOUR VEHICLE'S SERVICE AND REPAIR NEEDS!

YOUR REPAIR VISIT TODAY MAY PROMPT CHRYSLER TO SEND YOU A SURVEY REGARDING YOUR SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOU CAN NOT ANSWER ALL QUESTIONS AS "STRONGLY AGREE" OR "VERY SATISFIED" PLEASE CONTACT YOUR SERVICE MANAGER IMMEDIATELY SO THAT WE MAY BETTER SERVE YOU.
YOUR SATISFACTION IS OUR NUMBER ONE GOAL!
ANY REPAIRS ON MY VEHICLE TODAY WERE EXPLAINED TO ME.
YES..... NO.....
www.dickhannah.com

CUSTOMER SIGNATURE

TOTAL LABOR....	607.95
TOTAL PARTS....	603.15
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	13.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	100.38
TOTAL INVOICE $	**1324.48**

DICK HANNAH DEALERSHIPS Reward Points Credited #1324 CUSTOMERS FOR LIFE

PAID

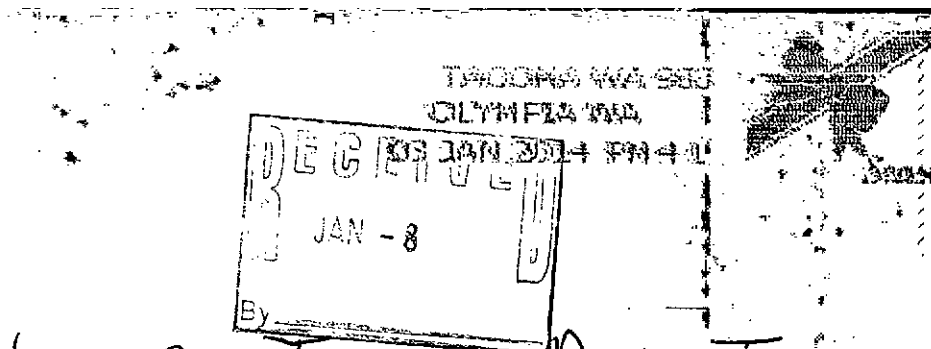
The Reynolds and Reynolds Company ERAINTIINVE CC645151 O (07/10)

CUSTOMER COPY

[END OF INVOICE] 02:47pm

[redacted]

Hoquiam, WA [redacted]



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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12.31.13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

02274 3 D 7 3 Y 4 H L 6 A G [redacted] [redacted] 11/04/13

2010 DODGE TRUC 13:10

OPELOUSAS LA [redacted] 15:44

79985 79985 00/00/00 LA 11/06/13

3861

H: [redacted] W: ( ) - BSONIER

CALL WHEN READY

(1) CU8STOMER STATES THAT TIE ROD END BROKEN
VERIFIED CONCERN, REPLACED STEERING LINKAGE
DUE TO WORN/BROKEN COMPONENTS
TEST DROVE, SUBLET TO MORRIS TIRE FOR
ALIGNMENT
(Tech:01) C

Labor	T01	25	200.00
ALIGNMENT 25038			79.95
Total Labor			200.00
Total Sublet			79.95
Total Repair (Customer)			279.95

(2) LUBE OIL & FILTER - DIESEL
COMPLETE, CHECKED/FILLED FLUIDS
(Tech:07) D

LOFT	T07	5	15.00
ROTELLA (OIL)		3	44.85
5083285AA (FILTER)		1	17.20
Total Labor			15.00
Total Parts			62.05
Total Repair (Customer)			77.05

Charge: (3024) 400.85

11-7-13
pd visa
$400.85

Next Service Lube-Oil-Filter

Labor	215.00
Parts	62.05
Sublet	79.95
Waste Dispos	10.75
Oil/Grease	.00
Sub Total	367.75
.00 Tax	33.10
Total (Chrg)	400.85

02274 Customer Copy Labor Rate 90.00

5524216
GREEN CHRSYLER DODGE J
307 E. 1ST ST
DERIDDER, LA 70634
(337)462-1835

Term ID: 001 Ref #: 003
Shift #: 1

Sale

XXXXXXXXXX[redacted]

[redacted] Entry Method: Swiped

11/07/13 10:45:24
Inv #: 000003 Appr Code: 075310
Apprvd: Online Batch#: 000318

Amount:	$	367.75
Tax:	$	33.10
Total:	$	400.85

Customer Copy
THANK YOU!

117851/#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]
Singer, La [redacted]

Chrysler
P.O. Box
Auburn H
Attn: Rein

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/23/14

POSTED DATE : 1/17/14

VIN (FIRST 9 DIGITS) 3D7MX4845

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Left Tie Rod

CHRYSLER Claim # PAP73774 dol 5/30/13

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX48A57G[redacted].

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

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

safety...	to order them before your appointment. **Please bring this letter with you to your dealer.**
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RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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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 _____

031383/#63094/N62

VERMONT MUTUAL INSURANCE GROUP®

Since 1828

89 STATE STREET - PO BOX 369
MONTPELIER, VERMONT 05601-0369
Claims 800-435-0397
Property/Liability Claims Fax 802-229-7647
Auto Claims Fax 802-229-8941
E-Mail claims@vermontmutual.com

January 17, 2014

Chrysler Group LLC
Attn: SIU
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: Insured: [redacted]
Claim No.:
Policy No.:
Date of Loss: 05/30/13

Dear Sir or Madam:

I am writing to advise that our insured [redacted] was traveling on Interstate 84 in Waterbury, CT when he hit a pot hole and the left front tie rod broke on his 2007 Dodge RAM 3500.

We are aware of a recall for this particular part due to the easy fracture and that this can cause a crash without warning. Our insured described such a crash at the scene and the police officer even commented that the "truck should not have broken". Two people were injured in this matter and three vehicles damaged, including our insured's truck.

We look to you for indemnification of this loss as the faulty part was the cause of the accident. Please contact me for copies of the appraisal, police report and other material you may need. I have enclosed a copy of the recall notice for your convenience.

Sincerely,

Joyce N. McCutcheon

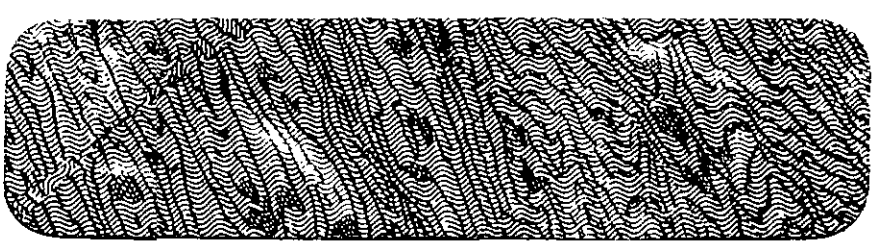
Joyce N. McCutcheon, SCLA
Senior Claims Representative
Extension: 7687
JMcCutcheon@VermontMutual.com

enclosure

VERMONT MUTUAL INSURANCE COMPANY
NORTHERN SECURITY INSURANCE COMPANY, INC.
GRANITE MUTUAL INSURANCE COMPANY
PO BOX 188, MONTPELIER, VT 05601-0188

Since 1828

RECEIVED
JAN 23
By



48021880O4 B1.98

Please Paperclip Documents to CAIR number: [redacted]

VIN number: 7G [redacted]

Customer Name: [redacted]

Check Amount (If Issued): Documents

Contact Phone numbers:

Placed in Scan Bin for Paper clipping on: 1/17/14

Thank You

Fax Cover Sheet

Date:	01/17/14	**No. of Pages:**	2
To:	Chrysler_SIU	**From:**	Joyce McCutcheon
Company:		**Company:**	Vermont Mutual Group
Fax:	5864972112	**Fax:**	(802) 229-8941
Phone:		**Phone:**	(800) 435-0397

[redacted]

TO:Chrysler_SIU

Please see attached which was also mailed to you today.

Joyce N. McCutcheon, SCLA
Senior Claim Representative
800-435-0397 Extension: 7687
JMcCutcheon@VermontMutual.com

NOTICE: The information contained in this e-mail and any attachments is intended solely for the recipient(s) named above, and may be confidential and legally privileged. If you received this e-mail in error, please notify the sender immediately by return e-mail and delete the original message and any copy of it from your computer system. If you are not the intended recipient, you are hereby notified that any review, disclosure, retransmission, dissemination, distribution, copying, or other use of this e-mail, or any of its contents, is strictly prohibited.

Although this e-mail and any attachments are believed to be free of any virus or other defects, it is the responsibility of the recipient to ensure that it is virus-free and no responsibility is accepted by the sender for any loss or damage arising if such a virus or defect exists.

Since 1828

VERMONT MUTUAL INSURANCE GROUP®

89 STATE STREET - PO BOX 369
MONTPELIER, VERMONT 05601-0369
Claims 800-435-0397
Property/Liability Claims Fax 802-229-7647
Auto Claims Fax 802-229-8941
E-Mail claims@vermontmutual.com

January 17, 2014

Chrysler Group LLC
Attn: SIU
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: Insured: [redacted]
Claim No.:
Policy No.:
Date of Loss: 05/30/13

Dear Sir or Madam:

I am writing to advise that our insured [redacted] was traveling on Interstate 84 in Waterbury, CT when he hit a pot hole and the left front tie rod broke on his 2007 Dodge RAM 3500.

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We look to you for indemnification of this loss as the faulty part was the cause of the accident. Please contact me for copies of the appraisal, police report and other material you may need. I have enclosed a copy of the recall notice for your convenience.

Sincerely,

Joyce N. McCutcheon, SCLA
Senior Claims Representative
Extension: 7687
JMcCutcheon@VermontMutual.com

enclosure

Left Tie Rod

CHRYSLER Claim #[redacted] dol 5/30/13

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

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What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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T

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

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

This service was previously performed on my vehicle *(check one if applicable)*:
- ☐ My vehicle was inspected and found to be ok.
- ☐ My vehicle was repaired

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

This vehicle was sold to *(check one if applicable)*:
- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale _____

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

Owner's title *(check one if applicable)*
☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

031383/#63094/N62

Page 4 of 4 10:05 01/17/2014 MSHH1Z3540:0:901

CHRYSLER

January 21, 2014

Ms. Joyce N. McCutcheon
Vermont Mutual Insurance Group
89 State Street, P.O. Box 369
Montpelier, VT 05601-0369

Re: Claim# [redacted]
Insured:
DOL: 06.30.2013
CAIR# [redacted]

Dear Ms. McCutcheon:

This will acknowledge your recent correspondence dated January 17, 2014, regarding your insured referenced above.

A review of our records indicates that this is the first notification we have had of your insured's loss. In order for us to properly evaluate your claim, we require the following information:

1. The complete address for the location at which the vehicle may be inspected in its damaged state.

2. A copy of the police/fire department report to this incident.

3. Copies of repair estimates or repair bills.

4. A copy of the engineering or inspection report you may possess relating to this incident, as well as the photographs.

5. A detailed explanation as to why you feel we have a liability in this matter.

We will investigate your claim following receipt of the above requested information. Thank you for your cooperation in this regard.

Sincerely,

M. Gentry
Special Investigations
586-274-8160

MG/ss

VERMONT MUTUAL INSURANCE GROUP®

Since 1828

89 STATE STREET - PO BOX 369
MONTPELIER, VERMONT 05601-0369
Claims 800-435-0397
Property/Liability Claims Fax 802-229-7647
Auto Claims Fax 802-229-8941
E-Mail claims@vermontmutual.com

January 29, 2014

M. Gentry
Special Investigations
Chrysler
PO Box 21-8004
Auburn Hills, MI 48321

1-29
RECEIVED
FEB 3
SPECIAL INVESTIGATIONS

RE: Insured: [redacted]
Claim No.:
Policy No.:
Date of Loss: 05/30/13
Your file: [redacted]

Dear Sir or Madam:

I am writing to respond to your January 21, 2014 letter and request for additional information.

I have attached a copy of the police report of the accident, the appraisal and photos of the damaged truck as well as the address and phone number of our insured. Note the vehicle has been repaired as the loss occurred several months ago and the recall notice was just received.

Our insured can be reached at [redacted] and his address is:

[redacted]
Mt. Holly, VT [redacted]

Mr. [redacted] would be happy to meet with your representative to review his vehicle.

You asked for our theory of liability in this loss. Apparently the tie rod on the front left of the vehicle broke after going through a pot hole in the road at about 30 MPH. Once the tie rod broke the vehicle went out of control as the steering was lost and the vehicle crossed into the left lane and struck another vehicle. Our insured had taken the vehicle to the dealership he purchased it from in Connecticut for the regular warranty checks and maintained the vehicle with inspections and oil changes once he moved to Vermont. But for the tie rod breaking this loss would not have occurred. Chrysler installed a faulty part and that failure caused this accident. Even the police officer on the scene was curious as to why the part had failed.

LEGAL PHOTOS RETAINED IN DOCUMENT RETENTION

Please review all of this material and get back to me as soon as possible because an injury did occur and the claimant would like to settle his claim.

Sincerely,

Joyce N. McCutcheon, SCLA
Senior Claims Representative
Extension: 7687
JMcCutcheon@VermontMutual.com

enclosures

CONNECTICUT UNIFORM POLICE ACCIDENT REPORT

FORM PR-1 REV.01/01

105350

GPS READINGS: Latitude: 41.539546
Time: 00:00 Longitude: -73.010122

FOR DOT USE ONLY

DATE OF ACCIDENT	MILITARY TIME	ACCIDENT SEVERITY	# VEHICLES INVOLVED	PAGE #	POLICE CASE NUMBER
05/03/13	1014	☐ Fatal ☐ Injury ☒ PDO	3	1 of 4	[redacted]

TOWN OR CITY NAME	TOWN CODE	ACCIDENT OCCURRED ON (Street Name or Route #)	AT ITS INTERSECTION WITH (Street Name or Route #)
Waterbury	151	I84	at

IF NOT AT INTERSECTION
1. MEASURE DISTANCE (Check Appropriate Boxes) 2.00
○ Feet ● Tenths ○ Meters ○ Kilometers
2. DIRECTION ○ North ● East ○ South ○ West
3. NAME OF NEAREST INTERSECTING STREET, TOWN LINE OR MILE MARKER
of Exit 23
Accident Occurred: ☐ On Private Property ☐ Parking Lot

TRAFFIC UNIT # 1

☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR # 1 or PEDESTRIAN NAME (Last, First, Middle Initial)
[redacted]

ADDRESS (Street Number and Name) [redacted]
PROPER LICENSE CLASS ☒ Yes ☐ No

CITY OR TOWN: Mt Holly | STATE: VT | ZIP CODE: [redacted] | SEX: ☒ M ☐ F

OPERATOR LICENSE #: [redacted] | STATE: VT | DATE OF BIRTH: Month Day Year

OWNER'S NAME (Enter SAME if Owner is Operator)
SAME AS ABOVE

ADDRESS (Street Number and Name)
SAME AS ABOVE

CITY OR TOWN: SAME AS ABOVE | STATE | ZIP CODE | BODY TYPE: PU

REGISTRATION #: [redacted] | STATE: VT | VEHICLE YEAR AND MAKE: 2007 DODG

VEHICLE IDENTIFICATION NUMBER
3D7MX48A57G[redacted]

CARRIER NAME

CARRIER ADDRESS (#, Street, City or Town, State, Zip Code)

SOURCE OF CARRIER NAME ☐ Shipping Papers/Trip Manifest ☐ Driver ☐ Side of Vehicle ☐ USDOT # ☐ ICCMC #

GROSS VEHICLE WEIGHT RATING # | HAZARDOUS MATERIAL PLACARD REQUIRED? ☐ Yes ☐ No 4 Digit # DISPLAYED? ☐ Yes ☐ No 1 Digit #

HAZARDOUS CARGO RELEASED? ☐ Yes ☐ No | ENFORCEMENT ACTION TAKEN ☒ Arrest ☐ Written Warning ☐ Verbal Warning ☐ None

STATUTE OR ORDINANCE #'S: 14-236 | SUBJECT OF ACTION ☒ Operator ☐ Owner ☐ Carrier ☐ Pedestrian

AUTOMOBILE INSURANCE – NAME – POLICY #
VERMONT MUTUAL PA16058819

PARTS OF VEHICLE DAMAGED
FRONT AND REAR

VEHICLE TOWED TO: DURABLE ☒ TOWED DUE TO DAMAGE

TRAFFIC UNIT # 2

☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR # 2 or PEDESTRIAN NAME (Last, First, Middle Initial)
[redacted]

ADDRESS (Street Number and Name) [redacted]
PROPER LICENSE CLASS ☒ Yes ☐ No

CITY OR TOWN: Waterbury | STATE: CT | ZIP CODE: [redacted] | SEX: ☒ M ☐ F

OPERATOR LICENSE #: [redacted] | STATE: CT | DATE OF BIRTH: [redacted]

OWNER'S NAME (Enter SAME if Owner is Operator)
SAME AS ABOVE

ADDRESS (Street Number and Name)
SAME AS ABOVE

CITY OR TOWN: SAME AS ABOVE | STATE | ZIP CODE | BODY TYPE: 4D SED

REGISTRATION #: [redacted] | STATE: CT | VEHICLE YEAR AND MAKE: 2012 TOYT

VEHICLE IDENTIFICATION NUMBER
2T1BU4EE9CC[redacted]

CARRIER NAME

CARRIER ADDRESS (#, Street, City or Town, State, Zip Code)

SOURCE OF CARRIER NAME ☐ Shipping Papers/Trip Manifest ☐ Driver ☐ Side of Vehicle ☐ USDOT # ☐ ICCMC #

GROSS VEHICLE WEIGHT RATING # | HAZARDOUS MATERIAL PLACARD REQUIRED? ☐ Yes ☐ No 4 Digit # DISPLAYED? ☐ Yes ☐ No 1 Digit #

HAZARDOUS CARGO RELEASED? ☐ Yes ☐ No | ENFORCEMENT ACTION TAKEN ☒ None ☐ Arrest ☐ Written Warning ☐ Verbal Warning

STATUTE OR ORDINANCE #'S | SUBJECT OF ACTION ☐ Operator ☐ Owner ☐ Carrier ☐ Pedestrian

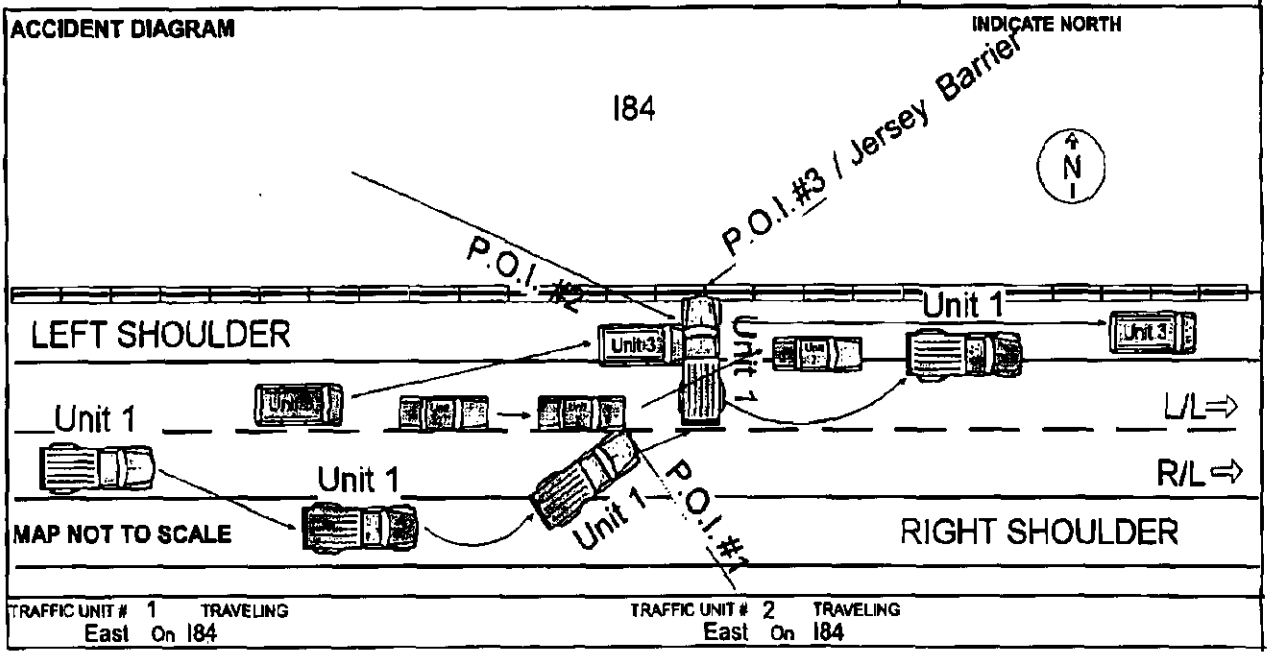
AUTOMOBILE INSURANCE – NAME – POLICY #
GEICO 4252-28-69-52

PARTS OF VEHICLE DAMAGED
FRONT END

VEHICLE TOWED TO: DURABLE ☒ TOWED DUE TO DAMAGE

	L.	M.	N.		Date of Birth	O.	P.	Q.	
1	1	N	01	TRAFFIC UNIT # 1 OPERATOR OR PEDESTRIAN #		4	2	1	1
2	2	N	01	TRAFFIC UNIT # 2 OPERATOR OR PEDESTRIAN #		4	2	1	2
3					Month Day Year				3
4					Month Day Year				4
5					Month Day Year				5
6					Month Day Year				6
7					Month Day Year				7
8					Month Day Year				8

ACCIDENT DIAGRAM



TRAFFIC UNIT # 1 TRAVELING East On I84

TRAFFIC UNIT # 2 TRAVELING East On I84

Vehicle #1 was traveling in the right lane of two lanes. Vehicle #2 was traveling in the left lane slightly to the rear of Vehicle #1. Vehicle #3 was traveling in the left lane behind Vehicle #1. Vehicle #1 began to merge into the right shoulder, suffered a mechanical failure to it's steering and turned left into the left shoulder across both lanes of travel. Vehicle #1 struck the right side of Vehicle #2 and Vehicle #3 struck the driver's door area of Vehicle #1. There were no injuries. Operator #1 stated he was traveling in the right lane of two lanes and began to enter the right shoulder to stop his vehicle because of a mechanical issue. Operator #1 stated as he entered the right shoulder, the steering mechanism of his vehicle had apparently broke causing his vehicle to turn hard to the left into traffic. Operator #1 stated he was not injured. Operator #2 stated he was traveling in the left lane of two lanes when Vehicle #1 swerved from the right shoulder and struck the front right corner of his vehicle. Operator #2 stated he was not injured. Operator #3 stated he was traveling in the left lane of two lanes behind Vehicle #2. Operator #3 stated he observed Vehicle #1 begin to enter the right shoulder when it swerved back across the right and left lane striking the right front corner of Vehicle #2. Operator #3 stated that he attempted to avoid Vehicle #1 by swerving to the left, but Vehicle #1 continued into the left shoulder directly in the path of his vehicle. Operator #3 stated his vehicle struck the driver's side door area of Vehicle #1. Operator #3 stated he was not injured. Vehicle's #1 and #3 were removed from the scene by Durable Towing with a flat bed. Physical evidence was damage to the front and left side of Vehicle #1, the front and right side of Vehicle #2 and the front end of Vehicle #3. Due to Operator statements and physical evidence, Operator #1 was found in violation of CGS 14-236 Unsafe Lane Change and was issued an infraction. CASE CLOSED.

DAMAGE TO PROPERTY OTHER THAN INVOLVED VEHICLES	1. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE					
	NAME AND ADDRESS OF PROPERTY OWNER					
	2. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE					
	NAME AND ADDRESS OF PROPERTY OWNER					
RANK AND SIGNATURE OF INVESTIGATING OFFICER	OFFICER ID	POLICE AGENCY IDENTIFICATION	REPORT DATE	CASE STATUS	SUPERVISOR	
/TFC DEAN A DUBOIS/	0767	Connecticut State Police	06/07/2013	PR-1 (closed)	/RSGT ROBERT C DESMARAIS/	

CONNECTICUT UNIFORM POLICE ACCIDENT REPORT

FORM PR-1 REV.01/01

105350

GPS READINGS: Latitude: 41.539546
Time: 00:00 Longitude: -73.010122

FOR DOT USE ONLY

DATE OF ACCIDENT	MILITARY TIME	ACCIDENT SEVERITY	# VEHICLES INVOLVED	PAGE #	POLICE CASE NUMBER
05/30/13	1044	☐ Fatal ☐ Injury ☒ PDO	3	3 of 4	[redacted]

TOWN OR CITY NAME	TOWN CODE	ACCIDENT OCCURRED ON (Street Name or Route #)	AT ITS INTERSECTION WITH (Street Name or Route #)
Waterbury	151	I84	at

IF NOT AT INTERSECTION
1. MEASURE DISTANCE (Check Appropriate Boxes): 2.00 ○ Feet ● Tenths ○ Meters ○ Kilometers
2. DIRECTION: ○ North ● East ○ South ○ West
3. NAME OF NEAREST INTERSECTING STREET, TOWN LINE OR MILE MARKER: of Exit 23
Accident Occurred: ☐ On Private Property ☐ Parking Lot

TRAFFIC UNIT # 3

☒ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR # 3 or PEDESTRIAN NAME (Last, First, Middle Initial): [redacted]

ADDRESS (Street Number and Name): [redacted]

PROPER LICENSE CLASS: ☒ Yes ☐ No

CITY OR TOWN: Plymouth | STATE: CT | ZIP CODE: [redacted] | SEX: ☒ M ☐ F

OPERATOR LICENSE #: [redacted] | STATE: CT | DATE OF BIRTH: [redacted]

OWNER'S NAME (Enter SAME if Owner is Operator): SAME AS ABOVE

ADDRESS (Street Number and Name): SAME AS ABOVE

CITY OR TOWN: SAME AS ABOVE | STATE | ZIP CODE | BODY TYPE: CRGOVN

REGISTRATION #: 9CR711 | STATE: CT | VEHICLE YEAR AND MAKE: 2012 NISS

VEHICLE IDENTIFICATION NUMBER: 1N6AF0KY6CN[redacted]

CARRIER NAME

CARRIER ADDRESS (#, Street, City or Town, State, Zip Code)

SOURCE OF CARRIER NAME: ☐ Shipping Papers/Trip Manifest ☐ Driver ☐ Side of Vehicle ☐ USDOT # ☐ ICCMC #

GROSS VEHICLE WEIGHT RATING #

HAZARDOUS MATERIAL PLACARD REQUIRED? ☐ Yes ☐ No 4 Digit # DISPLAYED? ☐ Yes ☐ No 1 Digit #

HAZARDOUS CARGO RELEASED? ☐ Yes ☐ No

ENFORCEMENT ACTION TAKEN: ☒ None ☐ Arrest ☐ Written Warning ☐ Verbal Warning

STATUTE OR ORDINANCE #'S

SUBJECT OF ACTION: ☐ Operator ☐ Carrier ☐ Owner ☐ Pedestrian

AUTOMOBILE INSURANCE -- NAME -- POLICY #: PROGRESSIVE 08400365-1

PARTS OF VEHICLE DAMAGED: FRONT END

VEHICLE TOWED TO: N/A ☐ TOWED DUE TO DAMAGE

TRAFFIC UNIT

☐ Vehicle ☐ Pedestrian ☐ Non-Contact Vehicle

OPERATOR # or PEDESTRIAN NAME (Last, First, Middle Initial)

ADDRESS (Street Number and Name)

PROPER LICENSE CLASS: ☐ Yes ☐ No

CITY OR TOWN | STATE | ZIP CODE | SEX: ☐ M ☐ F

OPERATOR LICENSE # | STATE | DATE OF BIRTH: Month Day Year

OWNER'S NAME (Enter SAME if Owner is Operator)

ADDRESS (Street Number and Name)

CITY OR TOWN | STATE | ZIP CODE | BODY TYPE

REGISTRATION # | STATE | VEHICLE YEAR AND MAKE

VEHICLE IDENTIFICATION NUMBER

CARRIER NAME

CARRIER ADDRESS (#, Street, City or Town, State, Zip Code)

SOURCE OF CARRIER NAME: ☐ Shipping Papers/Trip Manifest ☐ Driver ☐ Side of Vehicle ☐ USDOT # ☐ ICCMC #

GROSS VEHICLE WEIGHT RATING #:

HAZARDOUS MATERIAL PLACARD REQUIRED? ☐ Yes ☐ No 4 Digit # DISPLAYED? ☐ Yes ☐ No 1 Digit #

HAZARDOUS CARGO RELEASED? ☐ Yes ☐ No

ENFORCEMENT ACTION TAKEN: ☐ None ☐ Arrest ☐ Written Warning ☐ Verbal Warning

STATUTE OR ORDINANCE #'S

SUBJECT OF ACTION: ☐ Operator ☐ Carrier ☐ Owner ☐ Pedestrian

AUTOMOBILE INSURANCE -- NAME -- POLICY #

PARTS OF VEHICLE DAMAGED

VEHICLE TOWED TO: ☐ TOWED DUE TO DAMAGE

	L.	M.	N.		Date of Birth	O.	P.	Q.	
1	3	N	01	TRAFFIC UNIT # OPERATOR OR PEDESTRIAN #		4	2	1	1
2				TRAFFIC UNIT # OPERATOR OR PEDESTRIAN #					2
3					Month Day Year				3
4					Month Day Year				4
5					Month Day Year				5
6					Month Day Year				6
7					Month Day Year				7
8					Month Day Year				8

Police Case Number [redacted]

105350

TRAFFIC UNIT #	TRAVELING	TRAFFIC UNIT #	TRAVELING
3	East On I84		On

DAMAGE TO PROPERTY OTHER THAN INVOLVED VEHICLES	1. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE					
	NAME AND ADDRESS OF PROPERTY OWNER					
	2. DESCRIBE THE NATURE AND EXTENT OF PROPERTY DAMAGE					
	NAME AND ADDRESS OF PROPERTY OWNER					
RANK AND SIGNATURE OF INVESTIGATING OFFICER	OFFICER ID	POLICE AGENCY IDENTIFICATION	REPORT DATE	CASE STATUS	SUPERVISOR	
/TFC DEAN A DUBOIS/	0767	Connecticut State Police	06/07/2013	PR-1 (closed)	/RSGT ROBERT C DESMARAIS/	

MEMBER I.A.D.A.
DUHAMEL & DUHAMEL, LLC
40 NORTH STREET
DANBURY, CT 06813
PHONE: 203-792-2150 FAX: 203-791-8066

***** ESTIMATE *****

05/31/2013 07:05 PM

Owner

Owner: [redacted]
Address:
City State Zip: MT HOLLY, VT[redacted]
Work/Day: [redacted]
FAX:

Control Information

Claim # : [redacted]
Loss Date/Time: 05/30/2013
Deductible: $500.00
File # : [redacted]
Insured Policy # :
Loss Type: Collision
Accounting # :

Ins. Company: VERMONT MUTUAL INS
City State Zip: CT
FAX:

Insured: [redacted]
Address:
City State Zip: MT HOLLY, VT[redacted]
Work/Day: [redacted]
FAX:

Claim Rep: HILLARY LAFOND

Inspection

Inspection Date: 05/31/2013
Inspection Location: DURABLE AUTO BODY
City State Zip: WATERBURY, CT
Primary Impact: Left Side
Inspection Type: Independent Field
Contact:
FAX:
Secondary Impact:

Assigned Date/Time:
Received Date/Time: 05/31/2013 07:02 PM

Appraiser Name: DANIEL KOZIKOWSKI
Address: 40 NORTH ST.
City State Zip: DANBURY, CT 06813
Appraiser License # : 933113
Work/Day: (203)792-2150
FAX: (203)791-8066

Repairer

Repairer: DURABLE RADIATOR & AUTO BODY
Address: 393 THOMASTON AVE
City State Zip: WATERBURY, CT 06702
License # : 06-0789750
Contact: DAVID PAUL
Work/Day: (203)753-0067
FAX: (203)597-1192
Regulation ID:

Target Complete Date/Time:
Days To Repair: 6

Remarks

THIS DOCUMENT IS NEITHER AN AUTHORIZATION TO REPAIR NOR A GUARANTEE OF PAYMENT.
IF ANY SUPPLEMENT IS TO BE NEEDED SHOP NEEDS TO CALL THE OFFICE OF DUHAMEL
AT 203-792-2150 AND SPEAK WITH LOLA.PHOTOS NEED TO BE TAKEN OF ANY ADDITIONAL

DAMAGE. ALL INVOICE WILL ALSO BE NEEDED.
COPY OF ESTIMATE WAS HAND MAILED TO OWNER.
COPY OF ESTIMATE WAS FAXED TO SHOP FOLLOWED UP BY CALL TO SHOP.
D/R5/30 D/C 5/30 D/APPT 5/31 D/INSPECTED5/31
CLAIM FULLY EXPLAINED TO PERRY FROM SHOP AT TIME OF INSPECTION.
INSPECTION OF INSD'S VEHICLE REVEALED EXTESIVE HIT TO THE LT SIDE OF TRUCK.
ROCKER PUSHED IN . FLOOR BUCKLED UP. CENTER POST TWISTED.
LKQ PARTS LOCATED. UPD LISTED TO SUSPENSION THAT BROKE BEFORE
LOSS. STEERING WHEEL AND COLUMN IS GOOD.
DIRECTION OF PAY WITH ESTIMATE.

Vehicle

2007 Dodge Ram 350/3500 ST 4 DR Ext Cab Long Bed
6cyl 6.7L Turbo Diesel
4 Speed Automatic

Lic.Plate: [redacted]
Lic Expire:
Prod Date:
Veh Insp# :
Condition: Good
Ext. Color: WHITE
Ext. Refinish: Two-Stage

Lic State: VT
VIN: 3D7MX48A57G[redacted]
Mileage: 74,356
Mileage Type: Not Actual
Code: N8393A
Int. Color:
Int. Refinish:

Options

4-Wheel Drive	AM/FM CD Player	Air Conditioning
Anti-Lock Brakes	Auto Locking Hubs (4WD)	Center Console
Chrome Step Bumper	Dual Airbags	Intermittent Wipers
Power Brakes	Power Steering	Power Take-Off Provision
Privacy Glass	Rear Bench Seat	Split Front Bench Seat
Tachometer	Tilt Steering Wheel	Tinted Glass
Vinyl Seats		

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	RI	41		Headlamp Assy,Halogen LT	R & I Assembly				0.3	SM
2	I	103		Fender,Front LT	Repair				3.0*	SM
3	L	103	13	Fender,Front LT	Refinish 2.3 Surface 0.6 Two-stage setup 0.5 Two-stage				3.4	RF
4	E	508		Nameplate,Fender LT	55078116AA	$51.45			0.2	SM
5	RI	156		Skirt,Inner Fender LT	R & I Assembly				0.6	SM
6	TE	50		Panel,Bodyside Front LT	Partial Replace Price	$865.00				SM
7	ET	612		Pnl,Rckr & Plr,Center LT	Partial Replace Labor				14.5	SM
8	L	612		Pnl,Rckr & Plr,Center LT	Refinish 1.9 Surface 0.2 Edge 0.4 Two-stage				2.5	RF
9	TE	172	#	Board,Running # = 01, 02	Partial Replace Price	$468.00			1.0*	SM
10	I	191		Panel,Rocker Inner LT	Repair				5.0*	SM
11	L	191		Panel,Rocker Inner LT	Refinish 0.5 Surface				0.5	RF
12	EU	207		Door Assembly,Front LT >> BISHOPS A/P 800-634-8733	LIKE KIND & QUAL.PRT	$650.00*	+25.00		2.4	SM

13	L	207		Door Shell,Front LT	Refinish 2.8 Surface 1.0 Edge 0.6 Two-stage			4.4	RF
14	RI	245		W/Strip,Frt Door Body LT	R & I Assembly			0.4	SM
15	RI	277		W/Strip,Belt Outer LT	R & I Assembly			0.3*	SM
16	E	285	46	Mldg,Front Door Lower LT	55077174AD	$126.00		0.3	SM
17	E	275		N/Plate,Front Door LT	55372159AC	$64.35		0.2	SM
18	RI	474		Mirror,Outer Standard LT	R & I Assembly			0.3*	SM
19	EU	211	46	Hinge,Front Door Upr LT	LIKE KIND & QUAL.PRT	INC*		0.2	SM
20	L	211		Hinge,Front Door Upr LT	Refinish 0.3 Surface			0.3	RF
21	EU	213		Hinge,Front Door Lwr LT	LIKE KIND & QUAL.PRT	INC*		0.2	SM
22	L	213		Hinge,Front Door Lwr LT	Refinish 0.3 Surface			0.3	RF
23	L	227		Handle,Front Door Otr LT	Refinish 0.3 Surface			0.3	RF
24	RI	227		Handle,Front Door Otr LT	R & I Assembly			0.7	SM
25	I	199		Reinf,Center Pillar LT	Repair			1.0*	SM
26	L	199		Reinf,Center Pillar LT	Refinish 0.5 Surface			0.5	RF
27	RI	287		Rear Door R&I LT	R & I Assembly			INC	SM
28	IT	506		Pnl,Rear Door Outer LT	Partial Repair			6.0*	SM
29	L	506		Pnl,Rear Door Outer LT	Refinish 2.2 Surface 0.4 Two-stage			2.6	RF
30	RI	247		W/Strip,Rear Door LT	R & I Assembly			0.6	SM
31	RI	331		W/Strip,Belt Outer LT	R & I Assembly			0.2	SM
32	RI	303		W/Strip,RR Door Body LT	R & I Assembly			0.4	SM
33	E	283	46	Mldg,Rear Door Lower LT	55077172AD	$103.00		0.3	SM
34	L	422		Handle,RR Door Outer LT	Refinish 0.3 Surface			0.3	RF
35	RI	422		Handle,RR Door Outer LT	R & I Assembly			0.8	SM
36	I	588		Pan,Floor	Repair			3.0*	SM
37	L	588		Pan,Floor	Refinish 1.3 Surface			1.3	RF
38	EU	533	46	Taillamp Assembly LT >> TERRYVILLE A/P 800-834-8733	LIKE KIND & QUAL.PRT	$50.00*	+25.00	0.3	SM
39	EU	435	46	Bumper Assy,Rear Step >> RTE 16 A/P 800-423-4006	LIKE KIND & QUAL.PRT	$550.00*	+25.00	0.6	SM
40	SB	M14		Corrosion Protection	Sublet Repair	$15.00*		0.5*	SM
41	SB	M17		Cover Car Exterior	Sublet Repair	$5.00*			SM
42	I	M18		Set-Up And Measure	Repair			2.0*	FR
43	SB	M60		Hazardous Waste Removal	Sublet Repair	$3.00*			SM
44	N			BACK TAPE JAMBS	Additional Labor			0.5*	SM
45	RI			FRONT LT SEAT	R & I Assembly			1.0*	SM*
46	RI			PULL BACK RUG	R & I Assembly			0.5*	SM*
47	I			PREPULL LT ROCKER	Repair			2.0*	SM*
48	I			PREPULL CENTER POST	Repair			2.0*	SM*
49	I			PREPULL FLOOR AREA.	Repair			2.0*	SM*

49 Items

MC	Message
01	CALL DEALER FOR EXACT PART # / PRICE
02	PART NO. DISCONTINUED, CALL DEALER FOR EXACT PART NO.
13	INCLUDES 0.6 HOURS FIRST PANEL TWO-STAGE ALLOWANCE
46	PRINTABLE ALTERNATE PARTS COMPARE

Estimate Total & Entries

Gross Parts $1,677.80

Other Parts					$1,250.00	
Paint Materials					$410.00	
Line Item Markup					$312.50	
Parts & Material Total						$3,650.30
Tax on Parts & Material		@ 6.350%				$231.79

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs		
Sheet Metal (SM)	$50.00	26.3	25.0	51.3	$2,565.00	
Mech/Elec (ME)	$50.00					
Frame (FR)	$50.00		2.0	2.0	$100.00	
Refinish (RF)	$50.00	16.4		16.4	$820.00	
Paint Materials	$25.00					

Labor Total		69.7 Hours		$3,485.00
Tax on Labor	@ 6.350%		$221.30	
Sublet Repairs			$23.00	
Tax on Sublet	@ 6.350%		$1.46	
Towing			$191.25	
Tax On Towing	@ 6.350%		$12.14	
Gross Total				**$7,816.24**
Less: Deductible				$500.00-
Net Total				**$7,316.24**

Alternate Parts Y/05/00/00/05/02 CUM 05/00/00/05/02 Zip Code: 06106 CONNECTICUT
Recycled Parts NOT REQUESTED

Audatex Estimating 6.0.925 ES 05/31/2013 08:12 PM REL 6.0.925 DT 04/01/2013 DB 05/15/2013
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2.5 HRS WERE ADDED TO THIS ESTIMATE BASED ON AUDATEX'S TWO-STAGE REFINISH FORMULA.

THIS IS NOT AN AUTHORIZATION TO REPAIR. AUTHORIZATION COMES FROM OWNER.
NO SUPPLEMENTS WITHOUT PRIOR APPROVAL.

NOTICE:

THIS REPAIR ESTIMATE IS BASED IN PART ON THE USE OF REPLACEMENT PARTS WHICH ARE NOT MADE BY THE ORIGINAL MANUFACTURER OF THE DAMAGED PARTS IN YOUR MOTOR VEHICLE.
YOU HAVE THE RIGHT TO CHOOSE THE LICENSED REPAIR SHOP WHERE THE DAMAGE TO YOUR MOTOR VEHICLE WILL BE REPAIRED.

THIS IS NOT AN AUTHORIZATION TO REPAIR. AUTHORIZATION COMES FROM OWNER.
NO SUPPLEMENTS WITHOUT PRIOR APPROVAL.

Op Codes

* = User-Entered Value	E = Replace OEM	NG = Replace NAGS
EC = QUALITY REPL. PART	OE = Replace PXN OE Srpls	UE = Replace OE Surplus

ET = Partial Replace Labor
TE = Partial Replace Price
L = Refinish
TT = Two-Tone
BR = Blend Refinish
CG = Chipguard
AA = Appearance Allowance
EP = QUAL. REPL. PRT. RPT
PM = Replace PXN Reman/Rebit
PC = Replace PXN Reconditioned
SB = Sublet Repair
I = Repair
RI = R & I Assembly
RP = Related Prior Damage
EU = LIKE KIND & QUAL.PRT
UM = Replace Reman/Rebuilt
UC = Replace Reconditioned
N = Additional Labor
IT = Partial Repair
P = Check

Audatex
a Solera company

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*** Unrelated Prior Damage Page ***

Administrative

Owner: [redacted]
Claim # :
Loss Date/Time: 05/30/2013
Inspection Date: 05/31/2013
Vehicle: 2007 Dodge Ram 350/3500 ST 4 DR Ext Cab Long Bed
6cyl 6.7L Turbo Diesel
4 Speed Automatic

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	E	765	46	End,Tie Rod Inner	5086145AC	$177.00			0.4	ME
1 Items										

MC	Message
46	PRINTABLE ALTERNATE PARTS COMPARE

Estimate Total & Entries

Gross Parts	$177.00	
Parts & Material Total		$177.00

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	$50.00				
Mech/Elec (ME)	$50.00	0.4		0.4	$20.00
Frame (FR)	$50.00				
Refinish (RF)	$50.00				
Paint Materials	$25.00				

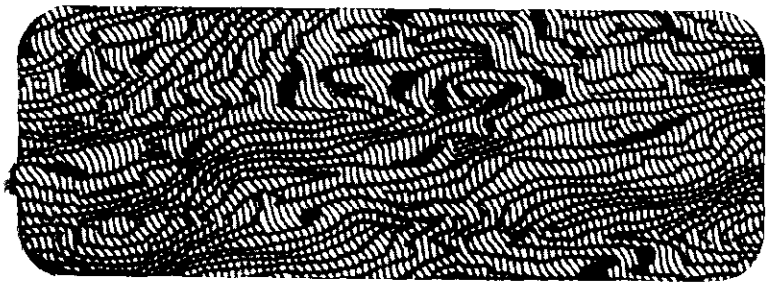
Labor Total	0.4 Hours	$20.00
Unrelated Prior Damage Gross Total (excludes taxes)		$197.00

These damages are unrelated to the stated loss incident. The stated costs are representative only and may differ based upon such factors as the involved incident facts, completion of the damages estimate and/or actual repair.

VERMONT MUTUAL INSURANCE COMPANY
NORTHERN SECURITY INSURANCE COMPANY, INC.
GRANITE MUTUAL INSURANCE COMPANY
PO BOX 188, MONTPELIER, VT 05601-0188

Since1828

USPS POSTAGE $02.4
ZIP 056
041L1220



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE: 02/1?/2014

POSTED DATE : 2-5-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

RODEWAY INN

BY CHOICE HOTELS

Rodeway Inn Amish Country (PA137)
2331 Lincoln Hwy. E.
Lancaster, PA 17602
(717) 397-4973
gm.PA137@choicehotels.com

[redacted]
Doylestown, OH [redacted]

Account: [redacted]
Date: 1/24/14
Room: 33 ssc
Arrival Date: 1/24/14
Departure Date: 1/25/14
Check In Time: 1/24/14 5:04 PM
Check Out Time:
Rewards Program ID:
You were checked out by:
You were checked in by: bmaywh
Total Balance Due: 0.00

Post Date	Description	Comment	Amount
1/24/14	Cash		(53.25)
1/24/14	Room Charge		47.97
1/24/14	State Tax		2.88
1/24/14	City / County Tax		2.40

Folio Summary 1/24/14 - 1/24/14

Room Charge	47.97
State Tax	2.88
City / County Tax	2.40
Cash	(53.25)
Balance Due:	0.00

This rate is eligible for partner rewards. If this rate is changed, you may no longer be entitled to partner rewards.

x_____

choiceprivileges

You could be earning free nights and other great rewards. Join Choice Privileges today, at www.choiceprivileges.com.

Thank you for your business! Book your next reservation on www.choicehotels.com for the best internet rates guaranteed.

Food Total $43.19
+ 3.29
46.48

HMSHOST
SNACK BAR
NORTH MIDWAY TRAVEL PLAZA

294197 Jennifer

CHK 1381 JAN25'14 11:27AM

TO GO

1 PECANBITES 6	4.19
2 BEVERAGES	3.98
SUBTOTAL	8.17
TAX	0.50
AMOUNT PAID	8.67
CASH	10.00
CHANGE	1.33

--294197 Closed JAN25 11:27AM---

THANK YOU FOR YOUR BUSINESS!
TELL US ABOUT YOUR EXPERIENCE
800-472-7141

Your order number is: 1381

HMSHOST
STARBUCKS COFFEE
CUMBERLAND TRAVEL PLAZA

237912 Julie

CHK 4059 GST 1
JAN24'14 2:27PM

TO GO

1 CAKE COFFEE		2.49
1 VAN LATTE	V	4.89
SUBTOTAL		7.38
TAX		0.45
AMOUNT PAID		7.83
CASH		50.00
CHANGE		42.17

--237912 Closed JAN24 02:28PM---

THANK YOU FOR YOUR BUSINESS!

TELL US ABOUT YOUR EXPERIENCE

DIANNA DOLINGER
DIANNA.DOLINGER@HMSHOST.COM

HMSHOST
ROY ROGERS
CUMBERLAND TRAVEL PLAZA

289544 Marianna

CHK 1066 JAN24'14 2:26PM

TO GO

1 RTE SD VEG TRY	3.99
SUBTOTAL	3.99
TAX	0.24
AMOUNT PAID	4.23
CASH	10.00
CHANGE	5.77

--289544 Closed JAN24 02:27PM---

THANK YOU FOR YOUR BUSINESS!

TELL US ABOUT YOUR EXPERIENCE

DIANNA DOLINGER
DIANNA.DOLINGER@HMSHOST.COM

Your order number is: 1066

Applebee's

APPLEBEE'S
NEIGHBORHOOD GRILL & BAR
2321 Lincoln Highway
Lancaster/PA/17601
717-290-8330

LUIS M TB#111
DATE: 01-24-14 TIME: 07:50 PM GUESTS: 3
Check #:9270-272991

1	COWBOY BURGER	8.80
2	W/FRIES	1.98
1	AMERICAN BLT	7.30

Check TOTAL: 18.08
TAX: 1.09
Total Due: 19.17

DUPLICATE # 6

****
1/2 Price Appetizers At Applebee's !
Sunday-Thursday After 9pm
Friday & Saturday After 10pm
Not including Sampler -
and 20 piece wings.See Server for-
details. After Work or After The Show !
****
It's not too late...
Ask your server to add an
Applebee's Gift Card
to your check!!!
****
For comments, questions or
concerns, please call
Larry Cuff, General Manager
(717) 290-8330

SPEEDWAY
0003637-Youngstown,OH
4210 Belmont Ave
Youngstown , OH 44505-1004
(330)759-3289

Register:1 Transaction#4578927
1/22/2014 9:08:37 PM Andrea P.

1	CS MINI PORK EGG ROLL SIN	1.49
1	COKE DT 20z NR SINGLE	1.69
	Sub. Total:	$3.18
	Tax:	$0.11
	Total:	$3.29
	Cash	$5.00
	Change	$1.71

Thank You
Visit us at
www.speedway.com

SPEEDWAY
0003637-Youngstown,OH
4210 Belmont Ave
Youngstown , OH 44505-1004
(330)759-3289

Register:1 Transaction#4578925
1/22/2014 9:08:13 PM Andrea P.

Original Prepay Amount	-$21.00
Prepay Fuel Sale	
Pump # 10Unleaded	
5.938 Gallons @ $3.199/Gal	$19.00
Sub. Total:	-$21.00
Tax:	$0.00
Total:	-$21.00
Cash	-$21.00
Change	$21.00

Thank You
Visit us at
www.speedway.com

Total $38.00
fuel forgot $37.00
receipt $95.00
New Holland Pa.
& Doylestown, Ohio

DOUBLE D SERVICE
24 EAST MAIN ST
LEOLA, PA
717-556-4100
00013949002-01 DOUBLE D SERVICE CEN
24 EAST MAIN STREE LEOLA PA

Descr.	qty	amount
UNLD CA #01	11.146G @ 3.499/ G	39.00
Prepay Fuel		-50.00
Sub Total		-11.00
Tax		0.00
TOTAL		**-11.00**
CASH $		-11.00

THANKS.COME AGAIN
REG# 0001 CSH# 001 DR# 01 TRAN# 12326
01/25/14 08:04:19 ST# AB123

PA TURNPIKE FARE RECEIPT
PLAZA 247 HARRISBURG E.

DATE	TIME	COLL	TRAN	ENTRY
01/24/14	15:03	2080	0302	038
LANE	CLASS	TP	UO	PAID
08	1	CA		$24.60

ROADWAY AND WEATHER: 1-866-976-8747
CUSTOMER ASSISTANCE CENTER: 1-800-331-3414
E-ZPASS: 1-877-736-6727
WWW.PATURNPIKE.COM

Tolls $ 32.00
32.00
Total $64.00
forgot coming back receipt

PA TURNPIKE FARE RECEIPT
PLAZA 002 GATEWAY

DATE	TIME	COLL	TRAN
01/24/14	11:11	2416	5028
LANE	CLASS	TP	UO
02	1	CA	

PAID
$5.90

ROADWAY AND WEATHER: 1-866-976-8747
CUSTOMER ASSISTANCE CENTER: 1-800-331-3414
E-ZPASS: 1-877-736-6727
WWW.PATURNPIKE.COM

OHIO TURNPIKE
www.ohioturnpike.org
24-Jan-14

Entry 218
Time 10:49
Exit 239
Lane 08
Time 11:07
Class 01 Axles 02
Collector# 123927
Payment:
Cash
Toll Due $ 1.50
Paid $ 1.50
Bal Due $ 0.00

2-4-14

Dear Lema,

Case # [redacted]

There was a recall code #N49 on my truck, vin # BG[redacted]. I took it to Underwood Dodge in Wooster, Ohio. They said Chrysler didn't have the parts yet. They said come back after Jan. 6. I did, they said the parts still weren't in. I asked if it would be okay to drive & they said yes, it wouldn't cause any problems.

On Jan. 16, 2014 my truck broke down at New Holland, Pa. I was stopped when I tried to move it it broke.

If it would have broken going down the turnpike it would have

been a very serious accident.

Due to this break down I lost #1500.00 last week. I feel Chrysler should reimburse the #1500.00 plus the enclosed bills for traveling home + back to get my truck.

Sincerely,

[redacted]

Douglas Locke, Dr.D

[redacted]

Expenses;

1500.00	lost wages
53.25	Hotel
95.00	fuel for car
64.00	tolls
46.48	food
#1758.73	Total

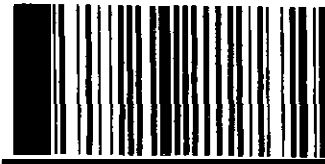
OF THE RETURN ADDRESS, FOLD AT D

CERTIFIED M



[redacted]

Doylestown, OH [redacted]



[redacted]

Chrysler
Reimburs
P.O Box
Auburn

46321380C04

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D6WH46A5

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**



COMPLETE TOWING LLC
596 W SYCAMORE ST
FAYETTEVILLE, AR 72703
(479) 587-0773

ROAD SERVICE

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME
	7-24				Owner		

NAME [redacted] PHONE # [redacted]

ADDRESS

CITY Med Duty STATE ZIP

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
07	Dodge 350	White	81,383	

MARKER PLATE #	STATE	VIN #	REGISTERED OWNER
A279079	AR	3D6WH46A57[redacted]	

LOCATION OF VEHICLE MR. Buick Garland Fay

TOWED TO Lewis Chrysler Fay

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	DRIVER

RELEASED BY	DATE	PHONE #

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

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

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

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

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

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

AUT[redacted] DATE
X [redacted] services rendered

DRIVER SIGNATURE [redacted] DATE 7-24

PERSONALS TAKEN BY	DATE	PHONE#

VEHICLE STORAGE TIME
FROM _____ TO _____ DAYS @ $_____

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT Y N
RADIO Y N

MILEAGE
FINISH _____
START _____
TOTAL _____

LABOR TIME
FINISH _____
START _____
TOTAL _____

EXTRA PERSON
FINISH _____
START _____
TOTAL _____

TOWING CHARGE	$125
MILEAGE	
LABOR	
EXTRA PERSON	
SPECIAL EQUIPMENT	
STORAGE	
SUBTOTAL	
TAX	
TOTAL	$125

DRIVER # 40 TRUCK # 48

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.

©1998 AW Direct, Inc.

THANK YOU!

PRODUCT 8760

41309

[redacted]
WEST FORK, AR [redacted]
HOME: [redacted]
EMAIL: |

Invoice #: [redacted]
Tag #:
Customer #:
Service Advisor: **2954 PHILIP A REED**

Lewis
CHRYSLER-DODGE, Inc.
P.O. BOX 8430 · 3311 N. COLLEGE
FAYETTEVILLE, ARKANSAS 72703
(479) 442-7552
www.lewissuperstore.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	07	DODGE RAM 3500	3D6WH46A57G[redacted]		81396	81396

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN07			17:00 24AUG11			CASH	24AUG11	13:12 24AUG11	16:55 24AUG11

OPTIONS: ENG:6.7 Liter Turbo Diesel

Preferred Customer

JOE D FOSHE

As our way of saying

THANK YOU,

Please use this coupon for

10% off

for your next recommended maintenance.

Expires:,20Feb2012

Vin #: 3D6WH46A57G789689

Not valid with any other offer

Service Department Hours

Monday - Friday
7:00 AM to 5:30 PM

			LIST	NET	TOTAL
A	**TIE ROD BROKEN**				
	02 SUSPENSION				
	2402 HOWARD,DWAYNE LIC#: 2402				
	CP hrs.				250.00
1	52122362AG	STEERING-STEERING	350.00	350.00	350.00
1	68039930AA	ARM-PITMAN	76.20	76.20	76.20
1	52122370AB	DAMPER-STEERING	149.00	149.00	149.00
3	6505623AA	NUT-HEX LOCK	1.75	1.75	5.25
1	6502835	NUT-HEX FLANGE LOCK	1.07	1.07	1.07
	02F FRONT END ALIGNMENT				
	2402 HOWARD,DWAYNE LIC#: 2402				
	CP hrs.				59.95
LABOR:	309.95	**PARTS:** 581.52	**OTHER:** 0.00	**TOTAL LINE A:**	**$ 891.47**

****

CUSTOMER PAY EPA CHARGES FOR REPAIR ORDER 13.00

Customer Copy

YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM CHRYSLER IN THE NEXT FEW WEEKS. IF FOR ANY REASON YOU CANNOT GRADE US "COMPLETELY SATISFIED" WITH YOUR SERVICE EXPERIENCE, PLEASE CONTACT YOUR CONSULTANT (SEE ADVISOR BOX ABOVE) OR YOUR SERVICE MANAGER IMMEDIATELY. YOUR "COMPLETE SATISFACTION" IS OUR NUMBER 1 CONCERN, THANK YOU!

PARTS DESIGNATED WITH A "W" INDICATES LIFETIME GUARANTEE APPLIES FOR CUSTOMER PAY REPAIRS.

Dealer's Certification: In the event that this is submitted as a warranty claim, dealer described hereon certifies that the parts and/or labor below were furnished on the described vehicle at no charge to the owners pursuant to Chrysler Corporation's Limited Warranty and/or current Chrysler Corporation policies and these repairs were not required due to accident involving property damage or personal injuries. A copy of this W.R.O. or a similar document describing the repairs performed has been provided to the customer.

THANK YOU

Limited Express Warranty. All Parts and Installation Guaranteed 1 Year or 12,000 Miles, whichever occurs first.

I ACKNOWLEDGE RECEIPT OF THE PARTS AND LABOR LISTED X _____

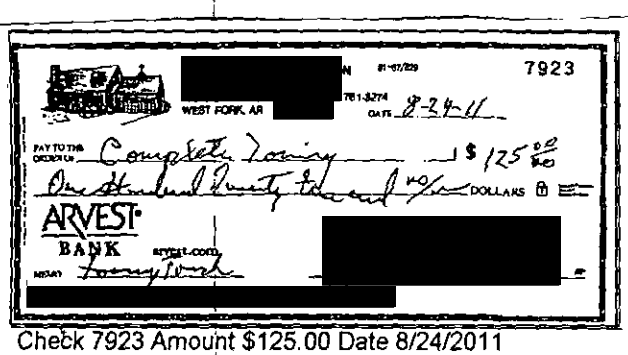
ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. AS BETWEEN THE RETAIL SELLER, LEWIS CHRYSLER-DODGE, Inc., AND BUYER, THE PRODUCT IS TO BE SOLD AS IS, AND THE ENTIRE RISK AS TO QUALITY AND PERFORMANCE OF THE PRODUCT IS WITH THE BUYER. THE SELLER EXPRESSLY DISCLAIMS ALL WARRANTIES, 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 BUYER ACKNOWLEDGES BEING SO INFORMED PRIOR TO THE SALE.

APPOINTMENTS: 497-442-7552

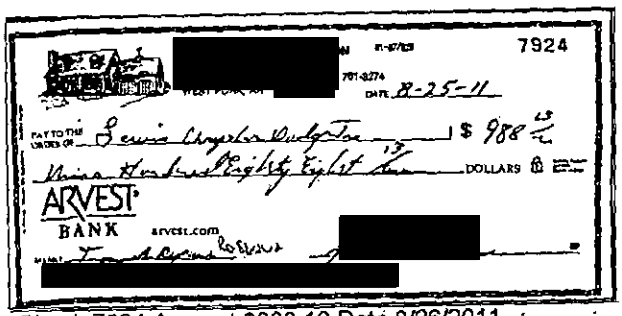
DESCRIPTION	TOTALS
LABOR AMOUNT	309.95
PARTS AMOUNT	581.52
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.00
TOTAL CHARGES	904.47
ADJUSTMENTS	0.00
SALES TAX	83.66
PLEASE PAY THIS AMOUNT	**988.13**

Copyright 2000 ADP, Inc. XC1S12.256X3S12.270_1

THANK YOU!



Check 7923 Amount $125.00 Date 8/24/2011



Check 7924 Amount $988.13 Date 8/26/2011



West Fork, AR [redacted]

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

Att: Reimbursement

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7LS38C5

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

ZIMMATIC™
BY LINDSAY

NEBRASKA AG & IRRIGATION
609 S. Meridian
Cozad, NE 69130
Phone: 308-784-2118
FAX: 308-784-2170
e-mail: dwardyn@nai.us.com

MEMO

DATE: 01/03/2014

TO: Chrysler Customer Assistance

FROM: Deb Wardyn

RE: 2005 Dodge Recall

Per the enclosed recall N62/NHTSA 13V-528 regarding our 2005 Dodge Truck, we had previously experienced issues with this prior to receiving your recall notice and the repairs were done by Ted's Truck and Auto. Upon receiving your recall notice the truck was taken to Platte Valley Auto as an authorized dealer to inspect the work and they said all work regarding this recall was complete and satisfactory.

We are hereby including a copy of the invoice from Ted's Truck and Auto for said work and are claiming for reimbursement for the work completed relating to this recall.

See enclosed attachments. If you have any questions please contact me, reference the above contact information.

Took to PV Auto 1-3-14 approved work
Left Tie Rod
work was done prior by Ted's Truck

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

05 Dodge

This notice applies to your vehicle (VIN: 3D7LS38C55G[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.

Jeremy
Service PV Auto

Teds Truck and Auto Repair
812 E Hwy 30 POB 33
Cozad, NE. 69130
Phone - 308-784-2069 Fax - 308-784-5425

INVOICE
24592
Org. Est. # 013160

OK - Recall

/OICE

Print Date : 04/30/2013

[redacted]
:ad, NE [redacted]
ice [redacted]
st ID: 622

Ref # :

2005 Dodge - Pickup R3500
5.9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # :
Vin # : 3D7LS38C55G[redacted]
Hat # :

Odometer In : 164195

t Description / Number	Qty	Sale	Extended	Labor Description	Extended
er Tie Rod End				Federal truck inspection	75.00
DS1464	1.00	171.65	171.65	Needs inner tie rod ends and ball joints replaced.	
per Ball Joint				BALL JOINT - Remove & Replace - [DOES NOT	247.00
K7460	2.00	143.32	286.64	include alignment.] - R2500,R3500,4WD - Upper &	
wer Ball Joint				Lower,Both Sides	
K7467	2.00	154.99	309.98		
ıer Tie Rod End				TIE ROD &/OR ENDS - Remove & Replace -	58.50
ES3624	1.00	48.32	48.32	[Includes: Adjust toe-in on all models.]	
ıock Absorber - Gas Grande Fleet -					
ont				TIE ROD &/OR ENDS - Remove & Replace -	19.50
76522	2.00	77.43	154.86	[Includes: Adjust toe-in on all models.]	
-Joint - Front Axle Shaft - Left Outer					
464	1.00	72.92	72.92	SHOCK &/OR STRUT ASSEMBLY - Remove &	52.00
hop Supplies		25.00	25.00	Install or Remove & Replace - [DOES NOT include alignment.] - Both Sides	
				(Combination) UNIVERSAL JOINT - Remove &	26.00
				Replace - R2500,R3500	

[Technicians : Lindstedt, Nathan]

Org. Estimate $80.35	Revisions $1,140.86	Current Estimate $ 1,221.21	Additional Cost	Revised Estimate
Wardyn, Pete Office 308-784-2118 04/23/2013 - 1:57 Lindstedt, Nathan Parts: $737.49 Labor: $325.00 Sublet: $0.00 Taxes & Fees: $78.37			$1,140.86	$1,221.21

Labor:	**478.00**
Parts:	**1,069.37**
Sublet:	**0.00**
Sub:	**1,547.37**
Tax:	**74.86**
Total:	**1,622.23**
Bal Due:	**$1,622.23**

[Payments -]

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

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

Written By: Lindstedt, Nathan

01.17.07 Copyright Mitchell 1 Invoic1

[redacted]

Cozad, NE [redacted]

NORTH PLATTE NE 691

03 JAN 2014 PM 1 T

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

RECEIVED
JAN - 8
By

48321$8007

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-18 10:07:42.975529
Files Not Recieved: 0

This is a follow up to a phone call with Tara in resolving the recall work completed on the 2005 Dodge. this was also previously mailed on 2-3-14

ZIMMATIC™
BY LINDSAY

[redacted]
Cozad, NE
Phone:
FAX:
e-mail:

MEMO

DATE: 02/03/2014

TO: Chrysler Customer Assistance

FROM: Deb Wardyn

RE: 2005 Dodge Recall

Per the enclosed recall N62/NHTSA 13V-528 regarding our 2005 Dodge Truck, we had previously experienced issues with this prior to receiving your recall notice and the repairs were done by Ted's Truck and Auto. Upon receiving your recall notice the truck was taken to Platte Valley Auto as an authorized dealer to inspect the work and they said all work regarding this recall was complete and satisfactory this was done on 1/3/2014, you can confirm this with the parts manager at Platte Valley Auto in Lexington, NE.

We are hereby including a copy of the invoice from Ted's Truck and Auto for said work and are claiming for reimbursement for the work completed relating to this recall.

See enclosed attachments. If you have any questions please contact me, reference the above contact information.

Teds Truck and Auto Repair
812 East Highway 30
Cozad, NE. 69130
Phone - 308-784-2069 Fax - 308-784-2069

INVOICE
21966
Org. Est. # 005877

INVOICE

Print Date : 01/08/2010

[redacted]
Cozad, NE [redacted]

2005 Dodge - Pickup R3500
5.9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # :
Vin # : **3D7LS38C55G**[redacted]
Hat # :

Odometer In : 121123

Cust ID : 622 Ref # :

Part Description / Number	Qty	Sale	Extended
Tie Rod End - Inner 2696102	1.00	162.10	162.10
Tie Rod End - Inner 2693257	1.00	53.03	53.03
Tie Rod End - Outer 2696103	1.00	139.62	139.62
Shop Supplies		21.09	21.09

Labor Description	Extended
Federal truck inspection	75.00
Needs right inner & outer and left inner tie rod ends replaced.	
TIE ROD &/OR ENDS - Remove & Replace - [Includes: Adjust toe-in on all models. DOES NOT include alignment.]	58.50
TIE ROD &/OR ENDS - Remove & Replace - [Includes: Adjust toe-in on all models. DOES NOT include alignment.]	19.50
TIE ROD &/OR ENDS - Remove & Replace - [Includes: Adjust toe-in on all models. DOES NOT include alignment.]	19.50

[Technicians : Lindstedt, Nathan]

Org. Estimate **$80.35** Revisions **$496.44** Current Estimate **$ 576.79** Additional Cost $496.44 Revised Estimate $576.79

Customer Called In 01/07/2010 - 12:13 Lindstedt, Nathan
Parts: $354.75 Labor: $97.50 Sublet: $0.00 Taxes & Fees: $44.19

[Payments -]

Labor:	**172.50**
Parts:	**375.84**
Sublet:	**0.00**
Sub:	**548.34**
Tax:	**26.31**
Total:	**574.65**
Bal Due:	**$574.65**

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

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

Written By: <none>

01.17.07 Copyright Mitchell 1 Invoic1

CHRYSLER

January 29, 2014

[redacted]
Cozad, NE [redacted]

Reference # [redacted]

Dear Ms. [redacted]

Thank you for your recent letter regarding your 2005 Dodge Ram SLT.

I have attempted to contact you by phone but have been unable to do so. Please contact me at 1-800-992-1997 to discuss your letter. Please refer to the reference number above or have your Vehicle Identification Number, 5G744483, available when you call.

Sincerely,
William Gregg
Customer Assistance Representative

Phone 800.992.1997
Chrysler Group LLC | CIMS 484-04-04 | P.O. Box 21-8004 | Auburn Hills, MI USA | 48321

Took to PV Auto 1-3-14 approved work
Left Tie Rod
work was done prior by Ted's Truck

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

05 Dodge

This notice applies to your vehicle (VIN: **3D7LS38C55G**[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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AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7VTDCL1

VIN (LAST 8 DIGITS) [redacted]BG[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

GLOBAL
Spas, Stoves & Sunrooms

1639 Dell Range
Cheyenne, WY 82009

Phone - 307-634-7318
Fax – 307-637-3526

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

January 2, 2014

Attached please find the invoice fixing the Safety Recall as described in notice N49/NHTSA 13V-529. Also attached is the check stub for payment of this invoice.

Please reimburse as stated in notice.

Thank you

[redacted]

MIDAS AUTO SERVICE EXPERTS

2423 E. LINCOLNWAY
CHEYENNE, WY 82001
(307)638-8928

Invoice # 0075117
5:35:59PM 7/17/13

Customer : [redacted]	Vehicle : 2011 DODT RAM 2500 PICKUP
Address : [redacted]	License : 2-15890
City : CHEYENNE, WY [redacted]	VIN : 3D7VT2CL1BG[redacted]
Phone 1 : ([redacted] Ext :	Engine : 6-408 6.7L Dsl Trans :
Phone 2 : (307) - Ext :	Mileage : 27154

TECH	OP / Qty	LABOR DESCRIPTION / Part Number	Part Description	Reason for Replacement	LABOR / Part Price Each	PARTS / Extended	SUBTOTAL
		Estimate Approvals:					
		Original Approval Date: 7/17/2013 9:30:00 AM Reason:					
		Amount: $713.98 Auth By: JOSH LANGLEY Contacted By Phone					
		Phone: (307) 421-9208 By:					
BM	SSP0	REMOVE & REPLACE TIE ROD &/OR ENDS - found left front tie rod end broken and right side bent. replace both outer tie rods and align vehicle			171.00	422.62	593.62
	1.00		TIE ROD LEFT	PART NO LONGER PERFORMS INTENDED FUN	244.78	244.78	
	1.00		TIE ROD RIGHT	PART NO LONGER PERFORMS INTENDED FUN	177.84	177.84	
BM	WA 105	Computerized 2-Wheel Thrust Angle Alignment.			79.95		79.95
		Inspect steering and suspension system; inspect tires and set tire air pressure; inspect wheel bearing play; perform computer alignment; set front adjustable angles to manufacturers specifications where applicable.					
		Inflation	55/80 Inflation	65/80			
		Inflation	60/70 Inflation	50/70			
		Inflation	50/60 Inflation	55/80			
		Inflation	65/80 Inflation	60/70			
		Inflation	50/70 Inflation	50/60			
		Inflation	55/80 Inflation	65/80			
		Inflation	60/70 Inflation	50/70			
		Inflation	50/60				
		Payments:					
		(On Account), $713.98, on 07/17/13					

MIDAS AUTO SERVICE EXPERTS

2423 E. LINCOLNWAY
CHEYENNE, WY 82001
(307)638-8928

Invoice # 0075117
5:35:59PM 7/17/13

Customer [redacted]	Vehicle : 2011 DODT RAM 2500 PICKUP
Address [redacted]	License : 2-15890
City : CHEYENNE, WY [redacted]	VIN : 3D7VT2CL1BG[redacted]
Phone 1 : ([redacted] Ext :	Engine : 6-408 6.7L Dsl Trans :
Phone 2 : (307) - Ext :	Mileage : 27154

TECH	OP Qty	LABOR DESCRIPTION Part Number	Part Description	Reason for Replacement	LABOR Part Price Each	PARTS Extended	SUBTOTAL

WARRANTY INFORMATION

Midas International Corporation issues written warranties on mufflers, catalytic converters, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, and variable rate springs. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice, upon the purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder on display in each Midas location. All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation.

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

Warranty work will be performed at any Midas location in the USA or Canada offering the warranted product or service. For the address of your nearest Midas location, see the Yellow pages of the local telephone directory or write Midas Consumer Relations, 1300 Arlington Heights Road, Itasca, IL. 60143. I hereby authorize you and/or your agents to contact me regarding the products and services provided at Midas.

Thank You For Your Patronage!

Labor :	$250.95
Parts :	$422.62
Sublet :	$0.00
Other Fees :	$0.00
	$0.00
Subtotal :	$673.57
Sales Tax :	$40.41
Total :	$713.98
Paid :	$0.00
Due :	$713.98

Paid By : On Account
Pay Ref :

GLOBAL SPAS, STOVES & SUNROOMS

2677

Midas Auto Service

8/9/2013

Date	Type	Reference	Original Amt.	Balance Due	Discount	Payment
7/17/2013	Bill	[redacted]	713.98	713.98		713.98
					Check Amount	713.98

PAYMENT RECORD

Cash in Bank - Warre 713.98

601195 (9/10)

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]



Cheyenne, Wyoming

[redacted]



[redacted]

CHEMICAL FREE SPAS
NO TOXIC CHEMICALS

NO CHLORINE
BROMINE
OZONE

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7UT2HLX

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

SD1260DB RIVERSIDE CHRYSLER JEEP DODGE 12/20/13
U5DONALDR Closed Order

[redacted]
R9694C: 10 DODGE RAM 2500 INFERNO RED
3D7UT2HLXAG[redacted]

RO Number [redacted]
Opened/Closed 9/30/13 10/02/13
Service Writer CHRISTINE GRAF
Odom Out/Tag # 82094 993

Line	Description	Hours	Rate	Exten
1	02: FRONT SUSPENSION			
	CUSTOMER STATES LEFT FRONT TIE ROD BROKE - POSSIBL			
	E BENT SWAY BAR LINK			
	Pay Method MR Customer Pay	Est: 1.00	80.00	
	Tech: 265 CURTIS CREEL 10/01/13	.90	Actual	85.50
	Part: CBRCL160AA :SOCKET: TIE ROD	1	104.00	104.00
	Correction: REPLACE LEFT FRONT OUTER TIE ROD END			
	ALLY/REPAIR ADVANTAGE - AUTH #[redacted] AUTH AMT			
	$251.47			
	CUSTOMER PAY $110.00			
2	023: BODY			
	TOWING - TRYON 66			

More...

Option* __

F3=Exit F7=Archive F12=Cancel

SD1260DB RIVERSIDE CHRYSLER JEEP DODGE 12/20/13
U5DONALDR Closed Order

[redacted]

R9694C: 10 DODGE RAM 2500 INFERNO RED
3D7UT2HLXAG[redacted]

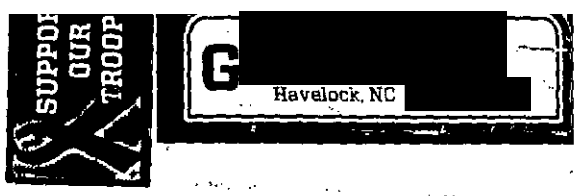
RO Number [redacted]
Opened/Closed 9/30/13 10/02/13
Service Writer CHRISTINE GRAF
Odom Out/Tag # 82094 993

Line	Description		Hours	Rate	Exten
	Pay Method MR Customer Pay				
	Tech: 265 CURTIS CREEL 10/01/13		.00	.00	
	Sublet:TRYON 66 TOWING & RECO IV:PO#[redacted]			Labor:	110.00
	Sublet:TRYON 66 TOWING & RECOVERY			Parts:	.00
	Correction: TOWING				
3	2WA: CUSTOMER REQUEST TWO WHEEL ALIGNMENT				
	Pay Method MR Customer Pay	Est:	1.00	34.95	
	Tech: 265 CURTIS CREEL 10/01/13		1.50	Actual	54.95
	Correction: PERFORM ALIGNMENT				
	Promo Messages: Thank You				

Bottom

Option* __

F3=Exit F7=Archive F12=Cancel



COASTAL CAROLINA AREA
NC 283 2 T
03 JAN 2014 PM

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

RECEI
JAN - 8

48321#8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS29C7

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS29C76G[redacted]

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

Dea[redacted]

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

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

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 Customer Service
ATTN: Reimbursements
PO Box 21-8007
Auburn Hills, MI 48321-8007

RE: Recall N62/NHTDA 13V-528

VIN: 3D7KS29C76G[redacted]

To whom it may concern,

Please find the attached receipt and pictures of left front ball joint repair. Original copies of the receipts were previously mailed to your department. These are color scans of the originals.

This failure occurred while my wife was driving the vehicle with kids in the car. Fortunately she was traveling at a very slow speed at the time of failure. I would appreciate resolution this time concerning reimbursement for the repair.

If you have any questions please don't hesitate to call me.

Thanks,

[redacted]

Simi Valley, Ca [redacted]

KIRBY AUTO GROUP

www.kirbyauto.com

CHRYSLER-JEEP-DODGE-RAM 2350 1ST STREET • SIMI VALLEY, CA 93065 805-581-9090

KIA - SUZUKI 6424 AUTO CENTER DRIVE • VENTURA, CA 93003 805-644-2241

Thank You

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction.

RO 05745 VIN 3D7KS29C76G [redacted]

2006 DODGE RAM 2500 M WHITE O [redacted]

95089 95080 00/00/00 CA 8F16676

SIMI VALLEY CA [redacted]

DATE IN 11/11/11

TIME IN 15:13

17:31

OUT 11/22/11

3604

WRITER JEFF H

SEE ALSO

RES. H: [redacted]

****** Warranty Claim Repairs Remain Open ******

(1) CUSTOMER STATES TIE ROD END BROKE ON DRIVERS SIDE.
REPLACED TIE ROD ON LEFT SIDE,REPLACE DRAG LINK,REPLACED BACKING PLATE.REPLACED RIM,SET ALIGNMENT.
CUSTOMER HAS CO-PAY OF $607.00
CASE #21547066
(Tech:24) A

Warranty Claim

Labor		T24
5086664AA	(SHIELD)	1
52122362AG	(STEERING)	1
52013663AC	(WHEEL)	1

.....(Warranty).....

(2) LF..40..... RF....40.....
LR.....50..... RR.....50.....
(Tech:28) A

Warranty Claim

Labor T28

.....(Warranty).....

(3) 23 POINT VEHICLE INSPECTION
MILEAGE OUT 95043
MANUFACTURE RECOMMENDS
REAR DIFFERENTIAL SERVICE
FRONT PINION SEAL
TRANSMISSION SERVICE IN FUTURE
(Tech:28) A

Warranty Claim

9023 T28

.....(Warranty).....

Charge: (VIS/MC) 607.00

KIRBY CHRYSLER - JEEP - DODGE
2350 1ST STREET
SIMIVALLY, CA 93065
(805) 581-9090

Sale

Merchant ID: 342929804495802

Term ID: LN893301

11/22/11 17:31:43

Batch#: 000179 Inv #: 000015

Entry Method: S

[redacted] XXXXXXXXXXXX

Seq.#: 0017 Appr Code: 022738

Total: $ 607.00

APPROVED

Customer Copy

THANK YOU!

Next Service Lube-Oil-Filter

B.A.R. ARD264319
EPA# CAL000360208

ORIGINAL ESTIMATE	HAZARDOUS WASTE DISPOSAL FEE	REVISED ESTIMATE	I acknowledge notice and oral approval of an increase in the original estimated price.
$	$	$	CUSTOMER SIGNATURE X

Customer acknowledges and approves all repairs as itemized and/or receipt of vehicle.

CUSTOMER

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			.00
Warr Deduct			607.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			607.00
.00 Tax			.00
Total (Chrg)			607.00

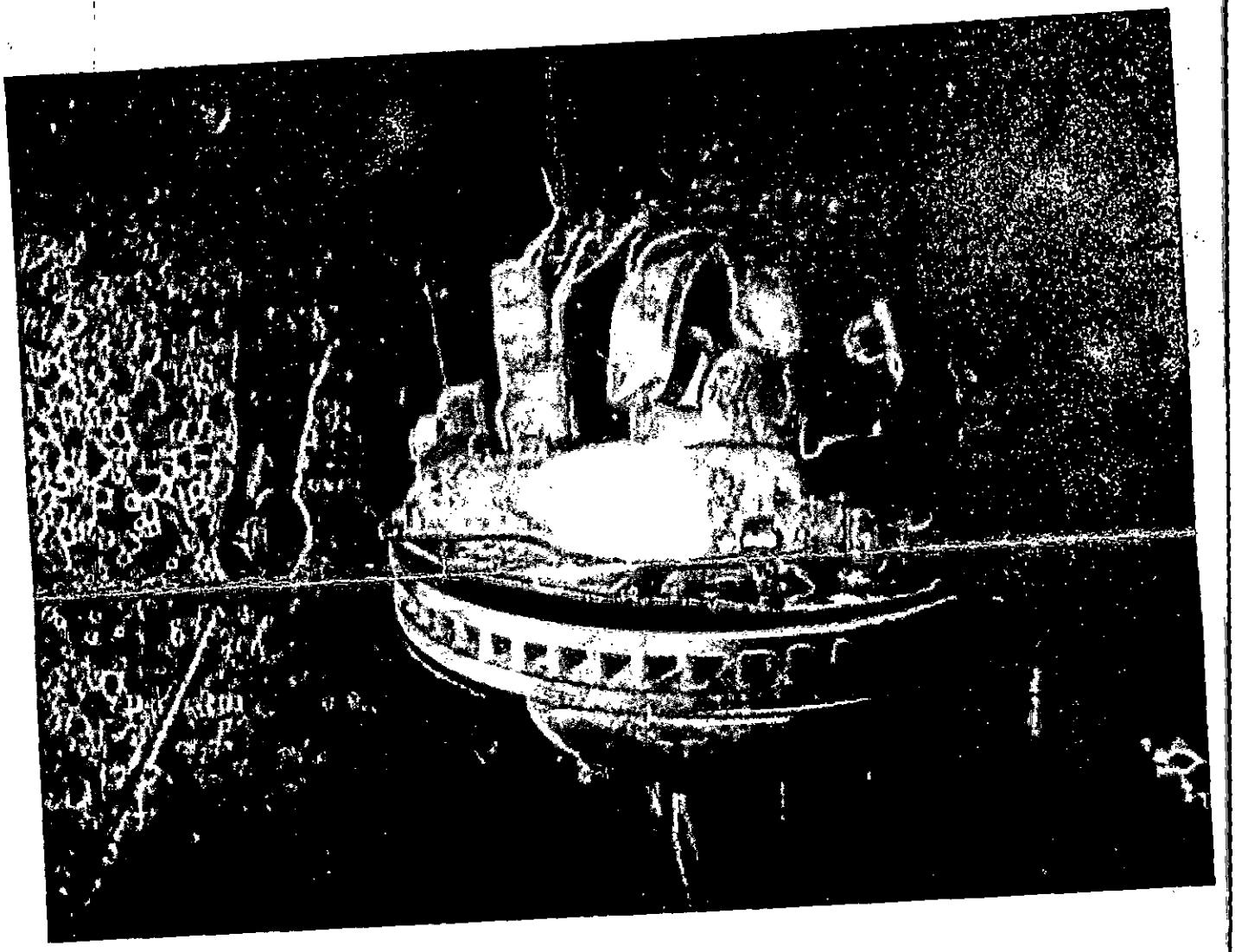
Page 1 of 1 Reprint (1) Job 947

05745

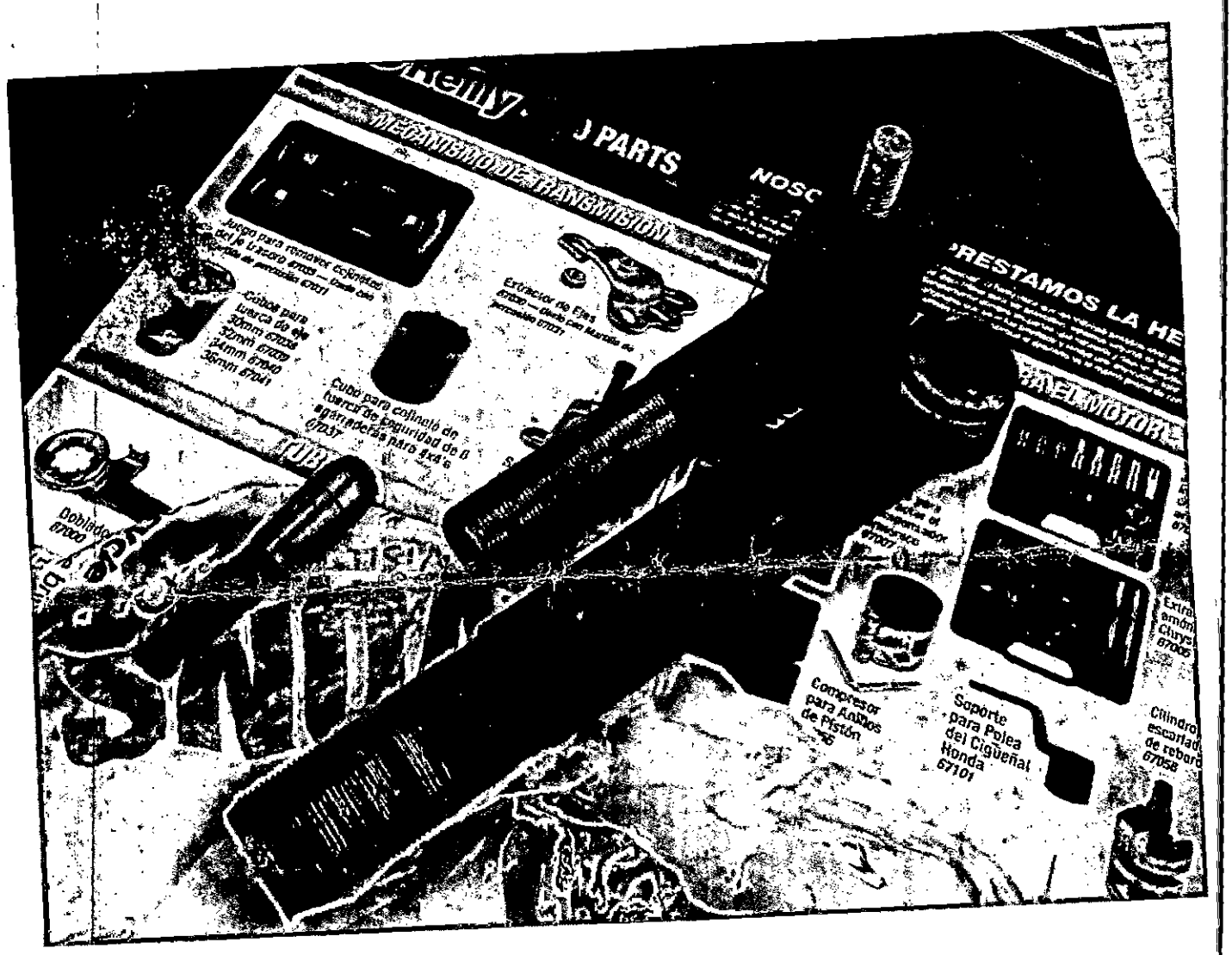
Customer Copy

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

ALTERNATIVE SOURCE, INC. (800) 344-4255

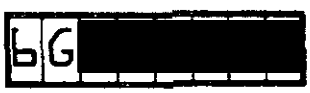



Sacacubos de las
ruedas delanteras
07032
Cubo para cojinete
tuerca de seguridad de 6
agarraderas
67037


MECANISMOS DE TRANSMISION
PARTS
NOSC
RESTAMOS LA HE
Juego para remover cojinetes del eje de tracero 67035 — Puede usa
Cubos para fuerca de eje 30mm 67038 32mm 67039 34mm 67040 36mm 67041
Extractor de Ejes 67030 — Puede usa Martillo de percusión 67031
Cubo para cojinete de fuerca de seguridad de 8 agarraderas para 4x4's 67037
Doblador 67000
Compresor para Anillos de Pistón 67006
Soporte para Polea del Cigüeñal Honda 67101
Cilindro escariador de rebore 67058

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. After Failure

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]

SV, Ca[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28A0

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

REPLACE BALL JOINTS TIE ROD ENDS	???	254.28

Depend On US For All Your Automotive Service Needs

6427 W LINCOLN AVE - WEST ALLIS WI 53219
(414) 541-0250

ARCHIVED

IN / OUT

In:	04-23-2013
Time:	07:00 AM
Odom:	88110
Out:	04-24-2013
Time:	12:50 PM
Odom:	88110

Acct No: 19525 **Page: 1 of 1**

[redacted]
South Milwaukee WI [redacted]
H: [redacted]

2008 Dodge Ram 2500 Pickup
Red
V8 5.7 HEMI 345

VIN: 3D7KS28A08G[redacted]
Plate: IAMLOVE (WI)

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
2.00	UPPER BALL JOINTS	19142502	124.50	249.00
2.00	LOWER BALL JOINTS	19142508	120.50	241.00
1.00	TIE ROD END LEFT	45A0920	55.14	55.14
1.00	RIGHT TIE ROD	45A3081	145.40	145.40

REPLACE BALL JOINTS
$975.00 OK'D BY KIM IN PERSON
ON 04-22-2013 AT 03:15pm (Dave R)

60 YEARS OF SERVICE

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

U = Used R = Rebuilt W = Warranty

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Terms: Strictly Cash Unless Arrangements Made. SIGNED. _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, 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 repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____

3. I do not want an estimate.

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS

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

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

Do you want the replaced parts you are entitled to? NO

Call when the vehicle is ready? YES

This vehicle received without face to face customer contact.

_____
SHOP REPRESENTATIVE SIGNATURE

I hereby authorize the above repair work to be done with necessary materials and hereby grant you and your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I further acknowledge that you will not be held responsible for any loss or damage to the vehicle or articles left in it due to causes beyond your control.
Signed: _____

PAID

Labor	309.28
Parts	690.54
Sublet	.00
Supplies	8.00
Disposal	.00
Subtotal	1007.82
Tax	56.44
TOTAL	**1064.26**

257261/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)

8G[redacted]

Notification Code

N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

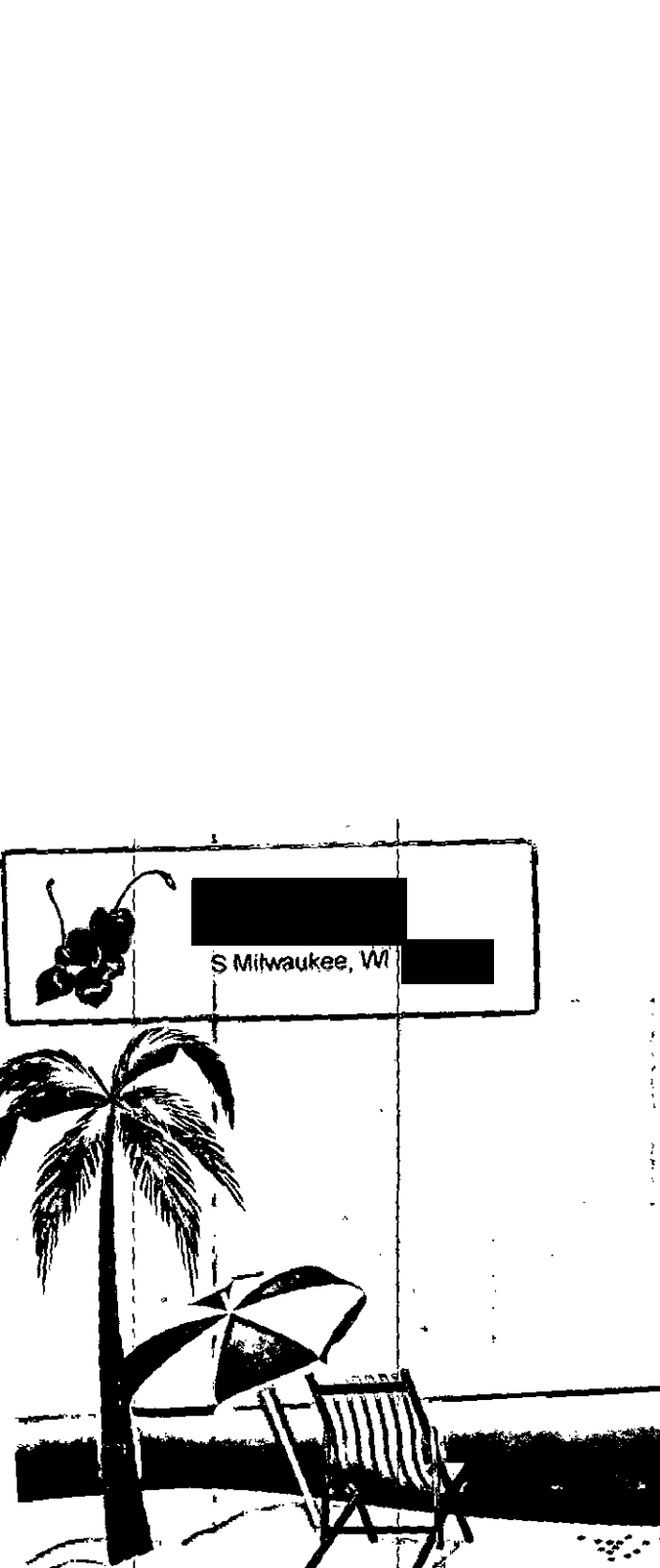
Last Name

Street Addre

City South Milwaukee, WI

State WI Zip Code [redacted]

Email Address [redacted]


[redacted]
S Milwaukee, WI [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-17 02:49:18.530904
Files Not Recieved: 0

RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

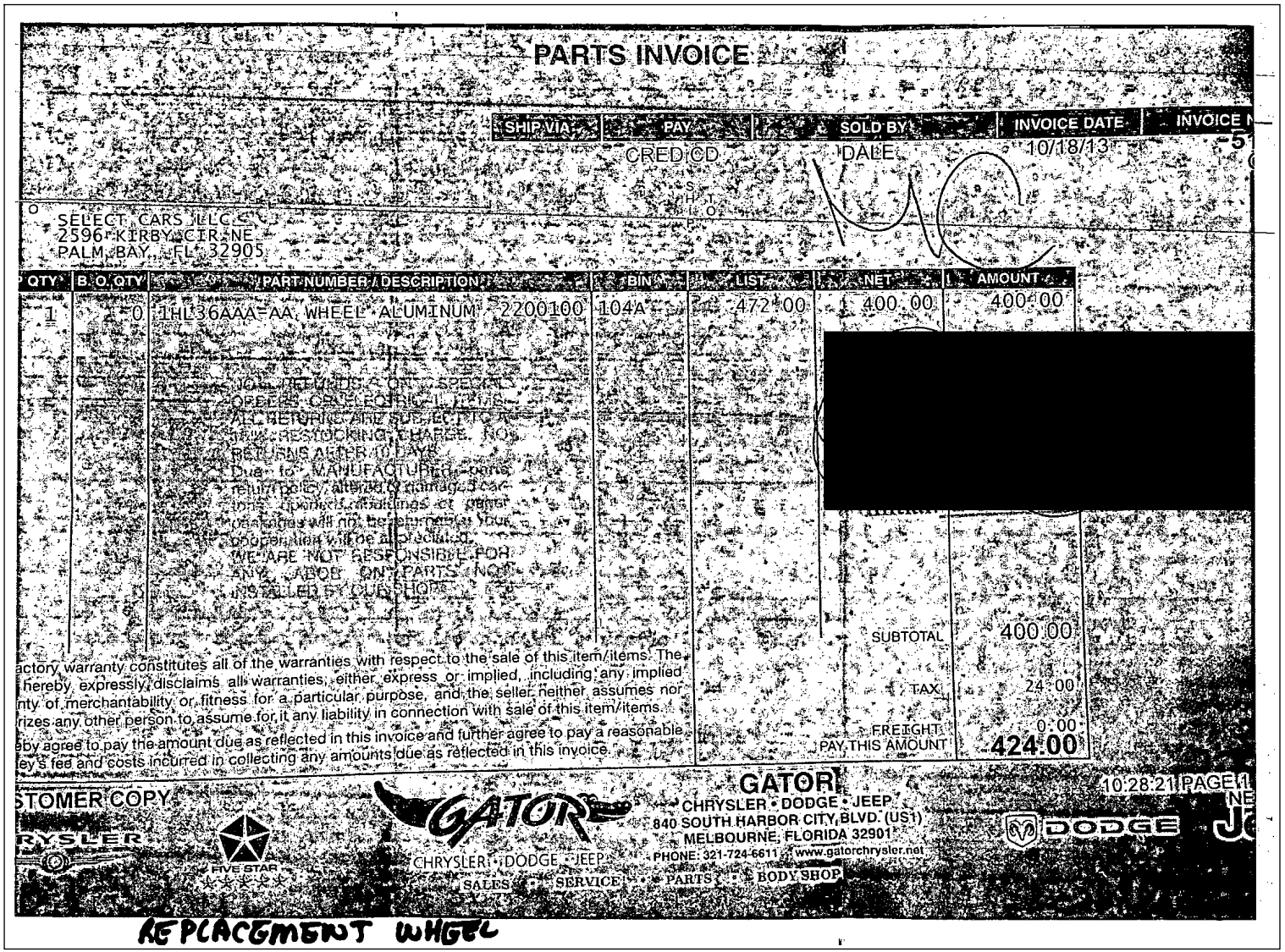
FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**



PARTS INVOICE

SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE
	CRED CD	DALE	10/18/13	5

SELECT CARS LLC
2596 KIRBY CIR NE
PALM BAY FL 32905

QTY	B.O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	1HL36AAA-AA WHEEL ALUMINUM 2200100	104A	472.00	400.00	400.00

ALL RETURNS ARE SUBJECT TO A
RESTOCKING CHARGE. NO
RETURNS AFTER 10 DAYS
Due to MANUFACTURER parts
return policy, altered & damaged
item, opened coatings or paint
products will not be returned. Your
cooperation in this is appreciated.
WE ARE NOT RESPONSIBLE FOR
ANY LABOR ON PARTS NOT
INSTALLED BY OUR SHOP

SUBTOTAL	400.00
TAX	24.00
FREIGHT	0.00
PAY THIS AMOUNT	424.00

actory warranty constitutes all of the warranties with respect to the sale of this item/items. The
hereby expressly disclaims all warranties, either express or implied, including any implied
nty of merchantability or fitness for a particular purpose, and the seller neither assumes nor
rizes any other person to assume for it any liability in connection with sale of this item/items.
eby agred to pay the amount due as reflected in this invoice and further agree to pay a reasonable
ey's fee and costs incurred in collecting any amounts due as reflected in this invoice.

STOMER COPY

10:28:21 PAGE 1

GATOR
CHRYSLER • DODGE • JEEP
840 SOUTH HARBOR CITY BLVD. (US1)
MELBOURNE, FLORIDA 32901
PHONE: 321-724-6611 www.gatorchrysler.net
SALES SERVICE PARTS BODY SHOP

FIVE STAR

DODGE

REPLACEMENT WHEEL

Pink Copy = White, Shop Copy = Yellow

meineke car care center

"Each Shop Individually Owned and Operated"
www.meineke.com

Meineke Car Care Center MV4940 # 904
265 S. Wickham, Suite #100
West Melbourne, FL 32904
(321)676-0566

Invoice Number: 84795
Invoice Date: 10/19/13
Estimate ID: 039717

SOLD TO:
[redacted]
PALM BAY, FL [redacted]

Vehicle	Odometer	Tag	Vin	Tech	Writer	Ad Lead
2011 DODGE RAM TRUCK RAM 3500	In: 0 Out: 45,975	[redacted]		ANN	711	WALK IN

Quantity	Item	Description	Warranty	A/D	Unit Price	Total
Tires						
1.00	LABOR	Mount & Balance Standard Tire		A	24.99	24.99
1.00	VALVE	Tire Valve Stem		A	2.99	2.99
0.10	LABOR	DISMOUNT TIRE IN BED OF TRUCK		A	90.00	9.00
1.00	VALVE	Tire Valve Stem	90 Days	A	2.99	2.99
0.10	LABOR	REMOVE AND INSTALL VALVE STEM ON RIGHT REAR		A	90.00	9.00
					Job Total:	48.97

MEMO: Tire inflation monitoring systems may need to be reset or re-calibrated at an additional charge based on vehicle specifics. not

We want to thank you for your business. At MEINEKE, your satisfaction is very important to us.

Sales Tax 1 3.17

PAYMENT RECEIPT

A/D Legend: A=Accepted, D=Declined

Cash 56.06

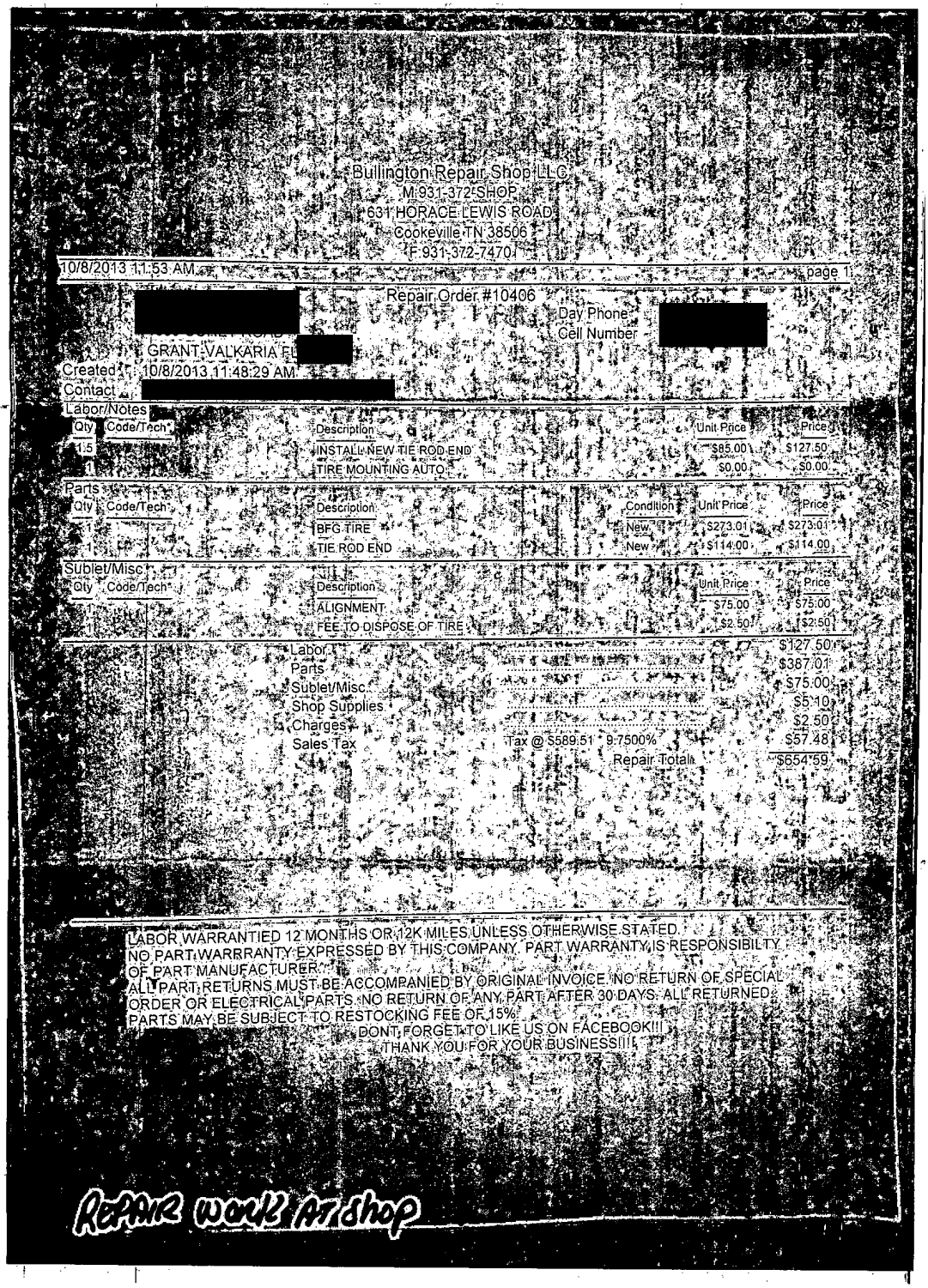
Shop Supplies:	3.92
Total Parts:	5.98
Total Labor:	42.99
Sub Total:	52.89
Sales Tax:	3.17
Total Due:	**$56.06**

Printed: 10/19/2013 at 10:47:50AM
Invoice Code: NTk3NDg0MDkwMDAwMDY4NjUwMDA5

967482

WARRANTY INFORMATION ON BACK OF RECEIPT.

REPLACE SPARE TIRE/wheel to show/drive



Bullington Repair Shop LLC
M 931-372-SHOP
631 HORACE LEWIS ROAD
Cookeville TN 38506
F 931-372-7470

10/8/2013 11:53 AM page 1

[redacted]
GRANT VALKARIA FL [redacted]

Repair Order #10406
Day Phone [redacted]
Cell Number

Created 10/8/2013 11:48:29 AM
Contact [redacted]

Labor/Notes

Qty	Code/Tech	Description	Unit Price	Price
1.5		INSTALL NEW TIE ROD END	$85.00	$127.50
1		TIRE MOUNTING AUTO	$0.00	$0.00

Parts

Qty	Code/Tech	Description	Condition	Unit Price	Price
1		BFG TIRE	New	$273.01	$273.01
1		TIE ROD END	New	$114.00	$114.00

Sublet/Misc

Qty	Code/Tech	Description	Unit Price	Price
1		ALIGNMENT	$75.00	$75.00
1		FEE TO DISPOSE OF TIRE	$2.50	$2.50

Labor		$127.50
Parts		$387.01
Sublet/Misc		$75.00
Shop Supplies		$5.10
Charges		$2.50
Sales Tax	Tax @ $589.51 9.7500%	$57.48
	Repair Totals	$654.59

LABOR WARRANTIED 12 MONTHS OR 12K MILES UNLESS OTHERWISE STATED.
NO PART WARRANTY EXPRESSED BY THIS COMPANY. PART WARRANTY IS RESPONSIBILITY OF PART MANUFACTURER.
ALL PART RETURNS MUST BE ACCOMPANIED BY ORIGINAL INVOICE. NO RETURN OF SPECIAL ORDER OR ELECTRICAL PARTS. NO RETURN OF ANY PART AFTER 30 DAYS. ALL RETURNED PARTS MAY BE SUBJECT TO RESTOCKING FEE OF 15%
DONT FORGET TO LIKE US ON FACEBOOK!!!
THANK YOU FOR YOUR BUSINESS!!!

REPAIR WORK AT SHOP

[redacted]
GRANT VALKARIA, FL
[redacted]

ORLANDO FL 328
31 DEC 2013 PM 5 L

USA Freedom FOREVER

RECEIVED
JAN - 8
By

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

ATTN: Reimbursement

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

To Dodge recall rep;

On January 21st 2012 on my way home from work as a security guard for the natural gas drilling companies I was traveling down a one lane mountain road during a snow storm and I heard a loud bang in the front end of the truck. I immediately lost all steering control of the truck. There was a rock wall on the left side of the road and a steep drop off on the right side. Fortunately the truck went into the ditch on the left side causing damage to the drivers side door. The traffic control people noticed that they were one vehicle short reaching the bottom. There was no cell phone service there so they gave me a ride to the bottom of the mountain and they were able to call a tow truck. After a couple of hours the tow truck arrived and had to flat bed the truck to their garage and make the repairs for me.

I called the dodge dealer and was informed that there was nothing they could do for me and I also got the same reply from dodge corp.

In June of the same year while getting the truck serviced at my local garage the mechanic said that he noticed some play in the right outer tie rod end so I had him replace that one also.

Enclosed please find the receipts for the work performed plus the towing charge.

Thank You for your cooperation.

[redacted]

Cogan Station PA [redacted]

[redacted]

VALLEY TRUCK & TRAILER, INC.

1825 John Brady Dr. Suite 200
MUNCY, PA 17756
(570) 546-0660
FAX (570) 546-8053

35844

QTY.	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT	
	Dodge 1 in Rod End	85	00
	TOTAL PARTS		

DATE IN 1-21-12 A.M. P.M. | DATE PROMISED A.M. P.M.
CUSTOMER'S ORDER NO. | ORDER WRITTEN BY
BUS. PHONE EXT.
HOME PHONE
CITY Cogan Station PA STATE ZIP [redacted]
LICENSE NO. | MILEAGE N/A
YEAR, MAKE AND MODEL 1998 mid 9 Hadic | CALL WHEN READY ☐ YES ☐ NO | MECHANIC/TECHNICIAN
SERIAL NO./V.I.N. 1M9NA1019WR [redacted] | TERMS B/C Crown Truck

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
Towing 3hr 125 X	375 00
1 Labor 2hrs.	
TIRE DISPOSAL	
SHOP SUPPLY	
TOTAL LABOR	140 00
TOTAL PARTS	85 00
TOTAL SUBLET	
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
SUBTOTAL	
TAX	13 50
TOTAL	613 50

Finance charges of 1.5% per month (18% annual) will be added to all accounts 30 days past due.
PLEASE PAY FROM THIS INVOICE.
WE ACCEPT VISA & MASTERCARD

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE | SAVE OLD PARTS ☐ YES ☐ NO

ESTIMATED COSTS

PARTS | LABOR | TOTAL
AUTHORIZED BY | ☐ IN PERSON ☐ BY PHONE
DATE | TIME | CALLED BY | PHONE

REVISED ESTIMATE / ADDITIONAL WORK

PARTS | LABOR | TOTAL
AUTHORIZED BY | ☐ IN PERSON ☐ BY PHONE
DATE | TIME | CALLED BY | PHONE

[redacted]

106

COGAN STATION, PA [redacted]

Jan 24 12 10-4/220
Date

Pay to the order of Valley Truck + Trailer $ 613.50

Six Hundred Thirteen + 50/100 Dollars

Security Features Details on Back.

M&T Bank

Checks must be written for at least $100.00

Manufacturers and Traders Trust Company
1 Fountain Plaza
Buffalo, New York 14203

For DODGE TRUCK [redacted]

Rutland Clarke

059928

BILL'S TIRE SHOP

4341 Rear Lycoming Creek Road
COGAN STATION, PA 17728
Office 494-0870
Home 998-2352

Customer's Order No. _____ Date 6-20-12

Name [redacted]

Address

Phone:

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RETD.	PAID OUT	LAYAWAY

QUAN.	DESCRIPTION	PRICE	AMOUNT
RT	outter Tie rod		170 00
	labor		75 00
	PAID CASH		
		TAX	12 30
		TOTAL	217 30

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

Received By

GS-651-2
PRINTED IN U.S.A.

Thank You

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

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 COGAN STATION

State PA Zip Cod[redacted]

Email Addres[redacted]



[redacted]
Cogan Station, PA [redacted]

CHRYSLE
PO BOX
AUBURN

ATTN REIMBURSMENT:

48

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 3D7MX3827

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Tires LES SCHWAB

2970 Prospect Ave
Helena, MT 59601
406-495-0070

Store: 908
Invoice: 90800054824
Salesperson: KirkM

Work Order 90800054821

Customer Information

Name: [redacted]
Address:
City, State, CASTRO VALLEY, CA [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2009 DODGE RAM 3500 PICKUP
Color:
Mileage: 86,500
License: [redacted]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	15667	LEFT OUTER TIE ROD	$141.08	$0.00	$141.08
1	13606	TIEROD END PASS/LT - INSTALLATION	$19.50	$0.00	$19.50
1	15812	AL3 THRUST ALIGNMENT-DOM/IMP	$0.00	$0.00	$0.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.25

Parts Subtotal:	$141.08
Labor Subtotal:	$75.75
Sales Tax:	$0.00
Tire Tax:	$0.00
Invoice	**$216.83**

Payment Method: VISA Approval# [redacted] Card# XXXXXXXXXXXX[redacted] **$216.83**

THANK YOU FOR YOUR BUSINESS

Authorized By:

[redacted] 06-15-13 02:55 PM 1 $216.83

Customer Signatur [redacted]

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

Invoice Date/Time: 06-15-2013 02:57 PM

REGISTRATION VALID FROM

COML 06/30/2013 TO 06/30/2014 31 TYPE [redacted]

VEHICLE IDENTIFICATION NUMBER
3D7MX38L79[redacted]

MAKE							
DODG							
BODY TYPE MODEL	CYLS.	DATE FIRST SOLD	CLASS	YR	Yr. Model		
PK		00/00/0000	KM	2009	2009		
DATE ISSUED	TYPE VEH.	MP	AX	WC	UNLADEN/GVW/CGW	TOTAL FEES PAID	
05/02/2013	32P	D	2	F	07000	$427	

2300

REGISTERED OWNER
[redacted]
REDWOOD VLY CA [redacted]

LIENHOLDER
0

W0204
R0069
L0145

RI2042920134600

STATE OF CALIFORNIA
DEPARTMENT OF MOTOR VEHICLES
VALIDATED REGISTRATION CARD
READ REVERSE SIDE - IMPORTANT INSTRUCTIONS

N6005772

I am sending this as the repair shop didn't include the VIN# on their invoice I thought you might need it. they only took the license #

Registration shows both

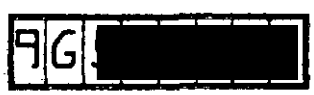
[redacted]

Thank Joey

[redacted]
Castro Valley CA

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 _____

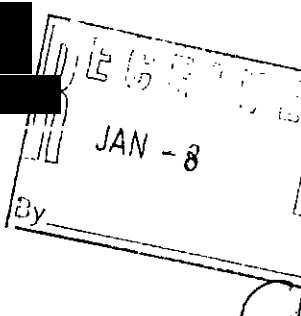
State _____ Zip Code _____

Email Address _____



[redacted]

Castro Valley, CA [redacted]



Att: Reimbursment:

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28C7

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS28C76G[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 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.

PAID

Phifer's Auto Service & Used Cars Llc.
11111 Hwy 131
Washburn TN 37888
865-497-2137

Invoice

Date: 06/11/2013
Invoice No.: [redacted]
Order No.: 2006 dodge 2500
Salesperson: nathan

Bill To:
[redacted]

Qty	Item	Description	Unit Price	Total
1	s1463	tierod	$38.00	$38.00
1	s1464	tie rod	$87.00	$87.00
1	c2964	stabilizer	$46.00	$46.00
2	s3625	tie rod outer	$33.00	$66.00
1	lb	labor	$100.00	$100.00
1	tw	tow bill	$141.00	$141.00
			Subtotal	$478.00
			Sales Tax	$46.61
			Total Amt	**$524.61**
			Paid	**$524.61**

Thank you for your business.

KNOXVILLE TN 377

03 JAN 2014 PM 1 L



RECEIVED
JAN - 8

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:

01/08/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28C3

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000008

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28C37C[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.

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Customer Services / Field Operations
Chrysler Group LLC

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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.

PAID DEC 0 1 2011
CK#2269 CP

Z-1 AUTOMOTIVE

922 EAST HARRIS
GREENVILLE IL 62246
618-664-4989
We are your neighborhood full service Auto Care Center
We thank you, for your business!

12/1/2011 9:08 AM

[redacted]
GREENVILLE IL [redacted]

Repair Order # [redacted]

Day Phone [redacted] HOME
Eve Phone [redacted] CELL

Vehicle : 2007 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L
VIN : 3D7KS28C37G[redacted]

Tag/State [redacted] / IL
Color : Red
Last Mileage : 122226
Odometer In : 122654
Odometer Out : 122654

Created : 11/30/2011 8:36:34 AM

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1	05*	UPPER BALL JOINT	New	$0.00	$0.00
	WARRANTY REPLACEMENT				
1	05*	LOWER BALL JOINT	New	$0.00	$0.00
1	05*	FRONT AXLE U-JOINT	New	$107.65	$107.65
1	05*	LF OUTER TIE ROD	New	$55.16	$55.16

Labor		.....	$0.00
Parts	$356.40	less discount : $193.59	$162.81
Sublet/Misc.		.....	$0.00
Shop Supplies		.....	$0.00
Charges		.....	$0.00
Sales Tax		Tax @ $162.81 * 6.7500%	$10.99
		Repair Total	$173.80

Tech	Certification #
05	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto.
Payment due at time of delivery. Signature Acknowledges receipt and responsibility for full payment.
All Vehicles left over 48 hours after repairs are completed WILL INCUR A $25.00 PER DAY STORAGE FEE. A service charge of 1.5% will be applied to all accounts every 30 days.

☐ Customer Signature _____

PAID NOV 14 2011
CK#22577

Z-1 AUTOMOTIVE

922 EAST HARRIS
GREENVILLE IL 62246
618-664-4989
We are your neighborhood full service Auto Care Center
We thank you, for your business!

11/14/2011 8:32 AM

Repair Order # [redacted]

[redacted]
GREENVILLE IL [redacted]

Day Phone : [redacted]
Eve Phone :

Vehicle : 2007 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 5.9 L
VIN : 3D7KS28C37G[redacted]

Tag/State : [redacted] / IL
Color : Red
Last Mileage : 122222
Odometer In : 122226
Odometer Out : 122226

Created : 11/7/2011 8:04:58 AM

Labor/Notes

Code/Tech*	Description		Price
05*	BALL JOINT - R&R	M	$259.20
DOES NOT include alignment.			
05*	DRAG LINK - R&R	M	$93.60
DOES NOT include alignment.			
05*	2 WHEEL ALIGNMENT		$59.95

Parts

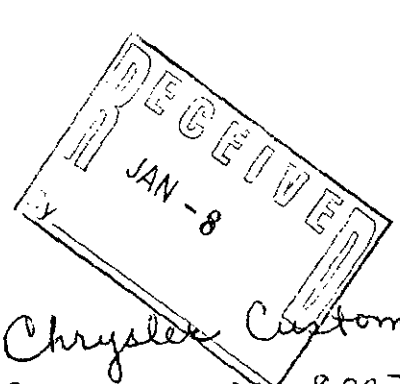
Qty	Code/Tech*	Description	Condition	Unit Price	Price
2	05*	UPPER BALL JOINT	New	$92.76	$185.52
2	05*	LOWER BALL JOINT	New	$100.83	$201.66
1	05*	TIE ROD END @ RH CONNECTING TIE ROD	New	$104.89	$104.89
1	05*	INNER TIE ROD @ PITMAN ARM	New	$36.66	$36.66
2	05*	FRONT WHEEL BEARING ASSM	New	$245.95	$491.90
1	05*	FRONT AXLE U-JOINT	New	$107.65	$107.65

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

Labor	.....	$412.75
Parts	.....	$1,128.28
Sublet/Misc.	.....	$0.00
Shop Supplies	.....	$14.99
Charges	.....	$0.00
Sales Tax	Tax @ $1,143.27 * 6.7500%	$77.17
	Repair Total	$1,633.19

Tech	Certification #
05	





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

Attn: Reimbursement

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS2873

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrsyler:

My name is [redacted] I own the 2009 dodge 2500 vin 3D7ks28T396[redacted].

we did experience a crash due to steering failure but knowone was hurt.

Our Truck was repaired at Bobbitt Auto Inc. we had to be towed from delaware back to new jersey using my A.A.A. I had a $50.00 deductible which I can't find slip so I Forwarded the Bobbitt invoice for Reinbursement. I am a loyal castomer of theirs and you can see I got discount. [also]

also This Trucks Bucket seats have totally lost all padding and have to Be Replaced. If you are doing anything for them please inform me. I have never had any Issues From my other dodge vehicles so I hope they are covered some how also.

Thank For your letter

[redacted]

WE SELL TIRES

BOBBITT AUTO INC.

MON thru FRI 7:30 AM 5:5
SAT 8:00 AM to 3:00 P
VEHICLE PICK UP UNTIL 5:30 P

595 Salem Quinton Rd. • Salem, NJ 08079 • Phone (856) 935-3222 • Fax (856) 935-5248 • www.bobbittauto

R/O	VIN			DATE IN
12000	3D7KS28T39G[redacted]			09/
YEAR	MAKE	MODEL	COLOR	TIME IN
2009	DODGE	RAM 2500	Q RED	
MILES IN	MILES OUT	FIRST USE	LIC.	CLOSED
74379	74382	00/00/00	NJ XZG86P	10/
SEE ALSO				WRITER
				NIC

[redacted]
SALEM NJ [redacted]

H: [redacted] -

CALL WHEN READY

(1) C/S REPLACE LEFT UPPER AND LOWER BALL JOINTS
REPLACE LONG END OF TIE ROD
REPLACED LEFT UPPER AND LOWER BALL JOINTS
REPLACED RIGHT FRONT TIE ROD END COMPLETED
ALIGNMENT
RDTT:OK
(Tech:22) A

Labor		T22	60	52
12000		T11	10	8
260-1579	(BALL JOINT)		1	16
260-1580	(BALL JOINT)		1	15
68038055AD	(OUTER TIE ROD)		1	19
Total Repair (Customer).....				112

SERVICE SAVER SPECIAL 616.00 Labor Charges Discounted 10% 61.6
SERVICE SAVER SPECIAL 511.06 Parts Charges Discounted 10% 51.1

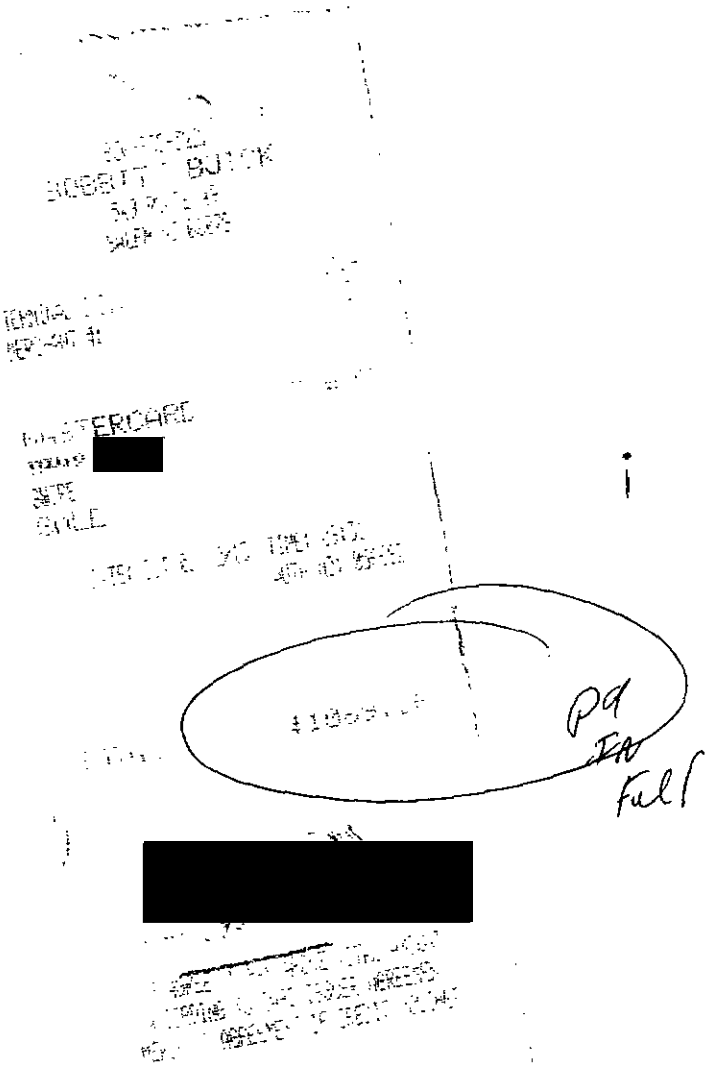
W/C	INT.		CUSTO
.00		Labor	61
.00		Parts	51
.00		Sublet	
.00		Shop Supplie	
.00		Oil/Grease	
		Less Disc.	-11
.00		Sub Total	101
.00	.00	Tax	3
.00		Tax 2	1
.00		Total (Cash)	106

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

X CUSTOMER SIGNATURE

12000

Customer Copy
Labor Rate 88.00


FERCHAR
[redacted]
Pd
IAW
Full
[redacted]

021935#63093/N49

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

VIN (Last 8 Characters of Vehicle Identification Number)

9G[redacted]

Notification Code

N49

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

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

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

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____



[redacted]
Salem, NJ [redacted]

Chry

P.O

A

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7T[redacted]

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Kernersville
CHRYSLER • DODGE • JEEP

950 HIGHWAY 66 SOUTH
KERNERSVILLE, NORTH CAROLINA 27284
PHONE 336-996-4111
FAX 336-996-8462
www.kernersvillechryslerdodgejeep.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
97700	LORIANN 845	R651	01/05/12	DOCS264725

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		68,449	/	

[redacted]
WINSTON-SALEM, NC [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/DODGE TRUCK/RAM 2500/MEGA 160.5WB		

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 9 C 6 6 G [redacted]		

[redacted]

F.T.E. NO.	P.O. NO.	R.O. DATE	
		01/03/12	

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

MO: 68451

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 11	1	68048953-AB	ANTIFREEZ 1081004	29.59	29.59
			JOB # 11 TOTAL PARTS		48.54
			JOB # 11 TOTAL LABOR & PARTS		123.38

J#12+01CHZ3 REPLACE AIR FILTER TECH(S):886 8.00
REPLACE AIR FILTER
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 12	1	53034249-AA	FILTER AI 14029008	32.60	32.60
			JOB # 12 TOTAL PARTS		32.60
			JOB # 12 TOTAL LABOR & PARTS		40.60

J#13+01CHZ32 FOUR WHEEL ALIGN TECH(S):244 79.95
PERFORM FOUR WHEEL ALIGNMENT
ALIGNMENT COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 13 TOTAL PARTS		0.00
			JOB # 13 TOTAL LABOR & PARTS		79.95

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION	
JOB # 7	86138	118802	01/03/12	U JOINTS	124.35
JOB # 7	86139	6716	01/03/12	BALL JOINTS	196.22
JOB # 7	86139	6716	01/03/12	BALL JOINTS	180.52
				TOTAL - SUBLET	501.09

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SI	ENVIROMENTAL IMPACT FEE INTERNAL	INTERNAL	
JOB # A	SSC	SHOP SUPPLIES CUSTOMER PAY		24.66
JOB # A	SSA	SERVICE SHOP SUPPLIES INTERNAL	INTERNAL	
JOB # A	SS	ENVIROMENTAL IMPACT FEE		30.00
JOB # 1	SA	SERVICE COUPON		-25.00
JOB # 4	S	SAFETY STICKER..		1.05
			TOTAL - MISC	30.71

COMMENTS
DROP WILL PICK UP AT 430

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Minor Hardware	Shim Stocks
Acetylene	Abrasive Stones
Protective Materials	Bench Lubricants
Assorted Clips & Fasteners	
Caulk Cord	Chassis Grease
Special Adhesive Compound	
Door Ease	Gasket Sealer Compound
Solvo-Rust	Mechanic's Wire
Slip Yoke Lubricants	Silicone Spray
Bearing Grease	Electrician's Tape
Distributor Cam Lube	Acid Core Solder
Trim Cement	Fender Protectors
Oxygen	Carburetor Cleaner
Mineral Spirits	Etc.

Kernersville
CHRYSLER • DODGE • JEEP

950 HIGHWAY 66 SOUTH
KERNERSVILLE, NORTH CAROLINA 27284
PHONE 336-996-4111
FAX 336-996-8462
www.kernersvillechryslerdodgejeep.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
97700	LORIANN 845	R651	01/05/12	DOCS264725

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		68,449	/	

[redacted]
WINSTON-SALEM, NC [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/DODGE TRUCK/RAM 2500/MEGA 160.5WB		

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 9 C 6 6 G [redacted]		

F.T.E. NO.	P.O. NO	R.O. DATE	
		01/03/12	

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 68451

LABOR & PARTS

J# 1 17CHZ02 DIESEL LOF TECH(S):886 30.00
PERFORM DIESEL LUBE OIL AND FILTER CHANGE
SERVICE COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5083285-AA	FILTER EN 9057006	16.75	16.75
JOB # 1	12	68026607-AA	OIL 15W40 1081090	3.63	43.56
			JOB # 1 TOTAL PARTS		60.31
			JOB # 1 TOTAL LABOR & PARTS		90.31

J# 2 17CHZ38 DIESEL FUEL FILTER TECH(S):886 69.95
REPALCE FUEL FILTER ELEMENT DIESEL ENGINE
SERVICE COMPLETE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	68001914-AB	FILTR PKG 14029004	36.00	36.00
			JOB # 2 TOTAL PARTS		36.00
			JOB # 2 TOTAL LABOR & PARTS		105.95

J# 3 01CHZ2 ROTATE TIRES TECH(S):886 INTERNAL
ROTATE TIRES
MANTENANCE
SERVICE COMPLETED

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

J# 4 14CHZ4 NCSI TECH(S):886 8.25
NORTH CAROLINA STATE INSPECTION-SAFETY INSPECTION
COMPLETED AS REQUESTED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		8.25

J# 5 01CHZ16 MULTI POINT INSPECT TECH(S):886 0.00
CUSTOMER REQUEST MULTI POINT INSPECTION AND VITAL FLUID
ANALYSIS
COMPLETED-SEE ATTACHED COPY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 5 TOTAL PARTS		0.00
			JOB # 5 TOTAL LABOR & PARTS		0.00

J# 6 03CHZ8 FT BRAKE JOB TECH(S):886 111.80
REPLACE FRONT BRAKE PADS AND REFACE ROTORS
COMPLETE

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Acetylene	Abrasive Stones
Protective Materials	Bench Lubricants
Assorted Clips & Fasteners	
Caulk Cord	Chassis Grease
Special Adhesive Compound	
Door Ease	Gasket Sealer Compound
Solvo-Rust	Mechanic's Wire
Slip Yoke Lubricants	Silicone Spray
Bearing Grease	Electrician's Tape
Distributor Cam Lube	Acid Core Solder
Trim Cement	Fender Protectors
Oxygen	Carburetor Cleaner
Mineral Spirits	Etc.

Kernersville
CHRYSLER • DODGE • JEEP

950 HIGHWAY 66 SOUTH
KERNERSVILLE, NORTH CAROLINA 27284
PHONE 336-996-4111
FAX 336-996-8462
www.kernersvillechryslerdodgejeep.com

· CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
97700	LORIANN	845	R651	01/05/12	DOCS264725
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 68,449	COLOR /	STOCK NO.
WINSTON-SALEM, NC [redacted] (work address)	YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM 2500/MEGA 160.5WB			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 3 D 7 K S 2 9 C 6 6 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
[redacted]	F.T.E. NO.	P.O. NO.		R.O. DATE 01/03/12	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 68451

TOTALS

****
PAYMENT METHOD
[ ] CASH [ ] CREDIT CARD
[ ] CHARGE ACCT# [ ]
[ ] CHECK CK NO.[ ]
****

****THANKS FOR YOUR BUSINESS*****

TOTAL LABOR....	1232.79
TOTAL PARTS....	270.90
TOTAL SUBLET...	501.09
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	55.71
TOTAL MISC DISC	-25.00
TOTAL TAX.....	55.80
TOTAL INVOICE $	**2091.29**

The seller hereby expressly disclaims all warranties, either express or implied, including any implied [illegible]ability or fitness for a particular [illegible]sumes nor authorizes any [illegible]

CUSTOMER SIGNATURE

431283181888
KERNERSVILLE CHRYSLER
950 NC HWY 66 SOUTH
KERNERSVILLE, NC 27284
336-996-4111
HDR6

Merchant ID: 070000030351
Term ID: 004 Ref #: 009

Sale

XXXXXXXXXXX[redacted]
DISCOVER Entry Method: Swipe

01/05/12 13:17:0[illegible]
Inv #: 264725 Appr Code: 00573R
Apprvd: Online Batch#: 005001

Total: $ 2,091.29

Customer Copy

VIN: 3D7KS29C66G[redacted]

[redacted]

Kernersville, NC [redacted]

[redacted] (cell)

Please reimburse per safety recall
N621 NHTSA 13V-528

Kernersville
CHRYSLER • DODGE • JEEP

950 HIGHWAY 66 SOUTH
KERNERSVILLE, NORTH CAROLINA 27284
PHONE 336-996-4111
FAX 336-996-8462
www.kernersvillechryslerdodgejeep.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
97700	LORIANN 845	R651	01/05/12	DOCS264725

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		68,449	/	

[redacted]
WINSTON-SALEM, NC [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
06/DODGE TRUCK/RAM 2500/MEGA 160.5WB		

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 9 C 6 6 G [redacted]		

[redacted]

F.T.E. NO.	P.O. NO.	R.O. DATE	
		01/03/12	

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: 68451

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	V1013267	PAD KIT F.5003003	63.20	63.20
			JOB # 6 TOTAL PARTS		63.20
			JOB # 6 TOTAL LABOR & PARTS		175.00

J# 7+02CHZ STEERING/SUSPENSION TECH(S):886 400.00
FOUND BALL JOINTS LOOSE
REPLACED BALL JOINTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 7 TOTAL PARTS		0.00
			JOB # 7 TOTAL LABOR & PARTS		400.00

J# 8+02CHZ1 STEERING/SUSPENSION TECH(S):886 225.00
FOUND FRONT AXLE U JOINTS LOOSE
REPLACED FRONT AXLE U JOINTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 8 TOTAL PARTS		0.00
			JOB # 8 TOTAL LABOR & PARTS		225.00

J# 9+05CHZ ENGINE MINOR TECH(S):886 90.00
FOUND FRONT PINION SEAL LEAKING
REPLACED FRONT PINION SEAL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 9 TOTAL PARTS		0.00
			JOB # 9 TOTAL LABOR & PARTS		90.00

J#10+07CHZ COOLING SYSTEM TECH(S):886 135.00
FOUND HEATER TUBE HOSE LEAKING
REPLACED HEATER HOSE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 10	1	5086697-AB	SEAL DRIV 2010066	17.50	17.50
JOB # 10	1	5086822-AB	HOSE NONE 7014005	12.75	12.75
			JOB # 10 TOTAL PARTS		30.25
			JOB # 10 TOTAL LABOR & PARTS		165.25

J#11+00CHZCOOL COOLANT FLUSH TECH(S):886 74.84
Customer requests BG Cooling System Service.
Service recommended on PH and condition of coolant, condition of cooling system components, time and mileage.
Performed BG Cooling System Service by removing rust, sludge and scale, exchanging coolant in entire cooling system and installing special conditioners to protect cooling to prevent overheating.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 11	1	5901	COOLING S	18.95	18.95

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Caulk Cord	Chassis Grease
Special Adhesive Compound	
Door Ease	Gasket Sealer Compound
Solvo-Rust	Mechanic's Wire
Slip Yoke Lubricants	Silicone Spray
Bearing Grease	Electrician's Tape
Distributor Cam Lube	Acid Core Solder
Trim Cement	Fender Protectors
Oxygen	Carburetor Cleaner
Mineral Spirits	Etc.

[CONTINUED ON NEXT PAGE]
09:29am

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. (refer to reimbursement request)

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]

Kernersville, NC

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/08/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 3D7KS9CΦ

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Jordan Towing

PO BOX 538
15053 US Hwy 85
Lusk, WY 82225

(307) 334-2047

Invoice

Date	Invoice #
10/11/2013	4273

Customer	Bill To
[redacted] RICE LAKE, WI[redacted]	

P.O. No.	Yr/Make/Model	Tag #	Vin#	Unit #
	2006/DODGE			

Truck/Labor	Description	Qty	Rate	Amount
NEW ROLL	CALL OUT	1	75.00	75.00
NEW ROLL	MILAGE FROM JOSS ROAD TO HWY BRAKE AN ALINEMENT	17	4.00	68.00

Total $143.00

HIWAY BRAKE & ALIGNMENT

105 W. 2ND P.O. BOX 215
Lusk, WY 82225-0000
Shop Phone: (307) 334-3560
Fax: (307) 334-2560

Invoice

7924

Estimate Ref #0
Date Printed: 10/11/2013
Printed Time: 5:25 pm

Hat/Ref:

Time Promised:

[redacted]

2006 DODGE RAM 2500 SLT L6 5.9L 359CID FI DIESEL T C
VIN: 3D7KS29C06G[redacted]
License: [redacted]
Unit #:

Mileage In: 115,440
Mileage Out: 115,440
DOM:

Date Written: 10/11/2013
Written By: JIM SANTISTEVAN
Save Old Parts: No

Home: Work:
Cell: [redacted]

Job Name	Description	Technician	Qty	List	Extended
Job #1TIE RODS	REPLACE BOTH OUTER TIE RODS SET TOE				
Part 401-1919	Tie Rod		1.00	99.99	99.99
Part 410-1081	Tie Rod		1.00	189.99	189.99
Labor Rate 1	Work Requested - REPLACE BOTH OUTER TIE RODS SET TOE				115.50

Payment Date	Type	Method	Amount
10/11/2013	Cash		399.07
		Payment Totals:	**$399.07**

Parts:	$289.98
Labor:	$115.50
Sublet:	$0.00
Misc:	$0.00
Discount:	$29.00
Hazmat:	$0.00
Supplies:	$0.00

Tax Total:	$22.59
Invoice Total:	**$399.07**
Less Paid:	399.07
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 _____

12-30-13

Chrysler Custmer Assis.

I was on a hunting trip in WY. when it broke. Fortunately I wasn't pulling the trailer, and was on a dirt road going 15 mph. I am glad to see you stand behind your products.

I also included the towing Bill

Thank You,

[redacted]

Rice Lake WI [redacted]

[redacted]

last 8 of Vin: 66[redacted]

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]

Rice Lake, WI [redacted]

4932

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/09/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 1D7KS28C9

VIN (LAST 8 DIGITS) 7J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 800 60006

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Lakeville, CT [redacted]

Chrysler Group
P.O. Box 21-8008
Auburn Hills, MI USA 48321-8008

To Whom it May Concern in the Chrysler Recall Department,

I have recently received a notice from Chrysler informing me of a recall for the left tie rod on my 2007 Dodge 2500. To date, I have replaced 1 steering box, 2 power steering pumps, 1 serpentine belt, steering linkage once, and the steering damper once. Due to the left tie rod breaking, I lost control of my truck and had to drive across four lanes of highway to get out of traffic. Because of this incident, I had to replace my steering linkage, steering damper, and my left front tire blew out. As a direct result of my left tie rod breaking, I had to be towed and this incident alone cost me $1,230.33(please refer to Post Road Sunoco receipt). Also, I had to leave my truck in White Plains to be repaired and pay for a ride home 2 hours north. The breaking of the power steering pump left me on the side of the road both times. The breaking of the power steering box prevented me from being able to steer right, again leaving me broken down on the side of the road. Please review the four different receipts that are a direct result of this recalled part. In addition, I have always used asked my mechanic to use genuine Mopar parts. The damages done because of the recalled tie rod add up to $2,104.09. Thank you for your consideration to this matter.

Sincerely,

[redacted]

Lakeville, [redacted]

EPAIR SHOP#7022565

POST ROAD SUNOCO
107 West Post Road
White Plains, NY 10606
(914) 948-0900

INVOICE

Date: Dec 02, 2010 **Service Writer:** MA **Work Order #:** 62,978

Name: [redacted]
Address: [redacted]
FALLS VILLAGE, CT
Phone#: [redacted] Home
Driver: SIEVRA **PO#:**

Make: 2007 DODGE
Model: RAM 2500 PICKUP
Engine: 6-408 6.7L Dsl
Plate: [redacted]
VIN:
Odometer In/Out: 100,971/100,971

Status	Tech	Description	Part Number	Qty	Price $	Hours	Rate $	Total $
		STEERING LINKAGE	CH	1.00	369.10			369.10
		STEERING DAMPER	CH	1.00	151.25			151.25
		LABOR INSTALL NEW LINKAGE ASSEM				1.70	95.00	161.50
		285/70/E17 F/S DEST	ST	1.00	223.95			223.95
		WHEEL ALIGNMENT	SH	1.00	89.95			89.95
		TOWING SERVICE	SH	1.00	125.00			125.00
		BALANCE	SH	1.00	12.50			12.50

Payment Summary

Cash	1,230.33
Total Paid	1230.33
Balance	**0.00**

Charge Summary

Parts	971.75
Labor	161.50
Sublet Labor	0.00
Hazardous Waste	0.00
Discounts	0.00
Shop Supplies	2.00
NY Inspection	0.00
Gas	0.00
Subtotal	1,135.25
Total Tax	95.08
Invoice Total	**1,230.33**

any warranties on the products sol herby are those made by the product manufacturer, the seller herby expressly disclaims all warranties, either expressedor implied, including any implied warranty of merchantability or fitness for aparticular purpose, and neither assumes no authorizes any other person to assume for it any liability in connection with sale of said products.

Jacobs Garage, Inc.

34 Railroad Street
P.O. Box 185
Falls Village, CT 06031

Invoice

Date	Invoice #
6/3/2010	53243

PAID

Bill To	Ship To
[redacted] Falls Village, CT [redacted]	

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
07 Dodge 5.9 diesel			6/3/2010		5.9 diesel	

Quantity	Item Code	Description	Price Each	Amount
1	Pump	power steering	249.00	249.00T
	Steer. Fluid		4.00	4.00T
	Labor	replace power steering pump	90.00	90.00T
		CT Sales	6.00%	20.58

Total $363.58

Invoice

Jacobs Garage, Inc.

34 Railroad Street
P.O. Box 185
Falls Village, CT 06031

Date	Invoice #
6/25/2009	50307

PAID

Bill To	Ship To
[redacted] Falls Village, CT [redacted]	

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
07Dodge RAm 25...			6/25/2009		5.9	

Quantity	Item Code	Description	Price Each	Amount
1	Belt	serpentine	60.00	60.00T
1	Pump	steering	78.00	78.00T
	Steer. Fluid		4.00	4.00T
	Oil		31.80	31.80T
1	Oil filter		17.50	17.50T
	Labor	service. replace steering pump & serpentine belt	145.00	145.00T
		CT Sales	6.00%	20.18

Total $356.48

Jacobs Garage, Inc.

34 Railroad Street
P.O. Box 185
Falls Village, CT 06031

Invoice

Date	Invoice #
4/27/2009	51836

PAID

Bill To	Ship To
[redacted] Falls Village, CT [redacted]	

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
Dodge RAm 2500			4/27/2009			

Quantity	Item Code	Description	Price Each	Amount
	Steer. Fluid		5.00	5.00T
	Labor	replace steering box	140.00	140.00T
		CT Sales	6.00%	8.70

Total $153.70

032069#63094/N62

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

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

Notification Code N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name [redacted]

Street Address [redacted]

[redacted]

City Lakeville

State CT Zip Code [redacted]

Email Address [redacted]

Dear [redacted]

Chrysler has decided that a defect, which r
2008 model year Dodge RAM 1500/2500/
with MOPAR service parts.

The problem is...	**The left tie rod ball** conditions. This coul warning.
What your dealer will do...	**Chrysler will repair y** your dealer will inspe linkage component(s) i linkage replacement is r However, additional tim
What you must do to ensure your safety...	Simply **contact your C** schedule a service appo to order them before yo **dealer.**
If you need help...	If you have questions contact the Chrysler Gro

Please help us update our records by filling o
on the card apply to you or your vehicle
www.dodge.com/ownersreg.

If you have already experienced this conditio
receipts and/or other adequate proof of pay
Customer Assistance, P.O. Box 21-8007,
Once we receive and verify the required docu

If your dealer fails or is unable to remedy t
may submit a written complaint to the Adm
1200 New Jersey Ave., S.E., Washington,
1-888-327-4236 (TTY 1-800-424-9153), or g

We're sorry for any inconvenience, but we ar
attention to this important matter.

Note to lessors receiving this recall: Federal regulati

RAM DODGE CHRY

Chrysler, Jeep, Dodge, Ram, SRT an
FIAT is a registered trademark of Fiat Group Marketing &

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

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

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

[redacted] N62
[redacted] Lakeville, CT
[redacted]

032069/#53694:N62

2013

[redacted]

Lakeville, CT [redacted]

HARTFORD CT 061

03 JAN 2014 PM 3 L

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

RECEIVED
JAN - 9
By

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Jan 17 09:41:25 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

On Going Claim For Tie Rod Recall

Comments:

Hello: I was just at the Dodge Dealership and they advise me about the Tire Rod Recall. I am extremely dissatisfied with that fact that you at the customer support service center has yet to acknowledge my issue. I have made claims this tire rod system almost killed me and have been ignored by you. Now I'm at the dealership and they advise that in fact my truck is part of the recall that was finalized on Dec 13, 2013 recall. I expect a phone call, email response or a letter from Dodge. I was also advised since I have repaired the problem they you have a claim form to get my money back. I truly should sue you for almost killing me. Please advise and get back to me ASAP! [redacted] REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Jan 17 11:57:26 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the RAM Assistance Center.
I do apologize to hear that you had experienced this issue in the past with the tie rod. I understand how frustrating this recall information must be for you and the concerns you have.
If you have had the steering linkage assembly repaired and paid for it out of pocket, than we can look into possible reimbursement for the repair. If you have had the inspection performed and they determine that the recall repair still needs to be done, than we are unable to reimburse you.
The part that you paid to have repaired must match the part numbers for the recall [N62] repair, in order to request reimbursement. Please include the following information
so we can respond to your issue promptly.
? Address
? Vehicle owner name (if different)
? Vehicle owner address (if different)
? Day and evening phone numbers
? Vehicle Identification Number (VIN)
? Current vehicle mileage and mileage at time issue began
? Name of dealership where vehicle was purchased / serviced
? Date of purchase / service
? Description of the concern
? The requested action
? *Original Repair Order and original proof of payment*
Please ensure that you send a copy of the original repair order and the original proof of payment.
This information can be sent in by mail to the address below:
Chrysler Recall Assistance Center
P. O. Box 21-8007
Auburn Hills, MI 48321-8007
Thanks again for your email.
Sincerely,
Myranda
Customer Service Representative
RAM Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
On Going Claim For Tie Rod Recall
Comments:
Hello: I was just at the Dodge Dealership and they advise me about the Tire Rod Recall. I am extremely dissatisfied with that fact that you at the customer support service center has yet to acknowledge my issue. I have made claims this tire rod system almost killed me and have been ignored by you. Now I'm at the dealership and they advise that in fact my truck is part of the recall that was finalized on Dec 13, 2013 recall. I expect a phone call, email response or a letter from Dodge. I was also advised since I have repaired the problem they you have a claim form to get my money back. I truly should sue you for almost killing me. Please advise and get back to me ASAP! [redacted] REFERENCE NUMBER:[redacted] EMAIL CASE NUMBER:[redacted]

VIN:
5G[redacted]
Mileage:
106000
Servicing Dealer:
Branford CT Dodge
Title:

First Name:
[redacted]
Middle Initial:

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

City:
Branford
State:
CT
Zip:
[redacted]

Email:

[redacted]

Work Phone:

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Jan 17 09:42:39 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

On Going Claim For Tie Rod Recall

Comments:

Hello: I was just at the Dodge Dealership and they advise me about the Tire Rod Recall. I am extremely dissatisfied with that fact that you at the customer support service center has yet to acknowledge my issue. I have made claims this tire rod system almost killed me and have been ignored by you. Now I'm at the dealership and they advise that in fact my truck is part of the recall that was finalized on Dec 13, 2013 recall. I expect a phone call, email response or a letter from Dodge. I was also advised since I have repaired the problem they you have a claim form to get my money back. I truly should sue you for almost killing me. Please advise and get back to me ASAP! [redacted] REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-27 12:07:10.507447
Files Not Recieved: 0

Chadd's Auto Repair LLC

1117 W 4th Street
Pittsburg, KS 66762
Phone: (620) 232-1926

Email:

Invoice

1120

Estimate Ref #: 360
Date Printed: 01/24/2014
Printed Time: 3:12 pm

Hat/Ref # [redacted]

Chadds Auto Repair LLC

Time Promised:

2007 DODGE RAM 3500 LARAMIE L6 6.7L 408CID FI DIESEL T A

VIN:3D7MX49A07G[redacted]
License: [redacted]
Unit #:

Mileage In: 149,976
Mileage Out: 149,976
DOM:

Date Written: 10/22/2013
Written By: Blake Chadd
Save Old Parts: No

Pittsburg, KS[redacted]

Cell: [redacted] Email:

Job Name		Description	Qty	List	Extended
Job #1		**BALL JOINT - Replace - Front Suspension - One ...**			
Labor	Rate 1	Work Requested - BALL JOINT - Replace - Front Suspension - One Side - Both	3.20	$60.00	$192.00
Part	2601580	upper ball joint	2.00	$105.46	$210.92
Part	104366	lower ball joint	2.00	$71.46	$142.92
Part	464	U-joint	2.00	$59.06	$118.12
Part	733-5976	Clamp	1.00	$14.84	$14.84
				Job Total	**$678.80**

For warranty service outside a 25 mile radius from your original repairing location, contact the NAPA AutoCare Warranty Administrator at 800-452-NAPA (6272). For warranty service inside a 25 mile radius from your original repairing location, please contact your original location for service.

Payment Date	Type	Method	Amount
12/7/2013	Cash		92.80
12/12/2013	Credit	Discover	154.14
12/12/2013	Credit	Discover	350.00
1/24/2014	Cash		158.62
		Payment Totals:	**$755.56**

Parts:	$486.80
Labor:	$192.00
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$15.00
Tax Total:	$61.76
Invoice Total:	**$755.56**
Less Paid:	$755.56
Balance Due:	**$0.00**

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

Authorized By _____ Date _____ Time _____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/24/14

POSTED DATE : 1-21-14

VIN (FIRST 9 DIGITS) 3D7TT2CT6

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000028

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

684 W. Ann Arbor Road
Plymouth, Michigan 48170

Dick Scott

DODGE CHRYSLER Jeep RAM

Telephone (734) 451-3535
VISIT US ON THE WEB AT
www.DickScott.com

We Service **ALL** Makes and Models!
Make Your Next Appointment Online @ www.DickScott.com

STATE REG. NO. F 163561

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
100964	WARREN SCOTT	193	11/04/13	DOCS168130
[redacted]	LABOR RATE: / LICENSE NO.: 1255 / MILEAGE: 43,512		COLOR: / STOCK NO.:	
CANTON, MI [redacted]	YEAR / MAKE / MODEL: 10/DODGE TRUCK/RAM 2500/CREW 169WB 4		DELIVERY DATE: / DELIVERY MILES:	
	VEHICLE I.D. NO.: 3D7TT2CT6AG[redacted]		SELLING DEALER NO.: / PRODUCTION DATE:	
	F.T.E. NO.: / P.O. NO.:		R.O. DATE: 11/04/13	
RESIDENCE PHONE: [redacted] / BUSINESS PHONE:	COMMENTS			

LABOR & PARTS

J# 1-19DTZSTEER-1 STEERING TECH(S):1168 167.27

BROKEN TIE ROD ON THE DRIVERS SIDE.
REPLACED BROKEN LEFT TIE ROD END.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	68038054-AD	PACKAGE 0 190215710	114.40	114.40	114.40
				JOB # 1 TOTAL PARTS		114.40
				JOB # 1 TOTAL LABOR & PARTS		281.67

J# 2+27DTZ2-WHLALIGN 2-WHEEL ALIGNMENT TECH(S):1168 59.95

CHECK AND RESET FRONT END ALIGNMENT TO FACTORY SPECIFICATION
PERFORMED ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		59.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		25.00
			TOTAL - MISC	25.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $374.99 (+TAX)
COMMENTS
DELETED OPERATION(S)
27DT16PRINSPECT 16 POINT INSPECTION

TECHNICIAN CERTIFICATION
1168 WILLIAM NEU M130452

REPAIRS PROPERLY COMPLETED AND CHECKED BY:
X [signature]

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE WITH AN (R) AT THE BEGINNING OF THE PART NUMBER OR CORE CHARGE ON THE INVOICE.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

*SHOP MATERIAL - A 15% CHARGE OF LABOR WITH A MAX OF $25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO-SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.. ALSO INCLUDES DISPOSAL OF HAZARDOUS WASTE.

The Reynolds and Reynolds Company ERAINTSI14E CC640339 Q (03/13)

SF659243 Q (09/10)

684 W. Ann Arbor Road
Plymouth, Michigan 48170

Dick Scott

DODGE CHRYSLER Jeep RAM

Telephone (734) 451-3535
VISIT US ON THE WEB AT
www.DickScott.com

We Service **ALL** Makes and Models!
Make Your Next Appointment Online @ www.DickScott.com

STATE REG. NO. F 163561

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
100964	WARREN SCOTT	1255 193	11/04/13	DOCS168130
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 43,512		COLOR	STOCK NO.
CANTON, MI [redacted]	YEAR / MAKE / MODEL: 10/DODGE TRUCK/RAM 2500/CREW 169WB 4		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3D7TT2CT6AG[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 11/04/13	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS		

TOTALS

CASH [ ] CHECK[ ] VISA [ ] MC [ ] AMEX [ ] CHARGE [ ]
DISCOVER [ ] ACCT# [ ]

AT DICK SCOTT CHRYSLER DODGE JEEP RAM, OUR GOAL IS TO EXCEED YOUR EXPECTATIONS ON EVERY REPAIR. YOUR COMPLETE SATISFACTION WITH US AND YOUR VEHICLE IS OUR MAIN CONCERN.

IF YOU HAVE ANY QUESTIONS OR CONCERNS, YOU CAN CONTACT OUR SERVICE MANAGER, JOE PROKES, AT 734-451-3535.

******** THE REPAIRS AND/OR MAINTENANCE PERFORMED ON ******* ******** THIS REPAIR ORDER HAVE BEEN EXPLAINED TO ME.

STATE REG. NO. F 163561 (EFFECTIVE 12/08/2011)

SIGNATURE DATE

CUSTOMER SIGNATURE

TOTAL LABOR....	227.22
TOTAL PARTS....	114.40
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	25.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.37
TOTAL INVOICE $	**374.99**

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X [signature] (JP)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE WITH AN (R) AT THE BEGINNING OF THE PART NUMBER OR CORE CHARGE ON THE INVOICE.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

*SHOP MATERIAL - A 15% CHARGE OF LABOR WITH A MAX OF $25.00 IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, AERO-SPRAY, SHELLAC, SOLVENT, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC. ALSO INCLUDES DISPOSAL OF HAZARDOUS WASTE.

Thank You

The Reynolds and Reynolds Company ERAINTS14E CC840339 Q (03/13)

Country:	USA	Language Preference:	
Telephone-Home:	[redacted]	Telephone-Business:	
Fax:		Original Owner:	[redacted]

Recall Information

Incomplete Recall - No Incomplete Recall Information Available

Complete Recall Information

Recall Number	Description	Launch Date	Repair Date
J37	BRAKE PEDAL LINKAGE CLIP	January 25, 2010	January 25, 2010
K17	REPROGRAM HVAC CONTROL HEAD INSP./REPL	September 17, 2010	November 4, 2010
L16	LEFT TIE ROD END	September 30, 2011	March 20, 2012

Warranty Coverage Summary

1:REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

2:WARRANTY TOWING COVERAGE IS ONLY FOR POWERTRAIN COMPONENTS.PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC	36 Months or 36000 miles	0 USD	July 12, 2013	Expired
POWERTRAIN	60 Months or 100000 miles	0 USD	July 12, 2015	20 Months or 56488 miles
PERFORATION	60 Months or 100000 miles	0 USD	July 12, 2015	20 Months or 56488 miles
EMISSIONS	36 Months or 36000 miles	0 USD	July 12, 2013	Expired
ADJUSTMENT	36 Months or 36000 miles	0 USD	July 12, 2013	Expired
AIR CONDITIONING	36 Months or 36000 miles	0 USD	July 12, 2013	Expired

[redacted]
Canton, MI [redacted]

Chrysler Recall
P.O. Box 21-800
Auburn Hills, M

46321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Attention Charlene

Case# [redacted]

CUSTOMER #: 35275

85926

INVOICE

PAGE 1

WHITE'S ENERGY MOTORS
GILLETTE, WYOMING
CHRYSLER DODGE Jeep
203 Motor Court · Gillette, Wyoming 82718
(307) 687-0499

[redacted]

HOME:
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 467 TONY JOHNSTON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	05	DODGE RAM 3500	3D7LS38C45G[redacted]		83813/83813	T054

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			19:00 21JUL11		100.00	CASH	21JUL11

R.O. OPENED	READY	OPTIONS:
21JUL11	21JUL11	DLR:45276 ENG:5.9_Liter_Turbo

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A STEERING/SUSPENSION--TIE ROD BROKE			
45 STEERING/SUSPENSION			
646 CSC 2.00		190.00	190.00
1 52122362AF STEERING-STEERING	350.00	260.00	260.00
1 52122370AB DAMPER-STEERING	149.00	129.00	129.00
1 68039930AA ARM-PITMAN	76.20	56.00	56.00
1 6502835 NUT-HEX FLANGE LOCK	0.50	0.50	0.50
SUBL ALINGMENT			
CS		55.00	55.00

****

REPLACED STEERING TIE ROD
PACKAGE, PITMAN ARM, AND
STEERING SHOCK

CHRYSLER DODGE Jeep

DISCLAIMER - AUTHORIZATION - NOTICE

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

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

IF PAYMENT IS NOT RECEIVEDBY THE 10TH OF THE MONTH FOLLOWING STATEMENT DATE, THE AMOUNT UNPAID WILL BEAR INTEREST AT A RATE OF 1.75% PER MONTH.

CASH	CHARGE	WARRANTY

X _____

DESCRIPTION	TOTALS
LABOR AMOUNT	190.00
PARTS AMOUNT	445.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	55.00
MISC. CHARGES	0.00
TOTAL CHARGES	690.50
LESS DEDUCTIBLE	0.00
SALES TAX	34.53
PLEASE PAY THIS AMOUNT	725.03

CUSTOMER COPY

Attention Charlene

Case# [redacted]

CUSTOMER #: 35275

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[redacted]

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Attention Charlene

Case# [redacted]

CUSTOMER #: 35275

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GILLETTE, WYOMING
CHRYSLER DODGE Jeep
203 Motor Court · Gillette, Wyoming 82718
(307) 687-0499

[redacted]

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BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 467 TONY JOHNSTON

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PACKAGE, PITMAN ARM, AND
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PLEASE PAY THIS AMOUNT	725.03

CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/09/14

POSTED DATE : 1-4-13

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

AMERICAN CAR CARE CENTERS
Coast-to-Coast Warranty

Plains TIRE CO.

157 Bear River Dr, Evanston, WY 82930

424290585886
PLAINS TIRE COMPANY
157 BEAR RIVER DR.
EVANSTON, WY 82930
307-789-2077

Invoice #: [redacted]

Term ID: 005 Ref #: 504

601 South 2nd St. Laramie, WY 82070 307-745-9023 | 1155 Dewar Dr. Rock Springs, WY 82901 307-382-5840 | 417 East Boxelder Gillette, WY 82716 307-682-5186 | 402 East 2nd St. Casper, WY 82601 307-235-5701 | 100 SE Wyoming Blvd. Casper, WY 82601 307-577-1764 | 1251 Coffeen Ave Sheridan, WY 82801 [redacted] | 1175 North Federal Riverton, WY 82501 307-856-8171 | 157 Bear River Dr. Evanston, WY 82930 307-789-2077

10/11/2011 12:30pm Page: 1/1

*** INVOICE ***

Sale

Bill To:
[redacted]
NORTH JUDSON, IN [redacted]

Ship To:

Unit #:
Vehicle: 2005 DC 2500 LA
License: 5
Mileage: In: 293
VIN #:

XXXXXXXXXX[redacted]
MASTERCARD Entry Method: Swiped
10/11/11 12:17:35
Inv #: 0000004 Appr Code: 854235
Approved: Online Batch#: 285691
Total: $ 373.93

Item #	Size	Description	Slmn/Tech	Qty	FET	Parts	Labor	Extended
SS000073	STEERING/SUSPENSION	[V#140-P#8689] RIGHT OUTER TIE ROD	1908/1907	1	0.00	179.75	0.00	179.75
MC		MATERIALS CHARGE	1908/	1	0.00	0.00	26.38	26.38
SS000004	STEERING/SUSPENSION	STEERING/SUSPENSION LABOR	1908/1907	1	0.00	0.00	70.00	70.00
SS000007	ALIGNMENT	ALIGNMENT LT	1908/1907	1	0.00	0.00	79.99	79.99
NSPN-SET	NOTES	SET CAMBER, CASTER, AND TOE TO MANUFACTURE SPECS (IF ADJUSTABLE)	1908/1907	1	0.00	0.00	0.00	0.00
NSPN-CAM	NOTES	CAMS AND SHIMS MAY BE EXTRA	1908/1907	1	0.00	0.00	0.00	0.00
NALN-STP	NOTES	SET TIRE PRESSURE TO MANUFACTURE SPECIFICATIONS	1908/1907	1	0.00	0.00	0.00	0.00
NSPN-CSTW	NOTES	CENTER STEERING WHEEL IF APPLICABLE	1908/1907	1	0.00	0.00	0.00	0.00

Comments:
THANK YOU FOR YOUR BUSINESS
PLEASE RE-TORQUE YOUR WHEELS IN 50 MILES

Cash:	0.00	Check:	0.00
Credit Card:	373.93	On Acct:	0.00

Amount Tendered:	$373.93
Total:	- $373.93
Change:	$0.00

Name	Num	Auth	Amount
Maste			373.93

Parts:	179.75
Labor:	176.37
Subtotal:	356.12
Sales Tax:	17.81
Total:	$373.93

ASE CERTIFIED
AUTO TECHNICIANS

"WE SINCERELY APPRECIATE YOUR BUSINESS"

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.

SIGNATURE: _____

AMERICAN RADIALS MICHELIN® BECAUSE SO MUCH IS RIDING ON YOUR TIRES.® BFGoodrich® Tires TOYO TIRES® DRIVEN TO PERFORM™ GOODYEAR

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 NORTH JUDSON

State IN Zip Code [redacted]

Email Address [redacted]

[redacted]

North Judson, IN [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/09/14

POSTED DATE : 1-4-13

VIN (FIRST 9 DIGITS) 3D7KS28C4

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Dempsey's Service Center

604 Corner Ketch Rd.
Newark, DE 19711
(302) 239-4996

Hours
Mon - Fri 7:30 - 5:30

INVOICE

Date: Oct 24, 2013
Service Writer: NGL
Work Order: 92,037

Name: [redacted]
Address:
NEW CASTLE, DE [redacted]
Phone#
Driver: TODD

2006 DODGE-RAM TRUCK
Make: RAM 2500 PICKUP
Model: 8-360 5.9L Dsl
Engine: DE-IHNTDUX
Plate:
VIN: 3D7KS28C46G [redacted]
Odometer In/Out: 133,400/133,400

Status	Tech	Description	Part Number	Quantity	Price $	Hours	Rate	Total $
	RKH	**REMOVE AND REPLACE LEFT UPPER AND LOWER** BALL JOINT. ASSEMBLE AND ROAD TEST						235.00
Replaced	RKH	UPPER BALL JOINT	K7460	1.00	99.00			99.00
Replaced	RKH	LOWER BALL JOINT	K7457	1.00	108.76			108.76
					Service Subtotal		442.76	
	RKH	**REMOVE AND REPLACE LEFT FRONT OUTER** UNIVERSAL JOINT. ASSEMBLE AND ROAD TEST.						94.00
Replaced	RKH	LF OUTER UNIVERSAL JOINT	454	1.00	80.31			80.31
					Service Subtotal		174.31	
	RKH	**REMOVE AND REPLACE DAMAGED LEFT FRONT** WHEEL STUD AND NUT. CHECK OPERATION, OKAY.						
Replaced	RKH	WHEEL STUD	610-471	1.00	12.95			12.95
Replaced	RKH	WHEEL NUT	611-572	1.00	4.95			4.95
					Service Subtotal		17.90	
	RKH	**REMOVE AND REPLACE LEFT AND RIGHT** INNER AND OUTER TIE RODS. ASSEMBLE WITH NEW ADJUSTMENT SLEEVES. ROAD TEST.						141.00
Replaced	RKH	LEFT INNER TIE ROD	DS1464	1.00	121.87			121.87
Replaced	RKH	LEFT OUTER TIE ROD	ES3625	1.00	74.55			74.55
Replaced	RKH	RIGHT INNER TIE ROD	ES3524	1.00	52.67			52.67
Replaced	RKH	RIGHT OUTER TIE ROD	DS1463	1.00	122.48			122.48
Replaced	RKH	ADJUSTING SLEEVE	ES3626S	2.00	52.09			104.18
					Service Subtotal		616.95	
	RKH	**REPLACE BOTH REAR AXLE SEALS** ASSEMBLE AND CHECK OPERATION, OKAY.						282.00
Replaced	RKH	SEAL	26540	2.00	57.72			115.44
Issued	RKH	CLEANER	BK1	1.00	4.50			4.50
					Service Subtotal		401.94	
	RKH	**REPLACE PARKING BRAKE SHOES** ASSEMBLE AND CHECK OPERATION, OKAY.						94.00
Replaced	RKH	PARKING BRAKE SHOE SET	PAB654	1.00	80.93			80.93

ALL REPAIRS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, FROM THE DATE AND MILEAGE STATED ON THIS INVOICE. EXCEPT HEAVY TRUCK OR ANY EQUIPMENT REPAIRS WHICH ARE WARRANTED FOR A PERIOD OF 6 MONTHS FROM INVOICE DATE.

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for the purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that we will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control.

Signature X _____

VISA MasterCard AMERICAN EXPRESS DISCOVER

Dempsey's Service Center

604 Corner Ketch Rd.
Newark, DE 19711
(302) 239-4996

Hours
Mon - Fri 7:30 - 5:30

INVOICE

Date: Oct 24, 2013 | Service Writer: NGL | Work Order: 92,037

Name: [redacted]
Address: NEW CASTLE, DE [redacted]
Phone#
Driver: TODD

Make: 2006 DODGE-RAM TRUCK
Model: RAM 2500 PICKUP
Engine: 8-360 5.9L Dsl
Plate: DE-IHNTDUX
VIN: 3D7KS28C46G[redacted]
Odometer In/Out: 133,400/133,400

Status	Tech	Description	Part Number	Quantity	Price $	Hours	Rate	Total $
[illegible]	RKH	CLEANER	BK1	1.00	4.50			4.50
					Service Subtotal		175.43	
	RKH	REPLACE LEFT SIDE TAG LIGHT BULB						9.40
	RKH	BULB	194	1.00	3.00			3.00
					Service Subtotal		12.40	
	RKH	FOUR WHEEL ALIGNMENT				1.00	89.95	89.95

RKH

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Charge Summary

Parts	990.29
Labor	945.35
Discounts	0.00
Subtotal	1,935.64
Total Tax	0.00
Invoice Total	**1,935.64**

Signature X

THANK YOU! WE APPRECIATE YOUR BUSINESS!!

VISA MasterCard AMERICAN EXPRESS DISCOVER

CHRYSLER

Left Tie Rod

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

This notice applies to your vehicle (VIN: **3D7KS28C46G[redacted]**.

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA www.nhtsa.gov

6G[redacted] N62 089520

[redacted]
NEW CASTLE, DE [redacted]

089520/#63094/N62



[redacted]
New Castle, DE [redacted]

SOUTH JERSEY NJ 080

04 JAN 2014 PM 4 L

RECEIVED
JAN - 9
By Assistance

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/09/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7MX38A7

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 2, 2014

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

To Whom It May Concern:

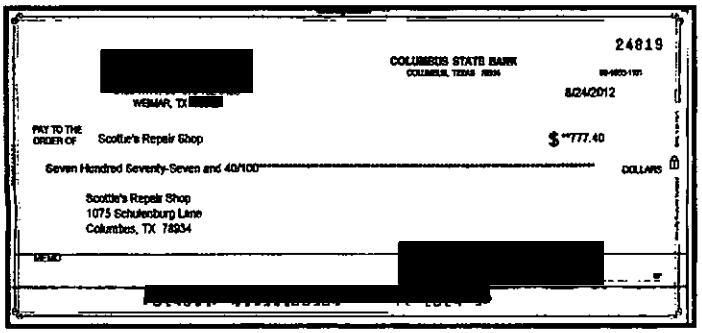
As per the recent safety recall N62/NHTSA 13V-528 notice, please find enclosed a copy of the repair bill and canceled check. We did experience this problem. When the tie rod went out, it caused other problems that had to be repaired/replaced as per the job work order enclosed.

The safety recall notice was sent to [redacted] owner of the vehicle--([redacted] has an account with this mechanic which is why it was invoiced to him.)

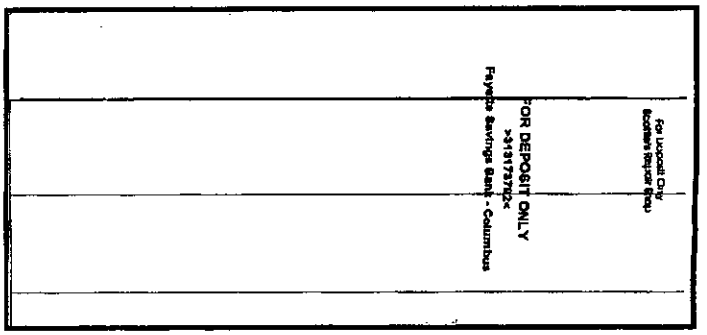
Thank you,

[redacted]
Weimar, TX [redacted]

Enclosures (3)



Seq. 96612596829, Acct #7220243, Ck #24819, 08/28/2012, $777.40



Seq. 96612596829, Acct #7220243, Ck #24819, 08/28/2012, $777.40

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

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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.

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

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

This service was previously performed on my vehicle *(check one if applicable)*:
☐ My vehicle was inspected and found to be ok.
☐ My vehicle was repaired.

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

This vehicle was sold to *(check one if applicable)*:
☐ A dealer, or someone whose name and address is unknown.
☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

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

Owner's title *(check one if applicable)*:
☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

City _____ State _____ Zip Code _____

Email Address _____

474433/#63094/N62

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

POSTAGE WILL BE PAID BY ADDRESSEE
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

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

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA

7C[redacted] N62 474433

[redacted]

WEIMAR, TX [redacted]

474433/#63094/N62

Scottie's Repair Shop
1075 Schulenburg Lane
Columbus, TX 78934

Job Work Order

☐ ESTIMATE (VALID FOR 30 DAYS)

DATE | ☐ SERVICE ☒ WILL CALL ☐ INSTALL ☒ DELIVER | PHONE

NAME [redacted] | MAKE 2007 Dodge

ADDRESS | MODEL 4x4 Truck

SERIAL

ITEM TO BE SERVICED | NATURE OF SERVICE REQUEST

QTY.	PART #	DESCRIPTION OF PARTS OR MATERIALS	PRICE	AMOUNT
1		Steering Shock		153 45
1		Pitman Arm		83 25
1		Tie Rod End kit		350 75
3		Nuts		6 00
		3 hrs. Labor @ 45.00		

LABOR PERFORMED

Replaced All Tie Rods & Pitman Arm & Shock

TOTAL MATERIALS	593 45
TAX	48 95
TOTAL LABOR	135 00
TOTAL AMOUNT	777 40

DATE WANTED | DEPOSIT | RECEIVED BY | TOTAL 777.40

ESTIMATES ARE FOR LABOR ONLY, MATERIAL ADDITIONAL. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE CAUSED BY FIRE, THEFT, TESTING, OR ANY OTHER CAUSES BEYOND OUR CONTROL.

AUTHORIZED BY:

Job Work Order
DUPLICATE

adams T5808 10-11

TERMS - NET CASH
NO GOODS HOLD OVER 30 DAYS

[redacted]
Weimar, TX [redacted]

[redacted] CERTIFIED MAIL



[redacted]

Chrysler Custo
ATTN: Reimb
PO Box 21-80
Auburn Hills, M

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/09/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7UT2CL4

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000020

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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

This notice applies to your vehicle (VIN: **3D7UT2CL4AG[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.

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

[redacted]
conway ar [redacted]

I enclosed the receipts for the two times the left tie rod broke on my 2010 dodge, once in may and again in november.

[redacted]

Superior
Automotive Group

Superior Dodge Chrysler Jeep

1201 Exchange Street
Conway, AR 72032
(501) 329-0544

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 parts. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
08 MAY 13	2010 RAM 250	08 MAY 13	08 MAY 13	[redacted] 13:57

SOLD TO

ACCOUNT NO. D1803

[redacted]

CONWAY, AR [redacted]

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	10387	[redacted]	WHSL CHARGE A/R	~SUPERIOR DODGE

QUANTITY ORD.	QUANTITY SHIP.	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	68038054AD	PACKAGE-OU 132G	104.00	77.31	77.31
1	1	0	6505623AA	NUT-HEX LO A36D1	2.10	1.56	1.56

THANK YOU
2010 RAM 2500
VIN: AG[redacted]

ELECTRICAL PARTS SALES

20% HANDLING CHARGE ON RETURNED PARTS.

NO RETURNS AFTER 30 DAYS.

NO RETURNS ON SPECIAL ORDER PARTS, ELECTRICAL ITEMS, TRIM ITEMS, ITEMS NOT IN ORIGINAL & UNDAMAGED CONTAINER.

NO REFUNDS WITHOUT THIS INVOICE.

Thanks For Your Business!

SUPERIOR AUTOMOTIVE GROUP

****
From Paul, Tony, Tom, Tara and Cathy
Thank you for your business!!!
SUPERIOR.....It's what YOU deserve
****

CUSTOMER'S SIGNATURE
X

PARTS	78.87
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$78.87

Copyright 2009 ADP, Inc. PARTS INVOICE (110.rdlc) 1.00.1

CUSTOMER COPY

Superior
Automotive Group

Superior Dodge Chrysler Jeep

1201 Exchange Street
Conway, AR 72032
(501) 329-0544

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 parts. This disclaimer by the seller in no way affects the terms of the manufacturer's warranty.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
26 NOV 13	2010 2500	26 NOV 13	26 NOV 13	94758 10:01

SOLD TO

ACCOUNT NO. D1803

[redacted]
CONWAY, AR [redacted]

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
	10387	[redacted]	WHSL CHARGE A/R	~SUPERIOR DODGE

QUANTITY ORD.	QUANTITY SHIP	QUANTITY B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	68038054AD	PACKAGE-OU 132G	104.00	77.31	77.31
			THANK YOU GREG				
			2010 RAM 2500				
			VIN: AG[redacted]				

NO REFUNDS ON
ELECTRICAL PARTS SALES

20% HANDLING CHARGE ON RETURNED PARTS.

NO RETURNS AFTER 30 DAYS.

NO RETURNS ON SPECIAL ORDER PARTS, ELECTRICAL ITEMS, TRIM ITEMS, ITEMS NOT IN ORIGINAL & UNDAMAGED CONTAINER.

NO REFUNDS WITHOUT THIS INVOICE.

Thanks For Your Business!

SUPERIOR AUTOMOTIVE GROUP

****
From Paul, Tony, Tom, Tara and Cathy
Thank you for your business!!!
SUPERIOR.....It's what YOU deserve
****

CUSTOMER'S SIGNATURE
X

PARTS	77.31
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$77.31

Copyright 2000 ADP, Inc. PARTS INVOICE 10P - P13CT x1pit.100.1

CUSTOMER COPY

Superior Spring, Clutch & Gear
700 West Broadway
North Little Rock, AR 72119
Phone 501-374-0287
800-284-8873
Fax 501-374-3053

Heavy Duty Services
550 Amity Road • Conway, Arkansas 72032
Phone 501-329-0998
Fax 501-327-4632
Toll Free 888-329-0998

DATE	NUMBER
11-27-13	56841
CUSTOMER P.O. NO.	CUSTOMER NO
	16129

PLEASE REMIT TO: 75 REMITTANCE DRIVE, SUITE 1452 • CHICAGO, IL 60675-1452 WE APPRECIATE YOUR BUSINESS *Thank You*

02:31pm

REFERENCE	SHIP VIA	SHIP DATE	TERMS	SLSM	CODES	B/O	PAGE
75628 - KREG CUMMINS	OUR TRUCK	11-27-13	CASH	HSE	W22		1

SOLD TO: [redacted]
CONWAY, AR [redacted]

[redacted]
CONWAY, AR [redacted]

ITEM NO.	QUANTITY ORDERED	QUANTITY SHIP	PROD. LINE	PART NUMBER	DESCRIPTION		UNIT PRICE	EXTENSION

Vehicle Number..: 4AG[redacted] 2010 DOD RAM 2500
VIN.....: 4AG[redacted]
Tag.....:
Mileage.....: 108560

Job Operation #1 Department: 1 - ALIGNMENT SHOP
HD HD SHOP

Work Requested:
CHECK FRONT END. ... NEW PARTS, INSTALL STEERING STABLIZER SHOCK.

WE HAD TO SET THE TOE IN ON THE FRONT END, & INSTALLED CUSTOMER-PROVIDED SHOCK.

N. LITTLE ROCK

Parts:	0.00
Cores:	0.00
Labor:	98.50
Operation Total:	98.50
Labor:	98.50
Sales Tax:	8.62
Invoice Total:	$107.12

Paid Check # 2576 WKC 11-27-13

****
* ********** *
* **********SEE US FOR ALL YOUR BRAKE********** *
* **********AND CLUTCH NEEDS!!********** *
* ********** *
* ********** *
****

Return Material will be accepted only with prior approval. Material must be in original containers and is subject to a 15% restocking charge.

Our terms are NET 10th PROX: All past due invoices will be subject to a 1% per month (12% per annum) finance charge. Any account not paid in full according to our terms will be placed on a COD basis.

In the event the seller prevails in any action to enforce the terms hereof, the purchaser agrees to pay all attorney fees and court costs.

CUSTOMER-

NO VEHICLE WILL BE RELEASED until payment is made in full of all charges owed to Superior Spring, including charges accrued from previously repaired vehicles, if any.

STORAGE FEES in the amount of $25.00 per day will be assessed on vehicles left on the premises of Superior Spring, beginning the sixth day from the day the repairs were completed. All vehicles in the possession of Superior Spring, including vehicles retained for the purposes of collecting outstanding charges from previously repaired vehicles, are subject to storage fees.

Superior Spring is not responsible for loss or damage to vehicles or articles left in vehicle because of fire, theft, accident, or any other cause.

This Authorization, along with all approved estimates(s) (verbal or written), supplement(s), and work order(s), constitutes a contract between Superior Spring and the organization I represent.

NAME [redacted]	PHONE
ADDRESS	
CITY, STATE, ZIP	
2ND AUTHORIZED NAME	PHONE

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

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY Y/N
		TOTAL PARTS			

MECHANICS RECOMMENDATIONS

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M.	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME) 11/26/13 A.M. P.M.
YEAR • MAKE • MODEL 11 RAM 2500		SERIAL #/VIN
		MOTOR #
LICENSE NO.	ODOMETER	WRITTEN BY

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

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

R/R Outer Tie Rod End

Need to center wheel & install stabilizer

METHOD OF PAYMENT: ☐ CHECK ☐ CHARGE ☐ CASH	Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.	LABOR ONLY
LABOR ☐ FLAT RATE ☐ HOURLY ☐ BOTH	GUARANTEED ITEM(S) _____	PARTS
		ACCESSORIES
		GAS, OIL & GREASE
	GUARANTEE EFFECTIVE UNTIL:	MISC. MERCHANDISE
☐ RETAIN PARTS ☐ DESTROY PARTS	TIME _____	SUBLET REPAIRS
	MILEAGE _____	STORAGE FEE
AUTHORIZED BY		TAX
		TOTAL ▶ 50.00

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

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

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

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

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

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

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

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

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

SIGNED _____

DATE _____

adams GT3870 09-11

Cargile Garage

205 Skunk Hollow Road
Conway, AR 72032

327-3368

Free Estimates

Name [redacted] Date May 9 20 13

Addre[redacted] Phone No.

City Conway State AR Zip [redacted]

MAKE & MODEL	LICENSE NO. & STATE	MOTOR NO.	SERIAL NO.	MILEAGE
2010				

N.	PART NO.	ARTICLE	PRICE	

BUMPER TO BUMPER
Auto Parts Specialists

17-59343

#017 CROW BURLINGAME CO.
1740 EAST OAK STREET

CONWAY, AR 72032
(501)329-6823

RECEIVED BY

177394 [redacted]

Invoice # 00170059343

Charge Station: JM

[redacted]

Date: 11/27/2013

Page # 1
Time: 8:29:38 AM
Counterman: JM

CONWAY, AR [redacted]

	Qty	Line	Part #	Descr	Core	List	Your Cost	Extension	Tax
			2010 DODGE RAM 2500 PICKUP 6-408 6.7L Dsl						
IQ	1	MON	SC2968	STABILIZER CYL	0.00	69.00	44.99	44.99	T

Qty	Freight	Labor	Disc	Core Total	List Total	Non-taxable	Taxable	Total Tax
1	0.00	0.00	0.00	0.00	69.00	44.99	0.00	0.00

CUSTOMER COPY

Pay This Amount: $44.99 BC



013086

P.O. BOX 1491 | 2710 HWY 65 SOUTH CLINTON, AR 72031
24 HOUR TOWING (501)745-2992 FAX(501)745-3949 ROAD SERVICE

DATE 11/24	TIME	REQUESTED BY DRIVER	
NAME [redacted]			PHONE
ADDRESS			
CITY		STATE	ZIP
LOCATION OF VEHICLE Clinton		VEHICLE TOW DESTINATION CONWAY	
YEAR 10	MAKE Volvo	MODEL 1500	COLOR Silver GRN
UNIT #	OPERATOR		
STATE	LIC. PLATE	VIN 3D7UT2CL4AG [redacted]	MILEAGE

MILEAGE EN ROUTE	PROPERTY DAMAGE RESTORATION FINISH	FINISH
LOADED	START	START
TOTAL	TOTAL	TOTAL
WRECKER # 9	WRECKER # 12	SPECIAL EQUIPMENT
FINISH	FINISH	☐ DUAL LINE WINCHING
START 10	START	☐ SNATCH BLOCKS
TOTAL 142	TOTAL 117	☐ RECOVERY STRAPS
		☒ CLEAN-UP
		☐

Flat Bed Tow

STORAGE FROM _____ TO _____ DAYS @ $ _____

PAYMENT METHOD
☐ CASH ☐ CHECK ☐ MC ☐ VISA ☐ AMEX
C.CARD# _____ EXPIRATION DATE _____
DRIVERS LIC. NO. Pd in # 2574

OPERATORS SIGNATURE [redacted] DATE

P.O. NO. _____ MOTOR CLUB _____

AUTHOR [redacted]

VEHICLE RELEASED TO _____ DATE _____

CALL OUT	85 00
MILEAGE CHARGE	126 00
AFTER HRS CALL OUT	
SPECIAL EQUIPMENT	
LABOR CHARGE	
EXTRA LABOR	
STORAGE	
ADMIN FEE	
REGISTER LETTERS	
	211 00
TAX	20 01
TOTAL	231 01

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE
IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

THANK YOU!

PHONE • 1-800-329-3851
LOCAL PHONE • 329-3851

107287

HIGHWAY 64 EAST
P.O. BOX 2154

Jim Smith

CONWAY,
ARKANSAS
72032

24 Hour Wrecker Service
Owner and Operator - Jim Smith

Customer's
Order No. _____ Date 5-8-13

M _____

Address _____

DRIVER	CASH	CHARGE	CHECK	LICENSE #
07300			2396	

Car 2010 Dody 3500 Location Mt. Vernon
Color Burgendy Towed to Tommy Laxite
Damage Mech Called by INO

VIN# _____

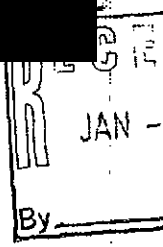
LD / MD / HD / RB
___ miles at ___ per mile to vehicle
___ miles at ___ per mile towed
_____ # days at _____ per day
Disp _____ Arr _____
Comp _____
Stand-By Time Hr.___ Min.___
Date _____
Keys yes ☐ no ☐
Hold yes ☐ no ☐

Tow Charge 125.00
Storage Chg. _____
Winch Time _____
Labor Chg. _____
Charge _____
2nd Tow _____
2nd Wrecker _____
Admin. Fee _____
Tax 10.31
TOTAL 135.31

Authority _____
Rec'd. By: _____
DL# _____

[redacted]

CONWAY AR [redacted]



CHRYSLER Cus

P.O. BOX

AUBURN H

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/10/14

POSTED DATE : 12-31-13

VIN (FIRST 9 DIGITS) 0B0000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000002258

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

23A

Barnes SERVICE CENTER, INC.

500 Lucabaugh Mill Road
WESTMINSTER, MARYLAND 21157
(410) 848-7600 • (410) 876-7757

invoice

PAGE # 1
TRANS. # 2012-WO-10464
DATE 11/23/2012 9:36
EMPLOYEE # 60- 5
SCOTT KNISLEY
MATT BARNES

CUSTOMER # [redacted]
[redacted]
TANEYTOWN MD [redacted]

LICENSE# [redacted] MAKE DODGE YEAR 2006
MODEL RAM S/N
COLOR BLACK MILEAGE 0000000000 W-LOCK

INSTRUCTIONS:
1 LOF
2 BALL JOINT OR SWING ARM BROKEN
3 WE REPLACED BOTH BATTERYS A FEW MONTHS AGO. WE HAD A PROBLEM STARTING TRUCK AGAIN THIS WEEKEND POSSIBLY ELECTRICAL?
ADDITIONAL WORK:
REPLACE RIGHT SIDE BALL JOINTS AND RIGHT OUTTER TIE ROD, DAMPNER SHOCK. SERVICE, CHECK FLUID LEVELS. REPLACE RIGHT REAR BRAKE BULB.

ITEM #	DESCRIPTION		QTY	PRICE	EXTENSION	
PART	SC2964 DAMPNER SHOCK	H	1.00	60.80	60.80	
PART	DS1463 TIE ROD	H	1.00	135.00	135.00	
PART	K7460 BALL JOINT	H	1.00	111.60	111.60	
PART	K7467 BALL JOINT	H	1.00	122.40	122.40	
PART	5W40 MOBIL 1 OIL	H	12.00	8.80	105.60	
PART	57620 OIL FILTER	H	1.00	11.47	11.47	
LABOR	REPAIR SERVICES	H	4.50	89.50	402.75	N
3W	THRUST ANGLE ALIGNMENT	H	1.00	85.00	85.00	N
PART	3157 BULB	H	1.00	1.00	1.00	

MELLOW CAR CARE

TOTAL LABOR	487.75
TOTAL PARTS	547.87
SUBTOTAL	1035.62
MD TAX	32.88
TOTAL	1068.50
TENDERED VISA	1068.50

**********[redacted]001

CARDHOLDER ACKNOWLEDGES RECEIPT OF GOODS AND/OR SERVICES IN THE AMOUNT TENDERED SHOWN HEREON AND AGREES TO PERFORM THE OBLIGATIONS SET FORTH IN THE CARDHOLDERS AGREEMENT WITH THE ISSUER.

SIGNATURE: _____

NEW HOURS: MON - FRI 8:00 - 5:30 SAT 8:00 - 1:00

BARNES SERVICE CENTER INC
508 LUCABAUGH MILL ROAD
WESTMINSTER, MD 21157
PHONE #(410) 848-7600

Merchant ID: 000015651392

Ref #: 0002

Sale

XXXXXXXXXXXX[redacted]

VISA Entry Method: Manual

Total: $ 1,868.58

11/23/12 08:53:28

Inv #: 000002 Appr Code: 195233

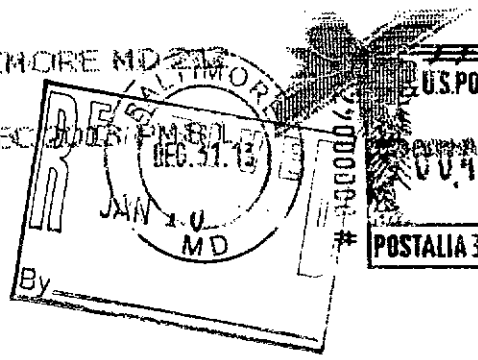
Apprvd: Online Batch#: 000454

CVV2 Code: MATCH M

Customer Copy

THANK YOU
HAVE A NICE DAY!

[redacted]
Taneytown MD



Chrysler Custome Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007
Attn. Reimbursement

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/10/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 3D7KS28A4

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

FLORENCE AUTO BODY,INC
2859 CLAY STREET
Omaha, NE. 68112
Phone - 402-451-3566 Fax - 402-451-5984
Quality Service at a Reasonable Price

INVOICE
17784
Org. Est. # 023075

INVOICE

Print Date : 12/23/2013

[redacted]
Omaha, NE [redacted]
Cellular [redacted]
Cust ID : 1740 Ref # :

2008 Dodge - Pickup R2500
6.7L, In-Line6, VIN (A)
Lic # : SWX219 Odometer In : 94514
Unit # :
Vin # : **3D7KS28A48G**[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended
LT. OUTER TIE ROD END			
ES 3265	1.00	97.56	97.56
RT. DRAG LINK END			
ds.1463	1.00	184.86	184.86
DAMPER			
52106909AE	1.00	91.70	91.70
NUT HEX			
6506276AA	1.00	3.50	3.50
Shop Supplies		5.00	5.00

Labor Description	Extended
PASSENGER FRONT CONTROL ARM FELL OFF	160.00
Replace Frt. Steering Parts	
Frt.Wheel Alignment	120.00
Road test vehicle. Check all suspension and steering parts for wear. Check tire pressure and condition. Check riding height. Check alignment of four wheels. Adjust caster, camber, toe-in, and thrust angle as needed on four wheels. Center steering wheel	
WHEEL BEARINGS HAVE PLAY, BALL JOINTS HAVE LOOSENESS. LEFT U JOINT IS VERY LOOSE. VEHCILE ALSO HAS WRONG RATING TIRES SHOULD HAVE E RATED.	
Hazardous Materials	5.00

[Technicians : KLIMANTAS, JOHN]

Org. Estimate $10.35 Revisions $0.00 Current Estimate $ 10.35 Additional Cost Revised Estimate

Labor:	**285.00**
Parts:	**382.62**
Sublet:	**0.00**
Sub:	**667.62**
Tax:	**26.78**
Total:	**694.40**
Bal Due:	**$694.40**

[Payments -]

See Us For All Your Automotive Needs

I hereby authorize the above repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage or any other cause beyond your control or for any delays by unavailability of parts or delays in shipments by the supplier or transporter. I hereby grant you, your employees permission to operate the vehicle described on streets, highways or elsewhere for the purpose of testing and/or inspection.

NOTE: Payment in full is required upon receiving vehicle.

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

Florence Auto Body, Inc.

2859 Clay Street
Omaha, NE 68112

Phone Number: (402(451-3566)
Fax Number:

Customer: [redacted]	Date: 12/23/2013 8:02:28 AM
Company:	VIN
License No:	Technician:
Odometer:	Order No.:

VEHICLE ALIGNMENT REPORT

DODGE TRUCKS, 2008, RAM 2500 4WD Wheelbase = 160.5"

Primary Angles			Initial	Specifications Min.	Specifications Max.	Final
Front	Caster	Left	4.56°	4.00°	5.00°	4.18°
		Right	4.47°	4.00°	5.00°	4.22°
	Camber	Left	0.04°	-0.25°	0.75°	-0.05°
		Right	0.10°	-0.25°	0.75°	0.01°
	Toe	Left	-0.63°	0.05°	0.15°	0.09°
		Right	-0.82°	0.05°	0.15°	0.11°
		Total	-1.45°	0.10°	0.30°	0.20°
Rear	Camber	Left	-0.39°	-0.60°	0.40°	-0.39°
		Right	0.00°	-0.60°	0.40°	0.04°
	Toe	Left	0.07°	-0.10°	0.40°	0.04°
		Right	-0.11°	-0.10°	0.40°	-0.10°
		Total	-0.04°	-0.20°	0.80°	-0.06°
	Thrust Angle		-0.09°	-------	-------	-0.07°

Secondary Angles		Initial	Specifications Min.	Specifications Max.	Final
SAI	Left	13.21°	-------	-------	13.21°
	Right	13.13°	-------	-------	13.13°
Included Angle	Left	13.25°	-------	-------	13.16°
	Right	13.23°	-------	-------	13.14°
Toe Out On Turns	Left	-------	0.00°	0.00°	-------
	Right	-------	0.00°	0.00°	-------
Maximum Turns	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Toe Curve Change	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Setback	Front	-0.13"	-------	-------	0.17"
	Rear	0.35"	-------	-------	0.42"
Track Width Diff.		0.51"			0.50"
Wheel Base Diff.		-0.48"			-0.25"
Front Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Rear Ride Height	Left	-------	-------	-------	-------
	Right	-------	-------	-------	-------
Frame Angle					-------

FLORENCE AUTO BODY
2859 CLAY ST
OMAHA NE 68112
402-455-1620

12/24/2013	11:07:58
Merchant ID:	XXXXXXXXXX5011
Device ID:	7602
Terminal ID:	PD04.

CREDIT CARD

VISA SALE

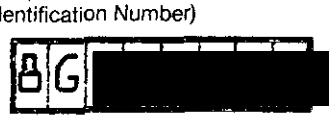
CARD #	XXXXXXXXXXXX[redacted]
TRANS #	002
Batch #:	2
Approval Code:	368643
ACI Code:	K
TRANS ID:	003358597740909
Entry Method:	Manual
Approved:	Online

SALE AMOUNT **$694.40**

CUSTOMER COPY

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

VIN (Last 8 Characters of Vehicle Identification Number)



Notification Code



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]
Omaha, NE [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/10/14

POSTED DATE : 1-4-14

VIN (FIRST 9 DIGITS) 3D73Y4HL7

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000003

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER ASSITANCE

THE LEFT TIE ROD BROKE ON MY TRUCK LEAVING ME STRANDED. I HAD TO BE TOWED. ENCLOSED YOU WILL FIND THE RECEIPT FOR THE REPAIR AND THE TOW BILL.

THANK YOU

[redacted]

[redacted]

Drummonds, TN [redacted]

Munford Tire & Brake
516 Munford Ave.
Munford, TN. 38058
Phone - 901-837-9632 Fax -

INVOICE
1
Org. Est. # 000009

INVOICE FROM HISTORY

Invoice Date : 10/01/2013
Work Completed Date 10/01/2013 Print Date : 12/24/2013

[redacted]
Drummonds, TN [redacted]
Home [redacted]
Cust ID : 16

2011 RAM - Pickup 3500 - 6.7L, In-Line6 (408CI)
Lic # : - TN Odometer In : 97981
Unit # : Odometer Out : 0
Vin # : 3D73Y4HL7BG[redacted]
Hat # : Ref # :

Part Description / Number	Labor Description
OUTER TIE ROD END ES8005321	INSTAL OUTER TIE ROD END INSTAL OUTER TIE ROD END ALIGNMENT ALIGNMENT TOW TOW

Note: All Parts and Labor included in Totals

Sub Total:	**329.20**
Total:	**329.20**
Pymnts:	**329.20**
Bal Due:	**$0.00**

[Technicians : Benard, Lee]
[Payments - Cash - $329.20]

Thank You For Your Business!

NO REFUNDS. WE ARE NOT RESPONSIBLE FOR ANY DAMAGED WHEELS OR LOST HUBCAPS, ABSOLUTELY NO WARRANTY OR GUARANTEE ON USED TIRES. WE ARE NOT RESPONSIBLE FOR ANY DAMAGE CAUSED BY BUYING OR DRIVING ON USED TIRES, BY SIGNING THIS AGREEMENT YOU FREE US FROM ALL DAMAGE CLAIMS, NECESSARY COSTS, COURT COSTS AND ATTORNEY FEES.

Signature _____ Date _____ Time _____

(C) 2011 Mitchell Repair Information Company, LLC LumpSumEst 09.20.11BL

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

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

Notification Code N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Add

City DRUMMONDS

State TN Zip Code [redacted]

Email Address

[redacted]

[redacted]
ORU.mmonds,TN [redacted]

Chr

P.O.

Aub

At

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/28/14

POSTED DATE : 1-22-14

VIN (FIRST 9 DIGITS) 3D7MX48C7

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 020068

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

ORANGEBURG AUTOMOTIVE

CHYRSLER JEEP DODGE
2801 ST. MATTHEWS ROAD
ORANGEBURG, S.C. 29118
TELEPHONE: (803) 534-5251

16058BOH

[redacted]
GIBSONIA PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7MX48C76G[redacted]	63965	08/16/13	16058 A

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	DODGE	RAM 3500 Q	WHITE	01953

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
	[redacted]		- -		03/08/06	PD	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
000.00	00/00/00		63965	08/15/13	05/20/06

CUSTOMER SATISFACTION IS "NUMBER ONE"
PLEASE STOP BY OR CALL FOR AN APPOINTMENT

SERVICE & PARTS HOURS: M-F 8 - 6, SAT 8 - 2:30

SALES HOURS: M-F 8:30AM - 7:00PM SAT. 9:00AM - 6:00PM

LINE	OP.CODE	FAIL-CD	TECH.		HOURS/QTY	TYPE	AMOUNT
A							
Com Customer states busted tie rod							
Cau tie rod assembly broken							
Cor replaced the whole tie rod assembly							
		A12				C	293.79
		6505623AA	NUT	HEX L	3	C	6.75
		52122362AH	STEERING	STEER	1	C	372.00
		68039930AA	ARM	PITMA	1	C	43.10
		5154661AC	DAMPER	STEER	1	C	123.00
				Line Total.....			838.64
B							
Com Perform service history review, safety recall inspection and multi-point inspection.							
Cor performed inspection and replaced wiper blades							
	99	A12					
		WB000024BA	BLADE	FRONT	2	C	15.00
				Line Total.....			15.00
C							
Com add additional information traveler towed in							
	ADD INFO	A0					
				Line Total.....			

CUSTOMER COPY - PAGE 01 Printed: 08/16/2013 @ 12:35

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

ORANGEBURG AUTOMOTIVE

CHYRSLER JEEP DODGE
2801 ST. MATTHEWS ROAD
ORANGEBURG, S.C. 29118
TELEPHONE: (803) 534-5251

16058BOH

[redacted]
GIBSONIA PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7MX48C76G[redacted]	63965	08/16/13	16058 A

YEAR	MAKE	MODEL	COLOR	TAG NO.
06	DODGE	RAM 3500 Q	WHITE	01953

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
	[redacted]		- -		03/08/06	PD	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
000.00	00/00/00		63965	08/15/13	05/20/06

CUSTOMER SATISFACTION IS "NUMBER ONE"
PLEASE STOP BY OR CALL FOR AN APPOINTMENT

SERVICE & PARTS HOURS: M-F 8 - 6, SAT 8 - 2:30

SALES HOURS: M-F 8:30AM - 7:00PM SAT. 9:00AM - 6:00PM

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Parts	559.85
					Sales Tax	39.19
					Labor	293.79
					TOTAL-CUST-CASH	892.83

RECEIVED
AUG 16 2013
ORANGEBURG AUTOMOTIVE

CUSTOMER COPY - PAGE 02

Printed: 08/16/2013 @ 12:35

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

Carolina Lodge
(803) 536-0528
I-26 at Exit 145A
3620 St. Matthews Road
Orangeburg, S.C. 29118

Cash ☐
Charge ☒
Arrival Time _____

GUEST REGISTRATION

NAME (Please Print) [redacted]

ADDRESS [redacted]

CITY _____ STATE _____ ZIP [redacted]

I.D. # _____ STATE _____

DATE _____ AUTOMOBILE MODEL _____

NIGHT 1 TAG NO. _____ STATE _____

If Pet Not Registered - Fine $100.00.

Return Key To Front Desk. PHONE # [redacted]

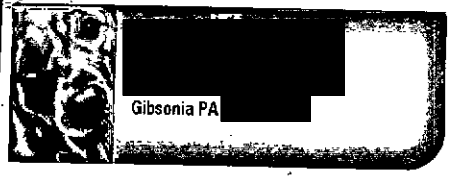
GUEST
SIGNATURE X [redacted]

NOTICE TO GUESTS

This property is privately owned and the management reserves the right to refuse services to anyone and will not be responsible for loss of money, jewelry or valuables of any kind. **No visitors anytime**, only the registered person(s) allowed. If extra person, additional charges. Any lodging items missing from the room will be charged to your account. Anyone breaking this rule will check out without a refund. **No refund after 10 minutes.**

PLEASE PAY IN ADVANCE. CHECK OUT TIME - 11:00 A.M.

ROOM NO.	# OF GUESTS	TAX	AMT. PAID	INITIALS
10	1	[illegible]	$ 50.00	[illegible]



Gibsonia PA [redacted]

PITTSBURGH PA 152

22 JAN 2014 PM 6 L

Attention: Reimbursement

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

48321800707

RECEIVED JAN 28

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/28/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7TT2CT4

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

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

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

January 21, 2014

To: Chrysler Recall Assistance Center

From: [redacted]

RE: Recall Repair-Tie rod

To Whom It May Concern:

On December 23, 2013 , while making a left hand turn, the left side tie rod on the steering linkage broke causing the vehicle to go off the road and the steering rod then punctured the tire and damaged the rim. Thankfully no other vehicles were involved in the accident and nobody was hurt.

When the incident occurred, I immediately called Westury Chrysler dealership and they declined to warranty the damage even though they did the exact recall repair in December of 2012. Since the truck was being towed and I had to pay, I had it towed locally and had the repair done at that local shop. This is my work truck and I was unable to work while I waiting for this repair to be completed.

On January 18, 2014 I received the new recall on the tie rod. Since this new recall came **after** the incident I am requesting reimbursement for the repair, tow and damage done to the tire and rim. I have enclosed the bill for the recent repair in the amount of $ 1,536.44, My first recall repair from Westbury Chrysler is on file at the dealership.

Date of incident: 12/23/2013

Mileage at time of incident: 56,685

Mileage now: 58,890

Vehicle-2010 Ram 2500 Heavy Duty 4x4 Big Horn

VIN-3DTT2CTOAG[redacted]

Owner-[redacted]

Glen Cove, NY[redacted]

Enclosed: Original recall repair, repair bill to fix tie-rod and damage, and tow, New recall.

I can be contacted at the info below:

[redacted]

CUSTOMER #: 61588

[redacted]

90
GLEN COVE, NY [redacted]

[redacted]

593344

WORKORDER
REPRINT
PAGE 1

WESTBURY SINCE 1957

CHRYSLER Jeep DODGE

111 BOND STREET
WESTBURY, NEW YORK 11590
(516) 333-2666

SERVICE ADVISOR: 4456 LEUTHNER, JANINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GY	10	DODGE RAM 250	3D7TT2CT0AC[redacted]		46596/	TW746

DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG10 IS 23DEC10 'DD			23:00 22MAY13		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:20723 DLR:23153
22MAY2013 17:27		ENG:EZC 5.7L V8 HEMI VVT Engine TRN:DGQ 5-Spd Automatic 545RFE Transmission

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	CLSD DTE OP CODE	TECH	TYPE	DESCRIPTION
574434	7308	39435	18DEC12			
			SPLIT	1010	ISP	Moved to: 574434C Line: A
			SPLIT	1010	ISP	Moved to: 574434C Line: B
			02L16183	6591	WZ	Safety Recall L16 - Left Tie Rod End
			SPLIT	1010	ISP	Moved to: 574434C Line: C
			SPLIT	1010	ISP	Moved to: 574434C Line: D
			SPLIT	1010	ISP	Moved to: 574434C Line: D
			SPLIT	1010	ISP	Moved to: 574434C Line: D
			SPLIT	1010	ISP	Moved to: 574434C Line: D
			SPLIT	1010	ISP	Moved to: 574434C Line: E
			SPLIT	1010	ISP	Moved to: 574434C Line: F
574434C	7308	39435	17DEC12			
			MPI	6591	ISP	MULTI-POINT VEHICLE INSPECTION
			LC	6591	ILC	LOANER CAR--LOANER MUST BE RETURNED W
			NYSI	6591	ICOUP	NYS INSPECTION
			10DOZ-0M	6591	CPD	30,000 MILE MAINTENANCE (HEMI)
			CPF	6591	ISP	Chrysler Premium Fuel System Cleaning
			MBS	6591	ISP	Mopar Battery Service Kit
			CTS	6591	ISP	CHRYSLER TRANSMISSION SERVICE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

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

X _____
CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

TECHNICIAN COPY

CUSTOMER #: [redacted]

[redacted]

GLEN COVE, NY [redacted]

[redacted]

593344

WORKORDER
REPRINT
PAGE 2

WESTBURY SINCE 1957

CHRYSLER Jeep DODGE

111 BOND STREET
WESTBURY, NEW YORK 11590
(516) 333-2666

SERVICE ADVISOR: 4456 LEUTHNER, JANINE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GY	10	DODGE RAM 250	3D7TT2CT0AG[redacted]		46596/	TW746

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01AUG10 IS 23DEC10 DD			23:00 22MAY13		0.00	CASH	

R.O. OPENED	READY	OPTIONS: STK:20723 DLR:23153 ENG:EZC 5.7L V8 HEMI VVT Engine TRN:DGQ 5-Spd Automatic 545RFE Transmission
22MAY2013 17:27		

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	MPI		ISP	MULTI-POINT VEHICLE INSPECTION
# B	21		CPD	C/S VEHICLE WONT SHIFT OUT OF 4TH GEAR TRANSMISSION
# C	09		CPD	C/S CHECK ENG LIGHT IS ON ENGINE
# D	ND		ISP	516 315 0897 MIKE NIGHT DROP
# E *	RC		WZ	L14 CUSTOMER REQUESTS TO PERFORM OPEN RECALLS
# F *	RC		WZ	L16 CUSTOMER REQUESTS TO PERFORM OPEN RECALLS
# G *LC			ILC	LOANER CAR--LOANER MUST BE RETURNED WITHIN 24 HRS OF COMPLETED REPAIRS OR PAY $45 PER DAY.

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

PRELIMINARY ESTIMATE $_____

AUTHORIZED BY X

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

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

X _____
CUSTOMER SIGNATURE

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

TECHNICIAN COPY

T & D Autobody

Registration #: 7054764
162 Sea Cliff Ave
Glen Cove, NY 11542
Phone #: (516) 671-8810
Fax #: (516) 656-5767

Estimate

12/31/2013

Customer No: 510
Report No: 511
Claim #:
Assign No:

Vehicle Information
2010 Dodge Ram 2500
Style: CREW CAB
Color:
Color Code:
Production Date: / 0
License: [redacted] State: NY
VIN: 3D7TT2CT0AG[redacted]
Miles In: 56685
Miles Out: 56689
Condition:
Estimator: Tony Jr.
Date Assigned: 12/28/2013

Owner - [redacted]
[redacted]
Glen Cove, NY [redacted]
Home Phone: [redacted]
Work Phone:
Fax #: (516) -

Insured -

Home Phone: (516) -
Work Phone: (516) -
Fax #: (516) -
Date of Loss: 12/28/2013

Accident Location

Phone #1: -
Phone #2: -

Claimant -

Home Phone: (516) -
Work Phone: (516) -
Fax #: (516) -
Date of Inspection: 12/28/2013

	Description of Work	Part Number	Price	Labor	Paint	Other
	WHEELS - WHEELS					
1	Replace Wheel, steel, 17x8, (WGS)	52110366AD	$409.00	0.3 mech		
2	Replace Valve stem	52057949AC	$4.30			
	FRONT SUSPENSION. 4 WHEEL DRIV - BRAKE COMPONENTS					
3	Replace Left Front Splash shield	52122243AB	$8.35	1.8 mech		
	STEERING GEAR & LINKAGE. 4WD - STEERING GEAR & LINKAGE					
4	Replace Bracket	68068152AA	$32.75			
5	Replace Inner tie rod	68038054AD	$144.00 *		1.0*	
6	* Repair wheel alighnment		$125.00 *			
7	* Repair mount balence tire		$20.00 *			
8	* Replace tire		$325.00 *			
9	* Towing		$150.00 *			
		Sub Totals	$1,218.40	2.1	1.0	

IN BUSINESS SINCE '72

THANK YOU FOR LETTING US SERVE YOU

x_____

	Hours	Rate	Total	
Paint Labor	1.0hrs	$55.00/hr	$55.00	T
Mech Labor	2.1hrs	$55.00/hr	$115.50	T
OEM Parts			$1,218.40	T
Paint Supplies	1.0hrs	$26.00/hr	$26.00	T
Tax	$1414.90 @ 8.6250%		$122.04	
Grand Total			**$1,536.94**	

12-31-13 #24693

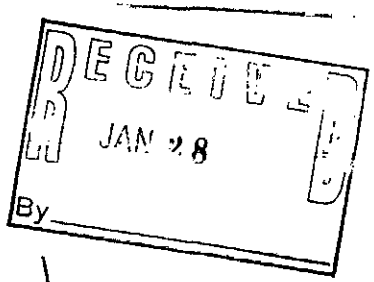
Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Guide used is (DR3TH10). 10/13

* Indicates Estimator's Judgment
T Indicates Taxed Item

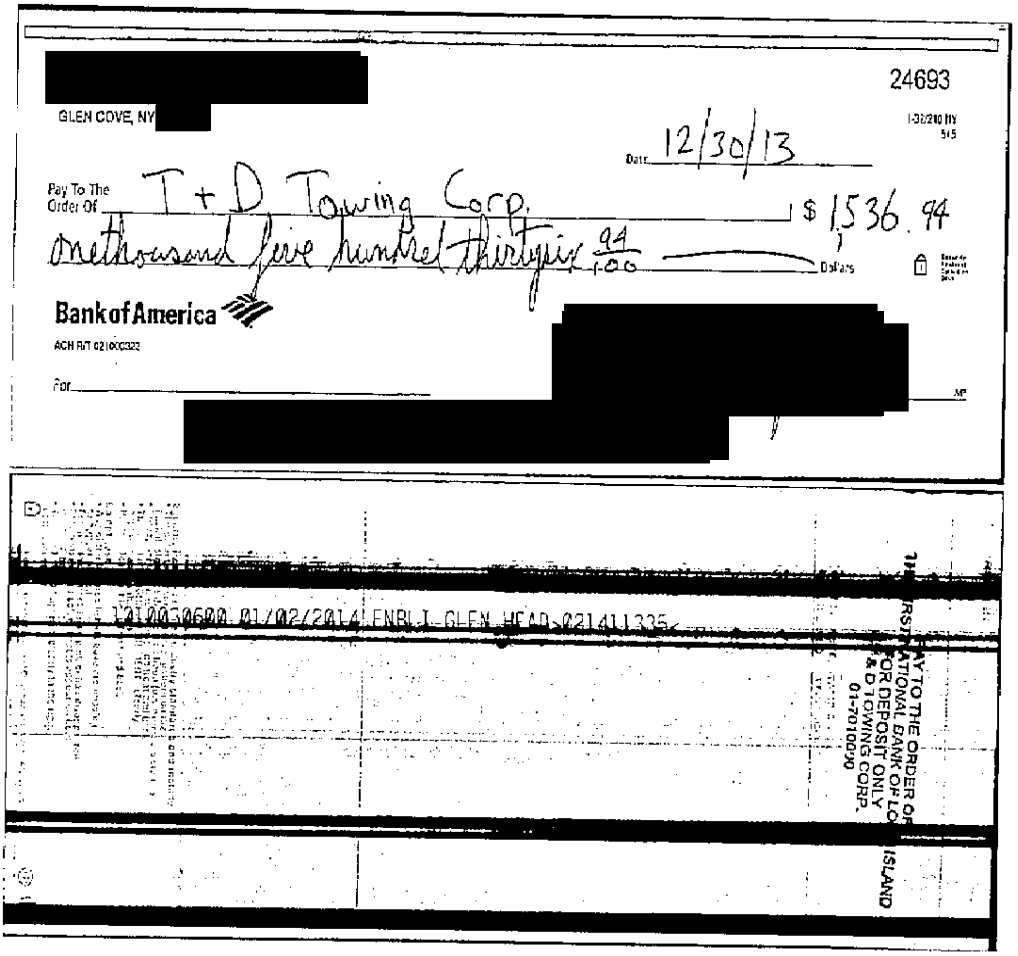
[redacted]
Glen Cove New York







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



[redacted]
GLEN COVE, NY [redacted]

24693

Date 12/30/13

Pay To The Order Of T + D Towing Corp. $ 1,536.94

one thousand five hundred thirty six 94/100 Dollars

Bank of America

ACH R/T 021000322

For [redacted]

[redacted]

[redacted]

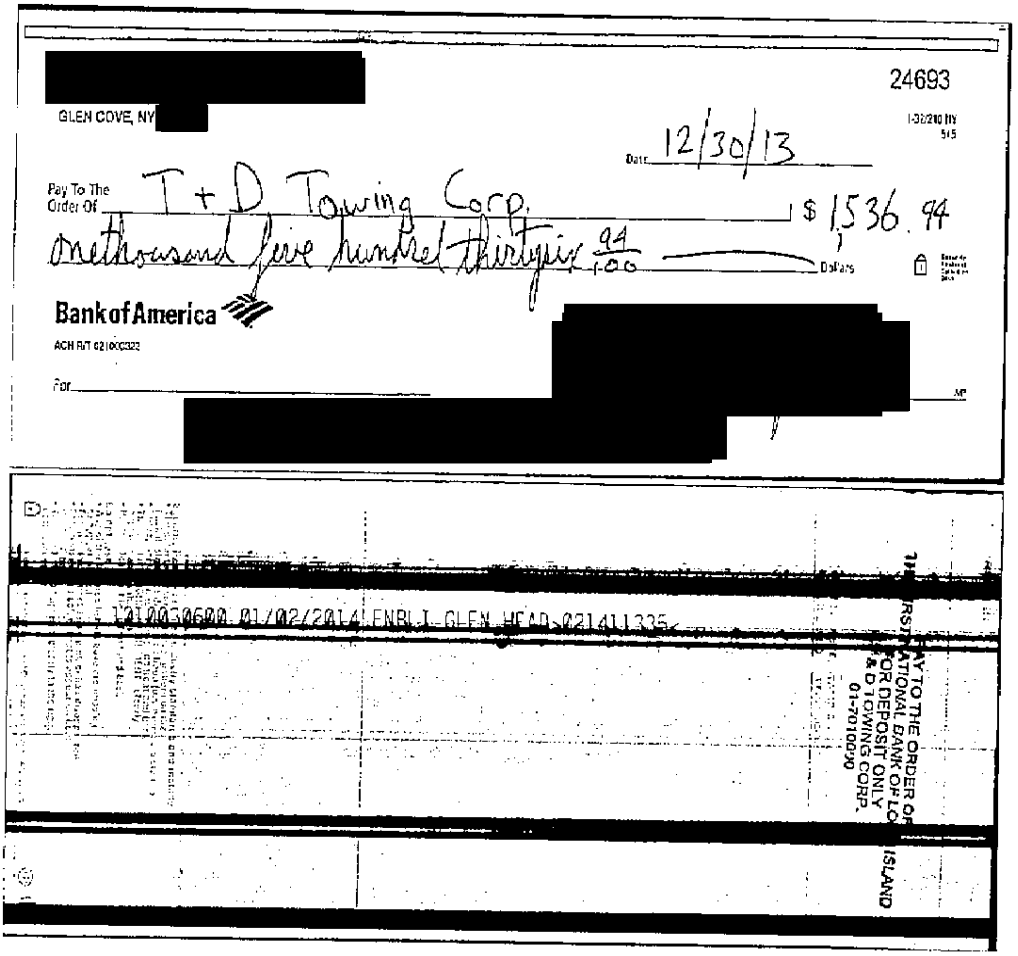
[redacted]

THIS CHECK IS PAYABLE THROUGH FIRST NATIONAL BANK OF LONG ISLAND
FOR DEPOSIT ONLY
T & D TOWING CORP.
01-7010090

Referance Case # [redacted]

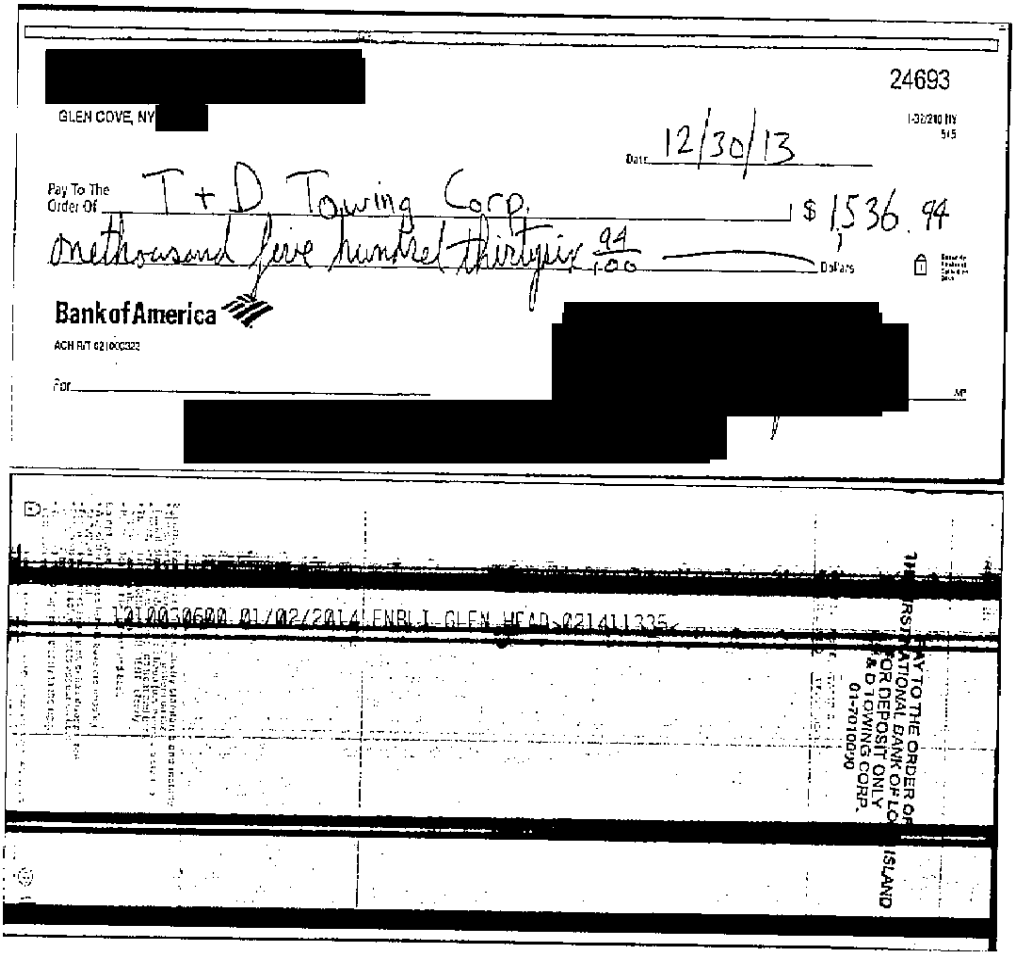
[redacted]

Contact: [redacted]


[redacted]
24693
GLEN COVE, NY
Date 12/30/13
Pay To The Order Of T + D Towing Corp. $ 1,536.94
one thousand five hundred thirty six 94/100 Dollars
Bank of America
ACH R/T 021000322
For
[redacted]
⑈024693⑈ ⑆021411335⑆ 01000306⑈ 01/02/2014 ENBL GLEN HEAD
PAY TO THE ORDER OF
FIRST NATIONAL BANK OF LONG ISLAND
FOR DEPOSIT ONLY
T & D TOWING CORP.
01-7010090

Referance Case # [redacted]

Contact: [redacted]


[redacted]
24693
GLEN COVE, NY
Date 12/30/13
Pay To The Order Of T + D Towing Corp. $ 1,536.94
one thousand five hundred thirty six 94/100 Dollars
Bank of America
ACH R/T 021000322
For
[redacted]
THE ONLY TO THE ORDER OF
RST NATIONAL BANK OF LO
FOR DEPOSIT ONLY
& D TOWING CORP.
01-7010090
ISLAND

Referance Case # [redacted]

Contact: [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/10/14

POSTED DATE : 1-2-14

VIN (FIRST 9 DIGITS) 3D7TT2CL4

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0 00 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

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

This notice applies to your vehicle (VIN: **3D7TT2CL4BG[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 #1

Issued in Accordance
With Federal Law

U.S. Department of Transportation

NHTSA
www.nhtsa.gov

BG[redacted] N49 188248

[redacted]

SAN ANTONIO, TX [redacted]

188248/#63093/N49

CHRYSLER-DODGE-JEEP-MAZDA-FIAT
3550 Broad Street, San Luis Obispo, CA 93401
(805) 543-7310 •(800) 549-8500 •FAX (805) 549-7399

Cashiered Date: 12/13/2013 5:13:53 PM
SO #: 682638
Tag #: 1031

* Service Invoice Customer Copy *

Auth#:

Customer No: [redacted]
[redacted]
San Antonio, Tx 7[redacted]
Home: (000) 000-0000 **Bus:** (000) 000-0000
Cell: ([redacted] **Today:**(000) 000-0000
Email:

Advisor: TONY PADILLA **Invoice Date:** 12/13/2013 **Term:** CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
	34237	36528		

Year	Make	Model	Model No	Color
2011	DODGE	RAM TRUCK		

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
3D7TT2CL4BG[redacted]		11/09/2013		1031

Fleet #

		Request/Complaint		Type	CSR#	Amount
1	500	CUSTOMER STATES BRAKES SQUEALLING AT TIMES... CHECK AND ADVISE....TIRE ROTATION ALSO...SEE TONY..				
	500	TECH CLEANED AND INSPECTED BRAKES...		CLAB	9141	55.00
		Technician	**7513 Fred**			
		Correction: BRAKE PADS OKAY...FRONT AND REAR				
					Request Total	**55.00**
2	500	CUSTOMER STATES STEERING OUT OF LINE CHECK AND ADVISE...VEHICLE IS PULLING IN EITHER DIRECTION AND THE STEERING WHEEL IS OFF CENTER....(STEERING GEAR WAS REPLACED ONE YEAR AGO...THERE IS A NOISE WHEN TURNING)....PLEASE CHECK AND ADVISE				
	200	TECH INSPECTED AND FOUND STEERING LINKAGE JOINTS WORN OUT AND UPPER AND LOWER CONTROL ARMS WORN..		CLAB	9141	825.00
	1	52122362AJ	STEERING STEERING	CSERV		420.00
	1	5154661AC	DAMPER STEERING	CSERV		166.11
	3	6505623AA	NUT NONE	CSERV		12.69
		Technician	**7513 Fred**			
		Correction: TECH REMOVED AND REPLACED STEERING LINKAGE REPLACED OWNER SUPPLIED UPPER AND LOWER CONTROL ARMS...PERFORMED ALIGNMENT...				
					Request Total	**1,423.80**
3	16	MULTI POINT VEHICLE CHECK UP INCLUDING BATTERY TEST - CHECK AND SET TIRE PRESSURE FRONT TIRES ___ - REAR TIRES ___ PSI.				
	16	MULTI POINT VEHICLE CHECK UP INCLUDING BATTERY TEST - CHECK AND SET TIRE PRESSURE FRONT TIRES __60_ - REAR TIRES ___70 PSI.		CLAB	9141	0.00

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS: MONDAY THRU FRIDAY: 8:00 A.M. TO 5:30 P.M.
SATURDAY: 9:00 A.M. TO 5:00 P.M. CLOSED SUNDAYS

VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS IN ORDER TO SERVE YOU BETTER WE SUGGEST YOU CALL FOR A SERVICE APPOINTMENT

WE ACCEPT THE FOLLOWING CREDIT CARDS: AMERICAN EXPRESS, DISCOVER, MASTERCARD AND VISA

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any question pertaining to this work order please contact your service advisor.

Thank You COLE CHRYSLER DODGE

[redacted]
$
[redacted]

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS

By law, you may choose another Licensed Smog Check facility to perform a needed repairs or adjustments which the Smog Check Test indicates are ne I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN TH ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE x _____

B.A.R. #ARD009952
E.P.A. #CAL 000288905

Cole
CHRYSLER-DODGE-JEEP-MAZDA-FIAT

3550 Broad Street, San Luis Obispo, CA 93401
(805) 543-7310 •(800) 549-8500 •FAX (805) 549-7399

Cashiered Date: 12/13/2013 5:13:53 PM

SO #: 682638
Tag #: 1031

* Service Invoice Customer Copy *

Auth#:

Customer No: [redacted]
[redacted]
San Antonio, Tx 7[redacted]
Home: (000) 000-0000 Bus: (000) 000-0000
Cell: [redacted] Today:(000) 000-0000
Email:

Advisor: TONY PADILLA Invoice Date: 12/13/2013 Term: CASH

License No	Odometer In	Odometer Out	Delivery Date	Stock No
	34237	36528		

Year	Make	Model	Model No	Color
2011	DODGE	RAM TRUCK		

Vehicle ID No	Selling Dealer	SO Date	InServ Date	Location
3D7TT2CL4BG[redacted]		11/09/2013		1031

Fleet #

Request/Complaint	Type	CSR#	Amount
Technician 7513 Fred			
Request Total			0.00
Added Operation			
4 CAD Complete Auto Detail....			
CAD Complete Auto Detail....	CLAB	9141	225.00
Technician 3484 David Motley			
Request Total			225.00

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

LABOR	1,105.00
PARTS	598.80
SUPPLIES	0.00
SUBTOTAL	1,703.80
SALES TAX	47.90
TOTAL INVOICE	1,751.70
off Detail	(25.00)
	1726.70

Additional Work Authorization

12/09/2013 16:35 Contact: Mario Villarreal Add Amt: 1500.00
Phone: (210) 380-0280 Rev Tot: 1665.00
Comments: MISC FRONT SUSPENSION AND OWNER SUPPLIED CONTROL ARMS

PAID
DEC 11 2013
BY: VISA

FOR YOUR CONVENIENCE

SERVICE DEPT. HOURS: MONDAY THRU FRIDAY: 8:00 A.M. TO 5:30 P.M.
SATURDAY: 9:00 A.M. TO 5:00 P.M. CLOSED SUNDAYS
VEHICLES CAN NOT BE RELEASED AFTER SERVICE DEPT. HOURS IN ORDER TO SERVE YOU BETTER WE SUGGEST YOU CALL FOR A SERVICE APPOINTMENT
WE ACCEPT THE FOLLOWING CREDIT CARDS: AMERICAN EXPRESS, DISCOVER, MASTERCARD AND VISA
Thank you for this opportunity to serve you It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you have any question pertaining to this work order please contact your service advisor.

Thank You COLE CHRYSLER DODGE

[redacted]
$
[redacted]

NOTICE TO CONSUMER:

PLEASE READ IMPORTANT INFORMATION ON BACK OF THIS SHEET
By law, you may choose another Licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check Test indicates are necessary. I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE x _____

5564523
COLE CHRYSLER DODGE JE
3350 BROAD ST
SAN LUIS OBISPO, CA
(805)543-7321

TERMINAL I.D.: 55645231

VISA
XXXXXXXXXXXX[redacted]
SALE
BATCH: 000271 **INV: 682638**
DATE: DEC 14, 13 TIME: 10:54:08
AUTH NO: 05317C

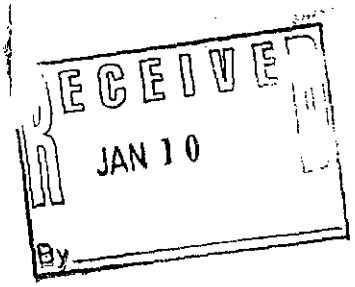
TOTAL $1726.70

MARIO VILLARREAL

X_____
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

*****CUSTOMER COPY*****

[redacted]
SAN ANTONIO, TX [redacted]



SAN ANTONIO TX 780
RIO GRANDE DISTRICT
02 JAN 2014 PM 4 L

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

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 1D7KS28CX

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

1/2/14

My Dodge RAM 2500 was part of a recall. I had my truck checked on 3/5/12 and it was found to be safe.

However, on 12/14/13 the tie rod failed and I had my truck towed and repaired. You will note that the part was not available and still is not available so we had to purchase a complete assembly.

As per your recall notice I have enclosed all documents and I am requesting a full refund for the repair. Your help is greatly appreciated.

Yours truly,

[redacted]

Jarrettsville, MD

[redacted]

By 6 Mon.

CUSTOMER #: 40102
UNIT# P7265

74499

INVOICE

PAGE 1

KEENE Dodge Chrysler Jeep Sprinter
3707 Norrisville Road · P.O. Box 187
Jarrettsville, Maryland 21084
MAIN LINE (410) 557-7127
DIRECT LINE (410) 557-9746
Website: www.keenedodge.com
E-mail: service@keenedodge.com
mail@keenedodge.com

[redacted]
JARRETTSVILLE, MD [redacted]
HOME [redacted]
BUS: CELL:

SERVICE ADVISOR: 1056 NICHOLAS RANDALL ADA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BLUE	06	DODGE RAM 250	1D7KS28CX6J[redacted]		53082/53082	T670

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
08SEP11 DD			17:00 05MAR12		0.00	CASH	05MAR12

R.O. OPENED	READY	OPTIONS: STK:P7265 DLR:42227
07:17 05MAR12	08:15 05MAR12	ENG:5.9_Liter_Turbo_Diesel 1)121992001731

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A RECALL L16- LEFT TIE ROD END
CAUSE: F
2F PERFORMED RECALL TIE ROD OK 02L16182 .3
166 A.B.4618 LIC#: A.B.4618
WP4 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
****

B !!!!!! FREE 23 POINT SAFTEY INSPECTION !!!!!!
9023 !!!!!! FREE 23 POINT SAFTEY INSPECTION
!!!!!!
166 A.B.4618 LIC#: A.B.4618
IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
****

CUSTOMER LABOR RATE IS BASED ON A FLEXIBLE RA TE OF $94.95 CARS & $94.95 TRUCKS PERFLATRATE HOUR & $45.00 BODY SHOP.THE SHOP CHARGE THAT YOU PAID ASSURES THAT ALL FLUIDS FILTERS E TC ARE BEING HANDLED RESPONSIBLY FOR RECYCLIN G OR RECLAMATION AND KEEPS OUR ENVIRONMENT SAFE & CLEAN.

Maryland House Bill 1057
THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Manufacturer Special Policy Adjustment Programs

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

TERMS: STRICTLY CASH
I hereby authorize the repair work to be done along with the necessary materials. You and your employees may operate the vehicle for purpose of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repair 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 for any delays caused by unavailability of parts, or delays in* parts shipments by the supplier or transporter, or any other cause beyond your control. Further authorize the transportation of my vehicle to any shop you choose for the purpose of sublet work.
X

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

CLAIMS FOR WORK PERFORMED MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST FROM DATE OF WORK.

DATE OWNER NOTIFIED OF REPAIR COMPLETION — MO. | DAY | YR.

AUTHORIZATION

MILEAGE OUT

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. NOT RESPONSIBLE FOR TAPES, TAPE DECKS, CB RADIOS, ANTENNA.

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

CUSTOMER SIGNATURE

CUSTOMER COPY

MORAN'S AUTO & TRUCK REPAIR, INC.

3719 Federal Hill Road
P.O. Box 185
JARRETTSVILLE, MD 21084
Phone (410) 557-9504

TOWING REPORT

Name [redacted]			Date 12-14-13
Address [redacted]	City Jarr	State MD	Zip [redacted]
Home Phone	Insurance Company		Insurance Phone
Business Phone	Year 06	Make Dodge	Model Ram - 2500	Color Blue
License [redacted]	Mileage	VIN 1D7KS28CX63 [redacted]		

CALL NO.	
CALL TIME	
TYPE OF CALL	
SERVICE TIME	
EXTRA MAN	
MILEAGE FINISH	344669
MILEAGE START	344667
MILEAGE TOTAL	

TOWED FROM: Jarr Road

TOWED TO: Don's Auto

REMARKS

M

- ☐ START
- ☐ BATTERY
- ☐ FLAT TIRE
- ☐ GAS
- ☐ LOCKOUT
- ☐ WRECK
- ☒ TOW
- ☐ CARRIER
- ☐ FLAT BED
- ☐ INSURED

MILEAGE CHARGE	
TOWING CHARGE	65.00
ROAD SERVICE CHARGE	
STORAGE CHARGE	
SUB TOTAL	
TAX	
TOTAL	65.00

MECHANIC'S SIGNATURE
X

AUTHORIZED SIGNATURE
X [signature]

0020941

DONS AUTOMOTIVE, INC.
4049 FEDERAL HILL RD

JARRETTSVILLE, MD 21084
(410) 557-8488

NAME/ADDRESS	ACCOUNT NO.	H-PHONE	REFERENCE NO.
[redacted]	5578175	[redacted]	IN00031051
	P.O. NO.	W-PHONE	DATE/TIME
		(410) -	12/20/13 15:44
	RESALE NO.	VIN NO.	WO - ES NO.
JARRETTSVILLE, MD [redacted]			
YEAR/MAKE/MODEL	LICENSE NO. / TAG NO.	NEXT INSP. DATE	BAR NO.
06 DODGE 2500 PICKUP BLUE	[redacted]	01/01/00	
SAVE PARTS Y N: ALL PARTS NEW UNLESS OTHERWISE SPECIFIED	PROMISED DATE/TIME	MILEAGE	WRITTEN BY
		065260	mlr

ESTIMATE	AMOUNT	DATE	TIME	EMPLOYEE	PHONE	CUSTOMER

ORIGINAL

REVISED 1

REVISED 2

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

X

DISCLAIMER OF WARRANTIES: ANY WARRANTIES ON THE PRODUCTS SOLD ARE THOSE MADE BY THE MANUFACTURER THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

EMISSION WAIVER — I understand that I have the right to have emission service and/or adjustment done elsewhere. I hereby waive this right at this time.

X

PARTS & OTHERS

Original - Copy

QTY.	PART NO.	DESCRIPTION	EACH	EXTENSION
3	6505623AA	HEX NUT	2.25	6.75
1	52122362AJ	STEERING LINKAGE	350.00	350.00
1	68039930AA	PITMAN ARM	43.10	43.10
1	5154661AC	STEERING DAMPER	119.00	119.00
1	6502835	HEX NUT	1.70	1.70
1	5086664AA	SPLASH SHIELD	24.20	24.20
1		Shop Supplies/Enviro Fee	10.90	10.90

LABOR

QTY.	DESCRIPTION	EXTENSION
65.00	TOWING	65.00
5.00	CK STEERING & SUSPENSION	445.00
	REPLACE FRONT STEERING - LEFT TIE ROD BROKE	
	REPLACE STEERING LINKAGE & PITMAN ARM	
	ALIGN FRONT END	
	REPLACE LEFT BACKING PLAT	
	*	
	*	
	*	
	*	
	*	
	*****THANK YOU*****	
	FOR YOUR BUSINESS	

I hereby accept the initial estimate and agree to the terms and conditions herein set forth and hereby authorize the service and repair and/or installation work to be done along with the necessary materials and hereby grant you and/or your employees and/or designees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. I hereby authorize storage of the vehicle at the rate of _____ per day beginning on the _____ day after repairs are completed. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of towing, storage and/or repairs. You will not be held responsible for loss or damage to vehicle or accessories or articles left in vehicle in case of fire, theft, vandalism, accident, or any other cause beyond your control. In the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court cost.

AUTHORIZED BY X

OWNER'S MANUAL RECOMMENDATIONS

TOTALS	
PARTS	544.75
LABOR	510.00
OTHER	10.90
SUBLET	
SUBTOTAL	1,065.65
TAX	33.34
TOTAL	1,098.99

CASH AMOUNT	CHECK AMOUNT	CHECK NO.	C.C. AMOUNT	C.C. TYPE	C.C. APPROVAL CODE	ON ACCOUNT	
1,098.99	0.00		0.00			0.00	THANK YOU!

[redacted]
Jarrettsville, MD

BALTIMORE MD 212

03 JAN 2014 PM 5 L

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

RECEIVED
JAN 13
By

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7KS26A9

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000220

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

[redacted]

Leicester, Vermont [redacted]

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

1/3/2014

Per the instructions on your safety recall N62/NHTSA 13V-528 for Vin#3D7KS26A08G[redacted]

Please find enclosed an invoice from Ploof's Automotive for work done to my Dodge Truck and our Bank Statement indicating check#4060 was processed on May 21,2013 for invoice dated 5/13/2013.

If you should have any questions, please call me at [redacted] after 3:00pm daily.

Thank you,

[redacted]

Ploof's Automotive
44 School House Hill Rd.
P.O. Box 268
East Middlebury, VT 05740
(802) 388-8090

NAME [redacted] PHONE
ADDRESS
CITY, STATE, ZIP
2ND AUTHORIZED NAME PHONE

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

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY Y/N
2	464	Ft Outer Tie Rod	120 76		
2	7460	Upper B/Jts	26 580		
2	7467	Lower B/Jts	26 084		
1	1463	RH Outer Tie Rod	175 73		
1	3625	LH Outer Tie Rod	93 13		
		TOTAL PARTS	966 66		

MECHANICS RECOMMENDATIONS

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M. 5-13-13	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME) A.M. P.M.
YEAR • MAKE • MODEL 08 Dodge Ram		SERIAL #/VIN
		MOTOR #
LICENSE NO.	ODOMETER 86k	WRITTEN BY

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

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL* 7 64 00

- Mount + Balance 4 265/70 R17 tires 60 00
- Complete FCA After Repairs 60 00
- Complete Post Align Repairs 25 00
- R+R LH+RH B/Jts, Outer Tie Rods
- Replace LH+RH Outer Tie Rods
Boots + R17 ok

METHOD OF PAYMENT:
☐ CHECK ☐ CHARGE ☐ CASH

LABOR
☐ FLAT RATE ☐ HOURLY ☐ BOTH

☐ RETAIN PARTS
☐ DESTROY PARTS

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

GUARANTEED ITEM(S) Tire Disposal

GUARANTEE EFFECTIVE UNTIL:
TIME _____
MILEAGE _____

AUTHORIZED BY _____

LABOR ONLY	280 00
PARTS	966 66
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	12 00
SUBLET REPAIRS	
STORAGE FEE	
TAX	69 00
TOTAL ▶	2196 66

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

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

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

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

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

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

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

SIGNED _____

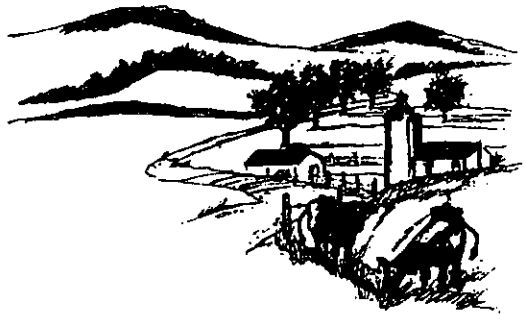
DATE _____

adams GT3870 09-11

Pd 5/15/13
CK 4060

RH Tie Rod 175.73
LH Outer Tie Rod 93.13
Labor total 280.00 Pro Rate for Tie Rods

National Bank of Middlebury
Tel. (802) 388-4982
30 Main St. • P. O. Box 189 Middlebury, VT 05753-0189



000014-1-0005
[redacted]
LEICESTER VT [redacted]

ACCOUNT: [redacted]

PAGE: 1
06/19/2013

Buying, building or renovating your home? We offer a variety of loan options to meet your project size and timeline.
Ask our Community Lenders about flexible loans with great rates & terms.
Visit our website at www.nbmvt.com

Should a hold be placed on a deposit, you are permitted to withdraw up to $200 the first business day after deposit.

NEW HORIZON ACCOUNT [redacted]

DOCUMENTS-DEBITS:	CREDITS:	LAST STATEMENT 05/15/13	2,871.64
AVG AVAILABLE BALANCE	748.56	6 CREDITS	2,000.01
AVERAGE BALANCE	748.56	17 DEBITS	4,340.65
		THIS STATEMENT 06/19/13	531.00

OTHER CREDITS

DESCRIPTION	DATE	AMOUNT
[redacted]		
INTEREST	06/19	.01

CHECKS

CHECK #	DATE	AMOUNT	CHECK #	DATE	AMOUNT	CHECK #	DATE	AMOUNT
4058	05/17	57.28	[redacted]					
4059	05/21	71.79						
4060	05/21	2,195.66						
4061	05/21	54.44						
4062	05/21	131.23						
4063	05/23	45.00						

(*) INDICATES A GAP IN CHECK NUMBER SEQUENCE

* * * C O N T I N U E D * * *

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

[redacted]
Leicester, Vt. [redacted]

WHITE RIVER JUNCTION
VT 050 2 J
[illegible] 2014 PM

RECEIVED
JAN 13
By

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

48321880?

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 3D7KS28C4

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

The Body Man Collision Center

640 W. Maple Street
Mahanoy City, PA 17948

Invoice

Date	Invoice #
5/27/2010	6307

Bill To

[redacted]
Barnesville, Pa. [redacted]

Account #

Item	Description	Qty	Rate	Amount
TOWING	ROLLBACK SERVICE/TOWING; FROM VULCAN HILL TO SHOP	1	45.00	45.00
TIE ROD END	AFTERMARKET LFT. FT. OUTER TIE ROD END; #269-3256-NP	1	94.20	94.20T
STEERING LINK	FRONT SUSPENSION STEERING STABILIZER KIT; #SC964-ADV	1	61.50	61.50T
LABOR	LABOR / TIME SPENT; ON NEW STEERING PARTS REPLACED..... NOTES: FOR 2005 DODGE RAM 2500 4X4..... NOTES: TRUCK NEEDS WHEEL ALIGNMENT ASAP! NOTES: VIN#3D7KS28C45G711867	2.1	44.00	92.40T

Pd in full
5/27-2010

Subtotal	$293.10
Sales Tax (6.0%)	$14.89
Total	$307.99

Thank you for your business.

CHRYSLER over>

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS28C45G7**[redacted].

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

Dear [redacted]

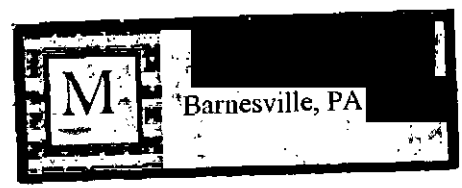
Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

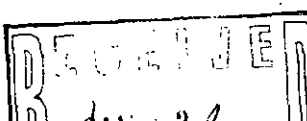
The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your 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**

Tie Rod Broke on this date and was repaired.

I still own this Truck.







Chrysler
P.O. Box 21-8
Auburn Hill

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7MX38C8

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

BRADLEY AUTOMOTIVE CENTER, INC.

25 King Spring Road
Windsor Locks CT 06096
(860)-623-3599
After Hours Towing (860)627-5168
Business hours Monday - Friday 7:30am - 5:30pm
Thank you for your patronage! We appreciate your business!

Repair Order # 26767

[redacted]

Windsor Locks CT [redacted]

Day Phone [redacted]

-fold here -

Vehicle : 2007 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359
VIN : 3D7MX38C87G[redacted]

Color : Silver
Last Mileage : 0
Odometer In : 109472
Odometer Out : 109472

Created : 12/29/2011 1:58:01 PM

Labor/Notes

Code/Tech*	Description		Price
37*	TWO WHEEL ALIGNMENT - ADJUST	M	$84.99
DOES NOT include straightening or replacing of parts.			
37*	LEFT/RIGHT OUTER TIE ROD ENDS - R&R	M	$73.80

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1	37*	Tie Rod End - Outer		$87.00	$87.00
1	37*	Tie Rod End - Outer		$160.20	$160.20

Sublet/Misc.

Qty	Code/Tech*	Description	Unit Price	Price
2	37*	Haz Material Disposal Fee	$1.25	$2.50

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

Labor	.....	$158.79
Parts	.....	$247.20
Sublet/Misc.	.....	$0.00
Shop/Office Supplies	.....	$3.65
Charges	.....	$2.50
Sales Tax	Tax @ $412.14 * 6.3500%	$26.17
	Repair Total	$438.31

Tech	Certification #
37	A

BRADLEY AUTOMOTIVE CENTER, INC.
25 King Spring Road
Windsor Locks CT 06096
(860)-623-3599
After Hours Towing (860)627-5168
Business hours Monday - Friday 7:30am - 5:30pm
Thank you for your patronage! We appreciate your business!

Repair Order # 26767

Vehicle : 2007 Dodge Truck Ram 3500HD 1 Ton - Pickup 5.9 L 359

EXCLUSION OF WARRANTIES- Any warranties on the parts and accessories sold hereby are made by the manufacturer, in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle to perform with reasonable safety, efficiency, or comfort.

LIMITED LABOR WARRANTY- The repair facility guarantees the labor used in performing the repairs listed on this work order for a period of 30 days/3,000 miles (whichever comes first) from the date such repairs were completed. The undersigned purchaser understands and agrees the repair facility is restricted by the manufacturers warranties.

COMPLETED REPAIRS:Vehicles left over 48hrs. after repairs are completed are SUBJECT TO STORAGE FEE.

HAZARDOUS WASTE- The State of Connecticut requires that all hazardous waste (oil,solvent,etc.) must be disposed of by a licensed contractor in an environmentally safe manner. Any charge for disposal of hazardous waste reflects our conformity to state laws.

The undersigned agrees that the repairs done on this vehicle were completed in full accordance with the customer's previously authorized instructions.

Customer Signature _____

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

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

7G [redacted] N62

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

☐ My vehicle was inspected and found to be ok.

☑ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

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

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

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

Date of sale: _____

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

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

☑ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.

☐ Mrs. ☐ Ms ☐ Rev ☐ Business

First Name [redacted]

Last Name

Street Addre

City WINDSOR LOCKS

State CT Zip Code [redacted]

Email Address [redacted]

[redacted]

Windsor Locks, CT [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7TT2CT3

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 0000050

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Taylor Auto Body, Inc.

117 Forest Home Road
Montezuma, IA 50171

Invoice

Date	Invoice #
10/17/2013	17688

Bill To
[redacted]e

Due Date	Terms
10/17/2013	

Item Code	Description	Quantity	Amount
Hook Up			47.50T
Parts	1 outer tie rod		109.79T
Labor	138163		60.00T
	03-10 Dodge Ram 2500 4x4		
	Jon Mathes truck		

Subtotal	$217.29
Sales Tax (7.0%)	$15.21
Payments/Credits	$0.00
Total	$232.50
Balance Due	$232.50

A service charge of 2.5% will be added to all bills not paid within 30 days.

[redacted]

Wes Finch Auto Plaza

410 West Street South - Grinnell, IA 50112
(641) 236-2100 - Fax: (641) 236-2105
www.wesfinch.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday

R/O Open Date	R/O Number
10/18/13	6006895/1
R/O Close Date	Status
10/18/13	Pre-Invoice
Mileage In	Mileage Out
138193	138193
Service Advisor / Tag #	
KEN HAINES/157	

[redacted]
DESMOINES, IA [redacted]

Work Phone: [redacted]

Vehicle Identification Number: 3D7TT2CT3AG[redacted]

Delivery Date:

In-Service Date:

Year	Make	Model	Body	Color	License Number
2010	DODGE	RAM 2500	4WD CREW CAB 169"		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - 114: 2 OR 4 WHEEL ALIGN	
CUSTOMER STATES HAD NEW TIE-ROD INSTALLED	
Work performed by MB (14)	79.95
PERFORM 2 WHEEL ALIGN.	
Sub Total: 79.95	
**********	
* Daylight Savings Time happens on November 3rd and it *	
* gets dark earlier. Wes Finch Auto Plaza recommends *	
* vehicle lights be checked before the clocks "fall back" *	
* to help insure safe driving! *	
**********	

ESTIMATE DISCLOSURE: If the expected cost of a repair or service is more than fifty dollars, you have the right to receive a written estimate, oral estimate or you can choose to receive no estimate before we begin work. Your bill will not be higher than the estimate by more than ten percent, unless you approve a larger amount before repairs are finished.

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

X_____

Authorization For Repairs: I hereby authorize the repair work herein set forth to be done along with the necessary materials and agree that you are not responsible for loss or damage to my 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 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 artisan's lien or lien for repair is hereby acknowledged on the above vehicle to secure the amount of repairs thereto.

X_____

Statement of Disclaimer: The factory warranty constitutes all of the warranties with respect of the sale of this item/items. The seller hereby 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.

X_____

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1026

LABOR	79.95
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	8.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	5.60
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	93.55

[redacted]

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS

WES FINCH AUTO PLAZA
410 WEST STREET S
GRINNELL, IA 50112
(641) 236-2109

Merchant ID: 000051220046
Term ID: 51220046 Ref #: 0012

Sale

XXXXXXXXXXXX[redacted]

MASTERCARD Entry Method: Swiped

Amount:	$	93.55
Tax:	$	0.00
Total:	$	93.55

10/18/13 16:44:25
Inv #: 000012 Appr Code: 028238
Approvd: Online Batch#: 000014

Customer Copy

THANK YOU!

TAYLORS AUTO BODY INC
117 FOREST HOME RD
MONTEZUMA IA 50171
641-623-5216

Merchant ID: 518564980124564
Term ID: 2662

Sale

MC-PURCH
XXXXXXXXXXXX[redacted]
Entry Method: Swiped
Approvd: Online Batch#: 000007
10/18/13 10:25:30

Inv#: 00000001 Appr Code: 075351

Amount:	$	232.50
Tax:	$	0.00
Total:	$	232.50

Customer Copy

THANK YOU
FOR VISITING!

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7TT2CT3AG[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!

XX #1

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

AC[redacted] N49 110238

[redacted]

DES MOINES, IA [redacted]

110238/#63093/N49

110238#63093/N49

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

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

Notification Code N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted] MI _____

Last Name [redacted]

Street Address [redacted]

City Des Moines IA

State Iowa Zip Code [redacted]

Email Address [redacted]

To whom it may concern,

I Jon Mathes an employee of [redacted] have already experienced this problem with the recalled left tie rod. Enclosed are the original receipts for the tow, repair and alignment. If there are any questions please contact me at [redacted]

Thank You

[redacted]

[redacted]

DES MOINES IA [redacted]

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-29 10:57:53.752639
Files Not Recieved: 0

Please let me know if you need any additional information.

[redacted]

[redacted]

Bean, Linda

Subject: Case #: [redacted]

From: Johnson, Gerri (FLT) [mailto:Gerri.Johnson@phh.com]
Sent: Tuesday, January 28, 2014 9:45 AM
To: [redacted]
Subject: RE: Reinburstment for recall

[redacted],

The motor company actually manages the recalls on the vehicles. PHH sends a file on the registered owner information so they can send it to them. I looks like the motor company is looking for additional details on the unit

The information from InterActive is

The truck was factory ordered by PHH directly with the motor company on 2/11/2010 delivered through the dealership below and is leased through PHH Arval.

STEW HANSENS DODGE CITY JEEP (E)
12103 HICKMAN RD
DES MOINES, IA 50323

Copy
Print Capture Close

Thank you,

Gerri Johnson|Account Consultant
Account Management|gerri.johnson@phh.com
PHH Arval
940 Ridgebrook Road
Sparks, MD 21152
410-771-3745 (voice)
410-773-8486 (fax)

"*Your customer service experience is important to us.*" Please contact my manager *amber.ridgley@phh.com* for any comments or suggestions.

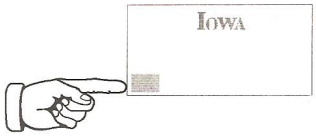
Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-04 08:15:36.871692
Files Not Recieved: 0

Pat. No. 8,371,615

[redacted]

**Valid for one month after expiration

D L Peterson Trust
940 Ridgebrook Rd Mail Code Cp
Sparks, MD 21152



[redacted]

Registration Renewal Receipt

Expiration Date **12/31/2014

County	**Polk**	Issue Date	**12/04/2013**	Validation No.	**606SDY12201401**
Usage	**Business Trade**	Tonnage	**10**	Plate No.	[redacted]
Title No.	**77AH59043**				

D.L. Peterson Trust
940 Ridgebrook Rd Mail Code Cp
Sparks MD 21152

VIN **3D7TT2CT3AG**[redacted] Type **Truck**

Year	**2010**	Make	**Dodge**	Model	**RAM 2500**	Style	**CW**
Cyl.	**8**	Fuel	**Gasoline**	Weight	**6,200**	GVWR	**8,800**
Color	**White**			LP.	**$33,200**	Sq. Ft.	

Plate Type **Business Trade**
Designation
Cumulative Damage
Annual Fee **$235**

rwhi
Audit No. 7188616

Mary Maloney
County Treasurer

	Fee	Penalty
Registration Fees	**$235.00**	**$0.00**
Plate Fees	**$0.00**	
Other Fees	**$0.00**	
Totals	**$235.00**	**$0.00**
Grand Total	**$235.00**	

DO NOT DETACH
If the vehicle being sold is a regular or semi trailer weighing 2,000 lbs. or less and not issued a title, complete the information below and give to the buyer.
Date of Sale _____/ _____/ _____
Buyer _____
Buyer's Address _____
Seller's Signature _____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7LX3846

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted], Holly, MI [redacted]

Telephone [redacted]

January 8, 2014

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

Re: Safety Recall for VIN: 3D7LX38C66G[redacted]

Dear Customer Assistance,

I have recently received the enclosed recall notice in the mail. I had a problem with a tie rod in March 2012. I was on a trip for business in Wisconsin and came back through the Upper Peninsula in Michigan. While up there I stopped by a property I own. It was during this portion of the trip where I lost steering of my vehicle. Out of cell phone range and miles from any town or repair shop, I had to walk a bit and hope a text would get out. As luck would have it, my wife got my text along with location and called for the nearest tow truck which was the Ford dealer in Manistique, Michigan. They also fixed the tie rod. I have enclosed the service invoice for your records which appears consistent with the recall notice.

Any help with the tow bill and front end alignment would also be appreciated. I have been a loyal Chrysler customer, having bought 3 new Chrysler products, in addition to the above referenced vehicle in the last 10 years or so. Also, I was very fortunate to have this problem occur where I did, I still shudder to think of losing my steering while crossing the Mackinaw Bridge on the way home.

[redacted]

...LITY NO. F159123

SERVICE INVOICE

CHUCK RENZE FORD, LLC

244 South Cedar Street • Manistique, MI 49854 • Phone (906) 341-2124 • Fax (906) 341-8190

R/O	VIN		DATE IN
17300	3 D 7 L X 3 8 C 6 6 G [redacted]	[redacted]	03/20/12
YEAR / MAKE	MODEL / COLOR		TIME IN
2006 DODGE	RAM 3500 Q / O		09:51 ~~12:01~~
MILES IN / MILES OUT	FIRST USE / USC.	HOLLY MI [redacted]	CLOSED
170304 / 170304	00/00/00 / MI BAU8227		03/20/12
SEE ALSO		H:( ) - W:( ) -	WRITER 9881 CHUCK

(1) REPLACE BROKEN TIE ROD				
REPLACED RIGHT AND LEFT OUTER TIE RODS	Labor		T01	63.00
NOTE; RIGHT UPPER BALL JOINT IS LOOSE AND	269-6103	(TIE ROD END)	1	175.07
SHOULD BE REPLACED	ES3625	(TIE ROD END)	1	40.32
	Total Labor			63.00
	Total Parts			215.39
(01-9881 CHUCK-M127960) A	Total Repair (Customer)			278.39
(2) FRONT END ALIGNMENT				
ALIGNED FRONT END TO FACTORY SPECS	Labor		T01	59.95
	Total Labor			59.95
(01-9881 CHUCK-M127960) A	Total Repair (Customer)			59.95
(3) WRECKER SERVICE				
TOW VEHICLE TO CHUCK RENZE FORD GARAGE	Labor		T02	.00
	WRECKER SV 17300 TOW			185.00
	Total Sublet			185.00
(02-5247 LARRY-M231187) A	Total Repair (Customer)			185.00

Charge: (VISA) 541.30

W/C	INT.		CUSTOMER
	.00	Labor	122.95
	.00	Parts	215.39
	.00	Sublet	185.00
	.00	Shp. Sup.	4.75
	.00	Oil/Grease	.00
	.00	Sub Total	528.09
	.00	Tax	13.21
	.00	Total (Chrg)	541.30

DISCLAIMER OF WARRANTIES

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

X CUSTOMER SIGNATURE

Page 1 of 1 Job 17300

17300 Customer Copy

Labor Rate 70.00

AUTOSOFT FORMS 1-877-427-4367

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7LX38C66G[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 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]

XX #1

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

6C[redacted] N62 234927
[redacted]
HOLLY, MI [redacted]

234927/#63094/N62

234927#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]

Holly, MI [redacted]

Chrysl
Attention
P.O. Box
Auburn

48321

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28L8

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

L&L AUTOMOTIVE, INC.

PO BOX 10501
Palm Desert, CA 92255
Shop Phone: (760) 776-5000
Fax: (760) 776-9123
Email: LGIL55@MSN.COM

Invoice

8932

Estimate Ref #8,811
Date Printed: 06/29/2012
Printed Time: 11:16 am
CAL000304520
ARD00238459

Hat/Ref:

Time Promised:

[redacted]
Palm Desert, CA [redacted]
Home: Work:
Cell: [redacted] Email:

2009 DODGE RAM 2500 4 X 4 L6 6.7L 408CID FI DIESEL T A
VIN: 3D7KS28L89G[redacted]
License: 97412A1
Unit #:
Mileage In: 70,705
Mileage Out: 70,708
DOM: 10/08
Date Written: 06/26/2012
Written By: VINCE
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	**CHECK FRONT END**	**LARRY**			
Labor Rate 1	Work Requested - CHECK FRONT END				0.00
Part MOOES800532	NEW LEFT FRONT OUTER TIE ROD END		1.00	86.18	86.18
Labor Rate 1	Work Requested - REPLACE LEFT FRONT OUTER TIE ROD END				100.00
Sublet	Work Requested - ALIG		1.00	70.00	70.00
Work Performed - ALIGNMENT					

By law you may choose another licensed smog check facility to perform any needed repairs or adjustments that the smog check test indicates are necessary

3000 MILE / 3 MONTHS WARRANTY ON ALL PARTS & LABOR UNLESS OTHERWISE STATED ON ALL REPAIRS PERFORMED THANK YOU

NOT RESPONSIBLE FOR THEFT,DAMAGE,OR ANY VALUABLES LEFT IN VEHICLES ON PREMISES

Payment Date	Type	Method	Amount
6/29/2012	Check	#2127	262.86
		Payment Totals:	**$262.86**

Parts:	$86.18
Labor:	$100.00
Sublet:	$70.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$0.00
Tax Total:	$6.68
Invoice Total:	**$262.86**
Less Paid:	**262.86**
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 [redacted] of repairs thereto.

Authorized By _____ Date 6/29/12 Time _____

We have already had this issue. Enclosed is our reciept shawing we paid.

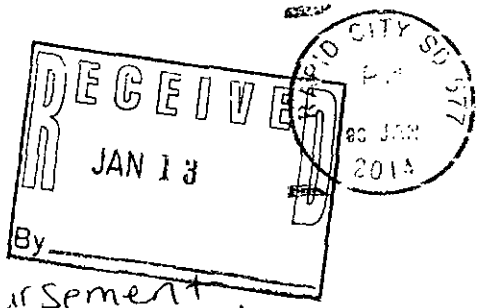
Please mail check to:

[redacted]

Piedmont SD [redacted]

GOLD PAGES

2475 West Chicago St
Rapid City, SD 57702



Attn: Reimbursement
Chrysler Customer Assistance
Po Box 21-8007
Auburn Hills, MI 48321-8007

48321380C07

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7[redacted]819

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00028

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7KS28A98G**[redacted].

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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Gross & Stevens
1121 E. Acequia Ave.
Visalia, Ca. 93292
559-734-4649

Invoice

Date	Invoice #
7/8/2013	68386

Bill To

[redacted]
HANFORD, CA [redacted]

PAID 07/08/2013

BAR #AJ135082

Make/Model	Mileage	P.O. No./License	Terms	LF	RF
08 RAM2500 4WD	96475	8T68221	Due on receipt	LR	RR

Item	Qu...	Description	Rate	Amount
A3	1	FRONT WHEEL ALIGNMENT (INCLUDES CHECKING ALL SUSPENSION COMPONENTS AND SETTING TIRE AIR PRESSURE) ROTATE TIRES EVERY 6K MILES, KEEP AIR PRESSURE AT SPECIFIED RANGE, RESET REAR THRUST.	79.95	79.95
FSR	5	REPAIR FRONT SUSPENSION: REPLACE RF HUB/BRG ASSY, BOTH UPPER BALL JOINTS, TIE ROD AT PITMAN, RIGHT OUTER AND INNER CONNECTING RODS.	75.00	375.00
MOOG K7460	2	UPPER BALL JOINT	104.00	208.00T
52122362-AH	1	HD RAM STEERING UPGRADE KIT (MAY ALSO REQUIRE 68039930-AA PITMAN ARM)	382.00	382.00T
BCA 515101	1	HUB/BEARING ASSY	280.50	280.50T
SW AW				0.00T
TECH SE	5			0.00
TECH LV				0.00

Customer signature:

Subtotal	$1,325.45
Sales Tax (8.25%)	$71.82
Total	$1,397.27

All labor is warranty for 1 year. Parts are covered by manufacturers warranty. Vehicles left before or after hours will be the responsibility of the customer. Customized vehicles have maximum 30 day labor warranty.

K [redacted]
Hanford, CA [redacted]

SANTA CLARITA CA 913
06 JAN 2004 PM 3 L

RECEIVED
JAN 13
By

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI. 48321-800

ATTN; Reimbursement
48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/13/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7LS38C6

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7LS38C65G** [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.

1/5/14

To whom it may concern:

I use this truck in my logging business. The <u>right</u> tie rod end fell completely apart, causing loss of steering control. Fortunately it happened on a logging road at low speed. If it had happened on our highways (mountain), my son and I would have been seriously injured or killed.

I had to bring a trailer out and haul the vehicle 50 miles to our local tire shop. I told them to replace whatever was necessary to prevent any future failure. I fully expect, and appreciate, that the enclosed repair bill will be paid in full.

Sincerely,

[redacted]

Tires LES SCHWAB

2306 Adams Avenue
La Grande, OR 97850
541-963-8411

Store: 32
Invoice:
Salesperson: ArlenM

Work Order 3200102649

Customer Information

Name: [redacted]
Address: [redacted]
City, State, UNION, OR [redacted]
Phone: (541) 562-5261

Vehicle Information

Vehicle: 2005 DODGE RAM 2500 PICKUP
Color: WHITE
Mileage: 137,972
License: [redacted]

Comments: [redacted]
TIE ROD FELL APART
FIX WHATS NEEDED

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	161791	ES3624 TIE ROD END	$51.12	$0.00	$51.12
1	164250	DS1464 INNER TIE ROD END	$169.17	$0.00	$169.17
1	164155	ES2012S TIE ROD ADJUSTING SLEEVE	$28.42	$0.00	$28.42
1	162996	DS1463 OUTER TIE ROD END	$154.11	$0.00	$154.11
1	162932	ES3625 TIE ROD END	$51.12	$0.00	$51.12
1	13534	INSTALL TIE RODS	$90.00	$0.00	$90.00
1	15812	AL3 THRUST ALIGNMENT-DOM/IMP	$0.00	$0.00	$0.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.25
1	146866	SS10323 STEERING STABILIZER	$50.96	$0.00	$50.96

Parts Subtotal:	$504.90
Labor Subtotal:	$146.25
Sales Tax:	$0.00
Tire Tax:	$0.00
Invoice	**$651.15**

Payment Method: CUST CHG:Acc# [redacted] $651.15

Wheel Position: RF, KEV, LF

THANK YOU FOR YOUR BUSINESS

Authorized By:

[redacted] 07-25-13 12:19 PM $600.19
07-25-13 01:09 PM $651.15

Les Schwab Tires
2306 Adams Avenue
La Grande, OR 97850
541-963-8411

Store: 32
Invoice:
Salesperson: ArlenM

Work Order 3200102649

Customer Information

Name: [redacted]
Address: PO BOX 786
City, State, UNION, OR [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2005 DODGE RAM 2500 PICKUP
Color: WHITE
Mileage: 137,972
License: [redacted]

Customer Signature X [redacted]

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

Invoice Date/Time: 07-25-2013 03:40 PM

STATEMENT FROM

THE WEST'S LARGEST INDEPENDENT TIRE DEALER

PO BOX 970
LA GRANDE, OR 97850

Tires LES SCHWAB

DIRECT INQUIRIES TO

[redacted]

[redacted]

UNION OR [redacted]

ACCOUNT NUMBER	PREVIOUS BALANCE
32-39156	.00

DATE	DESCRIPTION	CHARGES	PAYMENTS / CREDITS
7/25/2013	3200102773	651.15	
7/27/2013	3200103133	190.00	
		5342- ~~667.15~~ 641.15	
7/31/2013			841.15
CLOSING DATE	AVERAGE DAILY BALANCE	FINANCE CHARGE 50c MINIMUM	NEW BALANCE

MINIMUM PAYMENT	DATE YOUR PAYMENT IS DUE
280.38	8/15/2013

The daily Periodic Rate of 0.04931%, which is an **ANNUAL PERCENTAGE RATE** of 18.0% is applied daily to the balance to compute the **FINANCE CHARGE.** You may pay the total **NEW BALANCE** prior to the next monthly statement date without any prepayment penalty.

NOTICE: See reverse side for **FINANCE CHARGE** computation method and other important information.

TO AVOID ADDITIONAL FINANCE CHARGES, PAY THIS NEW BALANCE BEFORE THE NEXT MONTHLY STATEMENT DATE

Les Schwab Tires

8/13/2013

COMMUNITY BANK

[redacted]

UNION, OR [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D72X39C1

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00 0000072

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

To Whom It May Concern:

Attached are the receipts from having my Dodge Ram 3500 Mega Cab repaired back in 2010. When this steering rod came apart I was on my way to work @ 0500 hrs. I just got off the toll-way after driving 65 MPH. I was turning right onto Rt. 137 when the steering wheel came out of the turn cocked as if I was still in a turn but going straight. To this day I wonder what would of happen if this came apart at that high speed. I suspect a possible rollover if one of the front tires turned on its own. I had the truck towed to my dealer ship and had them inspect and tell me what needed to be repaired so this event would never happen again.

Sincerely yours

[redacted]

Bill STASEK CHEVROLET

700 W DUNDEE • WHEELING, IL • (847) 537-7000

RO: [redacted]
Cashier: 000575 15:31-1
Date Out: 04/26/2010
Status: MODIFIED REPRINT
OPEN
IN:1013OUT:1334

>>>> CONTINUED FROM PREVIOUS PAGE <<<<

Customer: 4623
[redacted]
BUFFALO GROVE IL [redacted]
Home: [redacted] Work: [redacted]
Cellular: N/A
E-mail: [redacted]
Advisor: 000411-HAROLD D HUBBARD

VIN:3D7LX39C16G[redacted]
2006 DODG RAM 3500 M RED
Miles-In: 50910 Out: 50910

Hat: 2298 Date In: 04/17/2010

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
*C	SCP	000487M			Labor Total:	372.00
	FRONT AND REAR BRAKES.					
	REPLACED BRAKE PADS FT AND REAR. RESURFACED ROTORS					
	Parts:	1	NPNS$7864	PADS	82.72	82.72
		1	NPNS$7752	PADS	93.62	93.62
					Total Parts:	176.34
					Operation Total:	548.34
				[CUSTOMER PAY]		
*D	SCP	000445M			Labor Total:	129.95
	FT WHEEL ALIGNMENT					
					Operation Total:	129.95
				[CUSTOMER PAY]		
*E	SCP	000099			Labor Total:	0.00
	CREDIT FOR WHEELS IN STOCK FROM PURCHASE PER BRAD					
					CREDIT FOR WHEELS:	-800.00
					Operation Total:	-800.00

[redacted]

Visa: 2761.8[redacted]

Customer Pay Labor:	1756.35
Customer Pay Parts:	2110.44
Customer Pay Sublets:	134.00
Customer Pay Miscellaneous:	-1450.00
Customer Pay Subtotal:	2550.79
Customer Pay Sales Tax:	211.04
Customer Total Due:	2761.83

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 .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Bill Stasek Chevrolet hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Bill Stasek Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Bill Stasek Chevrolet in no way affects the terms of the manufacturer's warranty.
"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature:___ Signature not on file

Bill STASEK CHEVROLET
700 W DUNDEE • WHEELING, IL • (847) 537-7000

RO: [redacted]
Cashier: 000575 15:31-1
Date Out: 04/26/2010
Status: MODIFIED REPRINT
OPEN
IN:1013OUT:1334

Customer: 4623
[redacted]
BUFFALO GROVE IL [redacted]
Home: [redacted] Work: [redacted]
Cellular: N/A
E-mail: [redacted]
Advisor: 000411-HAROLD D HUBBARD

VIN:3D7LX39C16G136784
2006 DODG RAM 3500 M RED
Miles-In: 50910 Out: 50910
Hat: 2298 Date In: 04/17/2010

OP	Acct	Tech	Hours	Complaint/Cause/Correction	Per Unit	Extended Price
				[CUSTOMER PAY]		
A	SCP	000487L			Labor Total:	1254.40
	RT SIDE STEERING KNUCKLE BROKEN. INSPECT FRONT SUSP/STEERING COMPLETE. FT U-JOINTS, ETC. ADVISE					
	REPLACED INNER AND OUTER TIE ROD ENDS, UPPER AND LOWER BALL JOINT, FRONT U-JOINTS. HUB BEARINGS ALOS BAD, REPLACED BOTH FRONT HUB BEARINGS					
	Parts:	2	NPN2601579	BALL JOINT	150.25	300.50
		2	NPN2601580	BALL JOINT	150.25	300.50
		2	NPN464	SHAFT JOINT	93.82	187.64
		2	NPN2691123	SLEEVE	45.35	90.70
		1	NPN2693256	L OTR TIE ROD	85.95	85.95
		1	NPN2693257	R INNER TIE ROD	61.82	61.82
		1	NPN2696102	L INNER TIE ROD	188.97	188.97
		1	NPN2696103	R OTR TIE ROD	162.76	162.76
		2	NPN331A	JOINT	27.11	54.22
		2	NPN903507	HUB/BRG	250.52	501.04
					Total Parts:	1934.10
	ERNIES 24-HR TOWING INC PO: 13064 Non-Taxable: 134.00				Sublet:	134.00
					ADJUSTMENT TO QUOTE:	-650.00
					Operation Total:	2672.50
				[CUSTOMER PAY]		
B	SCP	000487	MULTI		Labor Total:	0.00
	GOODWRENCH MULTI-POINT VEHICLE INSPECTION					
	PREFORM VEHICLE INSPECTION CHECK FOR OIL LEAKS COOLANT SYSTEM STEERING SYSTEM ELECTRICAL SYSTEM WIPERS EXHAUST AND ALL FLUID LEVELS. SEE YOUR SERVICE CONSULTANT FOR RESULTS					
					Operation Total:	0.00

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

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 .5 HOUR DIAGNOSTIC TIME.

DISCLAIMER OF WARRANTIES: All warranties on this product are the manufacturer's. Bill Stasek Chevrolet hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and Bill Stasek Chevrolet neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the product. This disclaimer by Bill Stasek Chevrolet in no way affects the terms of the manufacturer's warranty.
"All parts installed are new/salvaged or reconditioned parts."
TERMS: STRICTLY CASH unless arrangements made.

Signature:___ Signature not on file

BILL STASEK CHEVROLET INC

700 W Dundee Road Wheeling IL 60090
T: 847-537-7000 F: 847-537-7161 *www.stasekchevrolet.com*

TRANSACTION APPROVED - THANK YOU

Payment Details

Transaction Type: SALE
Transaction Amount: $2761.83 (USD)
Order ID: 367290
Card Num: **** **** **** [redacted]
Card Type: VISA
Resp Code - Message: 001 - APPROVED 00654B
Auth Code: 00654B
Reference Num: [redacted]
Date/Time: Apr 26 2010 03:30PM
CVD Result: CVD was not performed. (Code: n/a)
AVS Result: AVS check was not performed. (Code: n/a)

SIGNATURE _____

Cardholder will pay card issuer above amount pursuant to Cardholder Agreement

Item Details

Description	Product Code	Quantity	Price
		Shipping:	$0.00
		Tax 1:	$0.00
		Tax 2:	$0.00
		Total (USD):	$2761.83

Customer Details

Customer ID:
Email Address:
Note:

Address Details

Billing **Shipping**

[redacted]
Buffalo Grove, IL [redacted]

RECEIVED
JAN 14
By

FE002/900105668

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

ATTN. REIMBURSEMENT

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-9.14

VIN (FIRST 9 DIGITS) 3D3K S28C5

VIN (LAST 8 DIGITS) 5G [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER 1-800-992-1997

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D3KS28C55G[redacted].

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

Dear [redacted]

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

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

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

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE Jeep SRT FIAT MOPAR

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

ECORDS
DITIONS APPLY

tification Code

N62

ny vehicle (check one if

o be ok.

☐ exported

able):

d address is unknown.

r print the new owner's

the new owner's name

ess if it has changed):

☐ Dr.
☐ Business

MI

Code

8632 CASH JOAQUIN ORONIA 10/08/12 **PQ64** CHR

[redacted]
MOSES LAKE, WA [redacted]

1	0	52122362-AH	STEERING	19027003	312	359.00	290.25	290.25
1	0	68039930-AA	ARM PITMA	19027002	158	41.70	33.75	33.75
1	0	5154661-AB	DAMPER ST	19030006	133	85.10	68.92	68.92
3	0	6505623-AA	NUT HEX L	19015005	137	2.00	1.62	4.86

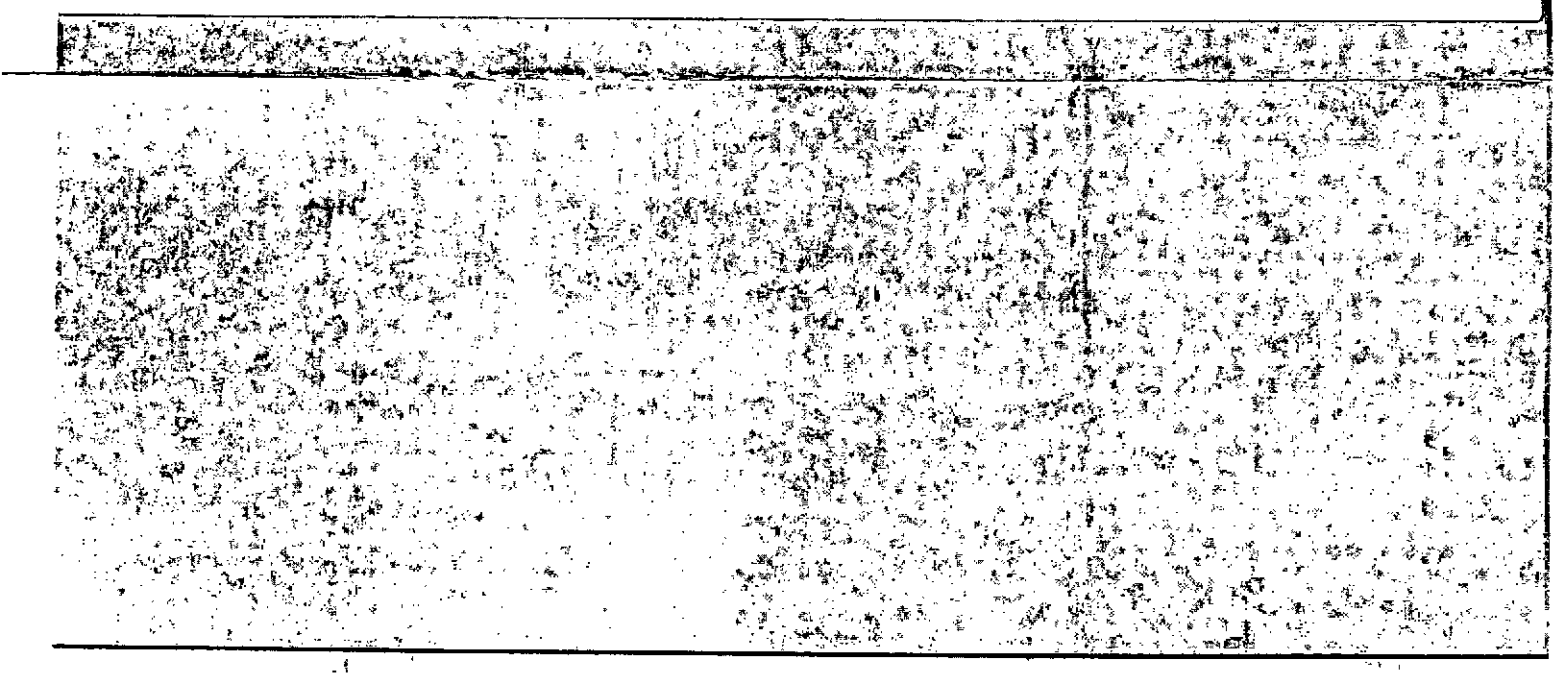
SF8M511 Q (01/11)

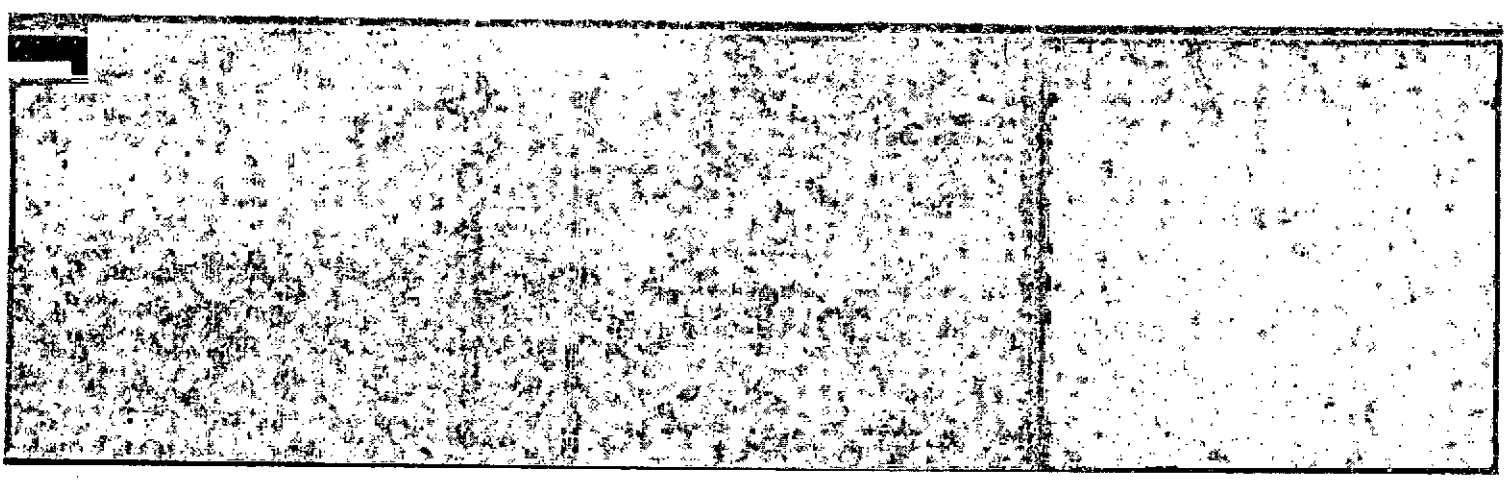
	397.78
RESTOCK CHARGE	0.00
TAX	31.42
FREIGHT	0.00
	429.20

ACCOUNTING COPY

** PRICE QUOTE **
14:23:49 PAGE 1 OF 1
NET511

MOSES LAKE CHRYSLER DODGE JEEP RAM LLC
12174 N. Frontage Rd.
Moses Lake, WA 98837
Phone 509.765.3461 • Fax 509.765.1758



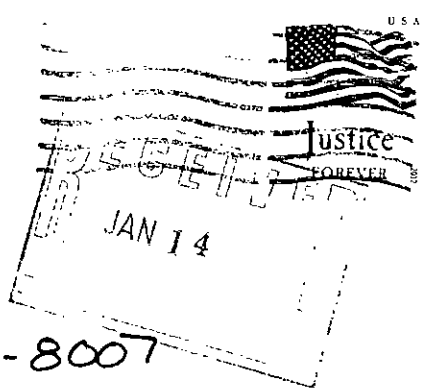


[redacted]

MOSES LAKE, WA

[redacted]





CHRYSLER
PO Box 21-8007
Auburn Hills, MI
48321-8007

ATTN: REIMBURSEMENT

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE: 2

02/1[redacted]/2014

POSTED DATE : 2-4-14

VIN (FIRST 9 DIGITS) 3D7KS26C7

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler Group LLC File # [redacted]

In reference to the Safety Recall Notice letter received (V.I.N. 3D7KS26C75G[redacted]

My Dodge Ram 2500 P.U. 2005 – 75G784038 left front wheel came off while driving home from work on Joe Batt Road Vancleave, MS in Oct, 2012.

I had to have the truck towed to Tim's Auto Care; Vancleave MS This caused me to almost have a bad wreck. My truck went into a ditch almost hitting a drive way culvert.

Please find a copy of invoice highlighted for work that was done to my truck.

Thank you

Feb.3, 2014

[redacted]

[redacted]

[redacted] – Vancleave, MS [redacted]

TIM'S AUTO CARE & ALIGNMENT CENTER

[redacted]
VANCLEAVE MS[redacted]
[redacted] -
CASH

11712 HWY 57
VANCLEAVE, MS 39565
(228)826-0086
Place notices or s

VEHICLE 2003 Dodge Ram 2500
ENGINE 5.9L V8 4SPD
LICENSE [redacted]
Mlg In/Out 182544 / 182544
V.I.N. 3D7KS26C75G[redacted]

Unit:
10\24\12 02:26 pm

DATE: 10/29/12 DUE DATE 10/24/12 Invoice # 20352 04:01PM DUPLICATE

PARTS & LUBRICANTS USED	QTY	PRICE	TOTAL
K7460/V UPPER BALL JOINTS(N)	2.00	114.94	229.88
K7467/V LOWER BALL JOINTS(N)	2.00	118.30	236.60
LT265 70R 17 NITTO TERRA GRAPPLER AT #200860(N)	4.00	215.73	862.92

COMMENTS & DESCRIPTION OF LABOR.	QTY	PRICE
REPLACE BOTH UPPER AND BOTH LOWER BALL JOINTS		320.00
ALIGNMENT		69.95

ADDITIONAL ITEMS CHECKED OR SERVICED

Date	Time	Phone	Approved By	PartsAdd	LaborAdd	Increase	Total	Caller	Reason for Price increase

This vehicle will be reassembled within3 days of the date shown above if I donot authorize the recommended services.

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at myrisk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicleleft more that 48 hours after notification that repairs are completed. An express Mechanics Lein is acknowledged on above vehicleto secure the amount of repairs thereto. Labor is guaranteed for 90 days or 4000 miles whichever occurs first. All other guaranteesare those made exclusively by the manufacturer. Warranty work that is based on this repair order must be performed at this shop.ALLREMOVEDPARTSWILLBEDISPOSEDOFUNLESSIINITIALHERE_____.

I accept the above terms and conditions X

Parts & Lubricants	1329.40
Labor	389.95
Sublet	0.00
HAZ. DISPOSAL	0.00
DebitCard	0.00
SHOP SUPPLIES	0.00
Gasoline	0.00
Sub Total	1719.35
Deposit	0.00
Disc Applied	0.00
Sales Tax	120.35
TOTAL	1839.70
BALANCE DUE	0.00

TIM'S AUTO CARE & ALIGNMENT CENTER

[redacted]
VANCLEAVE MS [redacted]
[redacted] -
CASH

11712 HWY 57
VANCLEAVE, MS 39565
(228)826-0086
Place notices or s

VEHICLE 2003 Dodge Ram 2500
ENGINE 5.9L V8
LICENSE H126 W/M
Mlg In/Out 182544 / 182544
V.I.N. 3D7KS26C[redacted]

Unit:
10\02\12 07:54 am

DATE 10/02/12 DUE DATE 10/02/12 Invoice # 20270 01:38PM DUPLICATE 1

PARTS & LUBRICANTS USED	QTY	PRICE	TOTAL
5086665-AE LEFT FRT AXLE U-JOINT(N)	1.00	144.64	144.64
PH5335/V OIL FILTER(N)	1.00	10.96	10.96
ROTELLA 15W40 OIL(N)	4.00	18.00	72.00

COMMENTS & DESCRIPTION OF LABOR.	QTY	PRICE
REMOVE LEFT FRT AXLE AND REPLACE U-JOINT		112.50
FULL SERVICE OIL CHANGE		20.00

ADDITIONAL ITEMS CHECKED OR SERVICED

Date	Time	Phone	Approved By	PartsAdd	LaborAdd	Increase	Total	Caller	Reason for Price increase

This vehicle will be reassembled within3 days of the date shown above if I donot authorize the recommended services.

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at myrisk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicleleft more that 48 hours after notification that repairs are completed. An express Mechanics Lein is acknowledged on above vehicleto secure the amount of repairs thereto. Labor is guaranteed for 90 days or 4000 miles whichever occurs first. All other guaranteesare those made exclusively by the manufacturer. Warranty work that is based on this repair order must be performed at this shop.ALLREMOVEDPARTSWILLBEDISPOSEDOFUNLESSIINITIALHERE_____.

I accept the above terms and conditions X

Parts & Lubricants	227.60
Labor	132.50
Sublet	0.00
HAZ. DISPOSAL	0.00
DebitCard	0.00
SHOP SUPPLIES	0.00
Gasoline	0.00
Sub Total	360.10
Deposit	0.00
Disc Applied	0.00
Sales Tax	25.21
TOTAL	**385.31**
BALANCE DUE	**0.00**

TIM'S AUTO CARE & ALIGNMENT CENTER

[redacted]
VANCLEAVE MS [redacted]
[redacted]
CASH

11712 HWY 57
VANCLEAVE, MS 39565
(228)826-0086
Place notices or s

VEHICLE 2003 Dodge Ram 2500
ENGINE 5.9L V8
LICENSE [redacted]
Mlg In/Out 182544 / 182544
V.I.N. 3D7KS26C75G[redacted]

Unit:
09\14\12 01:41 pm

DATE 09/14/12 DUE DATE 09/14/12 Invoice 202/13 03:36PM DUPLICATE 1

PARTS & LUBRICANTS USED	QTY	PRICE	TOTAL
GMKD965/V FRT BRAKE PADS(N)	1.00	54.97	54.97
515061/V LEFT FRT HUB BEARING ASSEMBLY(R)	1.00	233.50	233.50
184891/OR LEFT FRT BRAKE CALIPER(N)	1.00	87.75	87.75
780143RGS/OR LEFT FRT BRAKE ROTOR(N)	1.00	130.94	130.94
FLUID(N)	1.00	8.00	8.00

COMMENTS & DESCRIPTION OF LABOR.	QTY	PRICE
REPLACE LEFT FRT HUB BEARING ASSEMBLY		112.00
REPLACE LEFT FRT BRAKE PADS,LEFT FRT BRAKE CALIPER ,AND LEFT FRT BRAKE CALIPER BRACKET AND BLEED SYSTEM		187.50

ADDITIONAL ITEMS CHECKED OR SERVICED

Date	Time	Phone	Approved By	PartsAdd	LaborAdd	Increase	Total	Caller	Reason for Price increase

Parts & Lubricants	515.16
Labor	299.50
Sublet	0.00
HAZ. DISPOSAL	0.00
DebitCard	0.00
SHOP SUPPLIES	0.00
Gasoline	0.00
Sub Total	814.66
Deposit	0.00
Disc Applied	0.00
Sales Tax	57.03
TOTAL	871.69
BALANCE DUE	0.00

This vehicle will be reassembled within3 days of the date shown above if I donot authorize the recommended services.

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at myrisk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicleleft more that 48 hours after notification that repairs are completed. An express Mechanics Lein is acknowledged on above vehicleto secure the amount of repairs thereto. Labor is guaranteed for 90 days or 4000 miles whichever occurs first. All other guaranteesare those made exclusively by the manufacturer. Warranty work that is based on this repair order must be performed at this shop.ALLREMOVEDPARTSWILLBEDISPOSEDOFUNLESSIINITIALHERE_____.

I accept the above terms and conditions X



A & B Towing

11710 HWY. 57
VANCLEAVE, MS 39565
228-826-1966

Anne & Brian Ladnier, Owners

24 Hour Towing

DATE	TIME	REQUESTED BY	P.O. #
10-14-13	10:00 (A.M.) P.M.	owner	

NAME	PHONE
[redacted]	

ADD	
[redacted]	

CITY	STATE	
VANCLEAVE MS [redacted]	MS	[redacted]

LOCATION OF VEHICLE: Joe bath Rd

YEAR, MAKE, MODEL	COLOR	DRIVER
Dodge Ram 2500		

STATE	LIC. PLATE #	VEHICLE I.D. #
MS	[redacted]	3D7KS26C75 G[redacted]

REASON FOR TOW			TYPE OF TOW	SPECIAL EQUIPMENT
☐ Accident	☐ Abandoned	☐ Flat Tire	☐ Sling/Hoist Tow	☐ Single Line Winching
☐ Arrest	☐ Stolen Car	☐ Out of Gas	☑ Flat Bed/Ramp	☐ Dual Line Winching
☐ Unregistered	☐ Break Down	☐ Impounded	☐ Wheel Lift	☐ Snatch Blocks
☐ Tow Zone	☐ Lock Out	☐ Start	☐	

VEHICLE TOWED TO

First Tow: Tims Auto

Second Tow:

COMMENTS

pd cash

STORAGE FROM

_____ To _____ Days @ $_____

PAID BY

☐ Cash ☐ Check # _____

B

OPERATOR'S SIGNATURE DATE

AUTHORIZED SIGNATURE DATE

[redacted] DATE

FIRST TOW	75 00
CLEAN UP	
MILEAGE	
RECOVERY	
STORAGE	
SECOND TOW	
ROAD SERVICE	
TOTAL	75 00

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

THANK YOU!

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 VALLEJO AVE

State MS Zip Code [redacted]

Email Address [redacted]

[redacted]

VANCLEAVE, MS

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-4-14

VIN (FIRST 9 DIGITS) 3D7KS28A0

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Berkley's

AUTO AIR & TUNE UP CO.
436 South 5th Street
Grand Junction, CO 81501
244-8484

EXPERT IN:
AUTO AIR COND.
•
HEATER REPAIR
•
ELECTRICAL REPAIR
•
NEW AIR CONDS.

TIME IN | TIME REQUESTED ☐AM ☐PM | CALLED READY ☐AM ☐PM | P.O. #

LAST N [redacted] FIRST NAME [redacted]

ADDR [redacted] CONTACT PERSON

CITY 81240 ZIP 260

BUS. PHONE [redacted]

VEHICLE IDENTIFICATION NO. WRITTEN BY

YEAR 78 COLOR

MAKE DODGE

MODEL 2500

MILEAGE

LICENSE

C.I.D. #CYL PWR ☐ STD ☐

EFI ☐ SMOG ☐
CARB ☐ DIESEL ☐
WAC ☐ STD. TRANS ☐

KEY

DATE 12-FEB-R

VEHICLE NO

EXT TECH

INT

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE
ONLY ITEMS PRICED WENT ON VEHICLE

LABOR INSTRUCTIONS	AMOUNT
C/K STEERING GEAR	
PULL INTO SHOP WITH TRUCK	
Replace TIE ROD END	$8

QTY	DESCRIPTION	PRICE
1	TIE ROD END	9 95
	P 11540	
	L 180	
	T 887	
	3077	

TRIED TO CALL: Date __/__/__ Time ☐AM ☐PM

TRIED TO CALL: Date __/__/__ Time ☐AM ☐PM

TRIED TO CALL: Date __/__/__ Time ☐AM ☐PM

TRIED TO CALL: Date __/__/__ Time ☐AM ☐PM

HUGE STOCK:
COMPRESSORS
•
CUSTOM HOSES
•
PARTS FOR ALL VEHICLE A/C SYSTEMS

NOTES: 1. COMPRESSOR NOISY ☐
2. EVIDENCE OF SHAFT SEAL LEAK ☐

Paid cash

TOTAL LABOR → $8

PARTS TOTAL → 9 95

TEARDOWN ESTIMATE - I understand my vehicle will be reassembled within THREE days of the date shown above if I choose not to authorized the services recommended.

I authorized you to perform the repairs estimated above and to furnish necessary materials and parts. I understand any cost quoted is an estimate. You and Your employees may operate above listed vehicle for purposes of testing, inspection or delivery at my risk. You will not be held responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, accident or any other cause beyond your control. An expressed Mechanic's Lien is acknowledged on the above listed vehicle to secure the amount of the repairs. Should legal action be necessary, customer and Berkley's Auto Air & Tune Up Co. Agree to submit to binding arbitration. All arbitration fees are to be born equally by the parties.

☐ DISCARD OLD PARTS
☐ RETAIN OLD PARTS

ORIGINAL ESTIMATE $ _____ + SALES TAX

CUST SIGN X _____ DATE _____

TERM: STRICTLY CASH UNLESS ARRANGEMENT MADE

	Reason	Revised Est.	Authorized By ☐Phone ☐In Person	Completed		
Additional Cost $	A	$			Date 7/1/	Time ☐AM ☐PM
Additional Cost $	B	$			Date 7/1/	Time ☐AM ☐PM
Additional Cost $	C	$			Date 7/1/	Time ☐AM ☐PM

Conditional Warranty: 90 Days or 4000 Miles on all work; except, new air conditioning installations are 12 month or 12,000 Miles. Both 90 day and 12 Month Warranty are Whichever occurs first. NO WARRANTY WILL BE PAID OUTSIDE OF OUR SHOP WITHOUT FIRST GETTING AN AUTHORIZATION FROM US. See separate details and terms of the conditional warranty and Operation Manual supplied with new air conditioner. No other guarantee is expressed or implied.

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

Charge	
Cash	
Int.	

TOTAL PARTS	9 95
LABOR	$8
HAZARDOUS WASTE CHG	
TAX	7 65
TOTAL	18 60

2008 DODGE RAM TRUCK
(2500)
VIN: 3D7KS28A08G[redacted]
MILEAGE: 148,000

TRUCK BELONGS TO ME, JOEL D MILLER.
THE PART BROKE LOOSE WHILE MY SON WAS
DRIVING THE TRUCK. HE CALLED LIBERTY TOWING
TO PICK HIM UP AND TAKE TO THE SHOP.
HE SIGNED THE WORK ORDER TO HAVE IT FIXED
ON 12-19-12 THANK YOU

[redacted]

[redacted]

[redacted]

GRAND JCT. CO [redacted]

GRAND JUNCTION CO 815

04 JAN 2014 PM 1 L

JAN 14

By

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

48321-0021

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D73X4CL1

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000008

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

A.J.M. AUTOMOTIVE REPAIRS

525 Chase Road
Lunenburg, MA 01462
Phone (978) 582-6707
24 Towing
Phone (978) 345-7241

NAME [redacted]

DATE 12/18/13

ADDRESS

CITY 3D73Y4CL1AG [redacted]

TIME RECEIVED A.M. P.M.

TIME PROMISED A.M. P.M.

TERMS

CUSTOMER'S ORDER NO.

YEAR	TYPE OR MODEL	MOTOR NO.	SERIAL NUMBER	LICENSE NUMBER	ODOMETER
10	3500	Dodge Ram	[redacted]	[redacted]	94,654

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT			
1	2369-3740	Tie End	99	49		

SPECIAL REPAIRS

OPER. NO.	REPAIR ORDER — LABOR INSTRUCTIONS	ORDER WRITTEN BY	$	
	LUBRICATE ☐ CHANGE OIL ☐ FLUSH & TRANS. ☐ FLUSH DIFF. ☐ WASH ☒ POLISH ☐			
	Replaced left front tie rod end			

RETAIN PARTS ☐ DESTROY PARTS ☐

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY _____

RECEIVED BY _____

TOTAL PARTS	99.49				TOTAL LABOR	70 00
ESTIMATE AMOUNT	PARTS					
	LABOR					
ADD'L AUTH. AMT.	TIME	BY			TOTAL PARTS	99 49
ADD'L AUTH. AMT.					GAS, OIL, GREASE	
ADD'L AUTH. AMT.					SPECIAL REPAIRS	
ESTIMATE TOTAL					ENVIRONMENTAL CHARGES	
GAL. GASOLINE @						
QTS. OIL @					STATE TAX	6 22
LBS. GREASE @					TOTAL AMOUNT	175 71
TOTAL GAS - OIL - GREASE						

Unless otherwise provided by law, the seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

APO-656-3
PRINTED IN U.S.A.

Invoice #3397

A & B Tire Service

1183 Central St., Leominister, MA 01453
Phone: (978) 537-2722
www.abtire.com

Tires & Service You Can Trust!

Customer Information	Invoice	Additional Information
[redacted] LEOMINSTER, MA [redacted] P: [redacted] Contact:	Date: 12/26/2013 Reference: 3397 Salesperson: Heather A Route: Delivery Date: 12/26/2013	PO Number: Work Order#: W-19696 Entered By: Heather A

Vehicle: 2010 Dodge Trucks Ram 2500 SXT Base
Desc:
TPMS Equipped
Lic No: R11445 Unit:
VIN: 3D73Y4CL1AG[redacted]
Mileage IN:
Mileage OUT:

Qty	Description	Unit Price	Ext. Price
1.00	1 Ton Alignment	99.95	99.95

Taxable

Terms: N/A

Subtotal:	**99.95**
Total:	**$99.95**
12/26/2013 Payment# P-19697 Amount:	$99.95
Cash:	100.00
Change:	(0.05)
Balance	**$0.00**

Parts	Labor	Subtotal	Taxes\Fees	FET	Total
$0.00	$99.95	$99.95	$0.00	$0.00	$99.95

We appreciate your business today! Please come again!

~CUSTOMER IS RESPONSIBLE TO RETURN AFTER 50 MILES TO HAVE LUG NUTS RETORQUED. MUST BE REQUESTED BY CUSTOMER.
~ THERE IS A $30 FEE ON ALL RETURNED CHECKS.
~ PROPER TIRE CARE IS REQUIRED TO MAINTAIN MANUFACTURER'S MILEAGE WARRANTY. THIS INCLUDES ROTATE EVERY 3,000 - 5,000 MILES (FREE WITH FOUR TIRE PURCHASE), MAINTAIN TIRE PRESSURES, AND ALIGN ONCE PER YEAR.
~UNLESS A ROAD HAZARD PLAN IS PURCHASED, CUSTOMERS ARE RESPONSIBLE TO REPLACE ANY TIRE THAT IS NOT ABLE TO BE REPAIRED DUE TO POTHOLES, CURBS, SIDEWALL DAMAGE, AND THAT HAVE BEEN RUN FLAT, AT THEIR EXPENSE.
~ WE ARE NOT RESPONSIBLE FOR PREMATURE TIRE WEAR DUE TO LACK OF MAINTENANCE.

Signature _____



ROLAND'S TOWING
24 Hr. Service
408 Electric Ave.
LUNENBURG, MA 01462
(978) 345-7241

Road Service

DATE	TIME	REQUESTED BY	P.O. NO.
12/14/13	A.M. / P.M.	Owner	

NAME [redacted] PHONE

ADDRESS

CITY STATE ZIP

LOCATION OF VEHICLE: Solomon Rd Princeton MA

YEAR, MAKE, MODEL: Dodge P.U. 3500 COLOR: White DRIVER

STATE: MA [redacted] VEHICLE I.D. NO REGISTERED OWNER

MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH 78.0	FINISH	FINISH
START 48.0	START	START
TOTAL 30.0	TOTAL	TOTAL

REASON FOR TOW

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

SPECIAL EQUIPMENT

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

TYPE OF TOW

- ☐ SLING/ HOIST TOW
- ☑ FLAT BED/ RAMP
- ☐ WHEEL LIFT
- ☐

TOWED PER ORDER OF

- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☑ OWNER
- ☐ DEALER

VEHICLE TOWED TO

FIRST TOW: AJ's

SECOND TOW:

STORAGE FROM

_____ TO _____ DAYS @ $ _____

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO 24654

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

CC NO. _____

OPERATOR'S SIGNATURE DATE

TRUCK NO.

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

TOWING CHARGE	90 —
MILEAGE CHARGE	25 —
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
fuel	9 50
SUB-TOTAL	124 50
TAX	
TOTAL	124 50

3324

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

Thank You

PRODUCT 2525

Hello
Enclosed is three seperate receipts one for the tow, one for the repair and I also had to get a Front end alignment as a result of dodges poor design. I hope they have really fixed the problem because it seems the [redacted] parts haven't Changed. I have Zero Faith in the new parts [redacted]

Any questions or comments please Call [redacted]

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: June 2013

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

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

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

First Name [redacted]

Last Name [redacted]

Street Addre [redacted]

City Westminster

State MA Zip Code [redacted]

Email Address

[redacted]

Westminster Ma [redacted]

Chrysle

P.O

Aubur

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/10/14

POSTED DATE : 2-3-14

VIN (FIRST 9 DIGITS) 3D7MX48A6

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000020

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Left Tie Rod

YSLER

PORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX48A68G[redacted].

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE Jeep

9

cR AUTO PARTS DIVISI
665 MAIN STREET
ARCADE, NY. 14009
585-492-1142

Sale

ID: 00173400838137649590000
07/31/13 14:47:35

VISA
[redacted]
Appr Code: 084130 Invoice#: 666011
Total: $ 38.24

Customer Copy
THANK YOU!

[illegible]

PHONE (716) 49[illegible]

[illegible]

ESTABLISHED 19[illegible]

[illegible]

[illegible]

ACC

DATE	STORE NO.	CR	SLS

TIME	PURCHASE ORDER NO.	ATTENTION

INVOICE TYPE

QUANTITY	PART NUMBER	DESCRIPTION	LOC	NET	TOTAL	CODE
						2
						79.71
						87.49
						43.75
						210.95

SUB TOTAL | MISC. | TAX | TOTAL

[illegible]

PHONE (585) 49[illegible]

[illegible]

PHONE (716) 496-9[illegible]

[illegible]

IMPORTANT: THIS INVOICE MUST ACCOMPANY ALL RETURNS AND IS SUBJECT TO A MARKUP UPON RE-EXCEPT DUE TO OUR ERROR OR DEFECTIVE GOODS. NO RETURNS AFTER 90 DAYS OR ON SPECIAL ORDERS. CHARGE ACCOUNTS DUE 1ST 10th OF MONTH FOLLOWING PURCHASE. INTEREST RATE OF 2% PER MONTH OR 24% PER ANNUM WILL BE CHARGED ON ALL PAST DUE ACCOUNTS.
This property is sold to you with the [illegible] understanding that it [illegible] unless tax has been added to the price.

ACCOUNT NO.

[illegible]

ACC

DATE	STORE NO.	CR	SLS

TIME	PURCHASE ORDER NO.	ATTENTION

INVOICE TYPE

QUANTITY	PART NUMBER	DESCRIPTION	LOC	NET	TOTAL	CODE

SUB TOTAL | MISC. | TAX | TOTAL

Total Pgs (6)

[redacted]

Fredon NJ [redacted]

Case # [redacted]

1/22/14

VIN # 3D7MX48A68 G [redacted]

To Whom it May Concern:

Total cost parts $1823.40

Just this week I received a recall for my 2008 Dodge Dually regarding the sway well my concern is that last year I had to replace a set of Michelin tires after having just 20,000 miles on them. The tire shop said there may be a problem with front end. We put a new set of tires on in 6/13 and proceeded to change parts in that end we have replaced right side inner & outer tie rods and u-joints & ball joints on both sides that was in July & Sept 2013. We have now put 13,000 on new set of tires and they are chopping in front end. I would like to have the cost of these parts reimbursed and also when I bring in vehicle for recall N62 to see what is causing these wheels to chop is it because of the rods. I can be reached at [redacted]

[redacted]

DUNN TIRE

Service You Deserve. Professionals You Trust.

UNION ROAD PHONE: (716)668-3999 VRSN 6.89
UNION ROAD
SENECA, NY 14224 FACILITY# 7097323

OUT THE DOOR PRICING INCLUDES:
- Computerized Balancing
- Nationwide Road Hazard Warranty
- N,flation Fuel Saving Inflation System
- Nationwide 24-Hour Roadside Assistance
- 30-Day Exchange Satisfaction Guarantee
- Rubber Valve Stem

FREE WITH EVERY TIRE PURCHASED:
- Installation
- Lifetime Rotations
- Lifetime Flat Repairs
- Tire Inspection & Pressure Check
- Computerized Alignment Check (Note: Appointment Required)

FREE SERVICES ARE AVAILABLE AT ANY DUNN TIRE LOCATION. SEE THE BACK SIDE OF THIS INVOICE FOR A LIST OF LOCATIONS.
IF YOU HAVE ADDITIONAL COMMENTS, CALL OUR TOLL-FREE CUSTOMER CARE LINE AT (866) 347-6181.

CUSTOMER INFORMATION	VEHICLE INFORMATION	SERVICE TECHNICIAN INSTRUCTIONS
[redacted]	08 DODGE RAM 3500 LARAMIE	MOUNT TIRES: LOOSE WHEELS
	12435JH NY	BFG RUGGED TERRAIN T/A: G
FREEDOM, NY [redacted]	MILEAGE: 64,250	MOUNT TIRES: BLACK
[redacted]		

* DUPLICATE INVOICE - NOT AN ORIGINAL *

INVOICE NO.	PAGE	INVOICE DATE	PRINT DATE/TIME
11409172	1	06/07/13	01/21/14 03:18PM

TIRE PRO	ORIGINAL INVOICE
	00110260

4 tires

TECH ID	QUANTITY	PART NUMBER	PRODUCT DESCRIPTION	WARRANTY	UNIT PRICE	FET	TOTAL PRICE
KM SM JK	6	10679	BFG RUGGED TERRAIN T/A LT235/80R17 120/117R OWL	N/A	211.98	0.00	1,271.88
			* DOT NUMBERS: BEAE021I0213(6)				*
KM SM JK	4-	AMICH	MANUFACTURER ADJUSTMENT MICHELIN TIRES		52.99	0.00	211.96-
			ORIGINAL INVOICE# 00110260 ORIGINAL DATE: 00/00/0000				
			PART: 14157 TIRE PRICE: 246.98				
			DESC: LTX M/S2 TREAD REMAINING: 02/32				
			SIZE: LT235/80R17 E BW CREDIT DUE: 52.99				
			MANUFACTURER'S AUTHORIZATION CODE: 5847				
			SERIAL# 1 REASON: Customer Satisfacti				
			SERIAL# 1 REASON: Customer Satisfacti				
			SERIAL# 1 REASON: Customer Satisfacti				
			SERIAL# 1 REASON: Customer Satisfacti				
KM SM JK	2-	AMICH	MANUFACTURER ADJUSTMENT MICHELIN TIRES		52.99	0.00	105.98-
			ORIGINAL INVOICE# 00110261 ORIGINAL DATE: 00/00/0000				
			PART: 14157 TIRE PRICE: 246.98				
			DESC: LTX M/S2 TREAD REMAINING: 02/32				
			SIZE: LT235/80R17 E BW CREDIT DUE: 52.99				
			MANUFACTURER'S AUTHORIZATION CODE: 5847				
			SERIAL# 1 REASON: Customer Satisfacti				
			SERIAL# 1 REASON: Customer Satisfacti				

AMERICAN CAR CARE CENTERS

NFLATION FUEL SAVINGS INFLATION SYSTEM
Better Fuel Mileage, Longer Tire Life, Enhanced Performance

I UNDERSTAND THAT MY WHEELS HAVE BEEN TORQUED TO SPECIFICATIONS. I UNDERSTAND THAT CUSTOM WHEELS MUST BE RETORQUED AFTER 25 MILES AND CHECKED PERIODICALLY. I ALSO UNDERSTAND THAT RETORQING MUST BE DONE ANY TIME THE WHEEL IS REMOVED FROM THE VEHICLE.

SIGNATURE _____

SUBTOTAL:
F.E.T. TOTAL:
STATE TIRE TAX:
SALES TAX:
GRAND TOTAL:

Maint

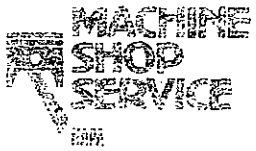
ZIMMER AUTO PARTS & SALES, INC.
FOOT WEAR



PHONE (585) 492-1142

685-689 MAIN ST.
ARCADE, NEW YORK 14009
REPAIR SHOP REG. NO. R-561[illegible]

PHONE (716) 496-9819



ESTABLISHED 1928

IMPORTANT: THIS INVOICE MUST ACCOMPANY ALL RETURNS AND IS SUBJECT TO A HANDLING CHARGE EXCEPT DUE TO OUR ERROR OR DEFECTIVE GOODS. NO RETURNS AFTER 30 DAYS OR ON SPECIAL ORDERS. CHARGE ACCOUNTS DUE NET 10th OF MONTH FOLLOWING PURCHASE. INTEREST RATE OF 2% PER MONTH OR 24% PER ANNUM WILL BE CHARGED ON ALL PAST DUE ACCOUNTS.
This property is sold to you with the definite understanding that it is purchased for resale or for farm use, unless tax has been added to the price.

RECEIVED BY

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

ACCT. NO.	SOLD TO

DATE	INVOICE NO.	STORE NO.	CM	SLS

TIME	PURCHASE ORDER NO.	ATTENTION

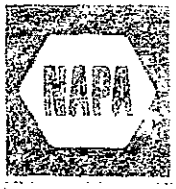
INVOICE TYPE

QUANTITY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL	CODE
	Passenger Tires					43.75 87.49 79.71	

SUB TOTAL		MISC.		% TAX		TOTAL	210.95

Maint

ZIMMER AUTO PARTS & SALES, INC.
FOOT WEAR



PHONE (585) 492-1142

685-689 MAIN ST.
ARCADE, NEW YORK 14009
REPAIR SHOP REG. NO. R-561[illegible]

PHONE (716) 496-9819



ESTABLISHED 1928

IMPORTANT: THIS INVOICE MUST ACCOMPANY ALL RETURNS AND IS SUBJECT TO A HANDLING CHARGE EXCEPT DUE TO OUR ERROR OR DEFECTIVE GOODS. NO RETURNS AFTER 30 DAYS OR ON SPECIAL ORDERS. CHARGE ACCOUNTS DUE NET 10th OF MONTH FOLLOWING PURCHASE. INTEREST RATE OF 2% PER MONTH OR 24% PER ANNUM WILL BE CHARGED ON ALL PAST DUE ACCOUNTS.
This property is sold to you with the definite understanding that it is purchased for resale or for farm use, unless tax has been added to the price.

Left Inner 101.16 2696102
Left outer 50.05 2693256

RECEIVED BY

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

ACCT. NO.	SOLD TO

DATE	INVOICE NO.	STORE NO.	CM	SLS

TIME	PURCHASE ORDER NO.	ATTENTION

INVOICE TYPE

QUANTITY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL	CODE
	Right inner Tie rod					34.56	

[redacted]

FREEDOM, NY [redacted]



03 FEB 201

FEB 10

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

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-27 16:24:19.928578
Files Not Recieved: 0

Chrysler Customer Assistance Center Case Manager has requested us to provide attachment of scanned document related to the following Case:

Case #:
[redacted]
Attached is the bill from the auto company and a copy of my bank statement.
[redacted]

№ 10780

WJB Auto
303-308-1205
4877 Pearl Street
Denver, Colorado 80216

REPAIR ORDER

Name Dostert Wolfe

Address

Phone No. Date

Odometer Reading Vin No. 97G [redacted]

MAKE AND MODEL	LICENSE NO. AND STATE	MOTOR NO.
07 RAM 3500		

QTY	PART NO.	NAME OF PART	SALE AMT.
1	Modified	F E Assy.	295 00
1	Wheel		135 00
	Bumper	Materials	275 00

OPERATION NUMBER	INSTRUCTIONS	AMOUNT
	2.0 hrs + R&R Tierod	
	* Build bumper & weld	
	7.0	

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

ACCESSORIES	AMOUNT
Total Accessories:	

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

Total Labor	612 50
Total Parts	705 -
Environmental Charges	
Gas, Oil, Grease	
Accessories	
Tires, Tubes	
Sublet Repairs	
Shop/Misc.	
TOTAL	
TAX	
TOTAL AMOUNT	1317 50

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

Work Authorized by Date Promised

Delivered to Date Delivered

ESTIMATES FOR LABOR ONLY
MATERIAL ADDITIONAL

ARO-666-3
PRINTED IN U.S.A.

WELLS FARGO

Overdraft Protection

This account is not currently covered by Overdraft Protection. If you would like more information regarding Overdraft Protection and eligibility requirements please call the number listed at the top of your statement or visit your Wells Fargo branch.

Transaction history

Date	Check Number	Description	Deposits/ Additions	Withdrawals/ Subtractions	Ending daily balance
6/24		Online Transfer Ref #Ibe2Bslpcc From Checking xxxxxx3836 on 06/24/11	1,000.00		
6/24		Bill Pay United Power on-Line xxxx5201 on 06-24		97.12	
6/24	723	Check		1,611.50	1,756.86
6/27		Check Crd Purchase 06/23 Mame's Cafe Denver CO 486830xxxxxx0707 177140005419972 ?McC=5812 90		11.85	
6/27		Check Crd Purchase 06/24 Brighton Animal Clinic Brighton CO 486830xxxxxx0707 177140006840468 ?McC=0742 90		177.98	
6/27		Check Crd Purchase 06/25 LA Casa Del Rey Commerce City CO 486830xxxxxx0707 178140000529213 ?McC=5812 90		23.99	
6/27		ATM Withdrawal - 06/26 Mach ID 9936Y 18220 E 104th Ave Ste Commerce City CO 0707 0001711		100.00	
6/27		POS Purchase - 06/26 Mach ID 000000 King Soopers 18 Denver CO 0707 00581177764195072 ?McC=5411		42.68	
6/27		Check Crd Purchase 06/26 Colorado Renaissance F Larkspur CO 486830xxxxxx0707 178140002832369 ?McC=7996 90		37.90	
6/27		Check Crd Purchase 06/26 Sky Chairs Grand Lake CO 486830xxxxxx0707 178140003407945 ?McC=5712 90		214.78	
6/27		Bill Pay Mikes Dr. on-Line xxxx34656 on 06-27		18.24	1,129.44
6/28		Td03 Treas 312 Fed Sal 062811 xxxxxxxxxx40199 Kerri L. Hodge	2,121.95		
6/28		Check Crd Purchase 06/26 Ck6655Commcity10082618 Commerce City CO 486830xxxxxx0707 179140000747406 ?McC=5542 90		51.10	
6/28		POS Purchase - 06/27 Mach ID 000000 Wal-Mart #4567 Thornton CO 0707 00301179044653386 ?McC=5411		245.20	
6/28		Check Crd Purchase 06/27 Barnes&Noble*Com 800-843-2665 NJ 486830xxxxxx0707 179140000109486 ?McC=5192 01		8.60	
6/28		Check Crd Purchase 06/27 Barnes&Noble*Com 800-843-2665 NJ 486830xxxxxx0707 179140000109487 ?McC=5192 01		8.60	
6/28		Check Crd Purchase 06/27 Barnes&Noble*Com 800-843-2665 NJ 486830xxxxxx0707 179140000109488 ?McC=5192 01		8.60	
6/28		Check Crd Purchase 06/27 Barnes&Noble*Com 800-843-2665 NJ 486830xxxxxx0707 179140000111297 ?McC=5192 01		16.13	
6/28	735	Check		108.50	2,804.66
6/29		Online Transfer Ref #Ibemq594Ys From Checking xxxxxx3836 on 06/29/11	1,000.00		
6/29		Bill Pay Specialized Loan on-Line xxxxx04336 on 06-29		300.82	3,503.84
6/30		Check Crd Purchase 06/28 Beautiful Nails LLC Commerce City CO 486830xxxxxx0707 181140001616707 ?McC=7230 90		30.00	
6/30		Check Crd Purchase 06/28 Prime Self Storage Henderson CO 486830xxxxxx0707 181140000044162 ?McC=4225 01		124.00	
6/30		Check Crd Purchase 06/29 Barnes&Noble*Com 800-843-2665 NJ 486830xxxxxx0707 181140000051164 ?McC=5192 01		10.75	
6/30		Check Crd Purchase 06/29 Snapfish 800-6344500 CA 486830xxxxxx0707 181140002190292 ?McC=7395 01		24.99	
6/30		ATM Withdrawal - 06/30 Mach ID 9936Y 18220 E 104th Ave Ste Commerce City CO 0707 0002340		100.00	
6/30		POS Purchase - 06/30 Mach ID 000000 Western Conveni Denver CO 0707 00381181720715544 ?McC=5541		56.34	
6/30		Bill Pay Xcel Energy on-Line xxxxx02575 on 06-30		24.14	
6/30		Bill Pay Emc Mortgage Cor on-Line xxxxx52434 on 06-30		1,164.54	
6/30	724	Check		1,317.50	

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Tue Jan 21 12:31:14 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

safety recall

Comments:

I have a safety recall, N49 on my front ball joint that could fail. I have called the local dealer here in Yuma, AZ, he tells me the problem is he cannot get parts. This seems to me a Dodge problem. If you send out a recall notice and do not have the parts to repair the problem, your not doing a very good job.
Can you tell me when I can expect to see the parts necessary to repair my truck?
My truck is a 2011 Dodge Ram 250, 4 wheel drive with the diesel. A very good truck, but now I worry about the front ball joint failing and wrecking the car.
I expect an answer and the parts sent to the local Dodge dealer here in Yuma, AZ
Thank you, [redacted]

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Jan 22 03:19:25 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
The handling of your case will require a call to the dealership. Unfortunately, the dealership is currently closed. What I am going to do is assign your case to an agent that will contact the dealership on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.
Thanks again for your email.
Sincerely,
Melissa
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
safety recall
Comments:
I have a safety recall, N49 on my front ball joint that could fail. I have called the local dealer here in Yuma, AZ, he tells me the problem is he cannot get parts. This seems to me a Dodge problem. If you send out a recall notice and do not have the parts to repair the problem, your not doing a very good job. Can you tell me when I can expect to see the parts necessary to repair my truck? My truck is a 2011 Dodge Ram 250, 4 wheel drive with the diesel. A very good truck, but now I worry about the front ball joint failing and wrecking the car. I expect an answer and the parts sent to the local Dodge dealer here in Yuma, AZ Thank you, [redacted]

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

Fisher, in Yuma, AZ

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Post Falls

State:

ID

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Jan 22 07:52:57 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance [redacted])
<HTML>
<BODY>
I have contacted the dealer, the problem is Chrysler has not provided the parts needed.
 Thank you, Rollin Russell

On Wed, Jan 22, 2014 at 12:20 AM, customerassistre <customerassistre@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">
Dear [redacted]:

Thank you for contacting the Ram Assistance Center.

The handling of your case will require a call to the dealership.
Unfortunately, the dealership is currently closed. What I am going to do
is assign your case to an agent that will contact the dealership on your
behalf. We will be contacting you once the Dealer has been contacted to
provide you with an update.

Thanks again for your email.

Sincerely,

Melissa

Customer Service Representative
Ram Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
[redacted]forms/us/reply.jsp?trk_ID=KMM8429439V78765L0KM&" target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8429439V78765L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
safety recall
Comments:
I have a safety recall, N49 on my front ball joint that could fail. I
have
 called the local dealer here in Yuma, AZ, he tells me the problem is he
 cannot get parts. This seems to me a Dodge problem. If you send out a
 recall notice and do not have the parts to repair the problem, your not
 doing a very good job. Can you tell me when I can expect to see the
parts
 necessary to repair my truck? My truck is a 2011 Dodge Ram 250, 4 wheel
 drive with the diesel. A very good truck, but now I worry about the
front
 ball joint failing and wrecking the car. I expect an answer and the
parts
 sent to the local Dodge dealer here in Yuma, AZ Thank you, [redacted]
[redacted]

VIN:
BG[redacted]
Mileage:
23000
Servicing Dealer:
Fisher, in Yuma, AZ
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]

Address 1:
[redacted]
Address 2:

City:
Post Falls
State:
ID
Zip:
[redacted]
Email:
[redacted]
Home Phone:
<a href="tel:[redacted]
</blockquote>

</BODY>
</HTML>

From: customerassistre@chrysler.com
To: [redacted]
Date: Wed Jan 22 22:21:08 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance [redacted]
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
We apologize for the delay with the parts.
Due to the limited availability, the dealership is only able to order 1 part every 2 weeks. We have placed you on the waiting list to receive the recalled part.
The dealership will be in contact with you once the recall part has come in for your vehicle. The Service Advisor, Scott has left us their call back number incase you have any questions regarding your recall. The phone number is 1-208-819-3595.
Thanks again for your email and we are sorry we are unable to provide you a more favorable reply.
Sincerely,
Melissa
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

I have contacted the dealer, the problem is Chrysler has not provided the parts needed.
Thank you, [redacted]
On Wed, Jan 22, 2014 at 12:20 AM, customerassistre <customerassistre@chrysler.com> wrote:
Dear [redacted]

Thank you for contacting the Ram Assistance Center.

The handling of your case will require a call to the dealership.
Unfortunately, the dealership is currently closed. What I am going to do is assign your case to an agent that will contact the dealership on your behalf. We will be contacting you once the Dealer has been contacted to provide you with an update.

Thanks again for your email.

Sincerely,

Melissa

Customer Service Representative
Ram Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]

Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
safety recall
Comments:
I have a safety recall, N49 on my front ball joint that could fail. I have called the local dealer here in Yuma, AZ, he tells me the problem is he cannot get parts. This seems to me a Dodge problem. If you send out a recall notice and do not have the parts to repair the problem, your not doing a very good job. Can you tell me when I can expect to see the parts necessary to repair my truck? My truck is a 2011 Dodge Ram 250, 4 wheel drive with the diesel. A very good truck, but now I worry about the front ball joint failing and wrecking the car. I expect an answer and the parts sent to the local Dodge dealer here in Yuma, AZ Thank you, [redacted]
[redacted]

VIN:
BG[redacted]

Mileage:

23000

Servicing Dealer:

Fisher, in Yuma, AZ

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Post Falls

State:

ID

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassistre@chrysler.com
Date: Fri Feb 14 17:01:20 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance ([redacted]
<HTML>
<BODY>
Do you think I'll get the part replaced before next year???

 On Wed, Jan 22, 2014 at 7:21 PM, customerassistre <customerassistre@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear[redacted]:

Thank you for contacting the Ram Assistance Center.

We apologize for the delay with the parts.

Due to the limited availability, the dealership is only able to order 1
part every 2 weeks. We have placed you on the waiting list to receive
the recalled part.

The dealership will be in contact with you once the recall part has come
in for your vehicle. The Service Advisor, Scott has left us their call
back number incase you have any questions regarding your recall. The
phone number is <a href="[redacted].

Thanks again for your email and we are sorry we are unable to provide
you a more favorable reply.

Sincerely,

Melissa

Customer Service Representative
Ram Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8431102V47268L0KM

&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8431102V47
268L0KM&

Original Message Follows:

I have contacted the dealer, the problem is Chrysler has not provided
the parts needed.

Thank you, [redacted] br>

On Wed, Jan 22, 2014 at 12:20 AM, customerassistre
<customerassistre@chrysler.com>
wrote:

Dear [redacted] br>

 Thank you for contacting the Ram Assistance Center.

 The handling of your case will require a call to the dealership.
 Unfortunately, the dealership is currently closed. What I am going to
do
 is assign your case to an agent that will contact the dealership on
your
 behalf. We will be contacting you once the Dealer has been contacted to
 provide you with an update.

 Thanks again for your email.

 Sincerely,

 Melissa

 Customer Service Representative
 Ram Customer Assistance Center

 For any future communications related to this email, please refer to
the
 following information:
 REFERENCE NUMBER: [redacted]
 EMAIL CASE NUMBER: [redacted]
 REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8429439V78765L0KM
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8429439V78
765L0KM&

 Original Message Follows:

 Recall Information - Chrysler Brand Site
 Brief Description:
 safety recall
 Comments:
 I have a safety recall, N49 on my front ball joint that could fail. I
 have
  called the local dealer here in Yuma, AZ, he tells me the problem is
he
  cannot get parts. This seems to me a Dodge problem. If you send out a
  recall notice and do not have the parts to repair the problem, your
not
  doing a very good job. Can you tell me when I can expect to see the
 parts
  necessary to repair my truck? My truck is a 2011 Dodge Ram 250, 4
wheel
  drive with the diesel. A very good truck, but now I worry about the
 front
  ball joint failing and wrecking the car. I expect an answer and the
 parts
  sent to the local Dodge dealer here in Yuma, AZ Thank you, [redacted]
 [redacted]l

 VIN:
 BG[redacted]
 Mileage:
 23000
 Servicing Dealer:
 Fisher, in Yuma, AZ
 Title:

 First Name:
 [redacted]
 Middle Initial:

 Last Name:
 [redacted]
 Address 1:
 375 S Glenwood Dr
 Address 2:

 City:
 Post Falls
 State:
 ID
 Zip:
 [redacted]
 Email:
 <a href="mailto:n[redacted]
 Home Phone:
 <a href="tel:[redacted]
</blockquote>

</BODY>
</HTML>

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/31/14

POSTED DATE : 1-23-14

VIN (FIRST 9 DIGITS) 3D7KS19D1

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 23, 2014

Chrysler Recall Assistance Center

PO Box 21-8007

Auburn Hills, Michigan 48321-8007

Re: Dodge Ram Truck Steering Recall

Dear Sir or Madam:

I recently had recall work done at McKay's in Waite Park, Minnesota on my 2008 Dodge Ram truck due to the truck's steering problem with the tie rod.

Less than a year ago I had a tie rod break and am lucky to have not gotten into a major accident because of it at that time. It was the same steering issue that the recent recall was on. With the incident last year, I was stopped on the road taking a right turn in a snow storm and when I went to start driving, I had a hard time steering and ended taking up both lanes. I was lucky no cars were coming, or I would have been hit head on. I had to pay to get the truck towed to the repair shop. At the repair shop I was told I needed a whole new tie rod. I could not believe this was not a recall at that time and although Dodge covered a portion of the cost, I still had to pay a portion of the cost to fix the tie rod totaling $250.00 as shown on the enclosed invoice.

With the recent recall on the same steering issue I suffered last year that could have been fatal to me and any passergers I was driving with, if I had I been driving and unable to steer my vehicle, I am requesting that I be reimbursed the $250.00 I paid out of pocket for the tie rod since it was a steering issue that was now recalled so it was obviously a problem with the vehicle. The service manager at McKays instructed me to send this request to your office. If this is not the appropriate place to forward this request, please forward to the appropriate party as soon as possible.

I hope that this matter can be resolved and I am reimbursed for the $250 so that I do not have to pursue other legal avenues. Please respond to me as soon as possible on this matter. I appreciate your assistance. Thank you.

Sincerely,

[redacted]

St. Cloud, MN [redacted]

[redacted]

McKAY'S
Dodge Chrysler Jeep RAM Fiat
2020 Frontage Road S.
Waite Park, MN 56387
(320) 252-7170
Toll Free: (888) 384-7675
Fax: (320) 253-6893

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
2/11/13	[redacted]
R/O Close Date	**Status**
2/12/13	Reprint
Mileage In	**Mileage Out**
91239	91244
Service Advisor / Tag #	
Joe/349	

[redacted]
ST CLOUD, MN [redacted]

Work Phone	Vehicle Identification Number
	3D7KS19D18G[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	12/29/07 / 11/12/11

Year	Make	Model	Body	Color	License Number
2008	DODGE TRUCK	RAM SXT 1500		LIGHT KHAK	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted]		
#1 - MR 45DOZZ1: STEERING CONCERN		
CLIENT STATES THAT A TIE ROD BROKE		
Caused by		
INSPECTED AND VERIFIED RIGHT TIE ROD END IS BROKEN		
Work performed by Mike G.(440)		Warranty
Installed 5154661AB :DAMPER: STEERING	Qty: 1	Warranty
Installed 52122362AH :STEERING: STEERING	Qty: 1	Warranty
Installed 68039930AA :ARM: PITMAN	Qty: 1	Warranty
Installed 6505623AA :NUT: HEX LOCK	Qty: 3	Warranty
Installed 6502835 :NUT: HEX FLANGE LOCK	Qty: 1	Warranty
REPLACED STEERING LINKAGE PACKAGE AND RESET TOE IN		
#2 - QL 03DOZ23PT: 16 OR 23 PT INSPECT		
Work performed by Mike G.(440)		
Sub Total: Labor: .00 Parts: .00 Total: .00		
PERFORMED INSPECTION		
#3 * MR 52DOZ05: INTERIOR LIGHTING		
CLIENT STATES THAT THE DOME LAMP IS INOPERATIVE WHEN OPENING THE LEFT REAR DOOR		
Caused by		
DIAGNOSTIC TESTED LOCATED WIRES BROKEN IN DOOR JAM AREA		
Work performed by Mike G.(440)		111.36
REPAIRED DOOR JAM WIRING		

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

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

LABOR	111.36
PARTS	.00
DEDUCTIBLE	250.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	361.36
Visa/Disc/Mc/Ax 019239	361.36

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2011 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1928

McKAY'S
Dodge Chrysler Jeep RAM Mitsubishi
2020 Frontage Road S.
Waite Park, MN 56387
(320) 252-7170
Toll Free: (888) 384-7675
Fax: (320) 253-6893

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. to 2:00 p.m. Saturday

R/O Open Date	R/O Number
1/21/14	[redacted]
R/O Close Date	**Status**
1/21/14	Pre-Invoice
Mileage In	**Mileage Out**
105794	105801
Service Advisor / Tag #	
Joe/020	

[redacted]
ST CLOUD, MN [redacted]

Work Phone	Vehicle Identification Number	
	3D7KS19D18G[redacted]	
Home Phone	**Delivery Date**	**In-Service Date**
[redacted]	12/29/07	11/12/11

Year	Make	Model	Body	Color	License Number
2008	DODGE TRUCK	RAM SXT 1500		LIGHT KHAK	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [redacted]		
#1 - 45DOZZ19: STEERING RECALL		
RECALL N49		
LEFT TIE ROD		
Work performed by Eugene M. (432)		Warranty
Installed CBUEN491AA :PACKAGE: OUTER END	Qty: 1	Warranty
Installed CBUEN492AA :NUT: NONE	Qty: 1	Warranty
REPLACED STEERING LINKAGE RESET TOE IN AND		
CENTERED STEERING WHEEL AS PER RECALL		

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2011 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

[redacted]
St. Cloud MN [redacted]

MINNEAPOLIS MN 553
23 JAN 2014 PM 4 L



RECEIVED
JAN 31
By

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

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-3-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

O.K. TIRE OF DODGE CITY, INC

1808 W. WYATT EARP BLVD

DODGE CITY, KS 67801

620-225-0204

Invoice # [redacted] Dealer ID# Page 1 of 1 Ref: JERRY

Date 10/30/2013 Emp: 1-24 24 / 1-24 24

In Oct 29, 2013 4:41 pm

Out Oct 30, 2013 9:21 am

****DUPLICATE INVOICE****

Sold To:
[redacted]
DODGE CITY, KS
[redacted]

Ship To:

Other Information:
Vehicle: 09 DODGE RAM 2500
License: [redacted]
Mileage: In: 104,875 Out: 104,875
Vin#:
PO#:

Bus: – x

Salesman	Mechanic	Part #	QTY	Description	Parts	Labor	FET	Total
24		SERVICE PARTS	1.00	SERVICE PARTS OE LEFT OUTER TIE ROD END	136.40	0.00	0.00	136.40
24		LAB-FARM	1.40	LB-MISC. INSTALL T.R.E. AT T.S.C.	0.00	85.00	0.00	119.00
24		LAB-ALIGN3/41-TO	1.00	ALIGNMENT THRUST WHEEL ALIGNMENT	0.00	89.95	0.00	89.95
24		SERVICE PARTS	1.00	SERVICE PARTS SHOP SUPPLIES	5.95	0.00	0.00	5.95
24		USED PASS/LT TI	1.00	USED PASS/LT LT245/70R17 TIRE LF	75.00	0.00	0.00	75.00
24		DISPOSAL FEE LT	1.00	LIGHT TRUCK LT TRK/SUV DISPOSAL FEE	4.00	0.00	0.00	4.00

SERVICE WAS PROVIDED BY TROY, THANK YOU!**********

Cash: Check: 468.16 Credit: Charge:

Change: Check # 8797

Signature: _____

Parts:	221.35
Labor:	208.95
Subtotal:	430.30
Sales Tax:	37.86
Total:	$468.16

Recall N49 - the notice just mailed to customer

I'm taking care of mailing this to you in behalf of our customer. He is very unhappy. When you reimburse him, I would like to know. Would it be possible to email me?

mlopp@lopp.kscoxmail.com

Thank you!

[redacted]

Dodge City KS [redacted]

[redacted]
Dodge City, Kansas

Jeep Dodge

JAN 14

Hasler
01/03/2014
US POSTAGE

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

RACELAND AUTO CENTER LLC.
3913 HWY 308
Raceland, LA. 70394
Phone - 985-537-8900 Fax - 985-537-8901
For All Your Auto Parts,Tires and Service Needs

INVOICE
21853
Org. Est. # 021240

INVOICE

Print Date : 12/05/2013

[redacted]

2010 Dodge - Pickup R3500
6.7L, In-Line6, VIN (L)
Lic # :
Unit # :
Vin # :
Hat # :

Odometer In : 80712

Cust ID : 1822 *Ref # :*

Part Description	Qty	Sale	Extended
SHOCK	2.00	80.65	161.30
STEERING DAMPNER	1.00	44.89	44.89
TIEROD	1.00	71.25	71.25
BALL JOINT	2.00	107.00	214.00
BALL JOINT	2.00	116.31	232.62

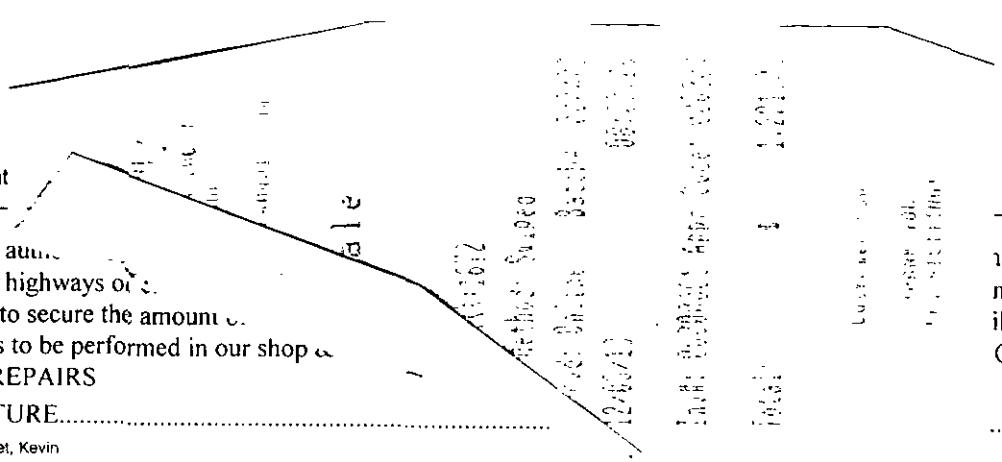
Labor Description	Extended
CHECK FRONTEND SHAKES REPLACE ALL 4 BALL JOINTS, INNER TIEROD AND BOTH FRONT SHOCKS AND STEERING DAMPNER AND ALIGN	400.00

[Technicians : Please Select, Technician]

Org. Estimate $1,221.85 Revisions $0.00 Current Estimate $ 1,221.85 Additional Cost Revised Estimate

Labor:	**400.00**
Parts:	**724.06**
Sublet:	**0.00**
Sub:	**1,124.06**
Tax:	**97.79**
Total:	**1,221.85**
Bal Due:	**$1,221.85**

[Payment



I hereby auth... truck on highways o... or truck to secure the amount ... work has to be performed in our shop ... BOAT REPAIRS

...t you permission to operate the car or ...n is hereby acknowledged on above car ...iles whichever comes first.Warranty ON ANY OFFROAD VEHICLES OR

SIGNATURE..... ..... Time.....

Written By. Duet, Kevin

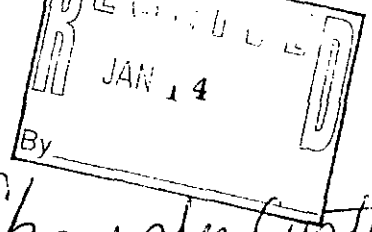
01.17.07 Copyright Mitchell 1 Invoic1a

[redacted]

Belle Rose, LA

[redacted]





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

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-26 22:18:11.642460
Files Not Recieved: 0

Hello Tara,

Here are the documents you requested.

[redacted]

CUSTOMER #: 64591

2958 C

INVOICE

PAGE 1

ARTIOLI CHRYSLER DODGE
Since 1973
Enfield, CT
525 Enfield Street
Enfield, CT 06082
SERVICE DIRECT: (860) 745-2460
FAX: (860) 745-4670
PHONE: (860) 745-2469

[redacted]
FEEDING HILLS, MA [redacted]
[redacted]
HOME: [redacted]
BUS:

SERVICE ADVISOR: 69915 TYLER J COUTURE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	05	DODGE RAM 2500	3D7KS28D75G[redacted]	[redacted]	89088/89088	T141

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY12 DD			17:00 09JAN14			CASH	15JAN14

R.O. OPENED	READY	OPTIONS: STK:44450A DLR:10 ENG:5.7_LITER_SMPI
08:07 07JAN14	10:33 15JAN14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THERE IS A ROTATIONAL CLUNK NOISE AT SPEEDS UP TO 20MPH, QUIETER IN 4WD			
CAUSE: .			
02 FRONT SUSPENSION			
63448 W			(N/C)
2 5086665AE 02012046 JOINT KIT			(N/C)
1 68170214AA 19001010 KIT PKG-POWER STEERING			(N/C)
CORE CHARGE W			(N/C)
-1 68170214AA 19001010 CORE RETURN			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
REPLACED STEERING BOX RETURN LINE AND STEERING LINKAGE WITH NEW STABILIZER AND TOPPED OFF P/S FLUID			
**********			
B CUSTOMER STATES THERE IS A LOUD CLUNK WHEN HITTING BUMPS IN THE FRONT END			
02 FRONT SUSPENSION			
63448 CP		157.50	157.50
1 52122362AJ 19027003 STEERING-STEERING	357.00	357.00	357.00
1 5154661AC 19030006 *DAMPER-STEERING	135.28	135.28	135.28
3 6505623AA 19015005 NUT-HEX LOCK	3.38	3.38	10.14
1 52113125AF 19058007 LINE-POWER STEERING RETURN	41.10	41.10	41.10
1 6502835 17015030 NUT-HEX FLANGE LOCK	2.50	2.50	2.50
2 68218057AA 01081090WS-2000 *FLUID-TRANSMISSIONATF+4	8.50	8.50	17.00
PARTS: 563.02 LABOR: 157.50 OTHER: 0.00 TOTAL LINE B:			720.52
TECH FOUND BALL JOINTS AND U JOINTS TO HAVE MAJOR PLAY REPLACED ALL FOUR BALL JOINTS AND BOTH FRONT AXLE U JOINTS			
**********			
C CUSTOMER STATES WHEN STARTED ABS AND BRAKE LIGHT WERE ON THEN SHUT OFF			
08 BASIC ELECTRICAL			
63448 CP		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

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 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 vehicle to secure the amount of repairs thereto. I further agree to pay all costs of collection including reasonable attorney fees should this become delinquent. I am aware of my right to choose the licensed repair shop where the damage to the motor vehicle will be prepared.

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CUSTOMER COPY

CUSTOMER #: 64591

2958

INVOICE

[redacted]
FEEDING HILLS, MA [redacted]
[redacted]
HOME:
BUS: [redacted]

PAGE 2

ARTIOLI CHRYSLER DODGE
Since 1975
Enfield, CT
525 Enfield Street
Enfield, CT 06082
SERVICE DIRECT: (860) 745-2460
FAX: (860) 745-4670
PHONE: (860) 745-2469

SERVICE ADVISOR: 69915 TYLER J COUTURE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	05	DODGE RAM 2500	3D7KS28D75[redacted]	[redacted]	89088/89088	T141

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY12 DD			17:00 09JAN14			CASH	15JAN14

R.O. OPENED	READY	OPTIONS:
08:07 07JAN14	10:33 15JAN14	STK:44450A DLR:10 ENG:5.7_LITER_SMPI

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
RE PROGRAMMED CORRECT TIRE SIZE IN ABS MODULE NO OTHER CODES							
**********							
D N62 RECALL							
13 RECALL							
63448 ISA							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:							0.00
NO FURTHER ACTION REQUIRED							
**********							
E** REPLACE FRONT UPPER AND LOWER BALL JOINTS							
02 FRONT SUSPENSION							
63448 CP						472.50	472.50
2 68214646AA 17011020WS-2000 BALLJOINT-UPPER					62.60	62.60	125.20
2 5086674AB 17011020 BALLJOINT-LOWER					141.55	141.55	283.10
PARTS: 408.30 LABOR: 472.50 OTHER: 0.00 TOTAL LINE E:							880.80
REPLACED UPPER AND LOWER BALL JOINTS							
**********							
CC10 COUPON DISCOUNT PARTS AND LABOR							
CP						-160.13	-160.13
MISC POWERTRAIN CARE PLUS DEDUCTIBLE							
CDED						100.00	100.00

State Tax 97.86

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 vehicle to secure the amount of repairs thereto. I further agree to pay all costs of collection including reasonable attorney fees should this become delinquent. I am aware of my right to choose the licensed repair shop where the damage to the motor vehicle will be prepared.

DESCRIPTION	TOTALS
LABOR AMOUNT	630.00
PARTS AMOUNT	971.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	1701.32
LESS INSURANCE	160.13
SALES TAX	97.86
PLEASE PAY THIS AMOUNT	1639.05

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CUSTOMER COPY

CUSTOMER #: 64591

2958

INVOICE

PAGE 2

525 Enfield Street
Enfield, CT 06082
SERVICE DIRECT: (860) 745-2460
FAX: (860) 745-4670
PHONE: (860) 745-2469

[redacted]
FEEDING HILLS, MA [redacted]
[redacted]
HOME: [redacted] CONT: [redacted]
BUS: [redacted] CELL:

SERVICE ADVISOR: 69915 TYLER J COUTURE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	05	DODGE RAM 2500	3D7KS28D75G[redacted]	[redacted]	89088/89088	T141

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY12 DD			17:00 09JAN14			CASH	15JAN14

R.O. OPENED	READY	OPTIONS:
08:07 07JAN14	10:33 15JAN14	STK:44450A DLR:10 ENG:5.7_LITER_SMPI

LINE OPCODE TECH TYPE HOURS					LIST	NET	TOTAL
RE PROGRAMMED CORRECT TIRE SIZE IN ABS MODULE NO OTHER CODES							
**********							
D N62 RECALL							
13 RECALL							
63448 ISA							(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:							0.00
NO FURTHER ACTION REQUIRED							
**********							
E** REPLACE FRONT UPPER AND LOWER BALL JOINTS							
02 FRONT SUSPENSION							
63448 CP						472.50	472.50
2 68214646AA 17011020WS-2000 BALLJOINT-UPPER					62.60	62.60	125.20
2 5086674AB 17011020 BALLJOINT-LOWER					141.55	141.55	283.10
PARTS: 408.30 LABOR: 472.50 OTHER: 0.00 TOTAL LINE E:							880.80
REPLACED UPPER AND LOWER BALL JOINTS							
**********							
CC10 COUPON DISCOUNT PARTS AND LABOR							
CP						-160.13	-160.13
MISC POWERTRAIN CARE PLUS DEDUCTIBLE							
CDED						100.00	100.00

State Tax 97.86

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 vehicle to secure the amount of repairs thereto. I further agree to pay all costs of collection including reasonable attorney fees should this become delinquent. I am aware of my right to choose the licensed repair shop where the damage to the motor vehicle will be prepared.

DESCRIPTION	TOTALS
LABOR AMOUNT	630.00
PARTS AMOUNT	971.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	1701.32
LESS INSURANCE	160.13
SALES TAX	97.86
PLEASE PAY THIS AMOUNT	1639.05

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Jan 22 16:22:06 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recent recall on Front end linkage

Comments:

It is apparent to me that this recall is in regards to original equipment that has failed and was replaced with poor quality parts. Approx. 1 year ago our left front tie rod broke while we were driving 60MPH on the highway. Luckily we were able to stop without a wreck. The left front tie rod had broke. We took it to the shop, where it was confirmed that this is a common problem on this model of dodge. SO, it appears that the original equipment is defective too and the recall should apply to original equipment as well.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Thu Jan 23 15:49:22 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Dodge Customer Assistance Center.
Our records show that you have contacted us and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at 1-800-4A-DODGE (423-6343).
Thanks again for your email.
Sincerely,
Sarah
Customer Service Representative
Dodge Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
Recent recall on Front end linkage
Comments:
It is apparent to me that this recall is in regards to original equipment that has failed and was replaced with poor quality parts. Approx. 1 year ago our left front tie rod broke while we were driving 60MPH on the highway. Luckily we were able to stop without a wreck. The left front tie rod had broke. We took it to the shop, where it was confirmed that this is a common problem on this model of dodge. SO, it appears that the original equipment is defective too and the recall should apply to original equipment as well.

VIN:
7G[redacted]
Mileage:
103292
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:
Bloomfield
State:
NM
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/29/14

POSTED DATE : 1-24-14

VIN (FIRST 9 DIGITS) 3D7MX48A3

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000220

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MX48A37C[redacted]**.

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

Dea[redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

[redacted]

Address:
[redacted] Mazomanie, WI [redacted] (Home)
[redacted] Madison, WI [redacted] (Work)

January 23, 2014

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

Dear Reimbursement:

I have been in verbal contact with a Chrysler reimbursement representative and I am submitting the following information the representative said was necessary to submit for reimbursement for the repair expenditures I incurred as a result of defective recalled parts. Please find the information in the order it was requested by the Representative.

1. My Address :

[redacted] Mazomanie, WI [redacted] (Home)
Or
[redacted] Madison, WI [redacted] (Work)

2. Vehicle owner name at time of service:
[redacted]

3. My Home Address :
[redacted] Mazomanie, Wisconsin [redacted]

4. Daytime & Evening Phone contact numbers for me:

[redacted] Daytime and Evening (My Cellular Phone)

5. Vin Number of the Vehicle :

3D7MX48A37G[redacted]

6. Current vehicle mileage and mileage at time of problem:

Current : Approximately 89,000 Miles

At time of problem : 73,725

7. Name and Number of Dealership where repairs were made :

Kayser Chrysler Center, Inc. 866 Phillips Blvd.- Highway 12- Sauk City ,Wisconsin 53583 **(608) 643-8581**

8. When I purchased the Vehicle :

I purchased this vehicle used September 24th 2009.

9. When were repairs made on recalled items:

Parts were replaced on November 27th 2012 see attached repair invoice.

10. Describe my concern :

I have had these repairs completed on the vehicle at my own expense. I was instructed by the Dealership if these repaired parts were ever to be covered in a future safety recall I would be fully reimbursed for the expense I incurred. I am fortunate that I was not severely injured when these recalled parts failed.

11. Requested Action:

Please reimburse me for the total cost of repairs that I incurred due to the breakage of these recalled parts as I was told by the Chrysler dealership.

12. Copy of the original repair order:

Please see attached repair order for all completed repairs due to the failure of the recalled parts.

[redacted]

DEALER INVOICE FOR REPAIRS COMPLETED

KAYSER
5 STAR DEALER
CHRYSLER CENTER INC.
CHRYSLER DODGE JEEP
866 PHILLIPS BLVD. HWY 12 SAUK CITY, WI 53583
608-643-8581

[redacted]
MAZOMANIE, WI [redacted]

SERVICE ADVISOR KEVIN ZECH

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26NOV12	27NOV12		3D7MX48A37G[redacted]	77687	T4220		27NOV12	178919

TIME IN	TIME READY	YEAR MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07 DODGE RAM 3500	[redacted]		18JUL07	50015	50015

MILEAGE IN	MILEAGE OUT	LICENSE NO.
73725	73725	

	TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A TOW VEHICLE TO DEALER						
TOW TOW-IN / NO BILL						
9999		C			0.00	0.00
B CUST STATES FRONT AXLE LOCKED-UP / WON'T MOVE						
650 LABOR TO INSPECT/REPLACE BROKEN-DAMAGED TIE RODS/PITMAN ARM/SWAY LINKS						
9639 VAN COULTER,ALLEN D LIC#:						
9639		C			462.00	462.00
1 52122362AH STEERING-STEERING				359.00	359.00	359.00
1 68039930AA ARM-PITMAN				41.70	41.70	41.70
1 5154661AB *DAMPER-STEERING				85.10	85.10	85.10
3 6505623AA NUT-HEX LOCK				2.00	2.00	6.00
1 6502835 NUT-HEX FLANGE LOCK				1.70	1.70	1.70
2 K80766 F SWAY LINK KIT				95.42	77.18	154.36
9B SWAP RF WHEEL W/SPARE WHEEL (CLEAN SHARP EDGE/S)						

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

WARRANTY INFORMATION

"Except for Kayser's service warranty stated below, the factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all other warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. All liability for incidental or consequential damages is expressly excluded. Notice: You are entitled to inspect or receive any components, parts, or accessories replaced or removed by the shop.

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

SERVICE WARRANTY INFORMATION

All repair or service work is warranted by Kayser to be free from defects in materials or workmanship for 90 days or for 4,000 miles of vehicle operation, after the completion of repairs, whichever comes first, provided the vehicle is returned to Kayser for adjustment. Kayser's exclusive obligation under this service warranty is to correct such repair without charge, provided the vehicle is returned to Kayser for adjustment during such warranty period. This warranty does not cover abuse, misuse, vandalism, negligence of owner or user, or normal wear and tear, and does not apply to materials normally consumed or used up in the operation of the vehicle. All liability for incidental or consequential damages is expressly excluded.

"UNLESS OTHERWISE STATED, REBUILT PARTS MAY BE IDENTIFIED ON THIS DOCUMENT BY THE FOLLOWING PART NUMBER CODES: JR PREFIX OR R PREFIX

CUSTOMER COPY

★★★★★ 5 STAR DEALER
KAYSER
CHRYSLER CENTER INC.
CHRYSLER, DODGE, JEEP
866 PHILLIPS BLVD. HWY 12 SAUK CITY, WI 53583
608-643-8581

[redacted]
MAZOMANIE, WI [redacted]

SERVICE ADVISOR KEVIN ZECH

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26NOV12	27NOV12		3D7MX48A37G[redacted]	77687	T4220		27NOV12	178919

TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	DODGE RAM 3500	[redacted]		18JUL07	50015	50015

MILEAGE IN	MILEAGE OUT	LICENSE NO.
73725	73725	

TECH	TYPE	HOURS		LIST/UNIT	NET/UNIT	TOTAL
9639	VAN COULTER,ALLEN D LIC#: 9639					
	C				24.95	24.95
8A FRONT END ALIGNMENT, INCLUDES PRECISION-SET FRONT END FOR REAR WHEEL DRIVE VEHICLES						
9639	VAN COULTER,ALLEN D LIC#: 9639					
	C				99.95	99.95
NFTP NITROFILL FREE WITH 4 TIRE PURCHASE (AUTO CLUB ADDTIONAL AT $15.00)						
9639	VAN COULTER,ALLEN D LIC#: 9639					
	IN					(N/C)
C GENERAL INSPECTION						
90 GENERAL INSPECTION						
9639	VAN COULTER,ALLEN D LIC#: 9639					
	C				0.00	0.00
D** DIESEL OIL AND FILTER CHANGE, COMPLETE SERVICE. MOPAR FILTER AND ENGINE OIL						
1D DIESEL OIL AND FILTER CHANGE, COMPLETE SERVICE. MOPAR FILTER AND ENGINE OIL						
9639	VAN COULTER,ALLEN D LIC#:					

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

WARRANTY INFORMATION

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CUSTOMER COPY

★★★★★ 5 STAR DEALER
KAYSER CHRYSLER CENTER INC.
CHRYSLER DODGE JEEP
866 PHILLIPS BLVD. HWY 12 SAUK CITY, WI 53583
608-643-8581

[redacted]
MAZOMANIE, WI [redacted]

SERVICE ADVISOR KEVIN ZECH

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
26NOV12	27NOV12		3D7MX48A37G[redacted]	77687	T4220		27NOV12	178919
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
		07	DODGE RAM 3500	[redacted]		18JUL07	50015	50015
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
73725	73725							

TECH	TYPE	HOURS		LIST/UNIT	NET/UNIT	TOTAL
9639	C				28.27	28.27
			1 5083285AA FILTER-ENGINE OIL	17.20	17.20	17.20
			12 15W40 DIESEL OIL	3.09	2.04	24.48
			E** DISCOUNT COUPON		-100.00	-100.00
			GIFT DISCOUNT COUPON			(N/C)
			9999 C			
			GIFT DISCOUNT COUPON			7.95
			9999 IN			
			SHOP CHARGES & ENVIROMENTAL DISPOSAL FEES			

** PRE-INVOICE **

DESCRIPTION	TOTALS
LABOR AMOUNT	515.17
PARTS AMOUNT	689.54
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	7.95
TOTAL CHARGES	1212.66
LESS	0.00
SALES TAX	66.71
PLEASE PAY THIS AMOUNT	1279.37

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CUSTOMER COPY

[redacted]

MADISON WISCONSIN

[redacted]



CHRYSLER CUSTOMER ASSISTA
P.O. BOX 21-8007
AUBURN HILLS, MICHIGAN

ATTENTION:
REIMBURSEMENT

48321800707

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7UT2C25

VIN (LAST 8 DIGITS) BG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000BE07

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

1/5/13

Please see submitted repair bill submitted for reimbursement.

Vehicle vin 3D7UT2CL5BG[redacted]

If more information is needed please contact me.

Thank you,

[redacted]
Williamsport, PA[redacted]
Phon[redacted]
Fax: [redacted]

#110

FAIRFIELD CHRYSLER JEEP DODGE

3360 ST RT 405
Muncy, PA 17756
570-546-5113 • 888-534-2277
www.fairfieldautogroup.com

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
1022875	WILLIAM REARICK 1734		12/03/13	CHCS707315

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		69,845	/OUTDOORSMA	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
11/DODGE TRUCK/2500/CREW 169WB 4X4 S		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 U T 2 C L 5 B G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/02/13

[redacted]
WASHINGTON, PA [redacted]

RESIDENCE PHONE	BUSINESS PHONE
	[redacted]

COMMENTS: MO: 69845

LABOR & PARTS

O# 1 13CHZ MAINT A UNITS: 1.00 TECH(S): 0.30 80.00

CUSTOMER STATES THAT OUTTER TIE ROD D/S FELL OUT
NEEDS OUTER TIE ROD
REPLACED OUTER TIE ROD

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	CBRCL160-AA	SOCKET TI 19027003	40.17	40.17
			JOB # 1 TOTAL PARTS		40.17
			JOB # 1 TOTAL LABOR & PARTS		120.17

O# 2 03CHZALIGN ALIGNMENT UNITS: TECH(S): 0.50 69.95

CUSSTOMER REQUESTS ALIGNMENT
PERFORMED ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		69.95

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
JOB # 1	801073	6925	12/02/13	TOWING		150.00
				TOTAL - SUBLET		150.00

TOTALS

[ ]CASH [ ]CHECK [ ]CREDIT CARD [ ]CHARGE	TOTAL LABOR	149.95
	TOTAL PARTS	40.17
RECEIVED BY DATE AUTH#	TOTAL SUBLET	150.00
	TOTAL G.O.G.	0.00
We understand your terms of N/30 & agree to the proper payment. Should it become necessary to place the account with a collection agency or attorney, we agree to pay 45% collection costs & attorney fees in addition to all other sums.	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX	20.41
$21-$80 AN HR LABOR RATE DEPENDING ON THE WORK PERFORMED	**TOTAL INVOICE $**	**360.53**

THANK YOU FOR YOUR BUSINESS

....VISIT OUR WEB SITE AT www.fairfieldautogroup.com.....

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

IMPORTANT

You may receive a questionnaire from the manufacturer in the next few weeks. If for any reason you cannot grade us "Excellent" please contact your service manager.
Thank You,
Fairfield Auto Group

FAIRFIELD CHRYSLER JEEP DODGE
3360 STATE RTE 405
MUNCY, PA 17756
(570)546-5113

Merchant ID: 000163249[redacted] Ref #: 0007

Sale

XXXXXXXXXXXX[redacted]
MASTERCARD Entry Method: Manual

Total: $ 466.53

12/03/13 14:56:09
Inv #: 000007 Appr Code: 083192
Transaction ID: 120[redacted]
Apprvd: Online Batch#: 000111
AVS Code: ZIP MATCH Z

Customer Copy
THANK YOU!

CUSTOMER COPY-C

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 [redacted]

Email Address [redacted]

[redacted]

Williamsport PA [redacted]

C

ATTN: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1/8/14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Replaced all three Tie Rods + Purchased Tie Rod Tool see attached invoices Total $239.97

Control No. 1483125

NAPA

Lewis Center Branch
[redacted] Y OCR Y
REF BY___ VER BY___
[redacted]

Send Remittance To
5959 Collections Cntr Dr
Chicago IL 60693

RECEIVED BY X

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

ACCT. NO.	SOLD TO
[redacted]	[redacted] LEWIS CENTER, OH [redacted] (04)

1 of 1
- 10-15%

DATE	INVOICE NO.	STORE NO.	EMP	SR
03/04/2013	205781	01021	14	10

TIME	PURCHASE ORDER NO.	ATTENTION
15:18	Glenn	

Deliver — INVOICE TYPE → Charge Sale

QUANTITY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL	CODE
2008 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 6.7 L 406 CID L6 Cummins							
1.00	269-3255	NCP	Tie Rod End - Dr	94.20	57.9900	57.99	
1.00	269-5103	NCP	Tie Rod End - Dr	178.94	114.0000	114.00	

SUB TOTAL	171.99	MISC.	0.00	7.8500 % TAX	0.00	TOTAL	171.99

Control No. 1483441

NAPA

Lewis Center Branch
[redacted] Y OCR Y
REF BY___ VER BY___
[redacted]

Send Remittance To
5959 Collections Cntr Dr
Chicago IL 60693

RECEIVED BY X

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

ACCT. NO.	SOLD TO
[redacted]	[redacted] LEWIS CENTER, OH [redacted] (05)

1 of 1

DATE	INVOICE NO.	STORE NO.	EMP	SR
03/05/2013	205871	01021	44	10

TIME	PURCHASE ORDER NO.	ATTENTION
09:29		

INVOICE TYPE → Charge Sale

QUANTITY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL	CODE
1.00	7769065	BK	[redacted] - TIE	12.99	9.9900	9.99	

SUB TOTAL	9.99	MISC.	0.00	7.2500 % TAX	0.00	TOTAL	9.99

Control No. 14903837

Lewis Center Branch
[redacted] Y OCR Y
OT Y__ WH Y__
[redacted]

Send Remittance To
3959 Collections Center Dr
Chicago IL 60693

RECEIVED BY X

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

ACCT. NO.	SOLD TO
[redacted]	[redacted]
	LEWIS CENTER, OH [redacted]

1 of 1

DATE	INVOICE NO.	STORE NO.	EMP	SR
03/08/2013	805268	1021	44	C

TIME	PURCHASE ORDER NO.	ATTENTION
09:43		

INVOICE TYPE → Charge Sale

QUANTITY	PART NUMBER	LINE	DESCRIPTION	PRICE	NET	TOTAL	CODE
2008 Dodge Truck Ram 2500HD 3/4 Ton - Pickup							
1.00	269-3256	NCP	Tie Rod End - O	94.20	57.9900	57.99	

SUB TOTAL	57.99	MISC.	0.00	7.2500 % TAX	0.00	TOTAL	57.99

OK
Dodge 4-door

066460/#63093/N49

Replaced Tie Rods ourselves See attached receipts - Also purchased Tie rod removal tool.

[redacted]

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

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

Notification Code N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Address [redacted]

Lewis Center OH [redacted]

City _____

State _____ Zip Code _____

Email Address [redacted]

ORANGE TOWNSHIP

[redacted]

[redacted]
Lewis Center, Ohio [redacted]

RECEIVED
JAN 14

Chrys
P.O.
Aubu
Attentio

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/14/14

POSTED DATE : 2-10-14

VIN (FIRST 9 DIGITS) 3D7KS28C7

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Where the customer is the company

Firestone

PREMIER COOPERATIVE

501 West Main Street
Mt. Horeb, Wisconsin 53572
(608) 437-5536

HOURS
MON–FRI 7:30–5:00
SAT 7:30–12:00

INVOICE

Date: Dec 23, 2013 **Service Writer:** PAG **Work Order:** 118,049

Name: [redacted]
Address [redacted]
Verona, WI [redacted]
Phone #
Driver: Michael

Make: 2006 DODGE TRUCK
Model: RAM 2500 PICKUP
Engine: 6-360 5.9L Dsl
Plate: WI-EN5268
VIN: 3D7KS28C76G[redacted]
Odometer In/Out: 76,943/76,943

Status	Tech	Description	Part Number	Quant.	Price $	Hours	Rate	Total $
	DB	**4 Wheel Alignment**						**89.97**
	DB	UPPER BALL JOINT	K7460	2.00	159.63			319.26
	DB	LOWER BALL JOINT	K7467	2.00	173.53			347.06
	DB	REMOVE & REPLACE F BALL JOINT- UPPER & LOWER, BOTH SIDES				3.80	75.00	285.00
	DB	IN. TIE ROD END	DS1464	1.00	191.10			191.10
	DB	IN. TIE ROD END	ES3624	1.00	52.23			52.23
	DB	OUTER TIE ROD END	DS1463	1.00	193.96			193.96
	DB	REMOVE & REPLACE TIE ROD &/OR ENDS- EACH ADDITIONAL				.90	75.00	67.50
	DB	REMOVE & REPLACE TIE ROD &/OR ENDS- ONE				.90	75.00	67.50
	DB	STEERING SHOCK	SC2964	1.00	73.62			73.62
	DB	REMOVE AND REPLACE STEERING SHOCK				.20	75.00	15.00
						Service Subtotal		**1,702.20**
		Shop Supplies					10.00	10.00

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

EST. DATE OF COMPLETION_____

I HEREBY AUTHORIZE the above repair work to be done with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on above vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control or for any delays caused by unavailability of parts shipments by the supplier or transporter. I UNDERSTAND THAT ALL CHARGES ARE DUE UPON DELIVERY OF THE VEHICLE. IF PAYMENT IS DEFERRED, I UNDERSTAND THAT ALL CHARGES ARE DUE WITHIN 30 DAYS FROM BILLING DATE. IF PAYMENT IS NOT MADE BY THEN, I HEREBY AGREE TO PAY A PENALTY CHARGE AT THE RATE OF 1½% PER MONTH (18% PER ANNUM) ON THE DECLINING UNPAID BALANCE UNTIL PAID IN FULL. I ACKNOWLEDGE RECEIPT OF A COPY OF THIS AGREEMENT

CUSTOMER SIGNATURE_____

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

Payment Summary

Charge	1,806.37
Total Paid	1806.37
Balance	**0.00**

Charge Summary

Parts	1,177.23
Labor	524.97
Sublet Labor	0.00
Hazardous Waste	0.00
Discounts	0.00
Shop Supplies	10.00
Subtotal	1,712.20
Total Tax	94.17
Invoice Total	**1,806.37**

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, 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 repairs. _____
2. Please proceed with repairs, but call me before continuing if the price will exceed $ _____
_____
3. I do not want an estimate _____

ADDITIONAL WORK AUTHORIZED BY _____ NAME

DATE _____ TIME _____ A.M. P.M. NO. CALLED _____ NEW ESTIMATE _____

Do you want the replacement parts you are entitled to? ☐ Yes ☐ No
No payment will be made by: ☐ Cash ☐ Credit Card ☐ Ck.
☐ This vehicle received without face to face customer contact.

Call when vehicle is ready ☐ Yes ☐ No

VISA MasterCard CENEX Firestone

PC00130

THANK YOU FOR SHOPPING AT
MT HOREB LUMBER DO IT BEST
501 WEST MAIN STREET
MT HOREB, WI 53572
(608) 437-5536

TEXT "DO IT" TO #36000 TO SAVE 10% OFF
SEE EXCLUSIONS BELOW

2/01/14 8:50AM BSD 560 SALE

*** RECEIVE ON ACCOUNT ***

1 ROA AMOUNT : 2389.29

TOTAL: 2389.29
CK#005143 ABA# CK AMT: 2389.29



==>> JRNL#016853 <<==
CUST # [redacted]
Acct: [redacted]

EXCLUSIONS FOR TEXT PROGRAM
LP,LUMBER,BUILDING MATERIAL,MILLWORK

Chrysler Recall

[redacted]

Verona WI. [redacted]
Home # [redacted]
Cell # [redacted]
Case # [redacted]
Truck make: 2006 Dodge ram 2500
Dealer: was Iowa County Chrysler now Wilson Iowa Ct.
mileage: 78,000
VIN # 3D7KS28C76[redacted]

The tie rod broke on 12-15-2013. Enclosed is the repairs bill from Premier Cooperative for repairs done to the truck that mechanic stated that were needed. The repairs were done at Premier Cooperative because the breakdown occurred before we received the safety recall. We would like to be reimburst for the repairs that were done. Enclosed also is the receipt showing that the bill was paid in full.

If you have any questions, please feel free to call.

[redacted]

Kirona W. [redacted]

MADISON WI

20 FEB 2014 PM

FEB 14

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE : 1-11-14

VIN (FIRST 9 DIGITS) 3D73Y4H24

VIN (LAST 8 DIGITS) AG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Discount Auto Parts & Glass
PO BOX 168 / 120 SOUTH BROADWAY
MONTE VISTA, CO 81144
Phone: 719-852-2036 Fax: 719-852-0864

Invoice: 48584
Register: 1 PS
9/23/13. 11:12

Acct: 1298 Code: 1298 Ship To: Page: 1

[redacted]
ANTONITO, CO [redacted]
H: [redacted]

[redacted]
ANTONITO, CO [redacted]

Rv: PS

SKU	Description	Quantity	Backorder	Price	Dscnt%	Total T
NAP-264-3076	BALL JOINT OFF SET .5"	2.00	0.00	255.72	10.00%	460.30T
NAP-2601579	BALL JOINT	2.00	0.00	164.58	10.00%	296.42T
LABOR	LABOR	3.80	0.00	72.00		273.60N
MOP-680X6940AD	TIE ROD END	1.00	0.00	84.45		84.45T
LABOR	LABOR	0.90	0.00	72.00		64.80N
SKY-025	COIL KIT	1.00	0.00	339.29		339.29T
BIL-24-185776	SHOCK	2.00	0.00	120.00		240.16T
LABOR	LABOR	2.50	0.00	72.00		180.00N
MATERIALS	SHOP SUPPLIES, MATERIALS	1.00	0.00	22.00		22.00N
ALIGNMENT	ALIGNMENT	1.00	0.00	116.70		116.70N

(HC INV # 14186)

→ VEH : 2010 DODGE RAM 3500
MILES: 40,339
VIN : 734-4HL COLO
→ VIN : 3D73Y4HL4AG193557

ALL ELECTRICAL PARTS MUST BE
ACCOMPANIED BY INVOICE FOR
EXCHANGE ONLY

	Subtotal:	2077.72
	Taxable:	1420.62
.075000	TAX:	106.55
	Total:	2184.27
	Less Deposit:	1737.06
	Balance:	447.21
	Deposit Made:	-272.63
	Total Paid:	447.21
	Change Due:	0.00

Cash: 447.21

[redacted]
/23/13

1/11/13

TO Chrysler Recall Assistance Center;

[redacted]

Antonito Co [redacted]

[redacted]

VIN # 3073Y4HL4AG[redacted] "2010 Dodge Ram 3500" Cummins

Current mileage 41,500

Mileage at 39,240 ISSue began.

Maintance at

Discount Auto PARTS + GLASS
120 South Broadway
Monte Vista Co 81144

Description of Problem

"My truck would Shake bad especially when pulling Trailer's steering would Shake terrible and Control was Scary like a "death wobble" and tires were wearing torrible. got Scared so I took it in to Replace Ball Joint's that were wore out bad. at 39,000 miles on ~~October~~ September 23, well before Recall notice was ISSued. I Am Requesting

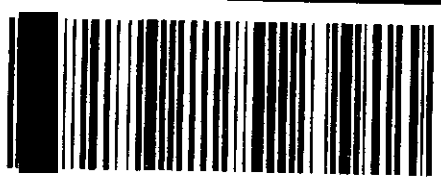
a Refund for all Parts and Labor which is enclosed on my Receipt. along with this letter Thank You for your Cooperation in this matter if there is any Questions Please e-mail me at [redacted] or call me at [redacted]

[redacted]

[redacted]

Antonito Co [redacted]

CERTIFIED MAIL™



[redacted]



U.S. POSTAGE
PAID
MONTE VISTA,CO
81144
JAN 11, '14
AMOUNT
$5.65

RETURN RECEIPT
REQUESTED

Chrysler Recall Assistance Cent
P.O. Box 21-8007
Auburn Hills Michigan 48321-

*Recall
Reimbursement

4892100212i

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28A3

VIN (LAST 8 DIGITS) 8B[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: **3D7KS28A38G[redacted]**.

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

Dear [redacted]

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

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

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 #1

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

8G[redacted] N49 041093

[redacted]

SUMMERFIELD, NC [redacted]

041093/#63093/N49

Invoice #0074047

M & M Tire and Auto, Inc.

5570 US Hwy 220 North, Summerfield, NC 27358
Phone: 336-643-7877 Fax: 336-644-1062

Your Complete Tire and Auto Repair Center
Not Only Our Prices, But Our Service Can't Be Beat!

Customer Information	Invoice	Additional Information
[redacted] Sumerfeild, NC [redacted] Acct Number: Phone: [redacted]	Date: 3/13/2013 Reference: 0074047 Salesperson: Michelle Coleman Route: Delivery Date:	PO Number: Work Order#: W-363435 Waiting Y/N?: n Time In: 0 Entered By: Michelle Coleman

Vehicle: 2008 Dodge 2500 Trk Lic No: Unit: Mileage:
VIN: Desc: 2008 Dodge 2500 Trk

Diagnostic

tie rod end broke

may need alignment? or balance

call and advise
[redacted]

Qty	Description	FET	Unit Price	Ext. Price
1.00	68038054ad oem package out		100.00	100.00
1.00	install outer tie rod end left front q		32.50	32.50
	NC Taxable		**Subtotal:**	**132.50**
			NC Sales Tax:	6.75
	Terms: N/A		**Total:**	**$139.25**
		3/13/2013 Payment# P-364069	Amount:	$139.25
		Visa	139.25	
			Balance	**$0.00**

Terms:

Due Date	Due Amount	Amt Remain
3/13/2013	$139.25	$0.00

Safety Recommendations

could not align

advised cust

"Thank you for your business."

I hereby authorize the stated repair work to be done along with the necessary material, and hereby grant M & M Tire 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.
M & M TIRE IS NOT RESPONSIBLE FOR LOSS OR DAMAGES TO VEHICLES OR ARTICLES LEFT IN VEHICLES IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND M & M TIRE'S CONTROL.

A 1.5% (18% APR) SERVICE CHARGE WILL BE ASSESSED ON ANY AMOUNT WHICH BECOME DELIQUENT BEYOND 30 DAYS.

Thacker Automotive, Inc.

8634 NC Hwy 65
Stokesdale, NC 27357
336 427-3277
WE APPRECIATE YOUR BUSINESS

Repair Order # [redacted]

Date: 8/23/2013 Page 1 of 1
Orig Est #: Center : 1

Customer : [redacted]
Address : [redacted]
City : SUMMERFIELD, NC [redacted]
Phone 1 : [redacted] Ext :
Phone 2 : (336) - Ext :

Vehicle : 2008 Dodge Ram 2500 pickup
License : Clr :
VIN : 3D7KS28A38G[redacted]
Fleet #:
Engine : 6-408 6.7L DSL Trans : AUTO
Mileage : 104593 Veh# :

Tech	Job Description / Qty	Part Number	Part Description	Reason for Replacement	Labor	Parts Price	Subtotal
JAT	REMOVED AND REPLACED BROKEN LEFT OUTER TIE ROD END				74.80	120.62	195.42
	1.00	68038054SF	LEFT OUTER TIE ROD END			120.62	
JAT	TOWING CHARGE				65.00		65.00

Payments:
MSTR CHARG VISA, $281.08, on 08/23/13
CardNo: [************0434], AuthorizationNo: [944702]

I hereby authorize the repair work to be done along with the necessary parts & 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 12 MONTHS OR 12,000 MILES WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

Labor :	$74.80
Parts :	$120.62
Sublet :	$65.00
Other Fees :	$0.00
Supply Charges :	$11.73
Subtotal :	$272.15
Sales Tax :	$8.93
Total :	$281.08
Paid :	$281.08
Due :	$0.00

Signature X _____

041093/#63093/N49

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 _____

_____

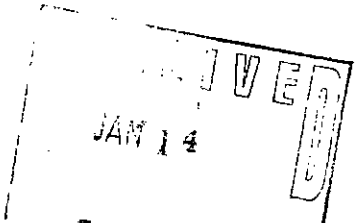
City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Summerfield, NC [redacted]



Chrysle
P.O. Box
Auburn
Attenti

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-16-14

VIN (FIRST 9 DIGITS) 3D73Y4CL4

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

RACELAND AUTO CENTER LLC.
3913 HWY 308
Raceland, LA. 70394
Phone - 985-537-8900 Fax - 985-537-8901
For All Your Auto Parts,Tires and Service Needs

INVOICE
21862
Org. Est. # 021274

INVOICE

Print Date : 12/09/2013

[redacted]

2011 RAM - Pickup 3500
6.7L, In-Line6, VIN (L)
Lic # :
Unit # :
Vin # : **3D73Y4CL4BG**[redacted]
Hat # :

Odometer In : 79441

Cust ID : 1254 Ref # :

Part Description	Qty	Sale	Extended
TOWBILL	1.00	175.00	175.00
OIL FILTER	1.00	8.80	8.80
15W40 OIL	12.00	4.88	58.56
OUTTER TIEROD	1.00	103.43	103.43
STEERING DAMPNER	1.00	47.89	47.89
SHOCK	2.00	98.65	197.30
OIL FILTER	1.00	6.00	6.00
5W30 VALVOLINE OIL BULK	4.00	3.73	14.92

Labor Description	Extended
CHECK FRONTEND	300.00
REPLACE LEFT OUTER TIEROD, STEERING DAMPNER AND BOTH FRONT SHOCKS AND ALIGN FRONTEND	
Change Motor Oil Lube Chassis	6.54
Changed Motor Oil & Replaced Filter, Added 4.5 QTS Standard Motor Oil, Lube Chassis, Check all Fluid Levels	

paid
12-8-13
Check # 1976
$998.35

[Technicians : Please Select, Technician]

Org. Estimate $894.08 Revisions $0.00 Current Estimate $ 894.08 Additional Cost Revised Estimate

Labor:	**306.54**
Parts:	**611.90**
Sublet:	**0.00**
Sub:	**918.44**
Tax:	**79.91**
Total:	**998.35**
Bal Due:	**$998.35**

[Payments -]

Thanks for Shopping Local Area Business

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you permission to operate the car or truck on 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 repairs NO WARRANTY ON ANY OFFROAD VEHICLES OR BOAT REPAIRS

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

01.17 07 Copyright Mitchell 1 Invoic1a

115620/#63093/N49

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

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

BG[redacted] | N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name Same

Street Address [redacted]

City Raceland

State La. Zip Cod[redacted]

Email Address _____

[redacted]

Raceland, La. [redacted]

Chr
P.O.
Aub

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-16-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

12/30/2013 HISTORY LISTING

10:40:34 PAGE 1

CUSTOMER NAME : [redacted] SERIAL NO. : 3D7KS28C95[redacted]

R.O NO. : [redacted] R.O DATE : 09/11/2010 R.O TYPE : S

MILEAGE : 110455 ADVISOR NO. : 26

JOB NUMBER : 1 OPERATION G010CH OP. DESC.

SALE TYPE : C TECHNICIAN NO(S). 36

COMPLAINT : CUST STATES BROKEN TIE ROD IN FRONT OF VEHICLE CUST NOT SURE WHAT SIDE CHECK AND AVISE VEHICLE WAS TOWED IN / /

CORRECTION : DIAGNSOTIC CHECK: 110445 CHECKED FRONT END FOUND DUST SHEILD , TIE ROD KIT AND DAMPNER DAMAGED DUE TO UPDATED PARTS REPLACED PITMAN ARM SUBLET VEHICLE FOR ALIGNEMNT ROADTESTED OK AT THIS TIME --> Labor $120.00 Parts $639.38 Misc $ Hours 1.00

JOB NUMBER : 2 OPERATION G045CH OP. DESC.

SALE TYPE : C TECHNICIAN NO(S). 36

COMPLAINT : CUST STATES BROKEN TIE ROD IN FRONT OF VEHICLE CUST NOT SURE WHAT SIDE CHECK AND AVISE VEHICLE WAS TOWED IN / /

CORRECTION : REPLACED TIE ROD END, PITMAN DUST SHIELD STEERING DAMPNER --> Labor $600.00 Parts $0.00 Misc $ Hours 5.00

JOB NUMBER : 3 OPERATION 9999CH OP. DESC.

SALE TYPE : C TECHNICIAN NO(S). 99

COMPLAINT : CUST STATES BROKEN TIE ROD IN FRONT OF VEHICLE CUST NOT SURE WHAT SIDE CHECK AND AVISE VEHICLE WAS TOWED IN / /

CORRECTION : SUBLET REPAIRS --> Labor $0.00 Parts $0.00 Misc $ Hours 0.00

JOB NUMBER : 4 OPERATION 27CH OP. DESC.

SALE TYPE : C TECHNICIAN NO(S). 36

COMPLAINT : FREE VEHICLE INSPECTION INCLUDING CHECK TIRE PRESSURES AND WEAR PATTERNS.CHECK FLUID LEVELS AND FLUID CONDITION.TOP OFF AS NEEDED.RESET MAINTENANCE REMINDER AND ADD LUBE STICKER.

CORRECTION : FREE VEHICLE INSPECTION INCLUDING CHECK TIRE PRESSURES AND WEAR PATTERNS.CHECK FLUID LEVELS AND FLUID CONDITION.TOP OFF AS NEEDED.RESET MAINTENANCE REMINDER AND ADD LUBE STICKER.: 110445 SEE ATTACHED REPORT --> Labor $0.00 Parts $0.00 Misc $ Hours 0.00

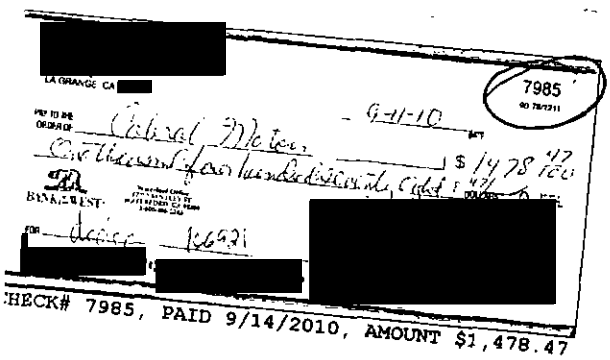
JOB NUMBER : 5 OPERATION CWCH OP. DESC.

SALE TYPE : C TECHNICIAN NO(S). 99

COMPLAINT : FREE CAR WASH

CORRECTION : FREE CAR WASH --> Labor $0.00 Parts $0.00 Misc $ Hours 0.00

COMMENTS : SEE KNOW YOUR VEHILCE REPORT



[redacted]

lagrange [redacted]

631544#63094/N62

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] MI _____

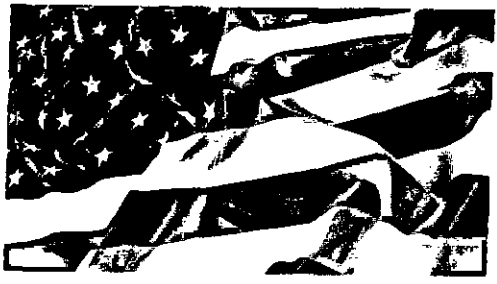
Last Name [redacted]

Street Address [redacted]

City La Grange

State Cal. Zip Code [redacted]

Email Address [redacted]



Customer Service,

My husband was ab
to bring the truck to a sto
after the tie rod broke
It happened on a bridge
had to towed to Manteca
miles away. We're lucky
wasn't hurt!

[redacted]

You owe us $1,478.47



[redacted]

La Grange CA [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



WESTERN TOWERS

320 WEST 26TH STREET

SAN ANGELO, TEXAS 76903

PHONE: 1-800-622-6539 OR 325-658-6539 FAX: 325-655-1185

FAX SHEET

TO: Barbara Cuevas Perez FROM: [redacted]

ATTN: Barbara DATE:

FAX #: # of PAGES:

RE:

NOTES/COMMENTS:

Case [redacted]

IF YOU DID NOT RECEIVE ALL THE PAGES, PLEASE CONTACT US.

WESTERN TOWERS

CASE # [redacted]

To: Dodge Chrysler

I am seeking reimbursement for the following item due the defective factory tie rod end and stearing linkage.

Part Brand: MOPAR DODGE

Manufacturer Part Number: 52122362AH 68039930AA 5154661AB (3) 6505623AA

I received a recall in the mail concerning the H46 steering linkage. Prior to me receiving this recall, I had already replaced the part with the indicated part # above. This amount was $380.50. receipt is attached. Below is information requested from the Chrysler recall assistance center:

Address:
[redacted]
San Angelo, TX[redacted]

Phone# [redacted]

Vin# 3D7MS48C95C[redacted]

Serviced.... By the owner
Vehicle was purchased at Camerena Auto Inc. Grand Praire, Tx
Linkage was replaced Nov.23rd 2013
Concern was the death wobble experienced from defective steering linkage
Requesting Riembursement of the part # above, attached is the receipt.

Thank you. [redacted]

Print Case # [redacted] 2/3/14 11:39 AM

Subject: Receipt for your payment to Kings Chrysler Jeep Dodge

From: service@paypal.com (service@paypal.com)

To: [redacted]

Date: Thursday, November 14, 2013 2:08 PM

PayPal

Hello [redacted]

This email confirms that you have paid Kings Chrysler Jeep Dodge (ebaysales@kingscjd.com) $380.50 USD using PayPal.

This credit card transaction will appear on your bill as "PAYPAL *KINGSCHRYSL".

Now that you've completed your payment, sign up for a free PayPal account by clicking Sign Up Now below. You'll be able to check out faster next time and track your payment history for all of the items you purchase on eBay.

Sign Up Now!

Sign Up for a Free PayPal Account

- 100% protection for buyers against unauthorized account use
- Your financial information is never shared when you send a payment
- Free for buyers

Payment Details

Purchased From: Kings Chrysler Jeep Dodge
Receipt ID: [redacted]

Item #	Item Title	Quantity	Price	Subtotal
[redacted]	03-2008 DODGE RAM STEERING LINKAGE DRAG LINK PITMAN ARM DAMPER UPGRADE MOPAR OEM	1	$380.50 USD	$380.50 USD

Shipping & Handling: $0.00 USD
(includes any seller handling fees)

Shipping Insurance (not offered): --

Total: $380.50 USD

CASE # [redacted]

This charge will appear on your credit card statement as "PAYPAL *KINGSCHRYSL".

Payment sent to ebaysales@kingscjd.com

Business information

Business: Kings Chrysler Jeep Dodge
Contact E-Mail: ebaysales@kingscjd.com

Shipping Information

Shipping Info: [redacted]
SAN ANGELO, TX [redacted]
United States
Address status: Confirmed

Receipt Number: [redacted]

If you have been unable to resolve your questions with the merchant, PayPal offers a free buyer complaint resolution service that offers a quick, easy resolution to your concerns. It covers physical goods purchases made through PayPal, and is offered at no charge when you register for a free PayPal account. To sign up for an account, click on the 'Sign Up' link above.

Keep your receipt number (shown above) for future reference. You will need to refer to this number if you need customer service from Kings Chrysler Jeep Dodge or from PayPal.

If you have questions about the shipping and tracking of your purchased item or service, please contact the seller ebaysales@kingscjd.com.

Sincerely,
PayPal

Please do not reply to this email. Email sent to this address cannot be answered.

PayPal Email ID PP847

WESTERN TOWERS

320 WEST 26TH STREET

SAN ANGELO, TEXAS 76903

PHONE: 1-800-622-6539 OR 325-658-6539 FAX: 325-655-1185

FAX SHEET

TO: Barbara Cusack Ferris FROM: [redacted]

ATTN: Barbara DATE:

FAX #: # of PAGES:

RE:

NOTES/COMMENTS:

Case [redacted]

IF YOU DID NOT RECEIVE ALL THE PAGES, PLEASE CONTACT US.

WESTERN TOWERS

CASE # [redacted]

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Vin# 3D7MS48C95C[redacted]

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Sign Up Now!

Sign Up for a Free PayPal Account

- 100% protection for buyers against unauthorized account use
- Your financial information is never shared when you send a payment
- Free for buyers

Payment Details

Purchased From: Kings Chrysler Jeep Dodge
Receipt ID: [redacted]

Item #	Item Title	Quantity	Price	Subtotal
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Shipping & Handling: $0.00 USD
(includes any seller handling fees)

Shipping Insurance (not offered): --

Total: $380.50 USD

case # [redacted]

This charge will appear on your credit card statement as "PAYPAL *KINGSCHRYSL".

Payment sent to ebaysales@kingscjd.com

Business information

Business: Kings Chrysler Jeep Dodge
Contact E-Mail: ebaysales@kingscjd.com

Shipping Information

Shipping Info: [redacted]
SAN ANGELO, TX [redacted]
United States
Address status: Confirmed

Receipt Number: [redacted]

If you have been unable to resolve your questions with the merchant, PayPal offers a free buyer complaint resolution service that offers a quick, easy resolution to your concerns. It covers physical goods purchases made through PayPal, and is offered at no charge when you register for a free PayPal account. To sign up for an account, click on the 'Sign Up' link above.

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Sincerely,
PayPal

Please do not reply to this email. Email sent to this address cannot be answered.

PayPal Email ID PP847

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/13/2014

POSTED DATE : 2-4-14

VIN (FIRST 9 DIGITS) 1D7Ks28C0

VIN (LAST 8 DIGITS) 7J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000022

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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

This notice applies to your vehicle (VIN: **1D7KS28C07J**[redacted]

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

Dear[redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

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

February 3, 2014

Dear Chrysler Customer Service:

I am writing to request re-imbursement for recall item N62/NHTSA 13V-528.

I started noticing a bad vibration in the front end of the truck about and took the truck into my mechanic. He advised me the left tie rod and drag link were bad and recommended I replace them. Then I received the notice about the recall of this structure. After I received the recall notice I went to 3 different Dodge dealerships in the area and was informed I would be put on a waiting list for the parts (there were anywhere from 27 to 30 people on the list ahead of me). The earliest I could expect replacement of this recall was 54-60 months out. I use this truck as an **everyday** vehicle and use it to **haul horses**. Waiting for over a year to get service for an item that will, in your words, "cause a loss of directional control and/or crash without warning" is an unreasonable safety risk.

Waiting 54-60 months is an unreasonable amount of time for repair and as I was already having problems with the truck, I took it to my mechanic for repair. I am enclosing a copy of the recall notice you sent me and a copy of the invoice from my mechanic for reimbursement.

You state in your recall notice that you will reimburse if I have already experience this condition and have paid to have it repaired. Please find enclosed a copy of my invoice and credit card receipt. Please send reimbursement to:

[redacted]
Gilroy, CA [redacted]

Thank you for your attention.

Sincerely,

[redacted]

INVOICE

Print Date : 01/31/2014

[redacted]
Gilroy, CA [redacted]
Home [redacted]
Cust ID : 248

2007 Dodge - Pickup R2500 - 5.9L, In-Line6 (360CI)
Lic # : [redacted]
Odometer In : 44082
Unit # : LT2657017
Vin # : **1D7KS28C07J**[redacted]
Hat # : 2
Ref # :

Part Description / Number	Qty	Sale	Extended
T/ROD END / Tie Rod DS1463	1.00	149.98	149.98
T/ROD END / Tie Rod DS1464	1.00	147.78	147.78
T/ROD END / Tie Rod ES3624	1.00	43.18	43.18
T/ROD END / Tie Rod ES3625	1.00	84.38	84.38
ADJ SLEEVE / Tie Rod Adjusting Sleeve ES3626S	2.00	60.38	120.76

Labor Description	Extended
CUSTOMER STATES BAD VIBRATION WHEN DRIVING CHECK AND ADVISE FOUND LEFT OUTER TIE ROD BAD AND DRAG LINK BAD RECOMMEND NEW INNER AND OUTER TIE RODS WITH LINKS// TIE RODS ARE A SAFTY ISSUE	0.00
REPLACE INNER AND OUTER TIE RODS// REPLACE DRAG LING AND INSTALL NEW SLEEVES	262.50
ALIGNMENT	79.95

DEAN DAVIS AUTO CARE
13555 DEPOT AVE #6
SAN MARTIN CA 95046
408-683-2134

Terminal ID : 00665335 0001
01/31/14 2:39 PM
VISA [redacted]
SALE REF#: 154
BATCH #: 039 AUTH #: 087800
AMOUNT $936.31

APPROVED
CUSTOMER COPY

Org. Estimate $ 0.00 Revisions $ 2,109.82 Current Estimate $ 2,109.82

Revision # 1. Previous Estimate Amount - 0.00. Additional Cost - 1129.19. Revised Estimate - 1129.19. Authorized by - OSHIRO, TERI. Date - 1/27/2014. Time - 11:05 AM. Initiated By - Shop.

Revision # 2. Previous Estimate Amount - 0.00. Additional Cost - 980.63. Revised Estimate - 980.63. Parts: $1238.96. Labor: $762.45. Sublet: $0.00. Taxes & Fees: $-1020.78. Authorized by - OSHIRO, TERI. Date - 1/27/2014. Time - 11:05 AM. Initiated By - Shop.

Labor:	342.45
Parts:	546.08
Sublet:	$0.00
Sub:	888.53
Tax:	47.78
Total:	936.31
Bal Due:	$936.31

[Payments -]

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: MCKENNA, ERIC - Technicians: MIRANDA, DAMIEN

Copyright (c) 2014 Mitchell Repair Information Company, LLC. invhrs 03.18.2011.JO

[redacted]

Gilroy, CA [redacted]

SAN JOSE CA 950

04 FEB 2014 PM2 L

Attention: Reimbursement

Chyrsler Customer Assistance

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

RECEIVED
FEB 12
BY

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 0000000000

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Tires LES SCHWAB

1290 Kietzke Ln
Reno, NV 89502
775-324-3111

Store: 951
Invoice: [redacted]
Salesperson: JeremyJ

Work Order 95100026585 **GAR00779**

Customer Information

Name: [redacted]
Address: [redacted]
City, State, SPARKS, NV [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2006 DODGE RAM 2500 PICKUP
Color: GREY
Mileage: 88,750
License: [redacted]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	299147	PITMAN ARM	$108.50	$0.00	$108.50
1	255944	52122370AB STEERING DAMPER	$187.11	$0.00	$187.11
1	255950	52122362AF TIE ROD UPDATED DODGE PART	$441.00	$0.00	$441.00
1	15673	INSTALL PARTS	$300.00	$0.00	$300.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.25
2	15772	SHOCK INSTALLATION PACKAGE	$0.00	$0.00	$0.00
2	14267	SL2900F MOUNTAIN RYDER EXTREME FOAM CELL SHOCK	$52.95	$0.00	$105.90
2	13544	SHOCK LABOR	$18.00	$0.00	$36.00
2	15772	SHOCK INSTALLATION PACKAGE	$0.00	$0.00	$0.00
4	14260	LL2973F MOUNTAIN RYDER EXTREME FOAM CELL SHOCK	$52.95	$0.00	$211.80
2	13544	SHOCK LABOR	$18.00	$0.00	$36.00
4	159580	BLACK COLORED BOOT (EACH)	$6.26	$0.00	$25.04
4	12855	COMMERCIAL ROTATION (EA)	$7.00	$0.00	$28.00
4	12835	WARRANTY COMMERCIAL ROTATION	($7.00)	$0.00	($28.00)
2	13731	WHEEL SPIN BALANCE	$14.50	$0.00	$29.00
2	12837	WARRANTY COMMERCIAL SPIN BALANCE	($14.50)	$0.00	($29.00)

PORTION OF LABOR

Parts Subtotal:	$1,079.35
Labor Subtotal:	$428.25
Sales Tax:	$83.37
Tire Tax:	$0.00
Invoice	$1,590.97

Payment Method: CREDIT Approval# Card# XXXXXXXXXXXX[redacted] **$1,590.97**

Wheel Position: RYAN

Notes To Review With Customer: 55/140

PLEASE CALL IF YOU HAVE ANY QUESTIONS [redacted]

WARNING: THE FOLLOWING APPLIES TO VEHICLES WITH MODIFIED SUSPENSION/RIDE HEIGHT
The suspension/ride height of this vehicle has been modified. As a result, this vehicle may handle differently than that of factory equipped vehicles. As with any vehicle, extreme care must be used to prevent loss of control or roll-over during sharp turns or abrupt maneuvers. Always wear seat belts and drive safely, recognizing that reduced speeds and specialized driving techniques may be required. Failure to drive this vehicle safely may result in serious injury or death. Do not drive this vehicle unless you are familiar with

1290 Kietzke Ln
Reno, NV 89502
775-324-3111

Store: 951
Invoice: 95100026711
Salesperson: JeremyJ

Work Order 95100026585 **GAR00779**

Customer Information

Name: [redacted]
Address: [redacted]
City, State, SPARKS, NV [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2006 DODGE RAM 2500 PICKUP
Color: GREY
Mileage: 88,750
License: [redacted]

Its unique handling characteristics and are confident of your ability to maintain control under all driving conditions. Some modifications (and combinations of modifications) are not recommended and may not be permitted in your state. Consult your owner's manual, the instructions accompanying this product and state laws before undertaking these modifications. You are responsible for the legality and safety of the vehicle you modify using these components.

THANK YOU FOR YOUR BUSINESS

Authorized By:

[redacted] 08-31-12 08:04 AM $1,590.97

NOTICE: The following conditions apply to all sales except where seller issues a written warranty. SELLER ASSIGNS TO PURCHASER ALL RIGHTS AND REMEDIES UNDER MFRS EXPRESS AND IMPLIED WARRANTIES BUT OTHERWISE EXCLUDES ALL LIABILITY FOR WARRANTY DAMAGES. SPECIAL AND CONSEQUENTIAL DAMAGES FOR LES SCHWAB MFRD. PRODUCTS EXCLUDED TO EXTENT LAW ALLOWS. ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. Purchaser acknowledges having received the goods described above and having read and received a copy of the Security Agreement contained below.

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

Customer Signature X [redacted]

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

Invoice Date/Time: 08-31-2012 03:20 PM

586979/#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 _____

_____

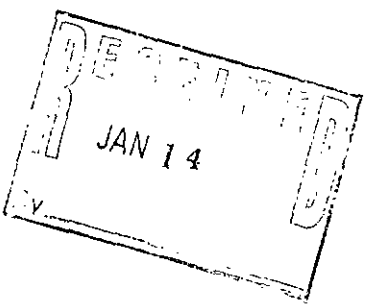
City _____

State _____ Zip Code _____

Email Address _____



[redacted]
Sparks, NV [redacted]



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/30/14

POSTED DATE : 1-25-14

VIN (FIRST 9 DIGITS) 3D7KS28A6

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER SERVICE / FIELD OPERATIONS
CHYRSLER GROUP LLC

TO: REIMBURSMENT

SAFTEY RECALL N49/NHTSA
13V-529

CARE # [redacted]

[redacted]

CARMEL VALLEY, CA [redacted]

CELL [redacted]

131 Abbott Street • Salinas, CA 93901
Phone (831) 757-8184
B.A.R. #ARD-00146035 • EPA #CAL 000127306

Promised A.M. P.M.
Written By
Cust. Order No.
Phone when ready Yes ☑ No ☐
Bus. [redacted]
Res.

Name [redacted]
Address City
Vin. No.
Year-Make-Model
License No. [redacted]
Odometer 97660

ESTIMATE AMT. 1450 —
ADD'L AUTH. AMT.
REVISED ESTIMATE

DATE:
TIME:
APPROVED BY ☐ IN PERSON ☐ PHONE

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

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (SIGNATURE OR INITIALS)

1	53127362AH	Shoe w/clip			32	00			
1	5083285AA	F. Hose			17	20			
1	5179767AC	Trans Filter			20	50			
1	5A13470AA	Trans Filter			37	75			
1	5A10844AA	Sealer			6	75			
1	5094682AA	Gasket			33	50			
1	5081905AA	Gasket			33	25			
1	68002433 AA	Filter			143	00			
14 Qt	Synthetic ATF			1.3	148	82			

OPER NO.	REPAIR ORDER LABOR INSTRUCTION	INTERNAL		
	Service Automatic Transmission	1.0	85	00
	Rpl - Steering linkage assy	1.3	114	40
	Rpl Crossmember Insulator & Hdw	.4	35	20
	Rpl Front & RR diff oil	1.4	123	20

Visa 200.00
Cash 200.00

Balance 1003.96

MATERIALS AND SUPPLIES

TOTAL PARTS 812 77

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. A CUSTOMER WILL BE CHARGED FOR INSPECTION REGARDLESS OF PASS OR FAIL.

SPECIAL REPAIRS

Wheel Alignment			69	95
Wind Shield Chip			11	50
TOTAL SPECIAL REPAIRS			81	45

QTY.		SALE		
	GALS. GAS			
7	QTS. OIL 5W-30	4.85	70	20
	LBS. GREASE			
TOTAL GAS OIL GREASE			70	20

RECOMMENDED SERVICE:
1.
2.
3.
4.
5.

BILLING
☐ CASH
☐ CHARGE
☐ INTERNAL
OK'D BY

TEARDOWN ESTIMATE - PARTS AND LABOR
ORIGINAL ESTIMATES AUTHORIZED BY
PHONE DATE TIME
REVISED ESTIMATES REASON
ADDITIONAL COSTS AUTHORIZED BY
IN PERSON PHONE # DATE TIME

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within ___ days of the date shown above if I choose not to authorize the services recommended. INIT.

Notice to Consumer:
Please read important information on back.

Return Old Parts ☐ Yes ☐ No

Total Labor	360	00
Hazardous Waste Disposal	8	00
Special Repairs	81	45
Parts	812	77
Tires		
Gas, Oil & Grease	70	20
Paint & Body Shop		
Sales Tax	70	64
TOTAL	1403	81

Lubrication ☐
Change Oil ☑
Change Oil Filter Cart. ☑
Service Air Cleaner ☐
Change Trans. Oil ☑
Adjust Transmission ☐
Hazardous Waste ☑
Pack Front Wheel Brgs. ☐
Rotate Tires ☐
Adjust Brakes ☐
Retain Parts ☐
Destroy Parts ☐

INVOICE COPY

AROOC 985-4

(All parts new unless otherwise specified)

1	ES800532 LF outer tie rod (moog HD)		101 68

G&H SERVICE
18974 HESS AVE STE A
SONORA, CA 953709782

06/24/2013 14:54:18
Merchant ID: 000000002131601
Terminal ID: 03170765
345373033884

CREDIT CARD

VISA SALE

CARD #: XXXXXXXXXXXX[redacted]
INVOICE: 0001
Batch #: 000429
Approval Code: 085417
Entry Method: Swiped
Mode: Online

SALE AMOUNT: $279.31

CUSTOMER COPY

TOTAL PARTS 101 68

Estimated cost for teardown and reassembly, $ _____

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorized the services recommended.

SIGNATURE _____ **DATE** _____

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

SIGNATURE X SAVE OLD PARTS ☐ YES ☐ NO

ASE CERTIFIED
~~18974 HESS AVE.~~
SONORA, CA 95370
(209) 532-4221
#ARD00029088

DATE IN 6-24-13 A.M. P.M. | DATE PROMISED A.M. P.M.
CUSTOMER'S ORDER NO. | ORDER WRITTEN BY CRAIG
NAME [redacted] | BUS. PHONE EXT.
ADDRESS | HOME PHONE [redacted]
CITY STATE ZIP | LICENSE NO. | MILEAGE 91182
YEAR, MAKE AND MODEL 08 Dodge 2500 4x4 | CALL WHEN READY ☐ YES ☐ NO | MECHANIC/TECHNICIAN ROBERT
SERIAL NO./V.I.N. | TERMS CREDIT CARD

SERVICES REQUESTED/DESCRIPTION OF WORK	AMOUNT
2.0 Check Steering & suspension, replace broken LF outer tie rod end & align front end	170 80
NEEDS: LONG & SHORT DRAG LINK ENDS & STEERING STOCK. CUSTOMER TO TAKE CARE OF THESE ITEMS	

ESTIMATED COSTS

PARTS	LABOR	TOTAL 279.31
AUTHORIZED BY		☐ IN PERSON ☒ BY PHONE
DATE 6-24-13	TIME 2:30	CALLED BY CRAIG PHONE

REVISED ESTIMATE / ADDITIONAL WORK

PARTS	LABOR	TOTAL
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE
DATE	TIME	CALLED BY PHONE

TOTAL LABOR	170 80
TOTAL PARTS	101 68
TOTAL SUBLET	
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
TAX	7 63
TOTAL	279 31

JEEP CHRYSLER DODGE

BAR # AA 084300
EPA # CAL 000368811

MY JEEP CHRYSLER DODGE
600 Auto Center Circle
Salinas, CA 93907
831-442-1000
www.mynewjcd.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

63560	ADVISOR: MIGUEL 850	TAG NO: 3736	INVOICE DATE: 01/24/14	INVOICE NO.: JECS230291	
	LABOR RATE	LICENSE NO	MILEAGE: 98,744	COLOR: /SLT	STOCK NO.
CARMEL VALLEY, CA [redacted]	YEAR / MAKE / MODEL: 08/DODGE TRUCK/RAM 2500/QUAD 140.5WB		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO: 3 D 7 K S 2 8 A 6 8 G [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO	R.O. DATE: 01/24/14		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MO: 98744	

LABOR & PARTS

J# 1 60JEZ1 DODGE RECALL 1 TECH(S): 517 9646 WARRANTY

PERFORM RECALL L16= LEFT TIE ROD END....
PERFORMED RECALL L16, TORQUED THE FRONT TRACK BAR MOUNTING
BOLTS. TORQUED TO SPECIFICATIONS.
PERFORMED L 16 CAMPAIGN.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 60JEZ4 DODGE RECALL 2 TECH(S): 517 9646 WARRANTY

PERFORM RECALL N49= LEFT TIE ROD END.....
CAMPAIGN HAS NOT BEEN PERFORMED, ONLY PARTS ORDERED!!!!!!!
PERFORM AN INSPECTION OF THE PRIOR WORK PERFORMED ON THE
FRONT TIE ROD/LINK. PER THE DM SINCE THE PART INSTALLED
WAS PRIOR TO THE CAMPAIGN RELEASE, THE CAMPAIGN PARTS NEED
TO BE INSTALLED. FACTORY PARTS WERE INSTALLED ON THE VEHICLE
AT TIME OF INSPECTION.
N49 CAMPAIGN KIT HAS BEEN ORDERED.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 09JEZ0 2500/3500 TRUCK TECH(S): 517 INTERNAL

CHECK AND SET TIRE PRESSURES AS PER CALIFORNIA TIRE
INFLATION REGULATION.
TO ENSURE TIRE PRESSURES ARE WITHIN SAFE LIMITS.
L/F 60 PSI R/F 60 PSI L/R 70 PSI R/R 70 PSI
NOTE: THESE PRESSURES ARE DEFAULT AND DO VARY BY MODEL.

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

********** IMPORTANT **********

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU CANNOT GRADE US "9" OR "10" PLEASE LET US KNOW.

YOUR COMPLETE SATISFACTION IS OUR GOAL!!

FOR QUESTIONS OR CONCERNS, PLEASE CONTACT OUR SERVICE DEPT - MGR DON CORRELL, ADVISORS MIGUEL ZAMORA & MICHAEL EREMEYEFF.

THANK YOU!

CUSTOMER SIGNATURE

PAGE 1 OF 1 CUSTOMER COPY [END OF INVOICE] 03:13pm

The Reynolds and Reynolds Company ERAINTINVE
SF639042 Q (11/12)

JEEP CHRYSLER DODGE

BAR # AA 084300
EPA # CAL 000368811

MY JEEP CHRYSLER DODGE
600 Auto Center Circle
Salinas, CA 93907
831-442-1000
www.mynewjcd.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY — NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. — S E R V I C E — STATE REG# CA084300

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE ☐ SAVE

CASH
VISA
MC
AMEX

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

APPOINTMENT ☒ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO	LICENSE NO.	R. O. NO.
3D7KS28A68G	08/DODGE TRUCK/RAM 2500/QUAD 140.5W				230291

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R. O. DATE
63560					01/24/14

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
SLT				3736

TURBO	M/MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	JEZZ	Y	Y		98,744	850	MIGUEL

[redacted]
CARMEL VALLEY, CA [redacted]

RESIDENCE PHONE [redacted] BUSINESS PHONE

TIME RECEIVED 11:11am | DATE TIME PROMISED 01/24/14 12:00pm | PRIORITY

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT, PLEASE READ REVERSE SIDE.
I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible 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 above vehicle to secure the amount of repairs thereto. I hereby appoint you as my attorney in fact and empower you to negotiate and cash any draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work is not accepted for warranty payment by the manufacturer, then I, the customer, will be held responsible for outstanding balance. This agreement in no way limits your warranty coverage. If this situation does occur, then you will receive documentation of denied warranty for your records.

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 W 60JEZ1 **DODGE RECALL 1**
PERFORM RECALL L16= LEFT TIE ROD END....

2 W 60JEZ4 **DODGE RECALL 2**
PERFORM RECALL N49= LEFT TIE ROD END.....

3 C 09JEZ0 **2500/3500 TRUCK**
CHECK AND SET TIRE PRESSURES AS PER CALIFORNIA TIRE INFLATION REGULATION.

ORIGINAL ESTIMATE X | HAZARDOUS WASTE REMOVAL EST. $

TEARDOWN ESTIMATE
I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.

1ST REV. EST.	ADD. COST	AUTHORIZED BY:

DATE	TIME	PHONE	CONTACTED BY:
			☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL

REVISION DETAILS:

2ND REV. EST.	ADD. COST	AUTHORIZED BY:

DATE	TIME	PHONE	CONTACTED BY:
			☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL

REVISION DETAILS:

3RD REV. EST.	ADD. COST	AUTHORIZED BY:

DATE	TIME	PHONE	CONTACTED BY:
			☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL

REVISION DETAILS:

"I acknowledge notice and oral approval of an increase in the original estimate."
X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee:	Phone Number:

E-Mail Address:	Fax Number:

Customer's Signature: X	Date.

GAS, OIL GREASE	MILES OUT

SF6390430 Q (11/12)
The Reynolds and Reynolds Company ERA-IN-WOLE

CUSTOMER COPY

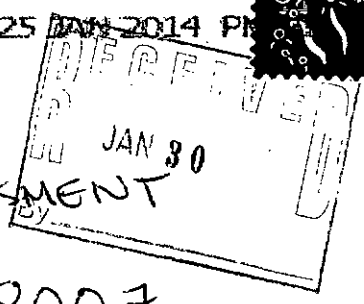
230291

[redacted]

OAKLAND CA

25 JAN 2014 PM





ATTN: REIMBURSMENT

P.O. Box 21-8007

AUBURN HILLS, MI 48321-8007

48321800707

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-04 10:22:04.319827
Files Not Recieved: 0

Case# [redacted]

Barb,

Attaced are the reciepts for the repairs and the paperwork from Dodge showing that the inspected the reapir.

1	52122362AH Steering/Lift			372 00
1	5083265AA Filter			17 20
1	5179267AC Trans Filter			20 50
1	5013470AD Trans Filter			37 75
1	5010844AA Sealer			6 75
1	5086682AA Gasket			33 50
1	5086905AA Gasket			33 25
1	68002433 Coil Filter			143 00
14 Qt	Synthetic SS Multi ATF 10/63			148 92

VISA 200.00
Cash 200.00

Balance 1003.96

MATERIALS AND SUPPLIES

TOTAL PARTS 812 77

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS THAT THE SMOG CHECK TEST INDICATES ARE NECESSARY. A CUSTOMER WILL BE CHARGED FOR INSPECTION REGARDLESS OF PASS OR FAIL.

SPECIAL REPAIRS

	Wheel Alignment		69 95
	Fluid Shipping Charge		11 50
	TOTAL SPECIAL REPAIRS		81 45

Phone (831) 757-8184
B.A.R. #ARD-00146035 • EPA #CAL 000127306

Promised A.M. P.M.
Written By SDG
Cust. Order No.
Phone when ready Yes ☑ No ☐

Name [redacted]
Address [redacted] City
Vin. No.
Year-Make-Model Dodge 2500 67
Lic [redacted] Odometer 91660
PHONE Bus. Cell [redacted] Res.

ESTIMATE AMT. 1450 —
ADD'L AUTH. AMT.
REVISED ESTIMATE
DATE:
TIME:
APPROVED BY ☐ IN PERSON ☐ PHONE

I hereby authorize the repair work below to be done along with the necessary material, and hereby grant your and/or your employees permission to operate the car, truck or vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not [redacted] of fire, theft
Authorized By [redacted]
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. (SIGNATURE OR INITIALS)

Change Oil	☑
Change Oil Filter Cart.	☑
Service Air Cleaner	☐
Change Trans. Oil	☑
Adjust Transmission	☐
Hazardous Waste	☑
Pack Front Wheel Brgs.	☐
Rotate Tires	☐
Adjust Brakes	☐
Retain Parts	☐
Destroy Parts	☐

OPER NO.	REPAIR ORDER LABOR INSTRUCTION	INTERNAL		
	Service Automatic Transmission	1.0	88	00
	Rplc Steering Linkage Assmy	1.3	114	40
	Rplc Crankcase Ventilation & Hoses	.4	35	20
	Rplc Front & RR gear oil	1.4	123	20

QTY.		SALE		BILLING
	GALS. GAS			☐ CASH
12	QTS. OIL 15 1/2 10	585	70	20 ☐ CHARGE
	LBS. GREASE			☐ INTERNAL
	TOTAL GAS OIL GREASE		70	20 OK'D BY

RECOMMENDED SERVICE:
1.
2.
3.
4.
5.

TEARDOWN ESTIMATE - PARTS AND LABOR
ORIGINAL ESTIMATES | AUTHORIZED BY
PHONE | DATE | TIME
REVISED ESTIMATES | REASON
ADDITIONAL COSTS | AUTHORIZED BY
IN PERSON PHONE # | DATE | TIME

TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended. INIT.

Notice to Consumer:
Please read important information on back. Return Old Parts ☐ Yes ☐ No

Total Labor	360	80
Hazardous Waste Disposal	8	00
Special Repairs	81	45
Parts	812	77
Tires		
Gas, Oil & Grease	70	20
Paint & Body Shop		
Sales Tax	70	64
TOTAL	1403	86

INVOICE COPY

AROCC - 365 - 4

G & H SERVICE

18974-A Hess Ave.
SONORA, CA 95370
(209) 532-4221
#ARD00029088

ASE CERTIFIED

21388

DATE IN 6-24-13 A.M. P.M.	DATE PROMISED A.M. P.M.
CUSTOMER'S ORDER NO.	ORDER WRITTEN BY CRAIG
NAME [redacted]	BUS. PHONE EXT.
ADDRESS	HOME PHONE [redacted]
CITY STATE ZIP	LICENSE NO. MILEAGE 91182
YEAR, MAKE AND MODEL 08 Dodge 2500 4x4	CALL WHEN READY ☐ YES ☐ NO MECHANIC/TECHNICIAN ROBERT
SERIAL NO./V.I.N.	TERMS CREDIT CARD

QTY.	PART NO. AND DESCRIPTION (All parts new unless otherwise specified)	AMOUNT
1	ES 800532 LF outer tie rod (moog HD)	101 68

G H SERVICE
18974 HESS AVE STE A
SONORA, CA 953709782
06/24/2013 14:54:18
Merchant ID: 000000002131601
Terminal ID: 03170765
345373033884

CREDIT CARD
VISA SALE

CARD # XXXXXXXXXXXX[redacted]
INVOICE 0001
Batch #: 000429
Approval Code 085417
Entry Method Swiped
Mode: Online

SALE AMOUNT $279.31

CUSTOMER COPY

VISA

TOTAL PARTS 101 68

SERVICES REQUESTED/DESCRIPTION OF WORK — **AMOUNT**

2.0 Check Steering & suspension, replace broken LF outer tie rod end & align F+R Cust 1700 80

NEEDS: LONG & SHORT DRAG LINK ENDS & STEERING STOCK
CUSTOMER TO TAKE CARE OF THESE ITEMS

ESTIMATED COSTS

PARTS	LABOR	TOTAL 279.31
AUTHORIZED BY		☐ IN PERSON ☒ BY PHONE
DATE 6-24-13	TIME 2:30	CALLED BY CRAIG PHONE

REVISED ESTIMATE / ADDITIONAL WORK

PARTS	LABOR	TOTAL
AUTHORIZED BY		☐ IN PERSON ☐ BY PHONE

TOTAL LABOR	170 00
TOTAL PARTS	101 68
TOTAL SUBLET	
GAS, OIL AND GREASE	
EPA / WASTE DISPOSAL	
TAX	7 63

Estimated cost for teardown and reassembly, $ _____
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorized the services recommended.

SIGNATURE _____ **DATE** _____

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is understood that you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control.

JEEP CHRYSLER DODGE

BAR # AA 084300
EPA # CAL 000368811

MY JEEP CHRYSLER DODGE
600 Auto Center Circle
Salinas, CA 93907
831-442-1000
www.mynewjcd.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY — NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO.

S E R V I C E

STATE REG# CA084300

ALL PARTS REMOVED WILL BE DISCARDED UNLESS INSTRUCTED OTHERWISE — SAVE

CASH
VISA
MC
AMEX

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

APPOINTMENT
☒ Yes
☐ No

VEHICLE I.D. NO: 3D7KS28A68G [redacted]
YEAR/MAKE/MODEL: 08/DODGE TRUCK/RAM 2500/QUAD 140.5W
PRODUCTION DATE | STOCK NO | LICENSE NO | R.O. NO [redacted]
CUSTOMER NO: 63560 | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO | R.O. DATE: 01/24/14
CARMEL VALLEY, CA [redacted]
COLOR: SLT | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES | TAG NO: 3736

TURBO	M/MC	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	JEZZ	Y	Y		98,744	850	MIGUEL

RESIDENCE PHONE [redacted] | BUSINESS PHONE

TIME RECEIVED: 11:11am | DATE/TIME PROMISED: 01/24/14 12:00pm | PRIORITY

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I, the registered vehicle owner, hereby authorize the repair work herein set forth to be done with the necessary material and agree that you are not responsible 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 above vehicle to secure the amount of repairs thereto. I hereby appoint you as my attorney in fact and empower you to negotiate and cash an, draft or instrument issued in payment of this repair order by any third party in my name and to sign my name thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection. I authorize warranty work to be performed on my vehicle. In the event that any work is not accepted for warranty payment by the manufacturer, then I the customer will be held responsible for outstanding balance. This agreement in no way limits your warranty coverage if this situation does occur, then you will receive documentation on denied warranty for your records.

JOB

ORIGINAL CUSTOMER ESTIMATE: TOTAL 0.00

X _____

1 W 60JEZ1 **DODGE RECALL 1**
PERFORM RECALL L16= LEFT TIE ROD END....

2 W 60JEZ4 **DODGE RECALL 2**
PERFORM RECALL N49= LEFT TIE ROD END.....

3 C 09JEZ0 **2500/3500 TRUCK**
CHECK AND SET TIRE PRESSURES AS PER CALIFORNIA TIRE INFLATION REGULATION.

ORIGINAL ESTIMATE X | HAZARDOUS WASTE REMOVAL EST $

TEARDOWN ESTIMATE
I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended

1ST REV EST	ADD COST	AUTHORIZED BY

DATE	TIME	PHONE	CONTACTED BY
			☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL

REVISION DETAILS

2ND REV EST	ADD COST	AUTHORIZED BY

DATE	TIME	PHONE	CONTACTED BY
			☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL

REVISION DETAILS

3RD REV EST	ADD COST	AUTHORIZED BY

DATE	TIME	PHONE	CONTACTED BY
			☐ IN PERSON ☐ BY FAX ☐ BY PHONE ☐ BY EMAIL

REVISION DETAILS

"I acknowledge notice and oral approval of an increase in the original estimate"
X _____
CUSTOMER SIGNATURE

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor

Name of Designee	Phone Number
E-Mail Address	Fax Number
Customer's Signature	Date
X	

GAS, OIL GREASE	MILES OUT

CUSTOMER COPY

SF639043 O (11/12)

230291

JEEP CHRYSLER DODGE

BAR # AA 084300
EPA # CAL 000368811

MY JEEP CHRYSLER DODGE
600 Auto Center Circle
Salinas, CA 93907
831-442-1000
www.mynewjcd.com

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

[redacted]
CARMEL VALLEY, CA [redacted]

ADVISOR		TAG NO	INVOICE DATE	INVOICE NO
MIGUEL 850		3736	01/24/14	JECS230291
LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO
		98,744	/SLT	
YEAR, MAKE / MODEL			DELIVERY DATE	DELIVERY MILES
08/DODGE TRUCK/RAM 2500/QUAD 140.5WB				
VEHICLE I.D. NO			SELLING DEALER NO	PRODUCTION DATE
3 D 7 K S 2 8 A 6 8 G [redacted]				
F.T.E. NO	P.O. NO		R.O. DATE	
			01/24/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[redacted]				MO: 98744

LABOR & PARTS

J# 1 60JEZ1 DODGE RECALL 1 TECH(S):517 9646 WARRANTY

PERFORM RECALL L16= LEFT TIE ROD END....
PERFORMED RECALL L16, TORQUED THE FRONT TRACK BAR MOUNTING
BOLTS.TORQUED TO SPECIFICATIONS.
PERFORMED L 16 CAMPAIGN.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 60JEZ4 DODGE RECALL 2 TECH(S):517 9646 WARRANTY

PERFORM RECALL N49= LEFT TIE ROD END.....
CAMPAIGN HAS NOT BEEN PERFORMED, ONLY PARTS ORDERED!!!!!!!
PERFORM AN INSPECTION OF THE PRIOR WORK PERFORMED ON THE
FRONT TIE ROD/LINK. PER THE DM SINCE THE PART INSTALLED
WAS PRIOR TO THE CAMPAIGN RELEASE, THE CAMPAIGN PARTS NEED
TO BE INSTALLED. FACTORY PARTS WERE INSTALLED ON THE VEHICLE
AT TIME OF INSPECTION.
N49 CAMPAIGN KIT HAS BEEN ORDERED.

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 [redacted] 2500/3500 TRUCK TECH(S):517 INTERNAL

CHECK AND SET TIRE PRESSURES AS PER CALIFORNIA TIRE
INFLATION REGULATION.
TO ENSURE TIRE PRESSURES ARE WITHIN SAFE LIMITS.
L/F 60 PSI R/F 60 PSI L/R 70 PSI R/R 70 PSI
NOTE: THESE PRESSURES ARE DEFAULT AND DO VARY BY MODEL.

JOB # 3 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS

********** IMPORTANT **********

YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER REGARDING THE SERVICE WE HAVE PROVIDED FOR YOU. IF FOR ANY REASON YOU CANNOT GRADE US "9" OR "10" PLEASE LET US KNOW.

YOUR COMPLETE SATISFACTION IS OUR GOAL!!

FOR QUESTIONS OR CONCERNS. PLEASE CONTACT OUR SERVICE DEPT - MGR DON CORRELL. ADVISORS MIGUEL ZAMORA & MICHAEL EREMEYEFF.

THANK YOU!

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

CUSTOMER COPY

[END OF INVOICE] 03 13pm

The Reynolds and Reynolds Company (Dealer)
SF639042 Q (11/12)

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/14/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7KS29C4

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 800 00002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

To: Chrysler Reimbursement

From: [redacted]

Date: January 5, 2014

Ref: Recall (Vin # 3D7KS29C46G[redacted]

I received your recall notice and I am submitted for repairs I have made to my vehicle over the past years. I have submitted all receipts with charges I have paid out. Below I have listed the two times I have repaired the truck.

1. 8/28/2010 Texas Trucks Works For a total of $1013.66. The total bill was $1133.06 but I took off the shocks I bought also. At this time there was a recall for this but my vehicle did not fall under the recall so I had to pay out of pocket.
2. 7/20/2012 Truckers World for a total of $510.40. This time the left front tie rod broke while driving the vehicle.

If there are any more questions please contact me.

[redacted]

Montgomery, TX[redacted]

[redacted]

Invoice

Date	Invoice #
8/28/2010	2841

32403 FM 2978
Magnolia, TX 77354
936-321-4040
www.texastruckworks.com

PAID

[redacted]
montgomery tx [redacted]

Quantity	Item Code	Description	Price Each	Amount
		2006 dodge 2500 4 x 4 mega cab diesel starts shaking over 60 not part of recall ball joints and tie rods		
2	Labor	Labor Hours	90.00	180.00
1	Alignment	Alignment	99.95	99.95
1	Shop Fee	Shop Fee	20.00	20.00
1	Suspension	drag link update ordered to demontrond/wayne 8/25/2010 at 12.15 pm	646.56	646.56
2	Suspension	Procomp 9000 Rear Shocks Part#927543 Ordered 8-25 @3:29 From Tommy @ Trans **********see sales order**********	59.95	119.90
		Sales Tax	6.2[redacted]%	66.65

Disclaimer:Texas Truck Works is not responsible for take off parts. All take off parts must be retrieved by customer within 48 hours from Texas Truck Works. Returns must be accompanied by original invoice within 30 days. Special orders and electrical parts are non-refundable. There will be a 15% restocking fee on all returns. It is the owners responsibilty to check the vehicle lug nuts after 15-30 miles to the manufacture's recommended torque rating. All vehicles must be returned for post work checkup within 12 days or 500 miles to keep the 90 day warranty in effect. If not returned for checkup within this time stated WARRANTY IS VOID. Texas Truck Works will honor all manufacture's warranties. After 90 days, a labor charge will be applied. All vehicles will have different handling characteristics (larger tires on a vehicle takes longer distance to start and stop, will change speedometer reading and accuracy, etc.). Factory Warranty may be voided as per the dealer's discretion

Total $1,133.06

I have read and understand the disclaimer.

_____

TRUCKER'S WORLD

JEEP • TRUCK & S.U.V. ACCESSORIES

Body Lifts • Suspension Lifts • Shocks

Steps • Rims & Tires • Brush Guards

5721 Ayers #C

(361) 225-2214

WARNING TO DRIVER

This vehicle has been modified by installation of a lift kit and has unique handling characteristics. Because of the higher center of gravity and larger tires, this vehicle handles and reacts differently both on and off-road than a passenger car. You must drive it safely! You should take extreme care to prevent vehicle rollover or loss of control which could result in serious injury or death. Avoid sudden sharp turns or abrupt maneuvers!

Fasten seat belts
Reduce speed and Have a Safe Ride!

INV. # _____

DATE 7-20-2012

LISC # _____

P.O. # _____

SALESMAN ERIC

☐ LAY-AWAY ☐ SPECIAL ORDER

NAME [redacted]

ADDRESS [redacted]

CITY MONTGOMERY ST. TX ZI [redacted]

HM PH [redacted]

W [redacted]

YEAR

MAKE MODEL

1500 2500 3500 MEGA CAB

5.8 FT 6 FT 8 FT HD NON-HD

2WD GAS REG CAB CREW CAB

4WD DSL EXT. CAB DOUBLE CAB

ORD	QTY.	JOB DESCRIPTION/MERCHANDISE	PRICE	LABOR	EXTENSION
	1	LIFTIN DODGE PARTS			351.40
	1	LABOR			65.00
		ALIGNMENT REQUIRED ON ALL SUSPENSION LIFTS (NOT INCLUDED IN PRICE)			65.00
		MOUNTING AND BALANCING (NOT INCLUDED IN PRICE)			
		PDW Full VISA 7-20-2012			
				SUBTOT	
				TAX	29.00

I WARRANT THAT I HAVE READ ALL TERMS AND CONDITIONS ON THE REVERSE SIDE, THAT I HAVE RECEIVED A COPY OF THIS INVOICE, AND THAT I HAVE FULL AUTHORITY TO SIGN FOR AND BIND THE CONTRACTING PARTY. **VEHICLE MUST BE RETURNED WITHIN 10 DAYS TO RECHECK ALL PARTS INSTALLED TO KEEP 90 DAY WARRANTY. IF NOT RETURNED WARRANTY IS VOID. NO REFUNDS ON SPECIAL ORDERS.**

SIGNATURE [signature]

REINSPECTED DATE _____ INITIAL _____

AMT DUE 510.40

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF CORPUS CHRISTI #169

4313 S. STAPLES · CORPUS CHRISTI, TX 78411
PHONE: (361) 992-9762 · FAX: (361) 986-7752
REMIT PAYMENT TO: LITHIA MOTORS PAYMENT PROCESSING
P.O. BOX 1647 · MEDFORD, OR 97501-0249

POSITIVELY NO EXCHANGES WITHOUT THIS TICKET
NO REFUNDS ON SPECIAL ORDERS
T NO REFUNDS AFTER 30 DAYS
E 20% HANDLING CHARGE ON ALL RETURNED PARTS
R NO RETURNS ON ELECTRICAL PARTS
M REFUND ON PURCHASES PAID BY CHECK ARE
S REFUNDED AFTER CHECK CLEARS
PRICES SUBJECT TO CHANGE WITHOUT NOTICE

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
20 JUL 12		20 JUL 12	20 JUL 12	205557

14:18PT

SOLD TO
ACCOUNT NO. 49543
TAX # [redacted]
[redacted]
CORPUS CHRISTI, TX [redacted]

SHIP TO
PAGE 1 OF 1
[redacted]
CORPUS CHRISTI, TX [redacted]

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	95360	225-2214	CASHW/S	CORPUS CHRISTI

ORD.	SHIP	B.O.	PART NUMBER		DESCRIPTION	LIST	NET	AMOUNT
3	3	0	6505623AA	V59-B4	NUT-HEX LO	2.00	1.60	4.80
1	1	0	52122362AH	622	STEERING-S	350.00	280.00	280.00
1	1	0	68039930AA	V29-CC	ARM-PITMAN	83.25	66.60	66.60
1	1	0	5154661AB	V83-GG	*DAMPER-ST	153.00	122.40	122.40

PW CK#2573

If legal action becomes necessary to collect payment for the above parts or any additional parts authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

X _____
Received By

PARTS	473.80
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$473.80

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER COPY

JOY

[redacted]

Montgomery, TX [redacted]

NORTH HOUSTON TX 773

06 JAN 2014 PM 2 L

JAN 14

By

Chrysler Customer Assistance/ATT Reimbur

P.O. Box 21-8007

Auburn Hills, MI 48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-10-14

VIN (FIRST 9 DIGITS) 3D7MX48A9

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MX48A97C[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.

JACK'S TIRE & OIL
MANAGEMENT COMPANY, INC.
P.O. BOX 6337 N. LOGAN, UTAH 84341
Ph. 435.752.7897 • Fax 435.752.1067

N. LOGAN, UTAH (435) 752-7811 Fax: (435) 752-1067
OGDEN, UTAH (801) 394-3441 Fax: (801) 393-1628
OREM, UTAH (801) 225-7207 Fax: (801) 224-2559
SALT LAKE CITY, UTAH (801) 486-5881 Fax: (801) 484-9098
BOISE, IDAHO (208) 368-7801 Fax: (208) 368-0815
RETAIL CENTER IDAHO FALLS, IDAHO (208) 522-8111 Fax: (208) 522-8116
TRUCK CENTER IDAHO FALLS, IDAHO (208) 552-7888 Fax: (208) 552-7889
POCATELLO, IDAHO (208) 233-4300 Fax: (208) 233-3339
TWIN FALLS, IDAHO (208) 735-1160 Fax: (208) 735-1206
PHOENIX, ARIZONA (602) 278-2338 Fax: (602) 278-2246
FRESNO, CALIFORNIA (559) 476-8560 Fax: (559) 485-5206

24 HOUR ROAD SERVICE
1-866-804-8473
www.jackstireandoil.com

9:50 AM

CUSTOMER	ORDER NBR
013059	161325-13
ORDER DATE	Whse
9/10/2013	13

Standard Order

** Acknowledgement **

SOLD TO
[redacted]
OGDEN, UT [redacted]
Attn: OSCAR'S MEATS
Phone: [redacted] Fax:

SHIP TO
[redacted]
OGDEN, UT [redacted]
Attn: OSCAR'S MEATS
Phone: [redacted]

CUSTOMER P.O	ORDERED BY	WORK ORDER #	TECH ID	SALES ID	WRITTEN BY
		161325-13	CS2	RR	RR

VEHICLE DESCRIPTION	LICENSE	MILEAGE	VIN	TERMS
2008 4500	[redacted]	91597		CASH ON DELIVERY

Item Number	Description	QTY	Unit Price	EXCISE TAX	Extension
04403071-1	MOOG ES800719 L/O TIE ROD END	1	$295.00	$0.00	$295.00 Y
FEL	INSTALL L/O TIE ROD END	1	$75.00	$0.00	$75.00 Y
AL2	ALIGNMENT	1	$59.95	$0.00	$59.95 Y
MX1	MISC SHOP SUPPLIES	1	$5.00	$0.00	$5.00 Y

PO Ck# 14623

DODGE

CONDITION OF SALE: It is hereby agreed by the undersigned on behalf of himself as agent, and the consignor, JACK'S TIRE & OIL MANAGEMENT COMPANY, INC., that the said consignor is the sole owner of all the above listed merchandise and shall remain such until the full purchase price of said merchandise shall be paid for by said consignee or his principal to JACK'S TIRE & OIL MANAGEMENT COMPANY, INC., and not until then shall title to said merchandise pass to such consignee or his principal. **PAYMENT IN FULL MUST BE MADE BY THE 10th OF THE MONTH FOLLOWING SALE.** INTEREST will be charged on past due amounts, at a MONTHLY RATE of 1.5%, which is an ANNUAL PERCENTAGE RATE OF 18%. Purchaser agrees to pay all costs of collection including a reasonable attorney's fees. All accounts are due and payable to North Logan, Utah. I agree that my account will be debited electronically for both face amount and RETURNED CHECK FEES, if returned unpaid. PLEASE REMIT PAYMENT TO: P.O. BOX 6337, NORTH LOGAN, UT 84341.

ADDITIONAL TERMS FOR ALL SALES: Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, or any other cause beyond our control. I hereby authorize the above work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or the truck on the 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. I AM RESPONSIBLE TO HAVE ANY WHEELS RETORQUED TO FACTORY SPECS WITHIN 100 MILES OF PURCHASE.

MISC/SUPPLIES	FREIGHT	EXCISE TAX	MERCHANDISE	LABOR	TAXABLE TOTAL	NON-TAX TOTAL	
			$295.00	$139.95	$434.95	$0.00	

Subtotal:	$434.95
6.85% Sales Tax:	$29.79

Received by: _____
PRINT NAME

Signature _____

This is a WORK ORDER - please pay off finalized INVOICE

ESTIMATED TOTAL: $464.74

JACK'S TIRE & OIL
MANAGEMENT COMPANY, INC.

P.O. BOX 6337 N. LOGAN, UTAH 84341
Ph. 435.752.7897 • Fax 435.752.1067

N. LOGAN, UTAH (435) 752-7811 Fax: (435) 752-1067
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OREM, UTAH (801) 225-7207 Fax: (801) 224-2559
BOISE, IDAHO (208) 368-7801 Fax: (208) 368-0815
RETAIL CENTER IDAHO FALLS, IDAHO (208) 522-8111 Fax: (208) 522-8116
TRUCK CENTER IDAHO FALLS, IDAHO (208) 552-7888 Fax: (208) 552-7889
SALT LAKE CITY, UTAH (801) 486-5881 Fax: (801) 484-9098
POCATELLO, IDAHO (208) 233-4300 Fax: (208) 233-3339
TWIN FALLS, IDAHO (208) 735-1160 Fax: (208) 735-1206
PHOENIX, ARIZONA (602) 278-2338 Fax: (602) 278-2246
FRESNO,CALIFORNIA (559) 476-8560 Fax (559) 485-5206

24 HOUR ROAD SERVICE
1-866-804-8473
www.jackstireandoil.com

12:00 PM
Page 1

CUSTOMER	REFERENCE
013059	068139-13
ORDER DATE	INVOICE DATE
10/12/2012	10/12/2012

INVOICE

OGDEN

SOLD TO [redacted]
OGDEN, UT [redacted]
Attn: OSCAR'S MEATS
Phone: [redacted] Fax:

SHIP TO [redacted]
OGDEN, UT [redacted]
Attn: OSCAR'S MEATS
Phone: [redacted]

CUSTOMER P.O	ORDERED BY	WORK ORDER #	TECH ID	SALES ID	WRITTEN BY
				13	MAT

VEHICLE DESCRIPTION	LICENSE	MILEAGE	SHIP VIA	TERMS
			CUSTOMER PICK UP	CASH ON DELIVERY

Item Number	Description	QTY	Unit Price	EXCISE TAX	Extension
HIND2-5828999-1	STEERING DAMPER	1	$114.75	$0.00	$114.75 Y
HIND2-5828999-1	TIE ROD END	1	$108.00	$0.00	$108.00 Y

Paid Ck # 13753
DODGE

CONDITION OF SALE: It is hereby agreed by the undersigned on behalf of himself as agent, and the consignor, JACK'S TIRE & OIL MANAGEMENT COMPANY, INC., that the said consignor is the sole owner of all the above listed merchandise and shall remain such until the full purchase price of said merchandise shall be paid for by said consignee or his principal to JACK'S TIRE & OIL MANAGEMENT COMPANY, INC., and not until then shall title to said merchandise pass to such consignee or his principal. **PAYMENT IN FULL MUST BE MADE BY THE 10th OF THE MONTH FOLLOWING SALE.** INTEREST will be charged on past due amounts, at a MONTHLY RATE of 1.5%, which is an ANNUAL PERCENTAGE RATE OF 18%. Purchaser agrees to pay all costs of collection including a reasonable attorney's fees. All accounts are due and payable to North Logan, Utah. I agree that my account will be debited electronically for both face amount and RETURNED CHECK FEES, if returned unpaid. PLEASE REMIT PAYMENT TO: P.O. BOX 6337, NORTH LOGAN, UT 84341.

ADDITIONAL TERMS FOR ALL SALES: Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, or any other cause beyond our control. I hereby authorize the above work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the car or the truck on the 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. I AM RESPONSIBLE TO HAVE ANY WHEELS RETORQUED TO FACTORY SPECS WITHIN 100 MILES OF PURCHASE.

MISC	FREIGHT	EXCISE TAX	MERCHANDISE	LABOR	TAXABLE TOTAL	NON-TAX TOTAL	
		$0.00	$222.75	$0.00	$222.75	$0.00	

CK Payment:	$238.01
Subtotal:	$222.75
6.85% Sales Tax:	$15.26
TOTAL:	**$0.00**

Terms Accepted & Received by: _____
PRINT NAME

Signature _____

Remit to:
PO BOX 6337
N. Logan, UT 84341
ar@jackstireandoil.com

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. TWICE

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]

Ogden, UT [redacted]

Chrysal

P.O.

Aubu

L

4

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) 3D7KS28C2

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

CLINTON WA 98236

OAK HARBOR MOTORS, INC.
75 S.E. PIONEER WAY · P.O. BOX 2789
OAK HARBOR, WA 98277
(360) 675-5901 or 1-800-659-1259
FAX (360) 675-7928
Website: www.ohmotors.com · Email: ohmotors@gte.net

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
07/17/12	05	DODGE	RAM 2500	3D7KS28C25G[redacted]	14390	85449	85449	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
05/16/05	07/17/12	11	00:00		98.00	01	07/17/12

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]		MIN GREY 1

========== REPAIR LINE 001 ==========

CUSTOMER STATES THERE IS ANOISE FROM THE FRONTEND UJOINT?
VERIFIED NOISE CONCERN.FOUND FRONT AXLE U-JOINTS DAMAGED, FRONT HUBS LOOSE, AND BOTH TIE ROD ENDS LOOSE.RECOMMEND REPLACING FRONT AXLE U-JOINTS AND FRONT HUBS.RECOMMEND REPLACING OUTER TIE ROD ENDS.
REMOVED AND REPLACED FRONT AXLE U-JOINTS AND HUBS.REPLACED OUTER TIE ROD ENDS.PERFORM ALIGNMENT.
Bill Code - C

16	ALLIGNMENT		60 M A		89.95
W04	FRONT AXLE U-JOINTS AND HUBS		60 M A		490.00
W02	FRONT OUTER TIE ROD ENDS		60 M A		196.00
			Total Labor		775.95
CH	V8016665AA	JOINT		2	99.90
YY	515061	HUBS		2	655.60
YY	DS1463	TIE ROD E		1	160.07
YY	ES3625	TIE ROD		1	84.42
			Total Parts		999.99
			Total Line		1775.94

========== REPAIR LINE 002 ==========

DIESEL-LOF/16 PT CHECK
RECOMMENDED MAINTENANCE
COMPLETED LOF TOPPED OFF ALL FLUIDS AND COMPLETED 16PT INSPECTION
Bill Code - C

02	DIESEL-LOF/16 PT CHECK		60 M A		20.95
			Total Labor		20.95
CH	5083285AA	FILTER		1	16.75
YY	M0B01540	15W40		12	42.12
			Total Parts		58.87
			Total Line		79.82

Payment Type - 01 CASH SALES 2044.39

JUL 18 2012

Thank you for your business. Please come down and see us again.

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 ITS ITEM/ITEMS

CUSTOMER SIGNATURE

>

LABOR AMOUNT	796.90
PARTS AMOUNT	1058.86
MISC. SALES	
MATERIALS	25.00
TOTAL CHARGE	1880.76
DEDUCTIBLE	
SALES TAX	163.63
OTHER PAY	
CUSTOMER PAY	2044.39

Copyright 2000 ADP, Inc.

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

VIN (Last 8 Characters of Vehicle Identification Number)

5G[redacted]

Notification Code

N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

CLINTON, WA. [redacted]

C
P.
Au

ATTN: REIMBURSEMENT

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 3D3K5282/

VIN (LAST 8 DIGITS) 5E[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D3KS28C15G**[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): L16

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep FIAT MOPAR

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

POWERED BY DIESEL INC

[redacted]

1322 E. ALTAMONTE DR.
ALTAMONTE SPRINGS, FL 32701
Ph: 407-756-6138
Fx: 407-331-1113

<< Invoice # 32364 >>
Employee: MMM
Copy 3

Customer: [redacted]
Address: [redacted]
CASSELBERRY, FL [redacted]
Phone: [redacted](M)
Customer #: 85

Vehicle: 05 DODGE 2500
Plate #: [redacted] Unit:
VIN: 3D3KS28C15G[redacted]
Motor Numb:
Mileage-in: 86776
Mileage-out: 86776

12/13/2012 03:30 pm Page No.: 1

Services	Description	Tech	Qty	Price	Total
	Road call	MMM	1.00	150.00	150.00
	remove get part and install new hd lifted tie rod and also	MMM	3.00	75.00	225.00
	replace hd lifted tie rod to pitnum arm. Include drive time		0.00	0.00	0.00
	to get part .		0.00	0.00	0.00
	Change oil and oil filter synthetic and lube	MMM	1.00	50.00	50.00
	Tow truck	MMM	1.00	132.00	132.00

Part #	Description	Qty	Price	Total
	5w-40 Rotella oil synthetic	12.00	8.25	99.00
	oil filter	1.00	24.95	24.95
	tie rod 4x4 lifted hd outer driver	1.00	99.75	99.75
	tie rod to pitnum lifted hd	1.00	81.70	81.70
	transmission synthetic trans fluid	1.00	9.79	9.79

total due - 778.45
Back to us
By
Chrysler Cust. Assistance

Recomended Service: Oil Change Due: / / Tune-Up Due: / / Insp. Due: / /
General Service:

Chg to acct $ 924.53

Thank you for your business

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

Authorized Signature: _____

Inspection:	0.00
Accessories:	0.00
Services:	$557.00
Parts:	$315.19
Discount:	0.00
Subtotal:	$872.19
Shop Fee:	$0.00
TAX1	$52.34
AMOUNT CHARGED:	$924.53
TOTAL:	$924.53
Deposit Amount:	0.00
Balance Due:	0.00

POWERED BY DIESEL INC

1322 E. ALTAMONTE DR.
ALTAMONTE SPRINGS, FL 32701
Ph: 407-756-6138
Fx: 407-331-1113

<< Invoice # 32367 >>
Employee: MMM
Copy 1

Customer: [redacted]
Address: [redacted]
CASSELBERRY, FL [redacted]
Phone: ([redacted] (M)
Customer #: 85

Vehicle: 05 DODGE 2500
Plate #: [redacted] Unit:
VIN: 3D3KS28C15G[redacted]
Motor Numb:
Mileage-in: 86776
Mileage-out: 86776
12/14/2012 09:44 am Page No.: 1

Services	Description	Tech	Qty	Price	Total
	Alignment	MMM	1.00	90.00	90.00

Recomended Service: Oil Change Due: / / Tune-Up Due: / / Insp. Due: / /
General Service:

Chg to acct $ 95.40

Thank you for your business

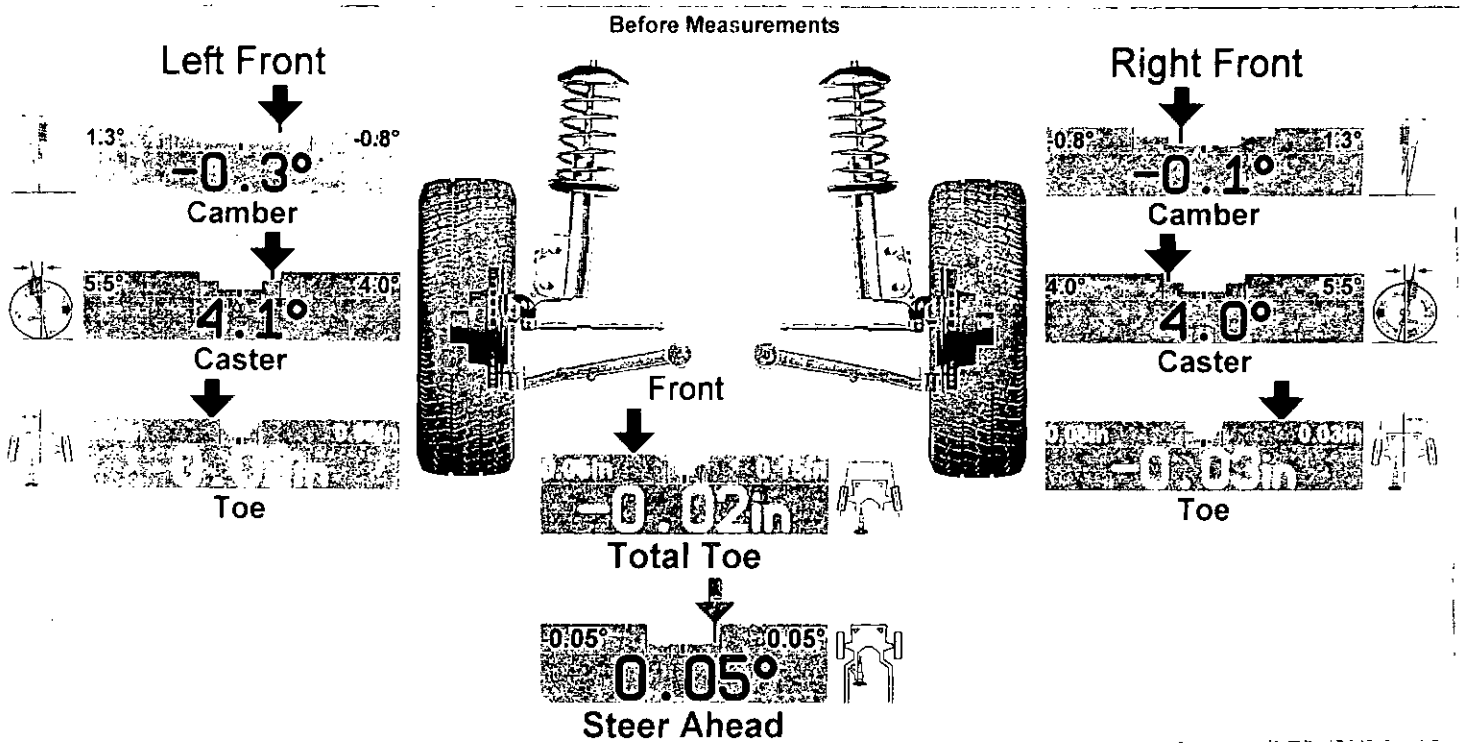
I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

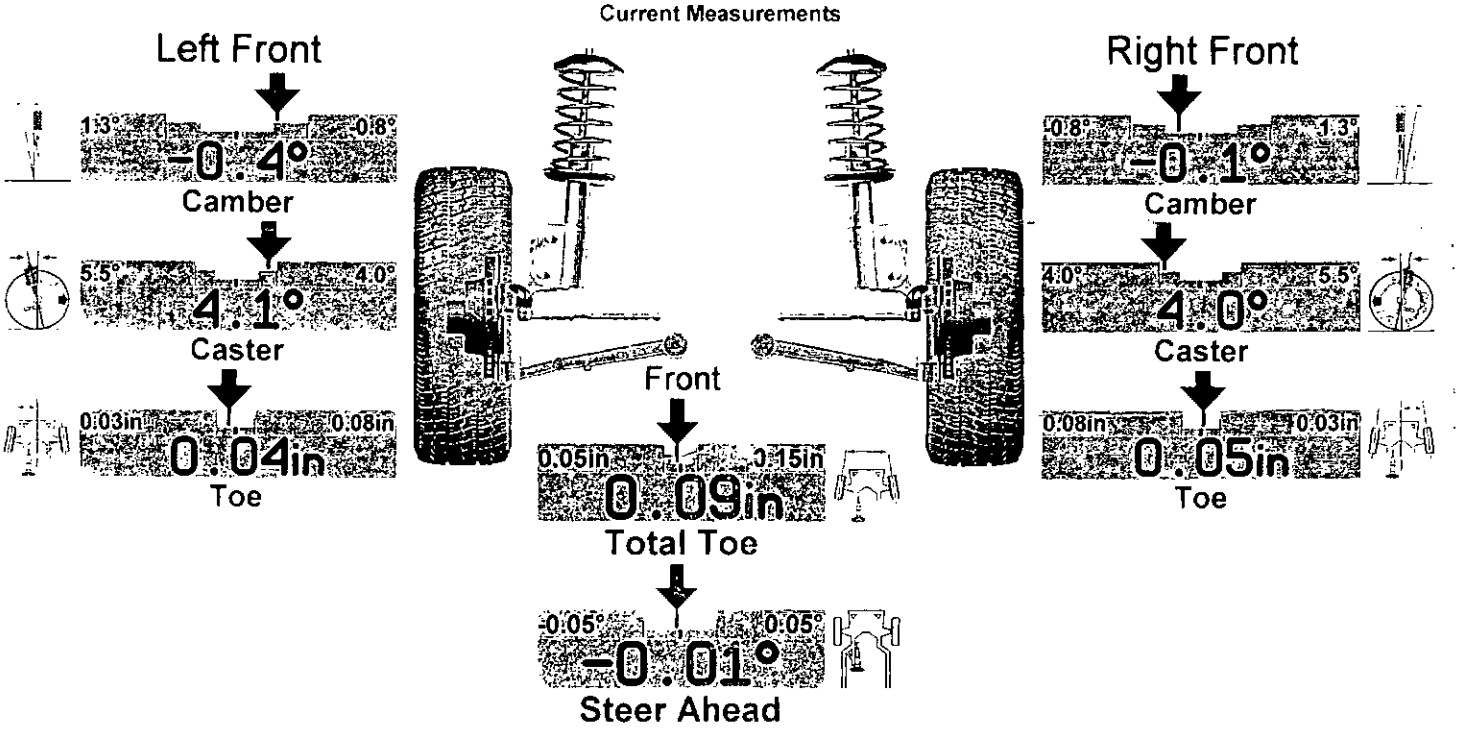
Authorized Signature: _____

Inspection:	0.00
Accessories:	0.00
Services:	$90.00
Parts:	$0.00
Discount:	0.00
Subtotal:	$90.00
Shop Fee:	$0.00
TAX1	$5.40
AMOUNT CHARGED:	$95.40
TOTAL:	$95.40
Deposit Amount:	0.00
Balance Due:	0.00

Work Order:	6995
First Name:	[redacted]
Company:	
Work Tel.:	
License:	
Color:	BLACK
Year:	04
Technician:	JOSH
Mileage:	87776
Date	12/14/12 9:36 AM

Dodge Truck, SUV & Rear Wheel Drive Van : Ram 1500/2500/3500 Pickup 4X4 (1994-) : 2500 : 2003-05 : Quad Cab, Long Bed (160.5" Wheelbase) (Modified Specification)





[redacted]

Casselberry FL [redacted]

ORLANDO FL 328

28 JAN 2014 PM 3 L



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

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Diamond Automotive

Service Invoice: 20039

Name	[redacted]
Addr.	HUMBLE, TX [redacted]
Phone	281-812-8417
B- Name	
B-Addr.	
B-Phone	[redacted]
Alarm data	
V.I.N. #	3D7KS28CX5G[redacted]

Inv. Date	10/30/13	Year	2005
S.O. Date	10/30/13	Make	DODGE
QC'd by		Model	2500 4X4
Salesman	JEFF	Color	MAROON
Division	DA	Miles	145628
		Lic.#	BP6-9301

Service Description	Hrs.	Lab$
REPLACE UPPER & LOWER BALL JOINTS		340.00
REPLACE TIE ROD @ PITMAN, RIGHT HAND CONNECTING TIE ROD, AND LEFT HAND TIE ROD AT CONNECTING ROD		127.50
REPLACE STABILIZER LINK KITS		68.00
ALIGN FRONT END		85.00

Qty	Part Number	Part Description	Price
2	K7460	UPPER BALL JOINTS	226.50
2	K7467	LOWER BALL JOINTS	246.30
1	DS1463	OUTER TIE ROD, RIGHT	154.15
1	DS1464	DRAGLINK, RIGHT	146.80
1	ES3624	INNER TIE ROD END	39.70
2	K80467	STABILIZER LINK KITS	156.70

Pick# 457

Additional Items		Sublet or Add'l Services	
Total Items		Total Sublets	0.00

Future Needs

P/S GEARBOX HAS SOME PLAY IN IT

Next service due on: ???

Totals

Labor	620.50
Parts	970.15
Supplies	11.22
Sublets	0.00
Addl. Items	0.00
Subtotal	1601.87
Tax	80.96
Total	1682.83

GENERAL REPAIRS ARE WARRANTIED: 12MONTHS\ 12,000 MILES
DRIVEAXLES ARE WARRANTIED:12\12,000 MILE,BOOTS 90 DAYS
BOTH WARRANTIES ARE UNLESS OTHERWISE SPECIFIED
WE APPRECIATE YOUR BUSINESS!!

I agree that I have authorized the repair work described above. I agree that you are not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond the shop's control. I agree that the shop is or was not responsible for delays caused by parts availability. I acknowledge that any additional work that was required was performed at my expense with my permission in person or over the phone unless I have agreed to grant the shop such lattitude. I granted you and your employees permission to operate the vehicle for testing and inspection. An express mechanic's lien was acknowledged on the above vehicle to secure the amount of repairs from the outset. Any telephone authorizations listed on this invoice are according to my authorization and I accept them as described herein.

Thanks for your business.
We appreciate your patronage.

Invoice Acceptance Signature

123 Wilson Rd., Humble, TX 77338 281-446-4003

[redacted] AUTOMOTIVE

Name
Address
Telephone
Vehicle (VIN) 05 Dodge 2500 4X4
License BR6-390
Technician
Mileage
Time Printed 10/30/13 1:47 PM

Dodge Truck, SUV & Rear Wheel Drive Van : Ram 1500/2500/3500 Pickup 4X4 (1994-) : 2500 : 2003-05 : Regular Cab / Quad Cab, Short Bed (140.5" Wheelbase)

Front : Left

Actual	Before	Specified	Range
0.1°	0.1°	-0.3°	0.8°
4.6°	4.6°	4.0°	5.3°
0.08°	0.05°	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

Front : Right

Actual	Before	Specified	Range
0.0°	0.0°	-0.3°	0.8°
4.4°	4.4°	4.0°	5.3°
0.08°	0.04°	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....
.....	.....	.....	.....

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

	Actual	Before	Specified	Range
Cross Camber	0.1°	0.0°	-0.5°	0.5°
Cross Caster	0.2°	0.2°	-0.5°	0.5°
Cross SAI	.....	.....	.....	.....
Total Toe	0.17°	0.09°*	0.10°	0.30°
Cross Turn Diff.	.....	.....	.....	.....

Rear : Left

Actual	Before	Specified	Range
-0.1°	0.0°	.....	.....
-0.13°	-0.13°	.....	.....

Rear : Right

Actual	Before	Specified	Range
0.0°	-0.1°	.....	.....
0.12°	0.12°	.....	.....

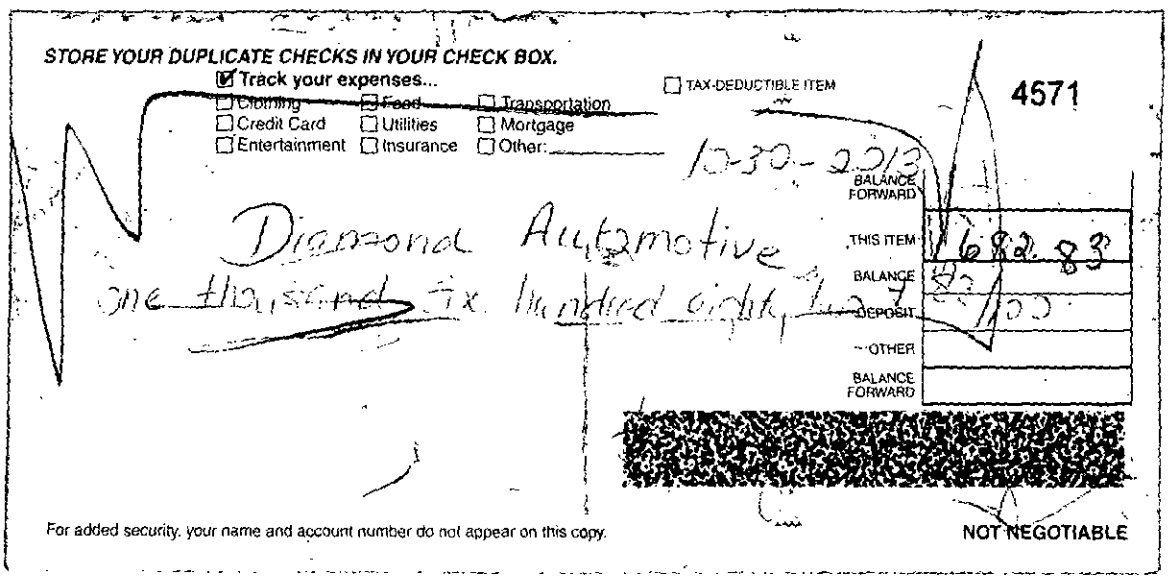
Camber
Toe

Rear

	Actual	Before	Specified	Range
Cross Camber	0.0°	0.0°	.....	.....
Total Toe	-0.01°	-0.02°	.....	.....
Thrust Angle	-0.13°	-0.13°	-0.20°	0.20°

The steering wheel is currently level.

*This value is not within specification. Tire wear, handling and safety problems may result.



STORE YOUR DUPLICATE CHECKS IN YOUR CHECK BOX.

☑ Track your expenses...

☐ Clothing ☐ Food ☐ Transportation
☐ Credit Card ☐ Utilities ☐ Mortgage
☐ Entertainment ☐ Insurance ☐ Other:

☐ TAX-DEDUCTIBLE ITEM

4571

10-30-2013

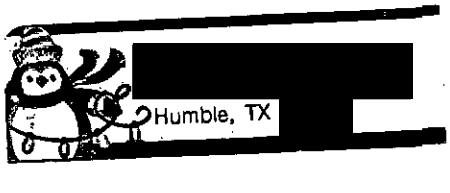
Diamond Automotive

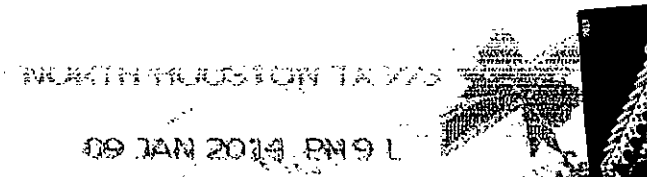
one thousand six hundred eighty two 27

BALANCE FORWARD
THIS ITEM 1682.83
BALANCE
DEPOSIT
OTHER
BALANCE FORWARD

For added security, your name and account number do not appear on this copy.

NOT NEGOTIABLE





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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-10-14

VIN (FIRST 9 DIGITS) 3D7MX48C4

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Customer Number:**543103**

Invoice No: **157336**

INVOICE

PETERSON STAMPEDE
DODGE CHRYSLER JEEP RAM
5801 East Gate Blvd. · Nampa, ID 83687
(208) 475-3030 · (800) 657-6468
www.stampededodge.com

[redacted]

FAIRFIELD, ID [redacted]
Home: [redacted] **Bus:** **Cell:**
Email: email [redacted] home

SERVICE ADVISOR: ***95505 JUSTIN M BELL***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	Dodge Ram 3500	3D7MX48C46G[redacted]		79211 / 79221	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06			18:00 13DEC12		104.80	CASH	13DEC12

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
09:06 13DEC12	17:22 13DEC12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A CUSOTMER STATES THE VEHICLE HAS A DEATH WHOBBLE. HAPPENS WHEN HITTING BUMPS IN THE ROAD, SOMETIMES IT WONT HAPPEN THEN OTHER TIMES HITTING THE SAME BUMP IT WILL HAPPEN. GOES AWAY ONCE THE .. VEHICLE IS SLOWED DOWN TO AROUND 10MPH. PLEASE CHECK AND ADVISE

45 STEERING/SUSPENSION

94110 C89 — 44.50 — 44.50

PARTS: 0.00 LABOR: 44.50 OTHER: 0.00 TOTAL LINE A: 44.50

TEST DROVE AND COULD NOT DUPLICATE CONCERN-INSPECTED AND FOUND LOOSENESS IN LONG TIE ROD, SHORT DRAG LINK AND LONG DRAG LINK-RECOMMEND UPDATE KIT AND ALIGNMENT TO REPAIR-NOTE:ALSO HAD MINOR LOOSENESS IN BALL JOINTS AND STEERING GEAR SECTOR SHAFT

****

B COMPLIMENTARY KNOW YOUR VEHICLE INSPECTION & REPORT

, MPI COMPLIMENTARY KNOW YOUR VEHICLE INSPECTION & REPORT

94110 C85 — 0.00 — 0.00

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

****

C** REPLACE WORN OUT LONG TIE RODS WITH UPDATED COMPONENTS. GOOD WILL 50/50 SPLIT AS PER JARROD D.M.

CAUSE: EXCESSIVE WEAR

19650601 Rod and link - Replace Package, tie rods, tubes, links, steering damper (B)

94110 W — (N/C)

1 6502835 NUT-HEX FLANGE LOCK (N/C)
1 68039930AA ARM-PITMAN (N/C)
1 5154661AB *DAMPER-STEERING (N/C)
3 6505623AA NUT-HEX LOCK (N/C)
1 52122362AH STEERING-STEERING (N/C)

FC: 37
PART#: 52122362AH
COUNT: 1
CLAIM TYPE: W
AUTH CODE:

I hereby authorize the repair work herein set forth to be done along with the necessary materials and AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL. I hereby grant you and/or your employees permission to operate the vehicle herein describes 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. Not responsible for damage from freezing due to lack of antifreeze. WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WHEN FACTORY PARTS ARE USED, ALIGNMENTS GUARANTEED FOR 90 DAYS.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
LINE ADJUSTMENTS	
SUBLET AMOUNT	
MISC./SHOP CHARGES	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SERVICE INVOICE #2 ELF XSIBC

CUSTOMER COPY

SERVICE INVOICE #2 XSI2C

Customer Number:**543103**

Invoice No: **157336**

INVOICE

PETERSON STAMPEDE
DODGE CHRYSLER JEEP RAM
5801 East Gate Blvd. · Nampa, ID 83687
(208) 475-3030 · (800) 657-6468
www.stampededodge.com

[redacted]
FAIRFIELD, ID [redacted]
Home: [redacted] **Bus:** **Cell:**
Email: email[redacted]home

SERVICE ADVISOR: ***95505 JUSTIN M BELL***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	Dodge Ram 3500	3D7MX48C46G[redacted]		79211 / 79221	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06			18:00 13DEC12		104.80	CASH	13DEC12

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
09:06 13DEC12	17:22 13DEC12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

19651001 Pitman arm - Replace (B)
94110 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
CUSTOMER PAY DEDUCTIBLE FOR LINE C 323.00
INSTALLED UPDATE KIT AND PITMAN ARM DUE TO LONG AND SHORT DRAG LINKS AND LONG TIE ROD END CAUSING DEATH WOBBLE-CHECKED OK AFTER REPAIR-CUST REQUESTED ASSISTANCE AND FACTORY REP AUTH 50/50 SPLIT ON PARTS AND LABOR

****

D** FOUR WHEEL ALIGNMENT: INCLUDES CHECKING & ADJUSTING FRONT END COMPONETS FOR PROPER WHEEL ALIGNMENT. ADDITION CHARGE WILL APPLY WHEN COMPONET REPLACEMENT OR SHIMS ARE NEEDED TO BRING VEH INTO ALIGNMENT.
4WA FOUR WHEEL ALIGNMENT: INCLUDES CHECKING & ADJUSTING FRONT END COMPONETS FOR PROPER WHEEL ALIGNMENT. ADDITION CHARGE WILL APPLY WHEN COMPONET REPLACEMENT OR SHIMS ARE NEEDED TO BRING VEH INTO ALIGNMENT
95715 C85 69.95 69.95
PARTS: 0.00 LABOR: 69.95 OTHER: 0.00 TOTAL LINE D: 69.95
PERFORMED ALIGNMENT-FOUND CAMBER ON LEFT TO OFF AT 0.30 DEGREES-SPEC IS 0.25-RECOMMEND REPLACING UPPER BALL JOINT WITH ADJUSTABLE BALL JOINT-CUST DECLINED AT THIS TIME AND WAS NOTIFIED THIS COULD CAUSE TIRE WEAR AND COULD GET WORSE

****

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 8.01

I hereby authorize the repair work herein set forth to be done along with the necessary materials and AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL. I hereby grant you and/or your employees permission to operate the vehicle herein describes 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. Not responsible for damage from freezing due to lack of antifreeze. WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WHEN FACTORY PARTS ARE USED, ALIGNMENTS GUARANTEED FOR 90 DAYS.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
LINE ADJUSTMENTS	
SUBLET AMOUNT	
MISC./SHOP CHARGES	
TOTAL CHARGES	
LESS INSURANCE/DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

SERVICE INVOICE #2 ELF XS18C

CUSTOMER COPY

SERVICE INVOICE #2 XS12C

Customer Number:**543103**

Invoice No: **157336**

INVOICE

PETERSON STAMPEDE
DODGE CHRYSLER JEEP RAM
5801 East Gate Blvd. · Nampa, ID 83687
(208) 475-3030 · (800) 657-6468
www.stampededodge.com

[redacted]
FAIRFIELD, ID [redacted]
Home: [redacted] **Bus:** **Cell:**
Email: email|steve.sabin@hcfusion.com|home

SERVICE ADVISOR: ***95505 JUSTIN M BELL***

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	06	Dodge Ram 3500	3D7MX48C46G[redacted]		79211 / 79221	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN06			18:00 13DEC12		104.80	CASH	13DEC12

R.O. OPENED	READY	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
09:06 13DEC12	17:22 13DEC12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

*** Peterson Stampede DCJR appreciates ***
*** and Thanks you for your Business ***
****
*** Please Be A Friend Join Us On FACE ***
*** BOOK! ***
****

DODGE CHRYSLER Jeep RAM

I hereby authorize the repair work herein set forth to be done along with the necessary materials and AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND YOUR CONTROL. I hereby grant you and/or your employees permission to operate the vehicle herein describes 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. Not responsible for damage from freezing due to lack of antifreeze. WORK GUARANTEED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST. WHEN FACTORY PARTS ARE USED, ALIGNMENTS GUARANTEED FOR 90 DAYS.

X_____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 114.45
PARTS AMOUNT	$ 0.00
LINE ADJUSTMENTS	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC./SHOP CHARGES	$ 331.01
TOTAL CHARGES	$ 445.46
LESS INSURANCE/DISCOUNTS	$ 0.00
SALES TAX	$ 0.48
PLEASE PAY THIS AMOUNT	**$ 445.94**

SERVICE INVOICE #2 ELF XS18C

CUSTOMER COPY

SERVICE INVOICE #2 XS12C

CHRYSLER

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

This notice applies to your vehicle (VIN: **3D7MX48C46C**[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 01

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA www.nhtsa.gov

6C[redacted] N62 539231

[redacted]

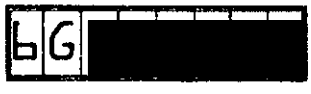
FAIRFIELD, ID [redacted]

539231/#63094/N62

539231/#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]

FAIRFIELD, ID [redacted]



[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-16-14

VIN (FIRST 9 DIGITS) 3D7KS19D4

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000023

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

0930

This notice applies to your vehicle (VIN: **3D7KS19D46[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.

800 992 1997

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.

CUSTOMER #: 44129

83736

INVOICE

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

[redacted]
WEST JORDAN, UT [redacted]
HOME: [redacted]
BUS: [redacted]

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	DODGE RAM	3D7KS19D46[redacted]		67986/67986	T4182

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			17:00 08OCT13			LCA	08OCT13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
15:33 07OCT13	12:13 08OCT13	STK:Y0123 DLR:08011 ENG:5.7_Liter_SMPI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 378.20				08OCT13 08:53	SA: 233		
CONTACT: ER							
RE							
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							30.00

CHRYSLER

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

JEEP

Sale

[redacted]
DISCOVER Entry Method: Swiped
Total: $ 1,299.94
Approved Online Appr Code: 006218

DODGE

RAM

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	600.25
PARTS AMOUNT	628.20
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	30.00
TOTAL CHARGES	1258.45
LESS INSURANCE	41.85
SALES TAX	83.34
PLEASE PAY THIS AMOUNT	**1299.94**

CUSTOMER COPY

CUSTOMER #: 44129

83736

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]

WEST JORDAN, UT [redacted]

[redacted]

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	DODGE RAM	3D7KS19D46G[redacted]		67986/67986	T4182

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			17:00 08OCT13			LCA	08OCT13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
15:33 07OCT13	12:13 08OCT13	STK:Y0123 DLR:08011 ENG:5.7_Liter_SMPI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A VEH TOWED IN, VEH WILL NOT GO WHEN IN GEAR								
	6 Automatic transmission service (up to 6 qts. add for second filter if equipped)							
		940 VANOVERBECK,TYLER LIC#: 0940						
		CPD					73.30	73.30
1	5013470AD	4X4 FILTE-TRANSMISSION OIL				37.75	37.75	37.75
7	68055894AA	ATF				5.95	5.95	41.65
1	5010884AC	*SEALER-NONE				6.75	6.75	6.75
1	5179267AC	FILTERPKG-TRANSMISSION OIL				20.50	20.50	20.50
PARTS: 106.65 LABOR: 73.30 OTHER: 0.00 TOTAL LINE A: 179.95								
67986 FOUND VEHICLE TO NOT GO INTO GEAR. DROPPED TRANS PAN AND FOUND SECONDARY FILTER TO BE SITTING IN PAN. FOUND FILTER WAS CROSS THREADED INTO TRANS. ALSO FOUND PRIMARY FILTER TO HAVE 2 GASKETS CAUSING NO FLUID PRESSURE. REMOVED BOTH SEALS AND REINSTALLED NEW SEAL. THREAD CHASED SECONDARY FILTER INLET HOUSING. INSTALLED NEW SECONDARY FILTER. REINSTALLED TRANS PAN WITH CORRECT RTV. FILLED TRANS AND FOUND VEHICLE TO GO INTO GEAR AND DRIVE NORMALLY AT THIS TIME.								
**********								
B MULTI POINT "ROAD READY" VEHICLE INSPECTION								
	15 MULTI POINT "ROAD READY" VEHICLE INSPECTION							
		940 VANOVERBECK,TYLER LIC#: 0940						
		IFREE						(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00								
67986 COMPLETED MULTI POINT. REFER TO OTHER LINES FOR DETAILS								
**********								
C** LEAK FROM FRONT PINION SEAL								
	900 BODY							
		940 VANOVERBECK,TYLER LIC#: 0940						
		CLCA					117.00	117.00
1	5086697AB	SEAL-DRIVE PINION				24.85	24.85	24.85
	DED DEDUCTIBLE FOR REPAIRS							
		940 VANOVERBECK,TYLER LIC#: 0940						
		CLCA					-100.00	-100.00
	CTP CUSTOMER TO PAY DEDUCTIBLE							

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 #: 44129

83736

INVOICE

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

[redacted]

WEST JORDAN, UT [redacted]

HOME: [redacted]

BUS:

SERVICE ADVISOR: 233 TREVOR CORBRIDGE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	06	DODGE RAM	3D7KS19D46G[redacted]		67986/67986	T4182

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
01JAN06 DD			17:00 08OCT13			LCA	08OCT13

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS:
15:33 07OCT13	12:13 08OCT13	STK:Y0123 DLR:08011 ENG:5.7_Liter_SMPI TRN:AUTO

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	940 VANOVERBECK,TYLER LIC#: 0940							
		CPD					100.00	100.00
PARTS:	24.85	LABOR:	117.00	OTHER:	0.00	TOTAL LINE C:		141.85

67986
REPLACED LEAKING FRONT PINION SEAL
1.3 HRS

****

D** PLAY IN STEERING

	700 STEERING							
	940 VANOVERBECK,TYLER LIC#: 0940							
		CPD					330.00	330.00
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
PARTS:	496.70	LABOR:	330.00	OTHER:	0.00	TOTAL LINE D:		826.70

67986 FOUND PLAY IN 3 OF 4 TIE ROD ENDS IN STEERING. INSTALLED UPDATED STEERING KIT WITH NEW STEERING SHOCK. FOUND NO PLAY IN STEERING AT THIS TIME.

****

E** Align Front And Rear Suspension
CAUSE: MAINTENANCE
10A Align Front And Rear Suspension

	940 VANOVERBECK,TYLER LIC#: 0940							
		CPD					79.95	79.95
PARTS:	0.00	LABOR:	79.95	OTHER:	0.00	TOTAL LINE E:		79.95

67986 COMPLETED 4 WHEEL ALIGN

****

EST: 105.00 07OCT13 15:39 SA: 233

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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	

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.
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I have received a demonstration/explanation of repairs.

CUSTOMER SIGNATURE

CUSTOMER COPY

[redacted]

W. Jordan, UT [redacted]

CERTIFIED MAIL™

[redacted]

UNITED STATES POSTAL SERVICE

1000 48321

U.S. P
SALT LAKE
84
JAN 0
AMO
$
000

JAN 15

Attn: Reimbursement

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

48321-8

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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.**
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Customer Services / Field Operations
Chrysler Group LLC

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RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

Any Questions my # is [redacted]

[redacted]

Tamaqua, Pa. [redacted]

1/8/14

To whom it may concern,

I am sending receipts in for the work I had done on my Dodge truck. Back in April of 2013 the left tie rod broke. It's lucky we didn't get killed. I would be sending in a tow bill, but I had aaa. I had to replace the whole front end, and I replaced the tie rod ends with grease fittings. This truck had only 75,000 miles on it.

I previously owed a brand new 1990 Dodge truck. I put 500,000 miles on it. This truck had all new grease fittings on it and free wheeling hubs, and it had all original parts on it when I got rid of it. You went and ruined a good truck. I bought a 2004 Dodge when I sold my 1990, and I had to replace the whole front end at 104,000 miles. This truck caught on fire, sitting while parked. This truck would have been also on your recall list. Right now I have this 2006 Dodge. It had 73,000 miles when I bought it. I had to do the same thing on this truck. I wish I had my old 1990 Dodge back. I hope the right people read this letter. Please send to CEO.

Thank You

[redacted]

MIKE BARBER'S AUTO REPAIR
R.D. #1 NEWTOWN (OLD RT. 413)
[redacted]

NAME [redacted] PHONE
ADDRESS [redacted]
CITY, STATE, ZIP Hamburg, PA 19526
2ND AUTHORIZED NAME PHONE

MATERIAL: AL BUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE	WARRANTY Y/N
1	267002	TIE-rod end	119.98	
1	3256	TIE-outer	59.35	
	3257	TIE-inner	40.99	
	6603	TIE-outer	112.94	
	105	TA ADJ sleeve	63.86	
	65521	stabilizer shaft	93.79	
		TOTAL PARTS	470.71	

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) 4-7-15 A.M. P.M.
CUSTOMER'S ORDER NO. Service Call
PROMISED (DATE & TIME) 4-16-15 A.M. P.M.
YEAR • MAKE • MODEL 2006 Dodge Ram 3500 4x4
SERIAL #/VIN [redacted]
MOTOR # 5.9 Diesel
LICENSE NO.
ODOMETER 150,856 K
WRITTEN BY JLF

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

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

- Customer Info: Vehicle started making loud clanging noise while wagon in for steering & power assist. Visual inspection to diagnose broken coil spring under Ltd end + Damage to all Ventic

METHOD OF PAYMENT ☐ CHECK ☐ CHARGE ☐ CASH
LABOR 3.6 hrs @ 75.00 ☐ FLAT RATE ☐ HOURLY
☐ RETAIN PARTS ☐ DESTROY PARTS
AUTHORIZED BY [redacted]

Customer to be notified after entire work has been completed and customer has been notified. No charges shall accrue or be allowed payable for a period of 24 working days from date of notification.

GUARANTEED ITEM(S) All New Parts
GUARANTEE EFFECTIVE UNTIL: TIME MILEAGE

LABOR	270.00
PARTS	470.71
ACCESSORIES	
GAS, OIL & GREASE	22.05
MISC. MERCHANDISE	10.00
SUBLET REPAIRS	
STORAGE FEE	
TAX	46.94
TOTAL ▶	823.55

MECHANICS RECOMMENDATIONS

Due to Joint failure While in operation use of an Sphyget Damages MAX Occur

Estimated cost $ _____ Estimate Charge _____ Basis for Charge _____

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

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

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

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

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

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

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

SIGN[redacted]
DATE[redacted]

adams GT3870 09-11

HEISLER'S CUSTOM SERVICE

Wheel Alignment & Brake Service

249 Claremont Ave.
TAMAQUA, PA 18252
(570) 668-5303

CUSTOMER'S ORDER NO.	PHONE	DATE
		4/12/13

NAME [redacted]

ADDRESS

Pody TK

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT

QTY.	DESCRIPTION	PRICE	AMOUNT
	Align		60 00
		TAX	3 60
		TOTAL	63 60

RECEIVED BY

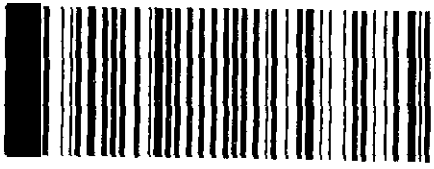
C PRODUCT 610

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

Thank You

[redacted]
Tamaqua, PA [redacted]

CERTIFIED MAIL™



[redacted]

Chrysler Corp
P.O. Box 21
Auburn Hills
48

attention: Reimbursement 48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 3D7MS48C1

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000-00028

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

[redacted] Noble, IL [redacted]

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MS48C15G**[redacted].

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

Dear [redacted]

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

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

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

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

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

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

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

Fulk SERVICE & REPAIR

HYDRAULIC HOSES MADE ON THE SPOT

1328 E. Dover Ln
Noble, IL 62868
618.843.9698

Hours:
Monday - Saturday: 8:00-5:00
Sunday: By Appointment

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

NAME	[redacted]	PHONE	[redacted]
ADDRESS	[redacted]		
CITY, STATE, ZIP	Noble IL	[redacted]	
2ND AUTHORIZED NAME		PHONE	

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY Y/N
	L.F.	Tie Rod End			
	Part No#	5086146AC	49.50		
		TOTAL PARTS			

MECHANICS RECOMMENDATIONS

Estimated Cost $_____ Estimated Charge $_____ Basis for Charge $_____

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M.	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME) A.M. P.M.
	Silver	10-7-13

YEAR - MAKE - MODEL	SERIAL #/VIN
05 Dodge Ram	MOTOR # 5.9 DSL

LICENSE NO.	ODOMETER	WRITTEN BY

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

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVA[redacted]

VIN # 3D7MS48C1[redacted]

Replace L.F. Tie Rod End

2 HR

METHOD OF PAYMENT:
☐CHECK ☐CHARGE
☐CASH

LABOR
☐FLAT RATE ☐HOURLY
☐BOTH

☐RETAIN PARTS
☐DESTROY PARTS

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

GUARANTEED ITEM(S)_____

GUARANTEE EFFECTIVE UNTIL:
TIME_____
MILEAGE_____

AUTHORIZED BY

LABOR ONLY	100.00
PARTS	49.50
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	
TAX	3.34
TOTAL	152.84

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

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

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

____ I DO NOT REQUEST A WRITTEN ESTIMATE.

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

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

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

SIGNED_____

DATE_____

Fulk SERVICE & REPAIR

HYDRAULIC HOSES MADE ON THE SPOT

1328 E. Dover Ln
Noble, IL 62868
618.843.9698

Hours:
Monday - Saturday: 8:00-5:00
Sunday: By Appointment

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

NAME	[redacted]	PHONE
ADDRESS	[redacted]	
CITY, STATE, ZIP	Noble IL	[redacted]
2ND AUTHORIZED NAME		PHONE

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY Y/N
		TOTAL PARTS			

MECHANICS RECOMMENDATIONS

Estimated Cost $_____ Estimated Charge $_____ Basis for Charge $_____

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M.	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME) A.M. P.M.
	Silver	10-3-13

YEAR • MAKE • MODEL	SERIAL #/VIN
05 Dodge RAM	MOTOR # 59 DSL

LICENSE NO.	ODOMETER	WRITTEN BY

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

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

VIN 3D7MS48C1 [redacted]

Tow in From Mt. Eire
To 1328 E Dover Ln

Tow Fee

METHOD OF PAYMENT: ☐CHECK ☐CHARGE ☐CASH	Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.	LABOR ONLY Labor	100.00
LABOR ☐FLAT RATE ☐HOURLY ☐BOTH	GUARANTEED ITEM(S)_____	PARTS	
	GUARANTEE EFFECTIVE UNTIL	ACCESSORIES	
	TIME_____	GAS, OIL & GREASE	
☐RETAIN PARTS ☐DESTROY PARTS	MILEAGE_____	MISC. MERCHANDISE	
		SUBLET REPAIRS	
AUTHORIZED BY		STORAGE FEE	
		TAX	
		TOTAL ▶	

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

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

____ I DO NOT REQUEST A WRITTEN ESTIMATE.

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_____ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.
_____ This amount includes a charge of $_____, which is required under_____law.

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

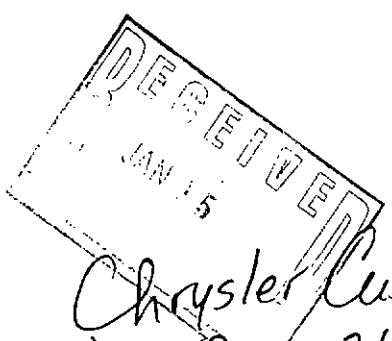
Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's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

SIGNED_____

DATE_____

[redacted]

Noble, IL [redacted]



neopost
01/09/2014
US POSTAGE

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

Attn: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1.9.14

VIN (FIRST 9 DIGITS) 3D7KS28A5

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000028

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Wednesday, January 8, 2014

Chrysler Group
PO Box 218008
Auburn Hills, MI 48321

RE: Safety Recall Left Tie Rod

To Whom It May Concern:

I experienced the failure of my tie rod in November 2012. I am including the receipts for the labor to be repaired as well as the receipt for the body work I had to have done as a result of the broken tie rod, as I lost control of my vehicle when it happened and damaged the right side door.

Thank You,

[redacted]

Jim Moore Paint & Body
3206 HWY. 255 WEST
LAVACA, AR 72941
PH (479)674-2131 CELL 651-1391
jdmoorehere@live.com

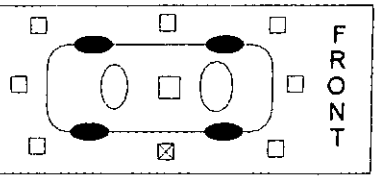
AR 251940-65-001
ESTIMATE # 438
JANUARY 14, 2013 • 5:52 PM

Customer	[redacted]	Year - Mfg	2008 DODGE
Phone 1	[redacted]	VIN	3D7KS28A58G[redacted]
		Model	RAM2500
		Body Style	QUAD CAB PU
		Paint System	2 STAGE
		Paint Code	PR4

THIS ESTIMATE IS GOOD FOR 30 DAYS FROM THE DATE OF ESTIMATE.

VEHICLE OPTIONS

IMPACT POINTS
RIGHT



	Operation	Part	P/N	Labor	Price	Refinish	Jamb\Interior\Edge	Clear Coat	Three Stage	Two Tone	Chip Guard	Blend	Polish	Sublet	Other
1	REPAIR	RT FRONT DOOR		4.0		2.4		1.0				0.7			
2	REPLACE USED	RT REAR DOOR		3.0	650.00	2.2		0.4				0.7			

MISCELLANEOUS		*LABOR*	*RATES*	*HOURS*	*CHARGES*	*TOTALS*	
Shop Supplies @ 5%		Body/Sheet Metal	35.00	7.0	245.00	Parts Total	650.00
Non-Paint Labor	12.25	Frame	35.00	0.0	0.00	Labor Total	504.00
Sublet Charges	0.00	Mech/Electrical	35.00	0.0	0.00	Paint & Materials Total	185.00
Haz Waste Charge	8.00	Refinish	35.00	7.4	259.00	Miscellaneous Total	20.25
Other	0.00	Paint & Materials	25.00	7.4*	185.00	Subtotal	1,359.25
						AR State @ 6%	81.56
						Sebastian County @ 1.25%	16.99
						Grand Total	1,457.80

Collision Labor Source - Mitchell manuals - Calculations based on standards in current collision guide procedure pages. *Where this figure is larger, clear labor was capped, paint & materials were not. Items marked with a # are either tax exempt or tax was prepaid to sublet provider and is included in the amount charged. Estimiser Pro © Swan River Software 866.584.5556

[redacted]

DATE 12-3-12

DALE'S

720 Prairie - Charleston, AR 72933
479-965-7792

MERCHANDISE OR SERVICE	QUANTITY	TOTAL PRICE	AMOUNT
Tie Rod End			70 00
Labor			40 00
		SALES TAX	9 50
		TOTAL	119 50

Nº 4052

SIGNATURE_____

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7KS28A58G[redacted].

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

8C[redacted] N49 011373

[redacted]
CHARLESTON, AR [redacted]

011373/#63093/N49

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

VIN (Last 8 Characters of Vehicle Identification Number)

Notification Code





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 Nam

Last Nam

Street Ad

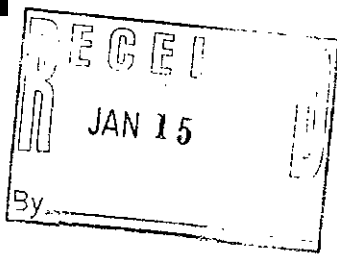
City Charleston

State AR Zip Code

Email Address _____

[redacted]

Charleston, AR 7[redacted]



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 0 000000000

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

SAVE PARTS		PROMISED DATE/TIME	MILEAGE	WRITTEN BY
Y N	ALL PARTS NEW UNLESS OTHERWISE SPECIFIED		125304	KT

ESTIMATE	AMOUNT	DATE	TIME	EMPLOYEE	PHONE	CUSTOMER
ORIGINAL						
REVISED 1						
REVISED 2						

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

X

DISCLAIMER OF WARRANTIES: ANY WARRANTIES ON THE PRODUCTS SOLD ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

EMISSION WAIVER — I understand that I have the right to have emission service and/or adjustment done elsewhere. I hereby waive this right at this time.

X

PARTS & OTHERS

QTY.	PART NO.	DESCRIPTION	EACH	EXTENSION
1	FE	OUTER TIE ROD END	99.95	99.95
1	FE	OUTER TIE ROD END	189.95	189.95
1		Shop Supplies	10.70	10.70

LABOR

QTY.	DESCRIPTION	EXTENSION
1.50	R&R OUTER TIE ROD ENDS	147.00
1.00	TIE ROD ALIGNMENT	98.00

I hereby accept the initial estimate and agree to the terms and conditions herein set forth and hereby authorize the service and repair and/or installation work to be done along with the necessary materials and hereby grant you and/or your employees and/or designees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing or inspection. I hereby authorize storage of the vehicle at the rate of _____ per day beginning on the _____ day after repairs are completed. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of towing, storage and/or repairs. You will not be held responsible for loss or damage to vehicle or accessories or articles left in vehicle. In case of fire, theft, vandalism, accident, or any other cause beyond your control or the event legal action is necessary to enforce this contract, I will pay reasonable attorney's fees and court cost.

AUTHORIZED BY X

OWNER'S MANUAL RECOMMENDATIONS

TOTALS	
PARTS	300.60
LABOR	245.00
OTHER	
SUBLET	
SUBTOTAL	545.60
TAX	23.19
TOTAL	568.79

CASH AMOUNT	CHECK AMOUNT	CHECK NO.	C.C. AMOUNT	C.C. TYPE	C.C. APPROVAL CODE	ON ACCOUNT	
			568.79				THANK YOU!

TELLURIDE TIRE
700 VANCE DR
TELLURIDE, CO 81435
(970) 728-5171

TERMINAL I.D.:

MASTERCARD
XXXXXXXXXXXX[redacted]
SALE
BATCH: 000737 INV: 6
DATE: SEP 04, 13 TIME: 09:34:58
AUTH NO: 03596Z

TOTAL $568.79

JERUD S EARNEST

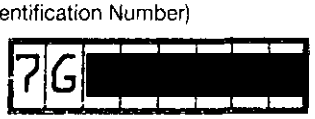
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

[redacted]

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]

[redacted]

MT. Carmel, IL [redacted]

C

P

A

ATT

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7KS26D$

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000[redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS26D08G[redacted].

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE Jeep SRT MOPAR

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

I hereby authorize the [illegible] listed above [illegible] including sublet work to be done at necessary [illegible] employees may operate the described vehicle for purposes of [illegible] delivery at my risk. An express lien is acknowledged on vehicle [illegible] repairs thereto. You will not be responsible for damage to [illegible] vehicle in case of fire, theft, [illegible] beyond your control. Customer agrees to pay all collection costs in the event that default is made in any payment due. If vehicle is returned for service being performed, a diagnostic and handling fee [illegible] I have read and understand the above and acknowledge [illegible]

X _____

Terms: CASH unless [illegible] completed may be subject [illegible]

Zegers Automotive

1259 29th Ave.
www.zegersautomotive.com
Columbus, NE 68601
(402) 563-3288
WE NOW HAVE NATIONWIDE WARRANTY!

Invoice # 9948

[redacted]
Columbus, NE [redacted]

[redacted] Business
Mobile

2008 Dodge RAM 2500 ST

VIN: 3D7KS26D08C[redacted]
Engine: V8 5.7L, 345cid, Gas, FI
Trans:

License # [redacted]
Odom: 47547
Color:
Mfg. Date:

Unit #

Inv Date: 1/23/2013
Promised: 1/23/2013 @ 5:00pm
Service Writer: Jess Zegers
Status: Posted
Driver: Sackett, Pat
PO #

Vehicle Problems	Requests for Service	Services Performed		Qty	Price		Ext
Customer states that: The Turn Signals are not blinking properly.							
Labor Service - Replace bulb AK							10.00
New	*3157*	*3157 Bulb*		1.00	1.87		1.87
Customer states that: Noise when turning							
Labor Service - Replace both outer tie rod ends & inner drag links. AK							104.00
New	*MOG DS1463*	*Drag link*		1.00	132.37		132.37
New	*MOG DS1464*	*Drag Link*		1.00	130.43		130.43
New	*MOG ES3624*	*Tie Rod end*		1.00	36.20		36.20
New	*MOG ES3625*	*Tie Rod end*		1.00	72.72		72.72
Labor Service - Reset toe in. AK							29.75

Posted 1/23/13 5:32PM
A/R Charge $545.63

Invoice Summary

Parts	375.59
Labor	143.75
Sub Total	519.34
Sales Tax (DEF)	26.29
Total	**545.63**



Overdue accounts will be charged 1% interest.

Pd 1-31-13 # 38446 INC PSC

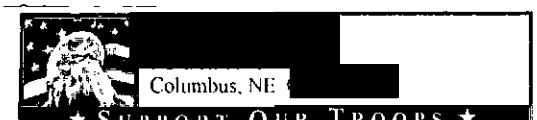
X [redacted]
Customer acknowledges receipt of merchandise and services

Page 1 of 1

Discard old parts

Original Estimate: 557.35

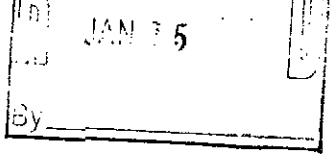
+ 202.23
# 747.86



OMAHA NE 680

08 JAN 2014 PM 1 L





Chrysler Customer Assistance
ATTN: Reimbursement
PO BOX 21-8007
Auburn Hills MI 48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 0000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Elmquist Towing Co.

Corporate Office
2210 229th Pl
Ames, IA 50014

- SALES RECEIPT -

Ticket Number: <none>

Customer: [redacted] **Service For:**

Job Details:

Job #	Job Date		
143744	12/4/2013	CASH CALL	
	Vehicle	Vehicle License	VIN #
	2008 Dodge 2500		
Pick-Up At	1834 Q AVE MADRID		
Dropped-Off At	PRECISION AMES		

Job Charges:

Date	Item	Qty	Rate	Amount
12/04/2013	Cash Rate MD Tow	1	$100.00	$100.00
12/04/2013	Cash Rate Mileage MD per mile	14	$3.50	$49.00

Job Subtotal	$149.00
Tax	$10.43
JobTotal	$159.43
Payments	$159.43
Balance Due	$0.00

I, the undersigned, do hereby certify that I am legally authorized and entitled to take possession of the vehicle described above and all personal property therein. Customer's own risk for valance and fiberglass - steering - damage caused by faulty tires - personal property left in vehicle. Towing company will not be held responsible after vehicle has been dropped.

Customer Signature _____

PRECISION AUTO CLINIC
815 N 2ND ST
AMES, IA 50010
(515) 232-7970

Name [redacted]	Type 2008 DODGE TRUCK RAM 2500 4 6.7 DIESEL AUTO	Number	019746 Repair
Address [redacted]	VIN	Date	12/04/2013 PAID
City MADRID, IA [redacted]	Lic # [redacted]	Empl	None
H. Phone [redacted]	W. Phone 239-1116 AMY	Odometer	45000
Open Date 12/04/2013 Time	Completion Date 12/05/2013 Time		

Parts	Description	Qty	Price	Ext.
800532	LEFT OUTER TIE ROD END	1	94.18	94.18
68038055AD	RIGHT OUTER TIE ROD END	1	180.00	180.00
SC2968	STEERING STABILIZER	1	50.83	50.83

Labor	Amount
000004 REPLACE BOTH OUTER TIE ROD ENDS AND STEERING STABILIZER	137.50
000004 FRONT END ALIGNMENT	69.50

Payments/Charges	Date	Type	Amount
	12/05/2013	Visa/MC	569.25
		Balance:	0.00

Labor	Parts	Sublet	Waste	Tax	Total	Balance
207.00	325.01	0.00	0.00	37.24	569.25	0.00

I hereby authorize the above repair work to be done along with necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of the repairs thereto you will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.
Any warranties on the products sold hereby are those made by the manufacturer. The seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchant-ability or fitness for a particular purpose, and neither assumes nor authorises any other person to assume for it any liability in connection with the sale of said products.

Authorized by : _____ Received by : _____

PRECISION AUTO CLINIC
815 N 2ND STREET
AMES, IA 50010
(515) 232-7970

C O P Y

12/05/2013 21:21:33

SALE

Transaction #	2
Card Type:	[redacted]
Acc:	**********
Exp. Date:	**/**
Entry:	Swiped
Batch No:	339001
Amount:	**698.21**

Reference No.:	00000002
Auth.Code:	05573C
Respon.	APPROVED

CUSTOMER COPY

The 6982[illegible] TOTAL WAS for ALL WORK PREFORMED ON this DATE. $569.25 WAS THE AMOUNT USED ON THE TIE-ROD DEBACLE. THE 128[illegible] WAS for OTHER WORK DONE.

[redacted]

MADRID, IA [redacted]

[redacted]

08303Z#63093/N49

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 applicable)*:

☐ My vehicle was inspected and found to be ok.

☑ My vehicle was repaired. AFTER IT BROKE!

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 owne name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's nan 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]
Madrid IA [redacted]

CHRYSLER
P.O. BOX
AUBURN
ATTN: REIMBU

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7KS29C7

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 60000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS29C76[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.

4 WHEEL PARTS Performance Centers

4744 S DECATUR BLVD SUITE A
LAS VEGAS, NV 89103
Ph: (702)871-1717 Fax: (702)220-5959

AD Code INT INTERNET AL

CASH WORK ORDER

Customer Phone
Main [redacted]
Fax
Other

Invoice No. 45-127046
Date 04/01/11 **Time** 06:13PM

Customer No. 1575321
Cust P.O. No. 04/01 JNS
Ship Via
Salesman 1260 SHELTO
Employee 1260 SHELTO
Terms CASH
Page 2 **of**

Remit to: 400 W. Artesia Blvd., Compton, CA 90220 ● 310/900-5500 **B.A.R. No.** 04561

Bill To

[redacted]
HENDERSON, NV [redacted]

Ship To

[redacted]
HENDERSON, NV [redacted]

BRYANVANBLERICOM@YAHOO.COM

Vehicle Year	Make	Model	License No.	Odometer In	Odometer Out	Time In	Time Promised	Retain Parts
2005	DODGE	RAM 2500 PICKU	061 ERA	57727	57731	09:00AM	06:00AM	N

Ln	Qty Ord	Qty Ship	B/O	Part Number	Description	Unit Price	Extended Amount

3. Write down the Redemption Code, to use towards your next purchase

Thanks for shopping at 4 Wheel Parts.
Did you know we now offer oil and other premium services? Please ask your sales assistant for details.

** PAYMENT INFO **

VISA XXXXXXXXXXX[redacted] 691.90

Address: N Zip: N CCV: Y

Signature : _____
I Agree to pay the above amount

TOTAL AMOUNT TENDERED : 691.90

Lug nuts checked by	Drop Zone performed by	Appointment Date	Time	Estimate
1085	1085	04/01/11	09:00AM	750.00

All returns must be accompanied by original invoice within 30 days. Special orders, electrical parts and tools are non-returnable. 100% deposit required on special orders. No warranty on drive train parts with tires over 31" tall. Drive train component warranty pending evaluation by original manufacture. 15% restocking charge on all returns, unless other arrangements are made at time of purchase. Thank You!

_____ Four Wheel Parts says it is the owners responsibility to check the tightness of their wheels after 10 to 25 miles, and thereafter until lug nuts hold their torque.
_____ Vehicle must be returned within 10 days to recheck all parts installed to keep 90 day warranty, if not returned warranty is void.
_____ Four Wheel Parts will honor all manufactures warranties. After 90 days a labor charge will apply.
_____ Four Wheel Parts has provided a disclaimer card describing the effects of the modification to my vehicle.
_____ Four Wheel Parts has explained the benefits of the Gold, Silver and 2way tire warranty program but I do not wish to purchase an extended warranty at this time.

I here by authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of test, inspection, or delivery at my own risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs. Four Wheel Parts is not responsible for lost or damage to articles left in vehicle.

Signature X _____ Date _____

Merchandise	393.99
Labor	266.00
Misc	0.00
Tax	31.91
Pay This Amount	691.90

CUSTOMER COPY

4 WHEEL PARTS Performance Centers

4740 S DECATUR BLVD SUITE A
LAS VEGAS, NV 89103
Ph: (702)871-1717 Fax: (732)740-5910

AD Code 01 INTERNET AL | CASH WORK ORDER

Customer Phone
Main [redacted]
Fax
Other

Invoice No. 45-127046
Date 04/01/11 **Time** 06:13PM

Customer No. 1575321
Cust P.O. No. 04/01 INS
Ship Via
Salesman 1260 SHELTO
Employee 1260 SHELTO
Terms CASH
Page 1 **of**

Remit to: 400 W. Artesia Blvd., Compton, CA 90220 ● 310/900-5500 | **B.A.R. No.**

04/01

Bill To
[redacted]
HENDERSON, NV [redacted]

Ship To
[redacted]
HENDERSON, NV [redacted]

BRYANVANBLERICOM@YAHOO.COM

Vehicle Year	Make	Model	License No.	Odometer In	Odometer Out	Time In	Time Promised	Retain Parts
2006	DODGE	RAM 2500 PICKU	061 EMA	57727	57731	09:00AM	06:00AM	N

Ln	Quantity Ord	Ship	B/O	Part Number	Description	Unit Price	Extended Amount
001	2006 DODGE RAM 2500 PICKUP SLT						
002	REPLACE STEERING KIT/SWAY BAR BUSHINGS/ALIGN						
003	1	1	0	BUY STEERING KIT	MISC. PART	350.00	350.00
004	3	3	0	SHO 4-1014	INSTALL TIE ROD END	0.00	0.00
004	Labor Total					171.00	
005	1	1	0	SHO 4-1002	ALIGNMENT	0.00	0.00
005	ALIGNMENT INCLUDES STRAIGHTEN STEERING WHEEL						
005	Labor Total					95.00	
006	1	0	0	EXP 0.99[illegible]	SHOCK POWER ANOMALY	3.99	0.00
007	1	1	0	EXP 22320	00 07 DODGE 250d/35	43.99	43.99

Save $10 off your next purchase
By Giving Us Your Feedback

1. Take a brief automated survey by calling 1.866.709.6944
   or online at: www.4wheelpartsurvey.com
2. Enter the invoice number (located in the upper right hand corner)

Lug nuts checked by	Drop Zone performed by	Appointment Date	Time	Estimate

<<< Continued >>>

All returns must be accompanied by original invoice within 30 days. Special orders, electrical parts and tools are non-returnable. 100% deposit required on special orders. No warranty on drive train parts with tires over 31" tall. Drive train component warranty pending evaluation by original manufacture. 15% restocking charge on all returns, unless other arrangements are made at time of purchase. Thank You!

_____ Four Wheel Parts says it is the owners responsibility to check the tightness of their wheels after 10 to 25 miles, and thereafter until lug nuts hold their torque.
_____ Vehicle must be returned within 10 days to recheck all parts installed to keep 90 day warranty, if not returned warranty is void.
_____ Four Wheel Parts will honor all manufactures warranties. After 90 days a labor charge will apply.
_____ Four Wheel Parts has provided a disclaimer card describing the effects of the modification to my vehicle.
_____ Four Wheel Parts has explained the benefits of the Gold, Silver and 2way tire warranty program but I do not wish to purchase an extended warranty at this time.

I here by authorize the repair work to be done along with the necessary materials. You and your employees may operate vehicle for purposes of test, inspection, or delivery at my own risk. An express mechanic's lien is acknowledged on the vehicle to secure the amount of repairs. Four Wheel Parts is not responsible for lost or damage to articles left in vehicle.

Signature X _____ Date _____

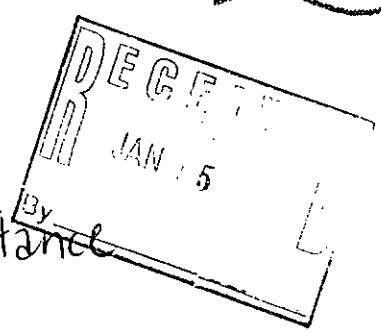
CUSTOMER COPY

[redacted]

Henderson NV [redacted]

LAS VEGAS NV 890

08 JAN 2014 PM 4 L



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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 0000000000

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000008

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]

Ste. Genevieve, MO [redacted]

[redacted]

Invoice

Date	Invoice #
9/6/2013	7812

Bill To

7PR192 J [redacted]
08 DODGE RAM 2500

MILEAGE
167965

Terms	Due Date
	9/6/2013

Part Number	Description	Quantity	Rate	Amount
2601580	BALL JOINT	2	99.27	198.54T
2601579	BALL JOINT	2	96.89	193.78T
2693257	TIE ROD		54.38	54.38T
2696102	TIE ROD		129.89	129.89T
2696103	TIE ROD		124.52	124.52T
5006813	FRT AXLE JOINT	2	105.30	210.60T
	LABOR		500.00	500.00

Subtotal	$1,411.71
Sales Tax (6.755%)	$61.59
Total	$1,473.30
Payments/Credits	$-1,473.30
Balance Due	$0.00

296055/#63094/N62

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

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

Notification Code N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Addre

City Ste. Genevieve

State Missouri Zip Code [redacted]

Email Address [redacted]

[redacted]

[redacted]

Ste. Genevieve, MO [redacted]

Chrysle
P.O.Box
Auburn
-48-3
ATTN: Rei
JAN 15

48321800

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/11/14

POSTED DATE : 2-3-14

VIN (FIRST 9 DIGITS) 3D7KS28AX

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 28, 2014

Dodge Recall – ATTN: Reimbursement
Customer Assistance Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

CASE # [redacted]

VIN: 3D7KS28AX7G[redacted]

Date of Purchase: 02/19/2011
Odometer: 65,022

Date of Repair: 06/07/2013
Odometer: 83,317

Current Odometer 87,825

To Whom It May Concern:

I recently received a safety recall notice (N62/NHTSA 13V-528) identifying a defect; problem being "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."

After speaking with a representative, I was provided a case number ([redacted] and advised to provide information that I had this issue corrected at my own expense. On June 7, 2013, tires and shocks were purchased due to severe front-end shaking. The issue diagnosed was front-end problems due to tie rod. Attached is a copy of my bill from Les Schwab Tires. Hi-lighted are expenses related to the tie rod. I am requesting reimbursed in the amount of $560.36.

Thank you for your immediate response in this matter.

Sincerely,

[redacted]

Ukiah CA [redacted]

[redacted] home
cell

Attachment: Copy/Les Schwab Tire bill

Tires LES SCHWAB

1250 Airport Park Blvd
Ukiah, CA 95482
707-472-0300

Store: 640
Invoice:
Salesperson: MikeG

Work Order 64000058972 **ARD224747**

Customer Information

Name: [redacted]
Address: [redacted]
City, State, UKIAH, CA [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2007 DODGE RAM 2500 PICKUP
Color: WHITE **VIN:** 3D7KS28AX7G[redacted]
Mileage: 83,317
License: [redacted]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
4	188459	LT305/65R-17/10 ALL TERR TA KO	$387.80	$0.00	$1,551.20
4	13718	WHEEL SPIN BALANCE	$12.50	$0.00	$50.00
2	15774	SPEC APP INSTALL PACKAGE (KH)	$0.00	$0.00	$0.00
2	144329	77948 RMX MONOTUBE SHOCK	$82.95	$0.00	$165.90
2	13546	SPECIAL APPLICATIONS LABOR	$40.00	$0.00	$80.00
2	15772	SHOCK INSTALLATION PACKAGE	$0.00	$0.00	$0.00
2	144331	77950 RMX MONOTUBE SHOCK	$82.95	$0.00	$165.90
2	13544	SHOCK LABOR	$18.00	$0.00	$36.00
1	16601	PI4 INST TIE ROD END-PASS/LT	$0.00	$0.00	$0.00
1	13606	TIEROD END PASS/LT - INSTALLATION	$19.50	$0.00	$19.50
1	161791	ES3624 TIE ROD END	$51.12	$0.00	$51.12
1	16673	PI7 INST CENTER LINK/DRAG LINK	$0.00	$0.00	$0.00
1	13609	CENTER/DRAG LINK INSTALLATION	$32.25	$0.00	$32.25
1	162996	DS1463 OUTER TIE ROD END	$154.11	$0.00	$154.11
1	162932	ES3625 TIE ROD END	$51.12	$0.00	$51.12
2	164155	ES2012S TIE ROD ADJUSTING SLEEVE	$28.42	$0.00	$56.84
1	164250	DS1464 INNER TIE ROD END	$169.17	$0.00	$169.17
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.25

Parts Subtotal:	$2,365.36
Labor Subtotal:	$274.00
Sales Tax:	$192.19
Tire Tax:	$7.00
Invoice	**$2,838.55**

Payment Method: MC Approval# 02528B Card# XXXXXXXXXXXX[redacted] **$2,838.55**

Invoice Date/Time: 06-07-2013 03:22 PM

[redacted]
Ukiah, CA [redacted]

OAKLAND CA 945
03 FEB 2014 PM 5 L

FEB 11

DEC
FEB 11
BY

DODGE RECALL -
CUSTOMER ASSISTANCE CENTER
P.O. BOX 21-8007
AUBURN HILLS MI 48321-8007

ATTN: REIMBURSEMENT
48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/03/14

POSTED DATE : 1.27.14

VIN (FIRST 9 DIGITS) 3D2WH46A7

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

MOPAR.

WILLRODT MOTOR CO., INC.

115 S. Courtland • P.O. Box 579
Chamberlain, South Dakota 57325-0579
(605) 734-5584 • Fax # (605) 734-6483
1-800-520-4749 E-mail: service@willrodtmotorco.com

DODGE

Jeep.

R/O	VIN		DATE
117529	KALTCH R1	[redacted]	05/01/12
YEAR	MAKE / MODEL / COLOR	MARTIN SD [redacted]	TIME IN
MILES IN / MILES OUT	FIRST USE / LIC		CLOSED
SEE ALSO	RES / BUS	S/R: 3	WRITER

65		(1)	1	52122362AG	STEERING	350.00	315.00	315.00
38	F	(1)	1	68039930AA	ARM	83.25	74.93	74.93
11	H	(1)	2	6505623AA	NUT	2.00	1.80	3.60
38	FL	(1)	1	5154661AA	DAMPER	149.00	134.10	134.10
11	I	(1)	1	6502835	NUT	.70	.63	.63
11	J	(1)	1	6502473	BOLT	3.70	3.33	3.33
11	I	(1)	1	6502835	NUT	.70	.63	.63

THANK-YOU FOR SHOPPING AT
WILLRODT MOTOR COMPANY
E-MAIL=PARTS@WILLRODTMOTORCO.

THANK YOU FOR YOUR BUSINESS!

Counterman-02

I hereby authorize the repair work performed as listed on this order along with the necessary materials and agree to pay for same upon completion. I grant permission for test driving and delivery of this vehicle on streets, highways or roads where 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. I hereby release and hold harmless the Shop from any liability for damage to or theft of vehicle or articles left in vehicle in case of fire, theft or any other cause beyond reasonable control. I also understand that the shop is not responsible for the inability to obtain parts or delays in parts shipments by the supplier or transporter. I hereby grant you and your employees permission to operate the vehicle named hereon 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. I hereby release and hold harmless the Shop from any liability for damage to or theft of vehicle or articles left in vehicle in case of fire, theft or any other cause beyond reasonable control. I also understand that the shop is not responsible for the inability to obtain parts or delays in parts shipments by the supplier or transporter.

PLEASE REMOVE ALL PERSONAL BELONGINGS FROM VEHICLE

X _____
CUSTOMER SIGNATURE

RETURN POLICY
NO REFUNDS WITHOUT INVOICE. ALL CLAIMS AND RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS AFTER 10 DAYS. ALL RETURNS SUBJECT TO MINIMUM 20% HANDLING CHARGE. NO RETURN ON SPECIAL ORDER ITEMS.
NO RETURNS OF ELECTRICAL PARTS OR PARTS REMOVED FROM SEALED PACKAGING.

W/C	INT.	CUSTOMER
	Freight	29.51
	Parts	532.22
	State Tax	33.71
	Charge Total	595.44

117529 Customer Copy

Register-Lakota Printing, Chamberlain, SD 57325 #46812 3/11 20,000

B & S AUTO REPAIR

500 E. 3RD ST. BOX 72
MERRIMAN, NEB 69218
(308) 684-3331

174361

QUANTITY	PART NUMBER AND DESCRIPTION	UNIT PRICE	

RECEIVED AM PM | PROMISED AM PM
DATE 5/2/12 | CALL WHEN READY? YES NO
CUSTOMER NOTIFIED / / TIME AM PM

NAME [redacted] CELL PHONE
ADDRESS E-MAIL
CITY STATE ZIP
PHONES #1 #2
LICENSE TAG NO. UNIT # CUSTOMER ORDER #
YEAR MAKE MODEL ODOMETER
VIN

#	DESCRIPTION	SERVICE (LABOR)
	LUBE ○	
	CHANGE OIL ○	
	FLUSH TRANS DIFF. ○	

OPER. #	SERVICE DESCRIPTION	
1	Changed Tire	15 00
2	R&R pitman Arm, Tie rod Ends	100 00
3	PO 5-2-12 CH9683	
4		
5		
6		

TECHNICIAN #1 TECHNICIAN #2

If repair commencement is authorized but completion is not authorized a charge will be imposed for disassembly, reassembly or partially completed work.

HAZARDOUS WASTE (ENVIRO.)

QUANTITY		$ AMOUNT	
	GALLONS GAS OCTANE		TOTAL SERVICE 115 00
	QUARTS OIL DETERGENT / NON DETERGENT		TOTAL PARTS
	SOLVENT		OUTSIDE REPAIRS
			GAS, OIL SOLVENT ENVIRO. CHG
			SUB-TOTAL 115 00
			TAX
			TOTAL 115 00

CASH ☐ CHARGE ☐ TOTAL GAS, OIL SOLVENT

ADDITIONAL PARTS ON BACK

ESTIMATED SERVICE DATE: / /

TOTAL PARTS →
SUBLET REPAIRS
TOTAL SUBLET REPAIRS →

I hereby authorize the above repair work to be done along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on this vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to the vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control. If it becomes necessary for you to employ a collection agency and/or an attorney to collect this account, I the undersigned agree to pay all court costs plus a reasonable attorney's fee and/or collection agency fee.

X

"The Limited Warranties applying to the parts listed hereon are those which may be offered by the manufacturer. We hereby expressly disclaim all warranties, either expressed or implied, including any implied warranties of the merchantability or fitness for a particular purpose and neither assume, nor authorize any other person to assume for the company any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the company any consequential damages, to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages."

A-N/C U.S.

© 1987 DONALD B. DUFFEY

CHRYSLER Jeep DODGE

WILLRODT MOTOR CO., INC.

115 S. Courtland • P.O. Box 579
Chamberlain, South Dakota 57325-0579
(605) 734-5584 • Fax # (605) 734-6483
1-800-520-4749 E-mail: service@willrodtmotorco.com

EXPRESS LANE FAST OIL CHANGES & MORE

R/O 46882	VIN 3 D 2 W H 4 6 A 7 7 G [redacted]			DATE	08/03/12
YEAR 2007	MAKE DODGE	MODEL RAM 3500 S	COLOR O	TIME IN	07:23
MILEAGE IN 76646	MILEAGE OUT 76646	FIRST DUE 00/00/00	LIC SD	CLOSED	17:58 08/15/12
SEE ALSO		C [redacted] MARTIN SD			3668
		RES. H: [redacted]	BUS. W: (605) -	WRITER	DFELTMAN

(6) INSPECTION 9023

		9023 9023	T01	.00
(01-5957 DICK K-)	A	Total Repair (Customer)		.00

(7) REPLACE FUEL FILTER

		Labor	T01	40.00
		68061634AA (ELEMENT)	1	48.10
		Total Labor		40.00
		Total Parts		48.10
(01-5957 DICK K-)	A	Total Repair (Customer)		88.10

(8) SET TOE IN

		Labor	T01	40.50
		Total Labor		40.50
(01-5957 DICK K-)	A	Total Repair (Customer)		40.50

(9) REPAIR LEFT REAR TURN SIGNAL AND RIGHT TAIL LITE

		Labor	T01	10.00
		L0001157 (BULB)	1	1.25
		Total Labor		10.00
		Total Parts		1.25
(01-5957 DICK K-)	A	Total Repair (Customer)		11.25

THE ABOVE HAZMAT CHARGE FOR WASTE DISPOSAL IS APPLIED TO EACH SERVICE INVOICE & TO COVER THE SHOP SUPPLIES USED IN HANDLING AND DISPOSAL OF HAZARDOUS WASTE MATERIALS. SEE REVERSE SIDE FOR FURTHER EXPLANATION.

THANK YOU FOR YOUR BUSINESS!

Next Service	Lube/Oil/Filter	T	WO	INT	Labor	1359.10
					Parts	1046.85
					Sublet	.00
					Warr Deduct	100.00
					Waste Dispos	10.00
					Oil/Grease	.00
					Sub Total	1416.25
				.00	Tax	.00
					Total (Chrg)	1416.25

I hereby authorize the repair work listed on set form to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control 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 else where 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. Not responsible for damages from freezing due to lack of antifreeze.

PLEASE REMOVE ALL PERSONAL BELONGINGS FROM VEHICLE.

X ~~Page 2 of 2~~ ~~Job 46882~~
CUSTOMER SIGNATURE

RETURN POLICY
NO REFUNDS WITHOUT INVOICE. ALL CLAIMS AND RETURNS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS AFTER 10 DAYS. ALL RETURNS SUBJECT TO MINIMUM 20% HANDLING CHARGE. NO RETURN ON SPECIAL ORDER ITEMS.
NO RETURNS OF ELECTRICAL PARTS OR PARTS REMOVED FROM SEALED PACKAGING

46882

Customer Copy

CHRYSLER Jeep DODGE

WILLRODT MOTOR CO., INC.

115 S. Courtland • P.O. Box 579
Chamberlain, South Dakota 57325-0579
(605) 734-5584 • Fax # (605) 734-6483
1-800-520-4749 E-mail: service@willrodtmotorco.com

EXPRESS LANE FAST OIL CHANGES & MORE

R/O 46882	VIN 3 D 2 W H 4 6 A 7 7 G [redacted]	[redacted]		DATE 08/03/12	
YEAR 2007	MAKE DODGE	MODEL RAM 3500 S	COLOR O	MARTIN SD [redacted]	TIME IN 07:23 17:58
MILES IN 76646	MILES OUT 76646	FIRST 00/00/00	LIC SD		CLOSED 08/15/12 3668
SEE ALSO				C: [redacted] RES. H: [redacted] BUS. W: (605) -	WRITER DFELTMAN

****** Warranty Claim Repairs Remain Open ******

(1) ENGINE LITE PART FILTER LITE WAS ON HAD NO POWER TRIED TO DRIVE AND CLEAN OUT BUT ENGINE QUIT AND WONT START SCAN CHECK CODE FOR FUEL PRESSURE (01-5957 DICK K-) A	Labor	T01		15.00
	Total Labor			15.00
	Total Repair (Customer)			15.00
(2) FUEL GUAGE DONT WORK WE HAVE TANK UNIT INSTALL NEW TANK UNIT FUEL GUAGE WORKS NOW (01-5957 DICK K-) A	Service Contract			
	14500501	07	T01 15	
	RL003875AB	(MODULE)	1	
	52013994AA	(CAP)	1	
	..... (Warranty)			
(3) CL ALL U-JOINTS HAS NOISE WHEN TURN CK OROP S HAFT U-JOINTS ALSO REPLACE BOTH AXLE U-JOINTS (01-5957 DICK K-) A	Service Contract			
	02130606	07	T01 24	
	02130660		T01 2	
	16300313		T01 4	
	16300314		T01 3	
	(F)5086665AE	(JOINT KIT)	2	
	..... (Warranty)			
(4) REPLACE LR BROKEN WHEEL STUDS PACK WHEEL BEARINGS REPLACE ALL STUDS (01-5957 DICK K-) A	Labor		T01	153.90
	(F)5086767AC	(GASKET)	1	4.20
	5086983AA	(SEAL)	1	31.70
	4746916	(STUD)	8	233.60
	6034726	(NUT)	4	46.00
	Total Labor			153.90
	Total Parts			315.50
	Total Repair (Customer)			469.40
(5) REPLACE FUEL TANK COLLAPSED LABOR PAID ON LINE 2 BY WARRANTEE (01-5957 DICK K-) A	Labor		T01	.00
	5032219AB	(TANK)	1	682.00
	Total Parts			682.00
	Total Repair (Customer)			682.00

THE ABOVE INDICATES CHARGES FOR GROUP ADJUSTS. A REFUND OR ADJUSTMENT MAY NOT BE MADE TO COVER THE ... OF PARTS AND/OR MATERIALS. SEE REVERSE SIDE FOR ADDITIONAL INFORMATION.

THANK YOU FOR YOUR BUSINESS!

W/O	INT.	CUSTOMER

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 test areas 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. Not responsible for damages from freezing due to lack of antifreeze.

PLEASE REMOVE ALL PERSONAL BELONGINGS FROM VEHICLE.

X Page 1 of 2
CUSTOMER SIGNATURE

RETURN POLICY
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NO RETURNS OF ELECTRICAL PARTS OR PARTS REMOVED FROM SEALED PACKAGING.

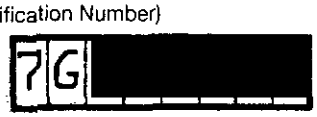
Job 46882

46882

Customer Copy

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

VIN (Last 8 Characters of Vehicle Identification Number)



Notification Code



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] SD [redacted]

Chr
PO
Chu
48321

Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Jan 27 13:39:32 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

RECALL N49

Comments:

I HAVE A 2010 RAM 3500 4X4 I RECIEVED A RECALL IT'S N49 AND CALLED THE DEALER TO SCHEDULE THE REPAIR AND THE DEALER TOLD ME I WAS ABOUT 40 MONTHS
OUT. THIS IS A SAFETY RECALL!! THE TIE ROD COULD BREAK!!! i CALLED THE CRYSLER HOT LINE AND TALKED TO REAL SMART ASS WHO TOLD ME I COULD DRIVE THE
TRUCK AND IF IT FAILED I WOULD KNOW. WHAT IS GOING ON? THIS IS MY 5TH DODGE TRACK AND MAYBE MY LAST IF THIS KIND OF [redacted] CONTINUES.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Jan 28 01:57:04 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
It is always a concern when a customer is dissatisfied with our products. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf first thing Wednesday morning, and continue to work on this case. The Agent will be contacting you Wednesday, once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
RECALL N49
Comments:
I HAVE A 2010 RAM 3500 4X4 I RECIEVED A RECALL IT'S N49 AND CALLED THE DEALER TO SCHEDULE THE REPAIR AND THE DEALER TOLD ME I WAS ABOUT 40 MONTHS OUT. THIS IS A SAFETY RECALL!! THE TIE ROD COULD BREAK!!! i CALLED THE CRYSLER HOT LINE AND TALKED TO REAL SMART ASS WHO TOLD ME I COULD DRIVE THE TRUCK AND IF IT FAILED I WOULD KNOW. WHAT IS GOING ON? THIS IS MY 5TH DODGE TRACK AND MAYBE MY LAST IF THIS KIND OF SH.. CONTINUES.

VIN:
22[redacted]

Mileage:
35000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:
WILLARD
State:
UT
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Thu Jan 30 20:04:14 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
We have contacted the dealership and spoke with Brandon in service. Brandon states that you are on the list to receive the part. Brandon states he has contacted other dealerships to see if he can locate a part for you, but has been unsuccessful in locating the part.
Brandon states that there are 60 people in front of you waiting for the part as well.
Brandon assured us that once the part has come in he will contact you to make an appointment.
We apologize for the inconvenience.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Previous Reply Follows:

Dear [redacted]
Thank you for contacting the Ram Assistance Center.
It is always a concern when a customer is dissatisfied with our products. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention
The handling of your case will require a call to the Dealer. The Dealer is currently closed. What I am going to do is assign your case to an agent that will contact the Dealer on your behalf first thing Wednesday morning, and continue to work on this case. The Agent will be contacting you Wednesday, once the Dealer has been contacted to provide you with an update.
This will ensure that your concern is reviewed as quickly as possible.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]

REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
RECALL N49
Comments:
I HAVE A 2010 RAM 3500 4X4 I RECIEVED A RECALL IT'S N49 AND CALLED THE DEALER TO SCHEDULE THE REPAIR AND THE DEALER TOLD ME I WAS ABOUT 40 MONTHS OUT. THIS IS A SAFETY RECALL!! THE TIE ROD COULD BREAK!!! i CALLED THE CRYSLER HOT LINE AND TALKED TO REAL SMART ASS WHO TOLD ME I COULD DRIVE THE TRUCK AND IF IT FAILED I WOULD KNOW. WHAT IS GOING ON? THIS IS MY 5TH DODGE TRACK AND MAYBE MY LAST IF THIS KIND OF SH.. CONTINUES.

VIN:
22[redacted]
Mileage:
35000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:
WILLARD
State:
UT
Zip:
[redacted]

Email:

[redacted]

Home Phone:

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-02 15:40:50.837509
Files Not Recieved: 0

Case #: [redacted]

CUSTOMER #: 63093

136797

INVOICE

[redacted]
ST. JOSEPH, MO [redacted]
HOME: [redacted]
BUS: CELL:

PAGE 1

Briggsauto.com
3001 S. Kansas Avenue · Topeka, Kansas 66611
BUS. (785) 266-8858 · SERV. (785) 266-4890
FAX (785) 266-9491

SERVICE ADVISOR: 209 BLAKE CROMWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RED	08	DODGE RAM 250	3D7KS29A08[redacted]		119573/119574	T988

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21FEB09 DD			WAIT 19FEB13			CASH	19FEB13

R.O. OPENED	READY	OPTIONS: ENG:6.7_Liter_Turbo_Diesel
12:58 19FEB13	14:28 19FEB13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES LEFT OUTER TIE ROD FAILED, CHECK AND ADVISE			
R015 REMOVE AND INSTALL NEW LEFT OUTER TIE ROD.			
63 C		114.85	114.85
1 68038054AC PACKAGE-OUTER END	99.75	99.75	99.75
1 6505623AA NUT-HEX LOCK	2.00	2.00	2.00
PARTS: 101.75 LABOR: 114.85 OTHER: 0.00 TOTAL LINE A:			216.60
REMOVED BROKEN LEFT OUTER TIE ROD END, AND INSTALLED NEW LEFT OUTER TIE ROD END, WE COULD NOT SET ALIGNMENT DUE THE AFTER MARKET WHEELS.			
**********			
B BRIGGS GLASS, LIGHTS, AND TIRE INSPECTION			
GLT BRIGGS GLASS, LIGHTS, AND TIRE INSPECTION			
63 ISP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
PERFORMED BRIGGS GLASS, LIGHTS, AND TIRE INSPECTION			
**********			

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

Thank You for your Business!!!!!

DISCLAIMER OF WARRANTIES

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

TERMS: STRICTLY CASH UNLESS PRIOR ARRANGEMENTS MADE

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	114.85
PARTS AMOUNT	101.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	216.60
LESS INSURANCE	0.00
SALES TAX	19.39
PLEASE PAY THIS AMOUNT	235.99

Copyright 2009 ADP, Inc. SERVICE INVOICE #2 X512C

CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28A2

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

WOODS CROSS TIRE FACTORY

1398 SOUTH 500 WEST

WOODS CROSS, UT 84087

(801) 292-1430

Invoice # 1-72837 **Dealer ID# 44200** **Page 1 of 1**

Date 10/12/2013 **Emp: 1-62 62 / 1-62 62**

In Oct 11, 2013 11:53 am

Out Oct 12, 2013 3:09 pm

****DUPLICATE INVOICE****

Sold To:

[redacted]

BOUNTIFUL UT [redacted]

Home Phone: [redacted]

Ship To:

Unit#:
Vehicle: 08 DODGE 2500
License:
Mileage: In: 102,099 Out: 0
Vin#: 3D7KS28A28G[redacted]
PO#:

Salesman	Mechanic	Part #	QTY	Description	Parts	Labor	FET	Total
62		X0060	1.00	FE UPPER & LOWER BALL JOINTS	850.00	0.00	0.00	850.00
62		X0060	1.00	FE TIE ROD KIT	650.00	0.00	0.00	650.00
62		X0060	1.00	FE TRACK BAR	175.92	0.00	0.00	175.92
62		X0084	1.00	DISP SHOP MATERIALS CHARGE	4.00	0.00	0.00	4.00

Card Type: CAR CARE ONE **CC#: ********[redacted]** **Auth. #** **Amount:** **$1,790.79**

Signature: _____

Buyer agrees to pay total amount above, according to cardholder's agreement with issuer.

We are not responsible for lost or broken hubcaps or center caps. All custom wheels must be re-torqued after 50 miles to ensure proper seating of the rim. It is the customers' responsibility to rotate tires and have their alignment checked on a regular basis.

Cash: **Check:** 0.00 **Credit:** 1,790.79 **Charge:**

Change:

Signature: _____

Parts:	**1,679.92**
Labor:	
Subtotal:	**1,679.92**
Sales Tax:	**110.87**
Total:	**$1,790.79**

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 [redacted]

Last Name [redacted]

Street Addre [redacted]

Beautiful ut [redacted]

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Bountiful Ut [redacted]

C

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1/7/14

VIN (FIRST 9 DIGITS) 1D7KS28C4

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

STOCKTON DODGE
STOCKTON HYUNDAI

P.O. BOX 8009 Stockton, CA 95208-0009
3333 Auto Center Circle Stockton, CA 95212
SERVICE DIRECT LINE (209) 477-3668
SERVICE FAX LINE (209) 473-4137
MAIN LINE (209) 956-1920

73 59548 · CA316

BAR # ARD002950 www.stocktondodge.com www.stocktonhyundai.com EPA #CAD[redacted]

CUSTOMER NO. 47701	ADVISOR ELLIS LEE	LICENSE NO 50217	TAG NO. 954	INVOICE DATE 09/20/13	CELL: [redacted] DOCS78845
[redacted] LOCKEFORD, CA [redacted]	MILEAGE 166,204	COLOR WHITE/	STOCK NO		
	YEAR / MAKE / MODEL 06/DODGE/RAM 2500/PK		DELIVERY DATE 06/06/06	DELIVERY MILES	
	VEHICLE I.D. NO 1D7KS28C46J[redacted]		SELLING DEALER NO. 59548	PRODUCTION DATE 01/17/06	
	F. T. E. NO	P. O. NO.	R. O. DATE 09/18/13		
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 166208

LABOR & PARTS

J# 1 02DOZ SUSPENTION GENERAL TECH(S): 94 482.93

CUSTOMER STATES THE DRIVERS SIDE TIE ROD BROKE.
CHECK FRONT END AND ADVISE
CHECK FRONT END FOR FIALURES.FOUNF LEFT OUTER TIE
ROD END BROKEN.NEC TO REPLACE TIE ROD ASSEMBLY DUE TO
PARTS UPDATE.
REPLACED TIE RODS AND DMAPNER.RECHECKED FRONT END
ALL OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		52122362-AH	STEERING 19027003	449.00	449.00
JOB # 1	1		5154661-AC	DAMPER ST 19030006	149.30	149.30
JOB # 1	1		6502473	BOLT HEX 17014001	8.32	8.32
JOB # 1	1		6502835	NUT HEX F 17015030	5.20	5.20
				JOB # 1 TOTAL PARTS		611.82
				JOB # 1 TOTAL LABOR & PARTS		1094.75

J# 2 31DOZ 31 POINT INSPECTION TECH(S): 94 0.00

CUSTOMER REQUEST 31 POINT FREE VISUAL INSPECTION
PER ATTACHED SHEET
FREE VISUAL 31 POINT INSPECTION
COMPLETED ALL ITEMS CHECKED ON ATTACHED SHEET-SOME ITEMS
MAY NOT HAVE BEEN APPLICABLE

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

J# 3 22DOZINSP TIRE PRESSURE INSP TECH(S): 94 0.00

PER CALIFORNIA AIR RESOURCE BOARD (CARB)
CALIFORNIA GLOBAL WARMING SOLUTIONS ACT, AB32
- 95550 TITLE 17Y, CALIFORNIA CODE OF REGULATIONS!
THIS LEGISLATION REQUIRES THE TIRES PRESSURE ON YOUR
VEHICLE BE INSPECTED AND ADJUSTED TO THE PROPER AIR
PRESSURE SPECIFIED BY THE MANUFACTURE. THIS WILL HELP
REDUCE GREENHOUSE GAS EMISSIONS TO THE 1990 LEVELS BY 2020!
CALIFORNIA TIRE PRESSURE REGULATION
SET ALL TIRES TO FACTORY SPECS

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

J# 4 12DOZALIGN2 ALIGNMENT 2 WHEEL TECH(S): 94 89.95

Added Operation (ELLISL @ 09/18/2013 17:05)
CUSTOMER REQUEST 2 WHEEL ALIGNMENT
MAINTENANCE
PERFORMED FRONT END WHEEL ALIGNMENT

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE

THANK YOU FOR YOUR BUSINESS!

PAYMENT METHOD:

STOCKTON DODGE HYUND
3333 AUTO CENTER CIRCLE
STOCKTON, CA 95212
2099561920
1089295932444

Merchant ID: 1089295932444003

Sale

[redacted]

DEBIT Entry Method: Swiped

Total: $ 1,235.18

09/20/13 16:52:08
Inv#: 000016 Appr Code: 100346
Apprvd: Online Batch#: 000557

Customer Copy
THANK YOU
PLEASE COME AGAIN

*A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO CONFORM WITH CITY, STATE AND FEDERAL REGULATIONS.

Form # id163320 American Solutions For Business 925-689-2317

STOCKTON DODGE
STOCKTON HYUNDAI

73 59548

P.O. BOX 8009 Stockton, CA 95208-0009
3333 Auto Center Circle Stockton, CA 95212
SERVICE DIRECT LINE (209) 477-3668
SERVICE FAX LINE (209) 473-4137
MAIN LINE (209) 956-1920

CA316

BAR # ARD002950 www.stocktondodge.com www.stocktonhyundai.com EPA #CAD981967680

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	IN
47701	ELLIS LEE 50217	954	09/20/13	DOCS78845
[redacted]	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
LOCKEFORD, CA [redacted]		166,204	WHITE/	
[redacted]	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	06/DODGE/RAM 2500/PK		06/06/06	
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1D7KS28C46J[redacted]		59548	01/17/06
	F. T. E. NO	P. O. NO.	R. O. DATE	
			09/18/13	
	COMMENTS			
				MO: 166208

CELL: [redacted]

JOB # 4 TOTAL PARTS 0.00

JOB # 4 TOTAL LABOR & PARTS 89.95

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $125.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $1288.98 (+TAX) ON 09/18/13 AT 05:08pm
BY PATRICK CULBERTSON . COMMENTS TIE ROD KIT AND ALIGNMENT

COMMENTS

TOW IN

TOTALS

STOCKTON DODGE / STOCKTON HYUNDAI
SERVICE DEPARTMENT HOURS
MONDAY - SATURDAY
7:00AM-5:30PM
FOR YOUR CONVENIENCE
ON-LINE SCHEDULING NOW AVAILABLE
WE APPRECIATE YOUR BUISINESS

MORGAN, ELLIS, JAMIE, ANDREW, BILL AND
OUR ENTIRE SERVICE CREW

TOTAL LABOR	572.88
TOTAL PARTS	611.82
TOTAL SUBLET	0.00
TOTAL G.O.G.	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX	50.48
TOTAL INVOICE $	**1235.18**

[redacted]
CUSTOMER SIGNATURE

THANK YOU FOR YOUR BUSINESS!

PAYMENT METHOD:

- ☐ CASH
- ☐ CHECK
- ☒ CREDIT CARD
- ☐ CHARGE AMOUNT

SEP. 2 0 PAID

*A CHARGE FOR HAZARDOUS WASTE DISPOSAL WILL BE ADDED TO CONFORM WITH CITY, STATE AND FEDERAL REGULATIONS.

Form # id163320 American Solutions For Business 925-689-2317

Dodge Different.

STOCKTON DODGE

"Discount Dodge Land"™

3333 Auto Center Circle
Stockton, CA 95212
(209) 956-1920

31-POINT VEHICLE INSPECTION

WE HAVE PERFORMED THE FOLLOWING ON YOUR VEHICLE

PREVENTATIVE MAINTENANCE IS LESS COSTLY THAN REPAIRS

NAME [redacted] 954 HAT #

06 Ram 25W 166,204 [redacted]
YEAR MODEL MILEAGE R.O. #

9-20-13
DATE HOME PHONE BUS. PHONE

ITEMS	Inspected	Needs Immediate Attention	Needs Attention	Estimated Cost	Notes
1. Glass & Mirrors	✓				
2. Horn operation	✓				
3. Heater & AC Operation	✓				
4. Parking Brake Operation	✓				
5. Wiper & Washer Operation	✓				
6. Air Cleaner	✓				
7. Condition of Wiper Blades	✓				
8. Head Light Operation	✓				
9. Parking & Hazard Light Operation	✓				
10. Brake Light & Back Up Light	✓				
11. Engine	✓				
12. Radiator Condition	✓				
13. Radiator & Heater Hoses	✓				
14. Water Pump	✓				
15. Drive Belts	✓				
16. Battery Inspection	✓				
17. Battery & Cables	✓				
18. Engine Oil Condition & Leaks	✓				
19. Transmission Oil Condition & Leaks	✓				
20. Differential Oil Leaks	✓				
21. Tires	✓				
22. Drive Shaft Joints & Boots	✓				
23. McPherson Struts					
24. Steering Linkage	✓				
25. Rear Shocks	✓				
26. Alignment	✓				
27. Exhaust System	✓				
28. Clutch Operation					
29. Clutch Hydraulic System for Leaks					
30. Brake Hydraulic System for Leaks	✓				
31. Brake Inspection RF 6 LF 6 RR 9 LR 9					

CERTIFIED ADVISOR

CERTIFIED TECHNICIAN

American Solutions For Business (925) 689-2317 - id160369

Stockton Dodge
3333 Auto Center Dr.
Stockton, Ca. 95208
209-477-3668

Name DODGE STOCKTON
Address

Home Tel.:
VIN: C46[redacted]
License:
Technician: 94
Mileage: 166204
Time Printed 9/20/13 4:05 PM

Dodge/Ram Truck, SUV & Rear Wheel Drive Van : 1500/2500/3500 Pickup 4X4 (1994-) : 2500 : 2006

Front : Left

Actual	Before	Specified Range
-0.6°	-1.8°	-0.3° 0.8°
2.8°	2.8°	4.0° 5.0°
0.08°	0.52°	0.05° 0.15°
14.9°	16.2°	
14.4°	14.4°	

Camber	
Caster	
Toe	
SAI	
Included Angle	
Turning Angle Diff.	

Front : Right

Actual	Before	Specified Range
0.3°	1.6°	-0.3° 0.8°
3.6°	3.6°	4.0° 5.0°
0.08°	0.52°	0.05° 0.15°
16.6°	15.4°	
17.0°	17.0°	

Front

	Actual	Before	Specified Range
Cross Camber	-0.9°	-3.4°	-0.5° 0.5°
Cross Caster	-0.8°	-0.8°	-0.5° 0.5°
Cross SAI	-1.7°	0.8°	
Total Toe	0.16°	1.05°	0.10° 0.30°
Cross Turn Diff.			

Rear : Left

Actual	Before	Specified Range
-0.2°	-0.2°	
0.11°	0.16°	

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-0.1°	0.0°	
-0.23°	-0.29°	

Rear

	Actual	Before	Specified Range
Cross Camber	-0.2°	-0.2°	
Total Toe	-0.12°	-0.13°	
Thrust Angle	0.17°	0.22°	-0.20° 0.20°

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

VIN (Last 8 Characters of Vehicle Identification Number)

6J [redacted]

Notification Code

N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Addr

Acampo, CA [redacted]

City

State _____ Zip Code _____

Email Address [redacted]



Acampo, CA

[redacted]

48321*8007

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-12 15:04:44.376857
Files Not Recieved: 0

I included 2 different receipts. These should be what you needed. Thank you.

FEB 10, 2014 R/O CLOSE OUT Store 01 SERVC01 333/5026 3651

X. R/O NO. 53851 TYPE SERVICE				11. ADVISOR 32655	
1. CUSTOMER [redacted]				12. DATE IN 11/23/2011	
				13. TIME IN 02:00pm	
ACAMPO CA [redacted]				14. DATE PR 11/23/2011	
PHONE(B) [redacted]				15. TIME PR 03:00pm	
				16. TAG NO. 064	
2. SERIAL# 1D7KS28C46J[redacted] PROD DT 01/17/2006				17. MI I/O 142561/142561	
LICENSE# STK# DEL 06/06/2006				18. PO NO.	
DESC. DO RAM 2500 WHITE 06				19. COMMENTS	
				20. RECOMMEN	
3. JOBS (J#) 1 2 3 4				21. JRNL PFX PICKUP	
STATUS F F F F				22.	
4. LABOR	162.00		0.00		0.00
5. PARTS	0.00		0.00		0.00
6. SUBLET	0.00		0.00		0.00
7. G.O.G.	0.00		0.00		0.00
8. MISC	0.00		0.00		0.00
9. TAX	0.00		0.00		0.00
10. EST $ [162.00] TOTALS C	162.00	W	0.00	I	0.00

(S=SAVE) (CR=CONS REACH) (W=WARRANTY) (D=DISPLAY PAYMENT) (N=NEXT APPT) (TAB)

FEB 10, 2014 COMPLAINT CAUSE AND CORRECTION Store 01 SERVC01 333/5026 3651

JOB#: 1 OPERATION: 02DOZ DESCRIPTION: SUSPENTION GENERAL

1. COMPLAINT : CUSTOMER REQUESTS INSTALLATION OF SOP TIE ROD ENDS
ON THE DRIVERS SIDE
ORDERED ON RO#53538

2. CAUSE :

3. CORRECTION: TECHNICIAN INSTALLED LEFT OUTTER TIE ROD PER CUSTOMER
REQUEST. UNABLE TO PERFORM ALIGNMENT AT THIS TIME,
RECOMMENDS COMING BACK FOR ALIGNMENT AT ANOTHER TIME.

(E=ENTER) (M#=MORE LINES)

FEB 10, 2014 R/O CLOSE OUT Store 01 SERVC01 333/5026 3651

X. R/O NO. 50007 TYPE SERVICE				11. ADVISOR 29537	
1. CUSTOMER [redacted]				12. DATE IN 07/14/2011	
				13. TIME IN 09:17am	
				14. DATE PR 07/14/2011	
ACAMPO CA [redacted]				15. TIME PR 05:30pm	
PHONE(B) [redacted]				16. TAG NO. 305	
2. SERIAL# 1D7KS28C46J[redacted] PROD DT 01/17/2006				17. MI I/O 137882/137883	
LICENSE# STK# DEL 06/06/2006				18. PO NO.	
DESC. DO RAM 2500 WHITE 06				19. COMMENTS	
				20. RECOMMEN Y	
3. JOBS (J#) 1 2 3				21. JRNL PFX PICKUP	
STATUS F F F				22.	
4. LABOR	0.00		76.16		0.00
5. PARTS	0.00		67.06		0.00
6. SUBLET	0.00		0.00		0.00
7. G.O.G.	0.00		0.00		0.00
8. MISC	0.00		0.00		0.00
9. TAX	0.00		0.00		0.00
10. EST $ [ ] TOTALS C	0.00	W	143.22	I	0.00

(S=SAVE)(CR=CONS REACH)(W=WARRANTY)(D=DISPLAY PAYMENT)(N=NEXT APPT)(TAB)

FEB 10, 2014 LABOR OPERATION R/O 50007 Store 01 SERVC01 333/5026 3651

JOB#(1) OP/CODE 45DOZH46 H46 STEERING LINKAGE LT/? CLM# 50007
LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
BILLING TIME 0.80 LABOR RATE 95.20 GRP
LABOR CHARGES 76.16 NOTE
COMPLAINT CUSTOMER REQUEST H46 STEERING LINKAGE RECALL

CAUSE RECALL

CORRECTION COMPLETED H46 RECALL - STEERING LINKAGE

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	67.06	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	1	43692	SHERMAN EZELL	F	W	07/14/11	0.00	0.20	0.20		N
2	1	43692	SHERMAN EZELL	F	W	07/15/11	0.00	0.80	0.80		N

TOTAL LABOR TIME 0.80 INVENTORY COST 21.60

(CC=CCC SCREEN)(E=ENTER)(N=NEXT)(OTHER CHARGE#)(J=JRNL PFX)(TAB)

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28L9

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: **3D7KS28L99G[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.

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own.
wner's

name
ged):

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

VIN# 9G[redacted]

INVOICE

Invoice #: **502074**
Tag #: **T613**
Customer #: **838161**
Service Advisor: ***8165 JAMES JOHNSON***

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	09	DODGE RAM 2500	3D7KS28L99G515252		87812	87815

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN09			18:00 24OCT13		0.00	CASH	24OCT13	22OCT13	24OCT13

OPTIONS: ENG:6.7_Liter_Diesel

OPEN FOR YOUR CONVENIENCE

6 DAYS A WEEK

MONDAY -FRIDAY

7:00 AM - 6:00 PM

SATURDAY

7:00 AM - 2:00 PM

APPOINTMENTS: 316-618-2000

Thank You!

```
LINE OPCODE TECH TYPE HOURS                                    LIST      NET      TOTAL
A C/S THAT THE LEFT TIEROD BROKE-CHECK ALL FRONT SUSPENSION PARTS AND
       ADVISE-TOWED IN
     400 STEERING/SUSP/BRAKES
              12   CCH                                                  271.65   271.65
       1 68036940AD PACKAGE-STEERING                          121.56    121.56   121.56
     MIL MILITARY DISCOUNT - 10% PARTS AND LABOR
         DISCOUNT - MAXIMUM DISCOUNT $50.00
              12   CCH                                                  -39.32   -39.32
PARTS:     121.56  LABOR:     232.33  OTHER:       0.00   TOTAL LINE A:          353.89

  87815 TIE ROD 00250 TIE ROD TO PITMAN ARM BROKEN. REPLACED TIE ROD
  END. WHAT WAS LEFT OF STUD WAS SIEZED IN PITMAN ARM. REMOVED PITMAN ARM
  AND PRESSED OUT STUD. REATTACHED PITMAN ARM AND TIE ROD END. SET FRONT
  TOE. NO OTHER PLAY FOUND IN TIE ROD ENDS AT THIS TIME.
              **************************************************
B COURTESY INSPECTION
     23 COURTESY INSPECTION
              12   INSP                                                 (N/C)
     GTIRE TIRES IN GOOD CONDITIN
              12   INSP                                                 (N/C)
     GBATT BATTERY GOOD
              12   INSP                                                 (N/C)
     GBK BRAKES GOOD
              12   INSP                                                 (N/C)
PARTS:       0.00  LABOR:       0.00  OTHER:       0.00   TOTAL LINE B:          0.00

  87815 INSP 0000 GTIRE GBATT GBK
              **************************************************
C** MILITARY DISCOUNT - 10% PARTS AND LABOR DISCOUNT - MAXIMUM DISCOUNT
       $50.00
     MIL MILITARY DISCOUNT - 10% PARTS AND LABOR
         DISCOUNT - MAXIMUM DISCOUNT $50.00
              99   IP                                                   (N/C)
PARTS:       0.00  LABOR:       0.00  OTHER:       0.00   TOTAL LINE C:          0.00
```

WE SELL TIRES

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

STATEMENT OF DISCLAIMER

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

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

landtel.270_1
Copyright 2000 ADP, Inc X1582 250

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

VIN# 9[redacted]
INVOICE

Invoice #: **502074**
Tag #: **T613**
Customer #: **838161**
Service Advisor: ***8165 JAMES JOHNSON***

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
	09	DODGE RAM 2500	3D7KS28L99G[redacted]		87812	87815

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN09			18:00 24OCT13		0.00	CASH	24OCT13	22OCT13	24OCT13

OPTIONS: ENG:6.7_Liter_Diesel

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

APPOINTMENTS: 316-618-2000

Thank You!

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SHOP SUPPLIES							15.19

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

WWW.DAVIS-MOORE.COM

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	232.33
PARTS AMOUNT	121.56
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.19
TOTAL CHARGES	369.08
ADJUSTMENTS	0.00
SALES TAX	26.39
PLEASE PAY THIS AMOUNT	**395.47**

Copyright 2000 ADP, Inc. X1S2 250

Customer Copy

THANK YOU!

[redacted]
DERBY, KS

WICHITA KS 670
09 JAN 2019 PM 1
JAN 15
BY

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

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28TX

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000D

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 59436

131348

INVOICE

PAGE 1

Bruner motors, inc.

CHRYSLER · DODGE · JEEP
750 East Road - Highway 281
Mail: P.O. Box 672 Stephenville, TX 76401
(254) 968-2135 (800) 880-3325

[redacted]
ABILENE, TX [redacted]
HOME: [redacted] CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 443 LINDSEY POPE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TAN	09	DODGE 250	3D7KS28TX9G[redacted]		95366/95366	T3989

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR09 DD			17:00 24OCT13			CASH	25OCT13

R.O. OPENED	READY	OPTIONS:
10:29 22OCT13	11:16 25OCT13	DLR:42839 ENG:5.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A TOWED BY BIG L TOWING.			
TOW WRECKER BILL			
988 C		0.00	0.00
SUBL TOWING PO#34117			
C		95.00	95.00
FC:			
**********			
B C/S THAT THEYHEARD SOMETHING BREAK LAST NIGHT AS THEY WERE BACKING UP OUT OF THEIR DRIVEWAY. CHECK AND ADVISE			
10 REPLACED UPPER LEFT TIE ROD AND PITMAN ARM			
128 C		148.50	148.50
1 68036940AD PACKAGE-STEERING	84.45	84.45	84.45
1 52122392AA ARM-PITMAN	111.00	111.00	111.00
95366 CHECKED AND FOUND THE TIE ROD AT THE PITMAN ARM TO BE BROKEN. TRIED TO REMOVE THE OLD PART OF THE TIE ROD THAT WAS STILL IN THE PITMAN ARM AND AFTER 45 MINUTES OF TRYING TO REMOVE THE OLD PIECE AND A BROKEN SPECAIL TOOL WE HAD TO ALSO REPLACE THE PITMAN ARM ASWELL. ONCE REPLACED EVERYTHING ESLE LOKKED AND FELT TIGHT WITH NO PLAY IN ANY OTHER JOINTS			
**********			
C PERFORM FREE 16 POINT VEHICLE INSPECTION.			
9016 PERFORM FREE 16 POINT VEHICLE INSPECTION.			
128 C		0.00	0.00
**********			
D** ALIGN FRONT AND REAR SUSPENSION WHERE APPLICABLE, SET TIRE			
ALIGN ALIGN FRONT AND REAR SUSPENSION WHERE APPLICABLE, SET TIRE			
570 C		69.95	69.95
**********			
CUSTOMER PAY MISC. AND DISP. FOR REPAIR ORDER			13.11

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

NOTICE TO PURSUANT TO PROPERTY CODE, 70.001
I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, 9.609, IF PAYMENT FOR THE REPAIR OF THIS MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE
I hereby authorize the repair work and service hereinafter set forth to be performed and necessary parts, materials and supplies to be furnished, and I promise to pay for such when I pick up my vehicle unless I have arrange for credit in advance, and I give you and your employees permission to operate my vehicle herein described on streets and highways or elsewhere for the purpose of testing, inspecting, and/or delivery. I agree that this repair order is a written contract with Bruner Motors, Inc. and includes all the provisions, terms, and conditions on this form. I also agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control for for any delays caused by unavailability of parts or delays in parts shipments by parts supplier or transporter. An express Mechanic's lien and right of possession is hereby granted and acknowledged on the vehicle described herein to secure the payment of the charges for the repairs authorized as well as any other liens held. I agree to pay reasonable storage charges beginning 48 hours after completion of the work. I have read this contract and agree thereto.

DESCRIPTION	TOTALS
LABOR AMOUNT	218.45
PARTS AMOUNT	195.45
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	95.00
MISC. CHARGES	13.11
TOTAL CHARGES	522.01
LESS INSURANCE	0.00
SALES TAX	17.20
PLEASE PAY THIS AMOUNT	539.21

CUSTOMER SIGNATURE (SIGNED)

This part is not covered by vehicle manufacturer's warranty, but may be warranted by its manufacturer.

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FILE COPY

Christa!

I recently replaced the recalled items. SEND reimbursement to:

[redacted]

Abilene, TX [redacted]

Thx

[redacted]

[redacted] cell

[redacted]

Abilene, TX [redacted]

Chrys
PO Bo
Auburn

463213

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/25/14

POSTED DATE : 2.18.14

VIN (FIRST 9 DIGITS) 3D3LS38C3

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Left Tie Rod

CHRYSLER

Mountain Walk and Patio, LLC
387 Woodhaven Rd
Glastonbury CT 06033

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D3LS38C35C[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): L16

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

[redacted]

Glastonbury CT [redacted]

[redacted]

Parts 336.28

Labor 449.86

TOTAL 786.14

GENGRAS

LARGEST SELECTION - BEST PRICE - FRIENDLY SERVICE

Chrysler Jeep Dodge RAM

460 Connecticut Blvd. · East Hartford, CT 06108
PARTS PH: (860) 289-3378 FAX: (860) 291-2821
www.gengras.com

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER	
10 DEC 13		10 DEC 13	10 DEC 13	34913	15:18

SOLD TO [redacted] ACCOUNT NO. 55972
GLASTONBURY, CT [redacted]

SHIP TO

PAGE 1 OF 1

SHIP VIA	SLSM.	P/L NO.	TERMS	F.O.B.
	40073		CASH	Hartford, CT

ORD	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AH	1248B STEERING	375.00	316.20	316.20

NO PART MAY BE RETURNED AFTER 10 DAYS. NO RETURNS ON ELECTRICAL, SPECIAL ORDER, OR PYROTECHNIC PARTS. ALL RETURNS SUBJECT TO A 10% TO 50% RESTOCK FEE. ALL PARTS ACCEPTED FOR RETURN MUST BE IN ORIGINAL UNOPENED PACKAGING. NO CASH REFUNDS. ALL REFUNDS PAID BY MAILED CHECK. NO RETURNS OF PARTS LESS THAN $5.00 EACH.

PARTS	316.20
SUBLET	
FREIGHT	0.00
SALES TAX	20.08
TOTAL	$336.28

Thank You for Your Business!

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CUSTOMER COPY

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT	
		SPECIAL REPAIRS		

TOTAL PARTS

ESTIMATE AMOUNT — PARTS / LABOR

	TIME	BY	
ADD'L AUTH. AMT.			
ADD'L AUTH. AMT.			
ADD'L AUTH. AMT.			

ESTIMATE TOTAL

Unless otherwise provided by law, the seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

MEISTERMAINT

969 France Street
Rocky Hill, CT 06067

003216

NAME [redacted] PATIO DATE

ADDRESS [redacted] TIME RECEIVED A.M. P.M. TERMS

CITY GLASTONBURY PHONE WHEN READY ? TIME PROMISED A.M. P.M. CUSTOMER'S ORDER NO.

YEAR	TYPE OR MODEL	MOTOR NO.	SERIAL NUMBER	LICENSE NUMBER	ODOMETER
05	DODGE 3500 RAM			[redacted]	105960

OPER. NO. — REPAIR ORDER — LABOR INSTRUCTIONS — ORDER WRITTEN BY

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

LEFT TIE ROD BROKEN, REPLACE
TIE ROD ASSEMBLY
DO FRONT END ALIGNMENT

PARTS SUPPLIED BY CUSTOMER

NO WARRENTEE ON PARTS

3.8 HRS

4/9/86

RETAIN PARTS ☐ DESTROY PARTS ☐

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY _____

RECEIVED BY _____

GAL. GASOLINE	@		
QTS. OIL	@		
LBS. GREASE	@		
TOTAL GAS - OIL - GREASE			

TOTAL LABOR	323 00
Alignment	100 00
TOTAL PARTS	
GAS, OIL, GREASE	
SPECIAL REPAIRS	
ENVIRONMENTAL CHARGES	
	423 00
STATE TAX	26 86
TOTAL AMOUNT	$449 86

ARO-656-3
PRINTED IN U.S.A.

[redacted]

Glastonbury CT [redacted]

HARTFORD CT 061

18 FEB 2014 PM 5 L

FEB 25

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

48321800707

Mar. 7. 2014 11:28AM Atty Richard Quinlan No. 5815 P. 1

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

MEISTERMAINT

969 France Street
Rocky Hill, CT 06067

003216

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT
	[redacted]		

Attn: Robert
Case #
Tax #[redacted] 877-748-5076

SPECIAL REPAIRS

TOTAL PARTS

ESTIMATE AMOUNT	PARTS	LABOR
ADD'L AUTH. AMT.	TIME	BY
ADD'L AUTH. AMT.		
ADD'L AUTH. AMT.		
ESTIMATE TOTAL		

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NAME [redacted] DATE

ADDRESS [redacted] TERMS

CITY Glastonbury PHONE WHEN READY? TIME PROMISED A.M. P.M. CUSTOMER'S ORDER NO.

YEAR	TYPE OR MODEL	MOTOR NO.	SERIAL NUMBER	ODOMETER
05	Dodge 3500 RAM		[redacted]	105960

OPER. NO. **REPAIR ORDER — LABOR INSTRUCTIONS** ORDER WRITTEN BY

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

Left Tierod Broken, Replace
Tie Rod Assembly
Do Front End Alignment

Parts supplied by Customer

No warrentee on Parts

3.8 hrs

Paid in full Cash Thank You
449.86

RETAIN PARTS ☐ DESTROY PARTS ☐

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY _____

RECEIVED BY _____

GAL. GASOLINE	@	
QTS. OIL	@	
LBS. GREASE	@	
TOTAL GAS - OIL - GREASE		

TOTAL LABOR	323 00
Alignment	100 00
TOTAL PARTS	
GAS, OIL, GREASE	
SPECIAL REPAIRS	
ENVIRONMENTAL CHARGES	
	423 00
STATE TAX	26 51
TOTAL AMOUNT	$449 51

ARO-859-3 PRINTED IN U.S.A.

Mar. 7. 2014 11:28AM Atty Richard Quinlan No. 5815 P. 1

MEISTERMAINT

969 France Street
Rocky Hill, CT 06067

003216

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE

QUAN.	PART NO.	DESCRIPTION	SALE AMOUNT

[redacted]

Attn: Robert
CASE #
Tax #: 877-748-5076

SPECIAL REPAIRS

TOTAL PARTS

ESTIMATE AMOUNT	PARTS	LABOR
ADD'L AUTH. AMT.	TIME	BY
ADD'L AUTH. AMT.		
ADD'L AUTH. AMT.		
ESTIMATE TOTAL		

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NAME [redacted] DATE

ADDRESS [redacted] TERMS

CITY Glastonbury PHONE WHEN READY? TIME PROMISED A.M. P.M. CUSTOMER'S ORDER NO.

YEAR	TYPE OR MODEL	MOTOR NO.	SERIAL NUMBER	ODOMETER
05	Dodge 3500 RAM		[redacted]	105960

OPER. NO. **REPAIR ORDER — LABOR INSTRUCTIONS** ORDER WRITTEN BY

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

Left Tierod Broken, Replace
Tie Rod Assembly
Do Front End Alignment

Parts Supplied By Customer

No Warrentee on Parts

3.8 hrs

Paid in full Cash Thank You
449.86

RETAIN PARTS ☐ DESTROY PARTS ☐

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE, ALONG WITH NECESSARY MATERIALS. YOU AND YOUR EMPLOYEES MAY OPERATE ABOVE VEHICLE FOR PURPOSES OF TESTING, INSPECTION OR DELIVERY AT MY RISK. AN EXPRESS MECHANIC'S LIEN IS ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. YOU WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL.

AUTHORIZED BY _____

RECEIVED BY _____

GAL. GASOLINE	@	
QTS. OIL	@	
LBS. GREASE	@	
TOTAL GAS - OIL - GREASE		

TOTAL LABOR	323 00
Alignment	100 00
TOTAL PARTS	
GAS, OIL, GREASE	
SPECIAL REPAIRS	
ENVIRONMENTAL CHARGES	
	423 00
STATE TAX	26 51
TOTAL AMOUNT	$449 51

ARO-8594-3 PRINTED IN U.S.A.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/19/14

POSTED DATE : 2.12.14

VIN (FIRST 9 DIGITS) 3D7KS28T5

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 497872

139753

INVOICE

Rockwall

DODGE
P.O. Box 338 · 970 E. I-30
Rockwall, Texas 75087
Phone: (469) 698-2100 · Fax: (469) 698-2159

[redacted]
Rockwall, TX [redacted]
HOME [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 440476 LARRY D MARTIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	09	DODGE RAM	3D7KS28T59G[redacted]		54456/54456	T2516

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28AUG12 DD			17:00 30AUG13			CASH	13AUG13

R.O. OPENED	READY	OPTIONS:
07:04 12AUG13	12:41 13AUG13	ENG:5.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CK FOR BROKEN STEERING LINK			
200 SUSPENSION/STEERING			
50862 CP		164.95	164.95
1 68036940AD PACKAGE-STEERING	105.22	105.22	105.22
PARTS: 105.22 LABOR: 164.95 OTHER: 0.00		TOTAL LINE A:	270.17
54456 broken steering link 1.50 replaced broken steering link all ok			
**********			
B MULTI POINT INSPECTION TIRES=FRONT___REAR___**BRAKES**___FLUID LEVELS PLEASE CHECK coolant___trans___engine___washer___*battery___belts___wipers___air fltr___shocks___lights___recommendations			
27 MULTI POINT INSPECTION			
TIRES=FRONT___REAR___**BRAKES**___FLUID LEVELS PLEASE CHECK coolant___trans___engine___washer___*battery___belts___wipers___air fltr___shocks___lights___recommendations			
50862 CP		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00		TOTAL LINE B:	0.00
54456 multi poit insp 0.10 performed multi point insp			
**********			
C** Front end alignment $69.95			
201 Front end alignment $69.95			
50862 CP		69.95	69.95
PARTS: 0.00 LABOR: 69.95 OTHER: 0.00		TOTAL LINE C:	69.95
**********			
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER			34.06

PAID
AUG 21 2013
BY:

ROCKWALL DODGE-CHRYSLER-JEEP
970 E INTERSTATE 30
ROCKWALL, TX 75087
(214) 319-1229

Sale

ID: 009
Merchant ID: 000000068158
Bank ID: 1340
08/13/13 12:42 PM
Batch#: 225001
Retrieval Ref #: 639005028

Entry Method: Swiped
Inv #: 0000009
$ 385.67

VISA [redacted]
XXXXXXXXXXXX
Appr Code: 194228

Total:

Customer Copy

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	234.90
PARTS AMOUNT	105.22
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	34.06
TOTAL CHARGES	374.18
LESS INSURANCE	0.00
SALES TAX	11.49
PLEASE PAY THIS AMOUNT	385.67

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

Service & Parts
STICK WITH THE SPECIALISTS®
DODGE CHRYSLER JEEP SRT

ROCKWALL DODGE
(469) 698-2100
970 E I30
ROCKWALL, TX 750874823

VEHICLE CHECKUP

[redacted] Customer Name

[redacted] R.O. Number

Phone

091 Ram Vehicle Year/Model

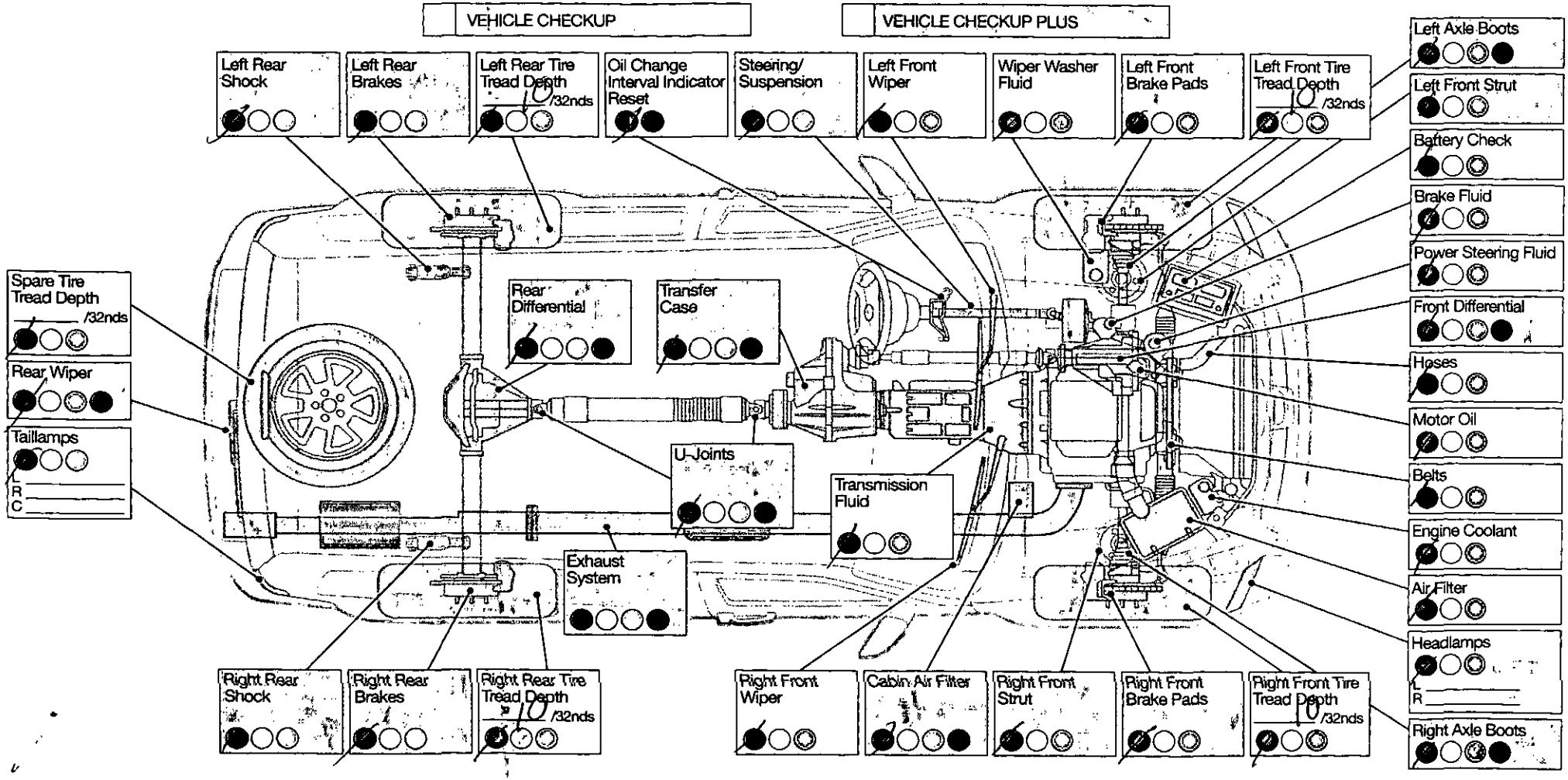
VIN Number

54456 Mileage

Date

- ● Checked and OK
- ○ Will need future attention
- ◎ Requires immediate attention
- ● Not applicable

☐ VEHICLE CHECKUP ☐ VEHICLE CHECKUP PLUS



Notes:

ORIGINAL – CUSTOMER COPY, CANARY – DEALER FILE, PINK – FOLLOW-UP FILE

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Printed in U.S.A.

81-216-5004

137967/#63093/N49

1-28-14

Case NO. [redacted]

Dodge. Larry
service advisor

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

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

Notification Code N49

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Addre

City Royse City

State Texas Zip Code [redacted]

Email Address [redacted]

[redacted]

Royse City, Tx [redacted]

Chrysle
P.O. Box
Auburn
Attention:

45

Chrysler Group LLC
STOP PAY/ VOID CHECK REQUEST
CHECK COPY REQUEST

Return completed form to: CAP_VOID_CHECKS@Chrysler.com

Stop Payment/Void and Copy Request Instructions:

We hereby request the following:

STOP PAY ** ☒ VOID: ☐ (Check must be attached) COPY REQUEST: ☐

Check Number: **1349259** (Required) Payable To: [redacted]

Vendor Code: **24507844** Company Code: **3055**

Date Issued: **2-26-14** Amount: **$385.67**

Reason: **Customer never received the check.** (Required)

Payment Reissue Instructions:

☒ Do Not Reissue Payment

☐ Reissue Payment

☒ Return Check Copy to my attention at: **ss27@chrysler.com**

** Payments must not be reissued for at least 24 hours after the Stop Pay order has been sent to the bank, to allow sufficient processing time. We will advise you if the Stop Pay was denied.

Name: [redacted]

Signed: _____ Phone: [redacted]

Date: **5-21-14**

Rev. 03/07/02

Susan Skinner [redacted]

To: CAP Void and Reissue Checks Group
Subject: RE: Rodriguez stop pay req.

From: CAP Void and Reissue Checks Group
Sent: Thursday, May 22, 2014 9:15 AM
To: Susan Skinner; CAP Void and Reissue Checks Group
Subject: RE: Rodriguez stop pay req.

Request has been processed.

From: Susan Skinner
Sent: Wednesday, May 21, 2014 7:40 AM
To: CAP Void and Reissue Checks Group
Subject [redacted] stop pay req.

Sue Skinner
Senior Clerk
Customer Assistance Center

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Case # [redacted]

[redacted]

Swanton, Vermont [redacted]

[redacted]

re: Left tie rod / $318.03
2007 Dodge Ram

VIN: XXX1G[redacted]

NAPA AUTO PARTS

STORE

200008540
COTA'S SVC STA & AUTO PARTS IN
88 FIRST STREET
SWANTON, VT 05488
(802) 868-2781

Time: 15:50
Date: 01/16/2014
Page: 1/1

Invoice Number 497586

SOLD TO

8810
[redacted]
SWANTON, VT [redacted]

Employee: 4 , Fern
Sales Rep: 0 , Salesman
Accounting Day: 16

Part Number	Line	Description	Quantity	Price	Net	Total	
269-3740	NCP	LEFT OUTER T ROD END	1.00	99.79	68.0000	68.00	T
		replace left outter tie rod end					
LABOR	LAB	LABOR1	1.00	0.00	56.0000	56.00	
		07 dodge ram 152992 miles					
WRECKER	LAB	WRECKER CALL	1.00	0.00	125.0000	125.00	
ALIGNMENT	LAB	ALIGNMENT1	1.00	0.00	64.9500	64.95	

Anticipated Time :
Attention :
Tax Exemption :
PO# :
Terms : JET 10

1/16

Subtotal		313.95
6.0	6.0000%	4.08
Total		318.03
Charge Sale		318.03

318.03

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

s charge 1.5% on Pass
due accounts nc
return on electrical

STORE COPY

Case # [redacted]

[redacted]

Swanton, Vermont [redacted]

[redacted]

re: Left tie rod / $318.03
2007 Dodge Ram

VIN: XXX1G[redacted]

8028684053

NAPA AUTO PARTS

SOLD FROM:
200008540
COTA'S SVC STA & AUTO PARTS IN
88 FIRST STREET
SWANTON, VT 05488
(802) 868-2781

Time: 15:50
Date: 01/16/2014
Page: 1/1

Invoice Number 497586

SOLD TO:
8810
[redacted]
SWANTON, VT [redacted]

Employee: 4 , Fern
Sales Rep: 0 , Salesman
Accounting Day: 16

Part Number	Line	Description	Quantity	Price	Net	Total	
269-3740	NCP	LEFT OUTER T ROD END	1.00	99.79	68.0000	68.00	T
		replace left outter tie rod end					
LABOR	LAB	LABOR1	1.00	0.00	56.0000	56.00	
		07 dodge ram 152992 miles					
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ALIGNMENT	LAB	ALIGNMENT1	1.00	0.00	64.9500	64.95	

Anticipated Time :
Attention :
Tax Exemption :
PO# :
Terms : JET 10

1/16

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

s charge 1.5% on Pass
due accounts nc
return on electrical

STORE COPY

Subtotal	313.95
6.0 6.0000%	4.08
Total	318.03
Charge Sale	318.03

318.03

Case # [redacted]

[redacted]

Swanton, Vermont [redacted]

[redacted]

re: Left tie rod / $318.03
2007 Dodge Ram

VIN: XXX1G[redacted]

NAPA AUTO PARTS

STORE

200008540
COTA'S SVC STA & AUTO PARTS IN
88 FIRST STREET
SWANTON, VT 05488
(802) 868-2781

Time: 15:50
Date: 01/16/2014
Page: 1/1

Invoice Number 497586

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[redacted]
SWANTON, VT [redacted]

Employee: 4 , Fern
Sales Rep: 0 , Salesman
Accounting Day: 16

Part Number	Line	Description	Quantity	Price	Net	Total	
269-3740	NCP	LEFT OUTER T ROD END	1.00	99.79	68.0000	68.00	T
		replace left outter tie rod end					
LABOR	LAB	LABOR1	1.00	0.00	56.0000	56.00	
		07 dodge ram 152992 miles					
WRECKER	LAB	WRECKER CALL	1.00	0.00	125.0000	125.00	
ALIGNMENT	LAB	ALIGNMENT1	1.00	0.00	64.9500	64.95	

Anticipated Time :
Attention :
Tax Exemption :
PO# :
Terms : JET 10

1/16

Subtotal		313.95
6.0	6.0000%	4.08
Total		318.03
Charge Sale		318.03

318.03

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

s charge 1.5% on Pass
due accounts nc
return on electrical

STORE COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/19/14

POSTED DATE : 2-11-14

VIN (FIRST 9 DIGITS) 3D7KS28C8

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER RECALL ASSISTANT CENTER
PO Box 21-8007
Auburn Hills MI 48321-8007

REIMBURSEMENT REQUEST 2-4-14

In June 2011 while driving my 2006 Dodge Truck at approximately 15 mph I was suddenly unable to steer my vehicle. After inspection of my vehicle I realized it was not drivable and I needed a tow. It was taken to Autoworld in Petaluma,
Please see attached invoices totaling 1527.65.
52.52 (oil change)of this is not you responsibility.
I am asking for a REIMBURSEMENT of 1475.13. This is due to the tie rod recall ordered after my repair.
Current mileage on this truck is 121,280 miles.
VIN 3D7K528C[redacted]

[redacted] Bodega CA[redacted]

TERMS: CASH • CHECK
VISA • MASTERCARD

AutoWorld

DODGE Jeep

1370 Auto Center Drive • Petaluma, CA 94952
Phone (707) 762-2712
Parts Direct (707) 795-2436 or (707) 762-0118
Parts Direct Fax (707) 762-7190

SERVICE DEPT. HOURS:
7:30 A.M. TO 5:30 P.M.
MONDAY THROUGH FRIDAY
8:30 A.M. TO 4:00 P.M.
SATURDAY

CUSTOMER NO.	ADVISOR		TAG NO	INVOICE DATE	INVOICE NO.
145824	JULIE BARONE	1268	1878	06/21/11	CHCS377644
[redacted]	LABOR RATE / LICENSE NO		MILEAGE 84,425	COLOR /	STOCK NO.
BODEGA, CA [redacted]	YEAR / MAKE / MODEL 06/DODGE TRUCK/RAM 2500 CC/PK			DELIVERY DATE 11/25/05	DELIVERY MILES 18
[redacted]	VEHICLE I.D. NO. 3 D 7 K S 2 8 C 8 6 G [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO	P.O NO		R.O. DATE 06/20/11	
RESIDENCE PHONE [redacted] BUSINESS PHONE	COMMENTS				MO: 84429

JOB# 1 CHARGES

LABOR

J# 1 45CHZ STEERING/SUSPENSION TECH(S): 1804 405.00

CUSTOMER STATES VEH TOWED IN TIE ROD SNAPPED CK AND ADVISE..
CONFIRMED CONCERN REMOVED AND REPLACE STEERING LINKAGE
DUE TO TIE ROD SANPPED WHILE DRIVING CAUSED DAMAGE
TO SEVERAL ITEMS-REMOVED AND REPLACE STEERING LINKAGE
REMOVED AND REPLACE RIGHT FRONT HUB ASSEMBLY REPLACE
BOTH SWAY BAR LINKS FOUND EXCESSIVE MOVEMENT IN UPPER
AND LOWER BALL JOINTS ON PASSENGER SIDE SEE RO#377721
FOR REPAIRS UNDER WARRANTY WITH 100.00 DED
PERFORMED ALGNMENT ADVISED CUSTOMER NEEDS TIRE..

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		5179955-AA	HUB BRAKE 5005006	335.20	335.20	335.20
	1		52122362-AF	STEERING 19027003	387.84	280.00	280.00
	1		52122370-AB	DAMPER ST 19030006	124.95	119.20	119.20
	1		68039930-AA	ARM PITMA 19027002	60.96	60.96	60.96
	3		6505623-AA	NUT HEX L 19015005	2.93	1.40	4.20
	1		6502835	NUT HEX F 17015030	2.21	0.40	0.40
	2		68001734-AB	LINK KIT 17023001	75.18	49.16	98.32
						TOTAL - PARTS	898.28

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION	
	086404	C		06/21/11	ALIGNMENT	90.00
					TOTAL - SUBLET	90.00

JOB# 1 TOTALS

LABOR	405.00
PARTS	898.28
SUBLET	90.00
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	1393.28

JOB# 2 CHARGES

LABOR

J# 2 46CHZ TIRE TIRE PRESSURE/CARB TECH(S): 1804 0.00

CHECK AND RECORD TIRE PRESSURES PER CARB
INFLATE AS NECESSARY
REPROGRAM TIRE PRESSURE MONITOR IF EQUIPPED
CUSTOMER DECLINE..
CUSTOMER DECLINE REPAIRS...

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 00CHZ INS VISUAL VEHICLE INSP. TECH(S): 1804 0.00

FREE VEHICLE VISUAL INSPECTION.
PERFORMED FREE VEH INSPECTION..

The Reynolds and Reynolds Company ERAINTINVE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

TERMS: CASH • CHECK
VISA • MASTERCARD

AutoWorld

CHRYSLER DODGE Jeep

1370 Auto Center Drive • Petaluma, CA 94952
Phone (707) 762-2712
Parts Direct (707) 795-2436 or (707) 762-0118
Parts Direct Fax (707) 762-7190

SERVICE DEPT. HOURS:
7:30 A.M. TO 5:30 P.M.
MONDAY THROUGH FRIDAY
8:30 A.M. TO 4:00 P.M.
SATURDAY

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
145824	JULIE BARONE 1268	1878	06/21/11	CHCS377644
[redacted]	LABOR RATE / LICENSE NO / MILEAGE: 84,425		COLOR: /	STOCK NO.
BODEGA, CA [redacted]	YEAR / MAKE / MODEL: 06/DODGE TRUCK/RAM 2500 CC/PK		DELIVERY DATE: 11/25/05	DELIVERY MILES: 18
[redacted]	VEHICLE I.D. NO.: 3 D 7 K S 2 8 C 8 6 G [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 06/20/11	
[redacted]	COMMENTS			MO: 84429

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	5083285-AA	FILTER EN 9057006	18.11	11.07	11.07
					TOTAL - PARTS	11.07

JOB# 3 TOTALS

PARTS	11.07
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL	11.07

JOB# 4 CHARGES

LABOR

J# 4 000HZ QUICK SERVICE TECH(S): 1804 39.95

LUBE OIL AND FILTER SERVICE, TOP OFF FLUIDS, INSPECT BELTS
AND HOSES. APPLY LUBE STICKER/REMINDER TO WINDSHIELD.
PERFORMED LUBE OIL FILTER TOPPED OFF FLUIDS..

G.O.G. & SUPPLIES

12.0	C 15W40 68026607AA	@	/UNIT	INTERNAL
			TOTAL - GOG	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	HAZ	HAZARDOUS WASTE DISPOSAL FEE		1.50
			TOTAL - MISC	1.50

JOB# 4 TOTALS

LABOR	39.95
MISC	1.50
JOB# 4 JOURNAL PREFIX CHCS JOB# 4 TOTAL	41.45

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $135.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $1495.00 (+TAX) ON 06/20/11 AT 10:00am
BY MITCH J STARKEY COMMENTS STEEING LINKAGE RIGHT FRONT HUB ASSEMBLY ALIGNMENT
COMMENTS
TOW IN-TIE ROD

32.52

134.37

The Reynolds and Reynolds Company ERAINTINVE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK

CHCS377644

CHCS377644

145824 JULIE BARONE 1268 1878 06/21/11 CHCS377644

84,425 /

[redacted]
BODEGA, CA [redacted]

06/DODGE TRUCK/RAM 2500 CC/PK 11/25/05 18

3 D 7 K S 2 8 C 8 6 G [redacted]

06/20/11

[redacted]

MO: 84429

TOTALS.....

AT AUTOWORLD YOUR COMPLETE SATISFACTION IS OUR PRIMARY GOAL. FROM TIME TO TIME A REPRESENTATIVE MAY CONTACT YOU TO ENSURE THAT YOU ARE COMPLETELY SATISFIED WITH YOUR EXPERIENCE. AUTOWORLD WOULD LIKE ALL CUSTOMERS WHO QUALIFY TO KNOW WHAT SERVICE CONTRACTS ARE AVAILABLE ON THEIR VEHICLE A MARK IN THE APPROPRIATE BOX INDICATES SERVICE CONTRACTS WERE OFFERED.

[ ] YES [ ] NO

TO OUR CUSTOMERS: AUTOWORLD BASES THE ESTIMATED LABOR COST OF REPAIRS AND SERVICE ON VARIOUS AUTOMOTIVE INDUSTRY STANDARDS INCLUDING: MANUFACTURER'S RECOMMENDATIONS. RECOGNIZED INDUSTRY PUBLICATIONS AND OUR OWN SERVICE DEPARTMENT EXPERIENCE. THE ESTIMATED PRICE FOR LABOR IS NOT BASED ON ACTUAL TIME SPENT BY OUR TECHNICIANS IN THE REPAIR AND SERVICE OF YOUR VEHICLE.

[redacted]

TOTAL LABOR....	444.95
TOTAL PARTS....	909.35
TOTAL SUBLET...	90.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.50
TOTAL MISC DISC	0.00
TOTAL TAX.....	81.85
TOTAL INVOICE $	**1527.65**

JUN 21 2011

BY

[redacted]

Bodega CA [redacted]

OAKLAND CA 945

11 FEB 2014 PM 4 L

FEB

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

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-10-14

VIN (FIRST 9 DIGITS) 3D7KS28AX

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 800000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

C & C AUTO REPAIR

NAPA AUTO CARE CENTER
303 SOUTH GREEN AVE
PURCELL OK 73080
405-527-2683

1/10/2014 12:10 PM

Invoice #7748

[redacted]

Day Phone : [redacted]

PURCELL OK [redacted]

Vehicle : 2008 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 6.7 L
Tag/State : [redacted] / OK
VIN : 3D7KS28AX8G[redacted]
Created : 10/1/2009 8:55:31 AM
Odometer In : 71560
Complete : 10/1/2009 4:43:18 PM
Odometer Out : 71560
Invoiced : 10/1/2009 4:43:18 PM
Contact : [redacted]

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	52122362AE	STERRING KIT		$372.21	$372.21
1	-	52122370	ROD		$196.50	$196.50
3	-	6505623AA	NUT		$1.93	$5.79
1	-	68039930	ROD		$100.80	$100.80
	RS*	LABOR	FRONT STERRING			$115.20
	REPLACE ALL TIE RODS ENDS & STERRING DAMPER RELAY ROD & PITMAN ARM ALL PARTS ARE NEW UPDATE ITEMS					
	RS*	2WA	2 WHEEL ALIGNMENT			$63.00
	2 WHEEL COMPUTERIZED ALIGNMENT INCLUDES: CHECK TIRE PRESSURE, CHECK WHEEL RUN OUT, INSPECT STEERING LINKAGES & SUSPENSION COMPONENTS FOR WEAR OR DAMAGE. CHECK PRESENT ALIGNMENT CONDITION, ALIGN FRONT TO SPECIFICATION. (4X4 SHIMMING & CAMKITS EXTRA)					

Labor	.....	$178.20
Parts	.....	$675.30
Sublet/Misc.	.....	$0.00
Shop Supplies	.....	$9.54
Charges	.....	$0.00
Sales Tax	Tax @ $684.84 * 9.0000%	$61.64
	Total Due	$924.68

Tech	Certification #
RS	NU5FPT07SCHLO

Warranty on parts and labor is one year or 12000 miles whichever comes first.unless stated othwise.
Warranty work has to be performed in our shop & cannot exceed the original cost of repair. NO WARRANTY IF CUSTOMER SUPPLIES PARTS
DUE TO THE UNSTABLE NATURE OF ALL AIR CONDITIONING SYSTEM WE ONLY GUARANTEE THOSE PARTS WE ACTUALLY REPLACE OR REPAIR THERE IS NO WARRANTY ON THE LOSS OF FREON

Customer Signature _____DATE_____

C & C AUTO REPAIR

NAPA AUTO CARE CENTER
303 SOUTH GREEN AVE
PURCELL OK 73080
405-527-2683

1/10/2014 12:12 PM

Invoice #19602

[redacted]
PURCELL OK[redacted]

Day Phone : [redacted]

Vehicle : 2008 Dodge Truck Ram 2500HD 3/4 Ton - Pickup 6.7 L
VIN : 3D7KS28AX8G[redacted]
Created : 1/2/2014 8:26:11 AM
Complete : 1/6/2014 9:01:11 AM
Invoiced : 1/6/2014 9:01:11 AM

Tag/State : [redacted] / OK
Odometer In : 238578
Odometer Out : 238578

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
1	-	ES800532	TIE ROD		$101.39	$101.39
	CT*	GUIDE	TIE ROD &/OR ENDS - R&R	M		$72.00
	Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & pinion gear is necessary use Steering Gea					
	CT*	2WA	2 WHEEL ALIGNMENT			$75.00
	2 WHEEL COMPUTERIZED ALIGNMENT INCLUDES: CHECK TIRE PRESSURE, CHECK WHEEL RUN OUT, INSPECT STEERING LINKAGES & SUSPENSION COMPONENTS FOR WEAR OR DAMAGE. CHECK PRESENT ALIGNMENT CONDITION, ALIGN FRONT TO SPECIFICATION. (4X4 SHIMMING & CAMKITS EXTRA)					

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

Labor		$147.00
Parts		$101.39
Sublet/Misc.		$0.00
Shop Supplies		$6.05
Charges		$0.00
Sales Tax	Tax Exempt # 220102	$0.00
	VISA $254.44 Paid	$254.44

Tech	Certification #
CT	

Warranty on parts and labor is 6 MONTH or 6000 miles whichever comes first.unless stated othwise.
Warranty work has to be performed in our shop & cannot exceed the original cost of repair. NO WARRANTY IF CUSTOMER SUPPLIES PARTS
DUE TO THE UNSTABLE NATURE OF ALL AIR CONDITIONING SYSTEM WE ONLY GUARANTEE THOSE PARTS WE ACTUALLY REPLACE OR REPAIR THERE IS NO WARRANTY ON THE LOSS OF FREON

Customer Signature _____DATE_____

CHRYSLER 2008 Dodge Goldy

Left Tie Rod

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

This notice applies to your vehicle (VIN: **3D7KS28AX8G**[redacted].

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

[redacted] N62 354034

[redacted]

PURCELL, OK [redacted]

354034/#63094/N62

354034/#63094/N62

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

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

Notification Code [N62]

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: 12/30/2011

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

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

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

First Name [redacted]

Last Name

Street Add

City Purcell

State OK Zip Cod[redacted]

Email Address [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS26D4

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Lewis

AUTOMOTIVE SERVICE
4500 West 2nd
Roswell, New Mexico 88201
624-0824

SCR B

Date 8-13 20 13

Name [redacted]

Address _____ Phone _____ DATE PROMISED _____

MAKE	MODEL NO.	SERIAL NO.	DATE OF ORIGINAL INSTALLATION
Dodge	2500		

TROUBLE REPORTED

__ ESTIMATE __ CASH
__ WARRANTY
__ CONTRACT __ C.O.D.

UNIT	DESCRIPTION	AMOUNT
	Tune-up - Plugs - Clean Injectors	
	Replace All Ball Joints	
	Replace steering Kit	
	Have Aligned (Sublet)	
	Repair Lights	
	Complete Services	820 00
	Engine - Air - Fuel - Oil	
	Service Axles	
	All Parts Napa	

COMMENTS

TOTAL MATERIALS	
Technical Service Time	
Pick up or Delivery	
Service Call Charge	
TAX	59 45
TOTAL	879 45

TECHNICIAN _____ DATE COMPLETED _____

SIGNATURE _____

Thank You

NAPA AUTO PARTS

900007404
STANDARD PARTS OF ROSWELL INC
424 EAST SECOND ST.
ROSWELL, NM 88201
(575) 623-3524

Time: 14:44 Date: 08/14/2013 Page: 1/1

Employee: 36 , SCOTT
Sales Rep: 0 , Salesman
Accounting Day: 12

3280
[redacted]
ELVIDA, NM [redacted]

Anticipated Time:
Attention:
Tax Exemption:
PO#: LEWIS AUTO
Terms: NET 10TH

Part Number	Type	Description	Quantity	List Price	Net Price	Extended Price	Core
52122362AH	DSD	STEERING KIT	1.00	416.27	416.2667	416.27	TDP
5154661AC	DSD	STEERING KIT	1.00	137.48	137.4800	137.48	TDP
		DELIVER TO LEWIS AUTO **********					

[redacted]

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

NAPA AUTO PARTS
424 EAST SECOND ST.
ROSWELL, N.M. 88201
CUSTOMER COPY

Subtotal	553.75
TAXTABLE 1 7.1250%	39.45
Charge Sale	593.20

165 PBK SCR B

Y OCR 900007404817183 Y

481718 Invoice Number

CHRYSLER

07

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS26D47G[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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FIAT is a registered trademark of Fiat Group Marketing & Corporate Comm. nicat on S.p.A.

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

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

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

7G[redacted] N62 [redacted]
LAMY, NM [redacted]

579795/#63094/N62

579795/#63094/N62

Replaced by
Lewis Auto

8-13-13

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]
Lamy, NM [redacted]

Attn – Reimbursement

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) 3D7UT2CL8

VIN (LAST 8 DIGITS) AG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL8AG[redacted]

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

To whom it may concern,

I received a recall notice for the tie rod ends on my 2008 Dodge Ram 3500 (VIN NUMBER 3D7MX48A48G[redacted]. Prior to the recall notice on 9/29/13 I had the driver side tie rod end break on my way to work while driving 75 mph on US59 north. I was able to avoid wrecking the truck but had to have it towed to the repair shop that I use. Smith Towing out of Cleveland, TX came and towed the truck to East Fork Performance (Owner – Steven Wiley)who completed the repair with the update steering linkage kit that Martin Dodge recommended to be installed. Once this repair was completed Lowe's Tire Center had to perform another alignment on the vehicle. I have enclosed a copy of the repair bill, the towing bill and the alignment bill. Please feel free to contact me any way listed below.

Email - [redacted]

Addres[redacted] Cleveland, TX[redacted]

Cell – [redacted]

Thank You,

[redacted]

092281

☐ SMITH TOWING SERVICE

P.O. BOX 1765, CLEVELAND, TX 77328-1765
(281) 592-4000 • FAX (281) 592-1791
TDLR # 005053871C

☐ INTERSTATE TOWING
TDLR # 005596372C
281-592-4603

☐ 213 N. WASHINGTON AVE.
CLEVELAND, TX 77327
0001744VSF

☐ 24976 HWY 321
CLEVELAND, TX 77327
0646836VSF

☐ PERRY'S WRECKER SERVICE
TDLR # 005596362C
281-592-0303

NAME/AUTO CLUB [redacted]			DATE 9-30-13
ADDRESS [redacted]			TIME OUT / ARV TIME 09:15 / TIME IN 10:00
CITY	PHONE		DRIVER JUSTIN
AUTO CLUB MEMBER JOEY	PHONE		DRIVER IM # 17378
LOCATION PICKED UP US 59 N @ TRINITY RIVER	GOODRICH		TT UNIT # 713
TOWED TO EAST FORK PERFORMANCE	CLEVELAND		TT TDLR #
TOW AUTHORIZED BY	AGENCY	PRECINCT #	TT LP # T94 75F
COMMENTS			TOTAL MILEAGE 18/18

ARREST	WRECKED	STOLEN	ABANDONED	OWNER REQUEST	BURNED	HOLD	KEYS

YEAR 2008 MAKE DODGE MODEL RAM 3500 COLOR BLACK BODY STYLE CREW 4X4

STATE TX	LP # AR8 7393	ODOMETER 177985
VIN # 3D7MX48A486 [redacted]		
PPTN/AGENCY	NAME	TIME
DATE RELEASED	TIME RELEASED	
TO		
T D L #		
TITLE		
TRANSFERRED TO		
TOW COMPANY NAME		
DRIVER'S NAME		TDLR LIC. #
DRIVER'S D L #	TT LP #	TT TDLR LIC. #
R.O. #	P.O. #	

COMPLAINTS MAY BE DIRECTED TO: TEXAS DEPARTMENT OF LICENSING & REGULATION
P.O. BOX 12157 • AUSTIN, TEXAS 78711
512-463-6599 • 800-803-9202 • www.license.state.tx.us • Email address: enforcement@tdlr.texas.gov

☐ ① WE AUTHORIZE THIS WRECKER SERVICE TO REMOVE FROM OUR/MY PROPERTY, THE ABOVE LISTED VEHICLE.

☐ ② THE UNDERSIGNED ACKNOWLEDGES RECEIPT OF "RIGHTS OF OWNERS & OPERATORS OF A STORED VEHICLE, TRANSPORTATION & OCCUPATION CODE -TITLE 14. REGULATION OF MOTOR VEHICLES & TRANSPORTATION CHAPTER 2303-2308", ON THE BACK OF THIS FORM.

X _____

DO NOT WRITE BELOW THIS LINE.

TOWING CHARGES

TOW RATE	$ 65.00
____ MILES TO VEH @ ____ PER MI	$
18 LOADED MILES @ 3.50 PER MI	$ 63.00
____ HRS WAIT/WK TIME @ ____ PER HR	$
WINCH WORK	$
DRIVESHAFT/LINKAGES/AXLES	$
DOLLIES/GO JAKS/SKATES	$
FUEL SURCHARGE	$ 22.00
FUEL DELIVERY	$
FUEL	$
UNLOCK / JUMP START / FLAT	$
TRANSFER	$
FUEL SURCHARGE ON TRANSFER	$

STORAGE CHARGES

____ DAYS STORAGE AT ____ PER DAY	$
IMPOUND FEE	$
NOTIFICATION FEE	$
LAW ENF. FEE	$
TAX	$
GRAND TOTAL	$ 150.00

10/14/13 Check #96941

OFFICE USE ONLY

Eastfork Performance LLC
Diesel Power

Steven Wiley
221 Lilley Gilbert
Cleveland, TX 77328
(281) 622-0955
stevenefp@gmail.com

INVOICE

CUSTOMER NAM [redacted] 1411

PHONE: [redacted]

DATE: 9-30-13

VEHICLE: 08 3500

PARTS	PRICE	WORK PERFORMED:
steering Rack	372.99	
steering Damper	123.00	Labor R+R all steering components 2 HRS - 150.00
		PD
TOTAL	495.00	

MECHANIC SIGNATURE: [signature]

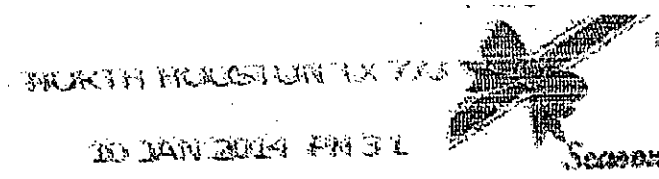
CUSTOMER SIGNATURE:

CASH CHECK VISA/MC

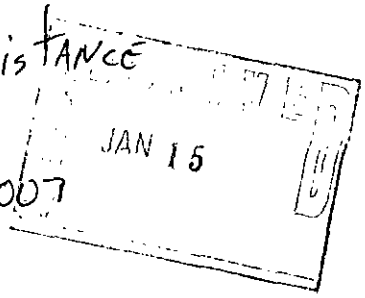
PARTS TOTAL	495.00
LABOR TOTAL	150.00
TAX	
TOTAL	645.00

12 mo. / 12,000 mile warranty and 6 mo. labor warranty

[redacted]
CLEVELAND, TEXAS



Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007
Atten: Reimbursements



48321800707

Cash	Check	Credit	Charge	Parts:	
0.00	0.00	0.00	99.95	Labor:	99.95
Change				Subtotal:	99.95
0.00	Check #:		Due Date		
			11/10/2013	Sales Tax:	
Signature:_____				Total:	99.95

[redacted]

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) 3D7KS28A7

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7KS28A78G[redacted]).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dea[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year RAM 1500/2500/3500 series Trucks.**

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

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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.

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CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

8[redacted] N49

[redacted]

FREEBURG, IL [redacted]

098031/#63093/N49

RECEIPT

Acct No: 12541

12-20-2012

[redacted]

Fairview Heights IL [redacted]

CARL'S 4-WHEEL DRIVE & PERFORMANCE CTR
PO Box 237 - 1509 Carlyle Rd
Bartelso IL 62218

(618) 765-2199

Prev Credit Balance:	.00	Prev Open Invoice Balance:	546.04
		Credit Applied:	.00
		Payment * Master Card:	546.04

Curr Credit Balance:	.00	Curr Open Invoice Balance:	.00

THANK YOU!

LABOR DESCRIPTION	SW - KN	TECH	TOTAL
INSTALL NEW STEERING LINKAGE		KN	82.00
FRONT END ALIGNMENT (4 WHEEL HOOK-UP) NOTE: CAM BOLTS, ECCENTRICS, FRAME KNOCK OUTS & THE R&R, IS NOT INCLUDED. (DUAL WHEEL TRUCKS EXTRA)		KN	84.95

CARL'S 4-WHEEL DRIVE & PERFORMANCE CTR

Serving your automotive needs since 1977

PO BOX 237 - 1509 CARLYLE RD - BARTELSO IL 62218

(618) 765-2199

INVOICE

175015

CN: 000027129

IN / OUT

In:	12-20-2012
Time:	08:00 AM
Odom:	200466
Out:	12-20-2012
Time:	10:25 AM
Odom:	200466

Acct No: 12541

[redacted]

Fairview Heights IL [redacted]

W[redacted]

2008 Dodge Ram W2500 Pickup
White 4 DR SB 4X4
CUMMINS DSL

VIN: 3D7KS28A78G[redacted]
No license plate on file

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
1.00	UPDATE STEERING KIT	MOP/52122362AH	348.44	348.44

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

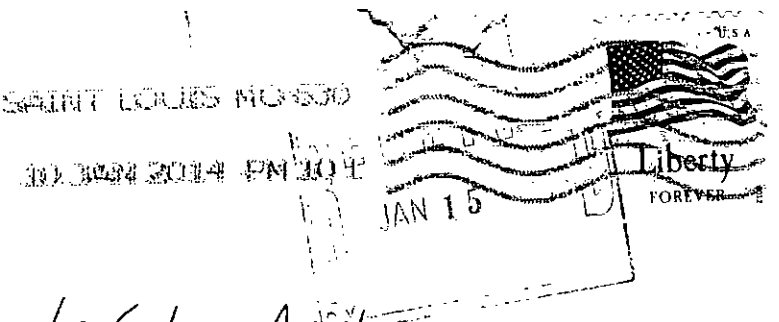
U = Used R = Rebuilt W = Warranty

ESTIMATE'S ARE ONLY GOOD FOR 60 DAYS FROM DATE ON TOP OF TICKET, DUE TO PRICE HIKES MONTHLY. SORRY FOR THE INCONVENIENCE.. HAVE A VERY NICE DAY... THANKS
FROM ALL OF US AT CARLS FOURWHEEL DRIVE..

Labor	166.95
Parts	348.44
Sublet	.00
Supplies	8.35
Disposal	.00
Subtotal	523.74
Tax	22.30
TOTAL	**546.04**

[redacted]

Freeburg IL



Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills MI
48321-8007

Attn: Reimbursement

RECEIVED DATE:

07/02/14

POSTED DATE : 6.26.14

VIN (FIRST 9 DIGITS) 3D7KS28A7

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000

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: **3D7KS28A78G**[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.

CARL'S 4-WHEEL DRIVE & PERFORMANCE CTR

Serving your automotive needs since 1977

PO BOX 237 - 1509 CARLYLE RD - BARTELSO IL 62218

(618) 765-2199

INVOICE 175015

CN: 000027129

Acct No: 12541

[redacted]
Fairview Heights IL[redacted]
W[redacted]

2008 Dodge Ram W2500 Pickup
White 4 DR SB 4X4
CUMMINS DSL

VIN: 3D7KS28A78G[redacted]
No license plate on file

IN / OUT

In:	12-20-2012
Time:	08:00 AM
Odom:	200466
Out:	12-20-2012
Time:	10:25 AM
Odom:	200466

LABOR DESCRIPTION	SW - KN	TECH	TOTAL
INSTALL NEW STEERING LINKAGE		KN	82.00
FRONT END ALIGNMENT (4 WHEEL HOOK-UP) NOTE: CAM BOLTS, ECCENTRICS, FRAME KNOCK OUTS & THE R&R, IS NOT INCLUDED. (DUAL WHEEL TRUCKS EXTRA)		KN	84.95

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
1.00	UPDATE STEERING KIT	MOP/52122362AH	348.44	348.44

CARL'S 4-WHEEL DRIVE
1509 CARLYLE RD
BARTELSO, IL 62218
618-765-2199

TERMINAL ID.: 00000
MERCHANT #: 8881:071169

MASTERCARD
[redacted]8823 EXP:**/** SWIPED
SALE
BATCH: 060325 INV: 000001
Dec 20, 12 10:34
RRN: 03250001 AUTH: 200752
TRACE #: MCMP0FTHP1220

AP

TOTAL $546.04

STEWART ENGLAND

X

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
MERCHANT AGREEMENT IF CREDIT VOUCHER

THANK YOU!
PLEASE COME AGAIN!

CUSTOMER COPY

ESTIMATE'S ARE ONLY GOOD FOR 60 DAYS FROM DATE ON TOP OF TICKET, DUE TO PRICE HIKES MONTHLY. SORRY FOR THE INCONVENIENCE.. HAVE A VERY NICE DAY... THANKS
FROM ALL OF US AT CARLS FOURWHEEL DRIVE..

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

U = Used R = Rebuilt W = Warranty

Labor	166.95
Parts	348.44
Sublet	.00
Supplies	8.35
Disposal	.00
Subtotal	523.74
Tax	22.30
TOTAL	**546.04**

[redacted]

England

[redacted]

Freeburg, IL

JUL 02

SAINT LOUIS MO 630

26 JUN 2014 PM 8 L

Chrysler Customer Assistance
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-11-14

VIN (FIRST 9 DIGITS) 3D7KS28D5

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

GLORY TO GOD, INC.
146 Lewis Street • Hillsdale, Michigan 49242
(517) 439-1323 • F-142897 • www.glorytogod.com

INVOICE
58687
Org. Est. # 104680

INVOICE

Work Completed Date : 07/19/2013 Print Date : 12/27/2013

[redacted]
Camden, MI [redacted]
Home [redacted]
Cust ID : 5808

2006 Dodge - Pickup R2500
Lic # : - MI Odometer In : 86102
Unit # :
Vin # : 3D7KS28D56[redacted]
Hat # : Ref # :

Part Description	Qty	Sale	Extended
Moog / Inner Tie Rod End	1.00	165.24	165.24
Moog / Inner Tie Rod End	1.00	45.15	45.15
Drag Link $167.71	1.00	0.00	0.00
Moog / Left Outer Tie Rod End	1.00	88.44	88.44
Moog / Upper Ball Joint	2.00	138.03	276.06
Moog / Lower Ball Joint	2.00	150.03	300.06
Shop Supplies		39.35	39.35

Labor Description	Extended
TIE ROD &/OR ENDS - Remove & Replace - right outer	20.79
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 inner	62.36
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, left outer,	20.79
BALL JOINT - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD - Upper & Lower,Both Sides	263.30
Front Wheel Alignment Adjust caster, camber, & toe to specifications.	69.31
Environmental	10.00

[Technicians : Rogers, Steve M205296; Kelly, Kerry M204828]

[Payments - Check - $1,415.71]

517-437-FREE (3733) Towing w/ Repairs

safe route
ROADSIDE ASSISTANCE
- Fluid delivery (fuel, oil and water)
- Lockout assistance
- Flat tire assistance
- Battery jump start
- Towing service (a reimbursement of up to $75 USD Maximum)

For Assistance Call Toll-Free:
1-855-246-6001

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT.

Labor:	**$446.55**
Parts:	**$914.30**
Sublet:	**$0.00**
Sub:	**$1,360.85**
	- - - - - - -
Tax:	**$54.86**
Total:	**$1,415.71**
Bal Due:	**$0.00**

SIGNATURE..... Date..... Time.....

Written By, Shewman, Robert - Technicians : Rogers, Steve M205296; Kelly, Kerry M204828

Copyright (c) 2013 Mitchell Repair Information Company, LLC InvHrsNoPartNos 1118 1QJD

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number) Notification Code

6G [redacted] N62

This service was previously performed on my vehicle *(check one if applicable)*:

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☒ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.

☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name [redacted]

Last Name

Street Addre

City Jonesville

State MI Zip Code [redacted]

Email Address _____

[redacted]

Ionesville MI

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7UT2CL4

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CASH SALE

Invoice Date	Cust No.	Order No.	Page	Invoice No.
09/12/2013	999002	02 - 18508	1 / 1	48122

License: [redacted] Mileage: 58329
2011 RAM 2500 6.7ltr L6 DIESEL

Time in 2:01 PM
Time out 3:20 PM
COPY

Front lt 265/70r17 PSI:, Torque:
Rear lt 265/70r17 PSI:, Torque:

Jim Whitehead Tire COLA
Post Office Box 90844
Columbia, SC 29290
Phone: (803) 776-4888

Sold To:

CASH--COLUMBIA SC

Ship To: [redacted]

HOPKINS, SC [redacted]

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via
ALIGN	JKL	[redacted]		

CASH SALES
VIN: 3D7UT2CL4BG[redacted]
Entered: JKLFinalized: JKL

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
ALIGNLT	ALIGNMENT - LIGHT TRUCK	1.00	1.00		79.95	79.95
ROTATE	TIRE ROTATION	4	4		0.00	0.00
BALANCE2	BALANCING - LIGHT TRUCK	4.00	4.00		10.00	40.00
97A4	SHOP SUPPLIES	1	1		7.95	7.95

Pay Method	Account	Amount	Signature
V/MC/DC		128.54	

Sub-Total Parts:	127.90
Non-Taxable Amount:	119.95
Taxable Amount:	7.95
Tax 8.000%:	0.64
Total:	**128.54**

X_____
Customer Authorization for Total

JIM WHITEHEAD TIRE
[illegible] ST. SOUTH
COLUMBIA, SC 29209
803-7[illegible]-4858

TERMINAL I.D.: 012900
MERCHANT #: 881080000178000

MASTERCARD [redacted] SWIPED
SALE
BATCH: 0862 INVOICE: 018508
DATE: SEP 12, 13 TIME: 12:26

RRN: 086200[illegible] AUTH NO: 932930
TRN REF #: M[illegible]080912

DESCRIPTION
TOTAL $128.54

JOHN M JONES

X_____
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

CUSTOMER COPY

Thank you for your business.

CASH SALE

Invoice Date	Cust No.	Order No.	Page	Invoice No.
09/12/2013	999002	02 - 18508	1 / 1	48122

License: [redacted] Mileage: 58329
Time in 2:01 PM
Time out 3:20 PM
2011 RAM 2500 6.7ltr L6 DIESEL
COPY

Front lt 265/70r17 PSI:, Torque:
Rear lt 265/70r17 PSI:, Torque:

Jim Whitehead Tire COLA
Post Office Box 90844
Columbia, SC 29290
Phone: (803) 776-4888

Sold To:

CASH--COLUMBIA SC

Ship To: [redacted]
HOPKINS, SC [redacted]

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via
ALIGN	JKL	[redacted]		

CASH SALES
VIN: 3D7UT2CL4BG[redacted]
Entered: JKLFinalized: JKL

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
ALIGNLT	ALIGNMENT - LIGHT TRUCK	1.00	1.00		79.95	79.95
ROTATE	TIRE ROTATION	4	4		0.00	0.00
BALANCE2	BALANCING - LIGHT TRUCK	4.00	4.00		10.00	40.00
97A4	SHOP SUPPLIES	1	1		7.95	7.95

Pay Method	Account	Amount	Signature
V/MC/DC		128.54	

X_____
Customer Authorization for Total

Sub-Total Parts:	127.90
Non-Taxable Amount:	119.95
Taxable Amount:	7.95
Tax 8.000%:	0.64
Total:	**128.54**

Thank you for your business.

CASH SALE

Invoice Date	Cust No.	Order No.	Page	Invoice No.
09/13/2013	999002	02 - 18548	1 / 1	**48146**

License: [redacted] Mileage: 58329
Time in 7:43 AM
Time out 10:50 AM
2011 RAM 2500 6.7ltr L6 DIESEL
COPY

Jim Whitehead Tire COLA
Post Office Box 90844
Columbia, SC 29290
Phone: (803) 776-4888

Front lt 265/70r17 PSI:, Torque:

Rear lt 265/70r17 PSI:, Torque:

Sold To:

CASH--COLUMBIA SC

Ship To:

[redacted]
HOPKINS, SC [redacted]

Purchase Ord. No.	Sales Person	Main Phone	Other Phone	Ship Via
	JKL	[redacted]		

CASH SALES
VIN: 3D7UT2CL4BG[redacted]
Entered: JKLFinalized: JKL

Item No.	Description	Qty Ordered	Qty Shipped	F.E.T.	Price	Net Extension
ALIGNLT	ALIGNMENT - LIGHT TRUCK	1.00	1.00		0.00	0.00
99H	NCP 269-1194 TIE ROD SLEEVE	1	1		37.48	37.48
99H	NCP 269-6121 R/O TIE ROD END	1	1		200.57	200.57
99H	PCH 401-2403 TIE ROD END	1	1		89.15	89.15
SL	REPLACE TIE ROD & SLEEVE	1.00	1.00		90.00	90.00
97A4	SHOP SUPPLIES	1	1		8.95	8.95

Pay Method	Account	Amount	Signature
V/MC/DC		453.04	

Sub-Total Parts:	336.15
Sub-Total Labor:	90.00
Non-Taxable Amount:	90.00
Taxable Amount:	336.15
Tax 8.000%:	26.89
Total:	**453.04**

X_____
Customer Auth

JIM WHITEHEAD TIRE
1118 1ST ST. SOUTH
COLUMBIA, SC 29209
803-776-4888

TERMINAL I.D.: 012900
MERCHANT #: 881080000178000

MASTERCARD
**********[redacted] EXP:**/** SWIPED
SALE
BATCH: 0863 INVOICE: 018548
DATE: SEP 13, 13 TIME: 07:57

RRN: 08630002 AUTH NO: 279320
TRN REF #: MDSMSTRG80913

DESCRIPTION_____

TOTAL $453.04

JOHN M JONES

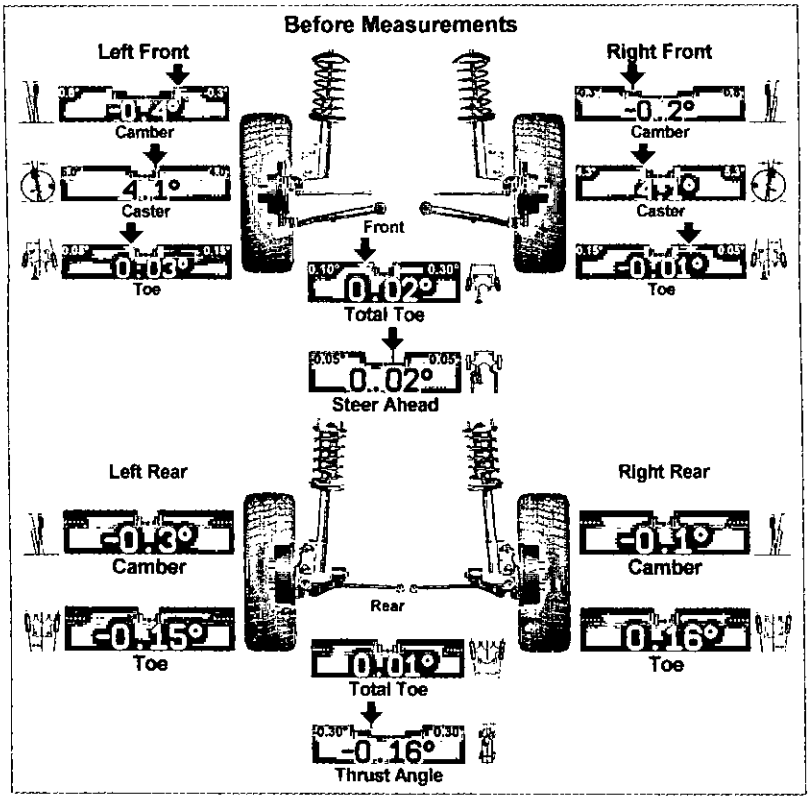
X_____
I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

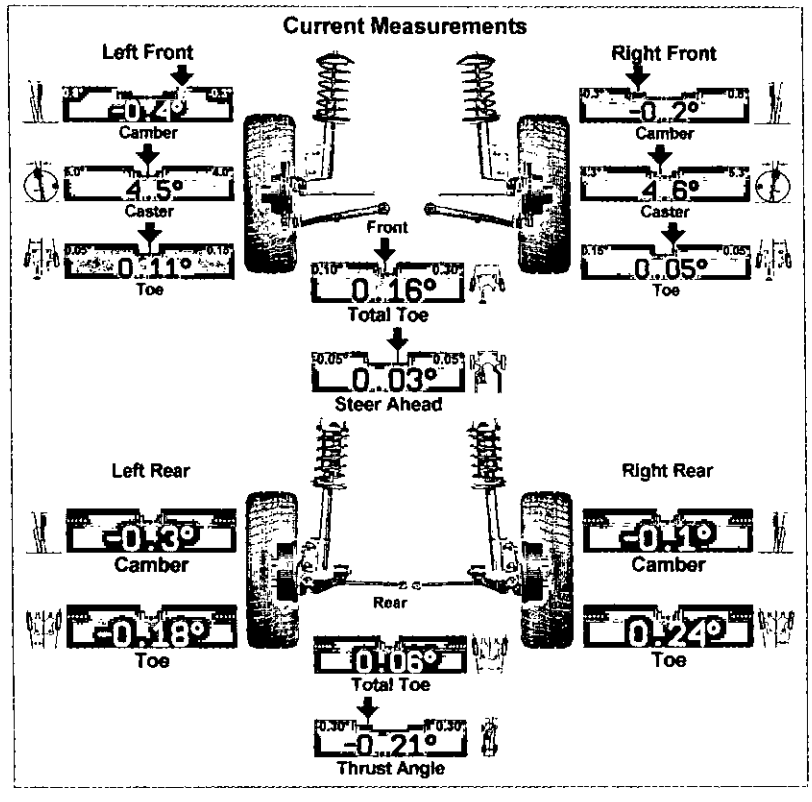
CUSTOMER COPY

Thank you for your business.

Work Order:	R001010
Last Name:	RAM
First Name:	DODGE
Company:	JWTS
VIN:	3D7UT2CL4BG[redacted]
License:	DHS395
Year:	11
Technician:	Robert
Mileage:	58329
Date	9/12/13 2:17 PM

Dodge/Ram Truck&Van 2010-13 2500 4X4





The manufacturer does not specify a front CAMBER adjustment.

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL4BG[redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [redacted] C-130herc Lee Monte Carlo

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 #1

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

BG [redacted] N49

700
HOI [redacted]

HOPKINS SC [redacted]

BC: 29061849738 *4261-00172-16-29

049224/#63093/N49

[redacted]

HOPKINS, SC. [redacted]

UNITED STATES POSTAL SERVICE

1000

48321

RECEIVED
JAN 15
BY

CHRYSLER CUSTOMER ASSISTANCE
P.O. BOX 21-8007
AUBURN HILLS, MI 48321-8007

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D7KS28A6

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0070000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

If you have any questions please call.

Thanks

[redacted]

Performance Automotive, LLC

921 South State Street
Havana, IL. 62644
309-543-3999 / Fax 543-4274

DATE	INVOICE #
8/6/2013	54416

[redacted]
Havana, IL [redacted]

YEAR	MAKE	MODEL	ENGINE
2008	DODGE	RAM2500 4...	6.7L Diesel

LICENSE	VIN#
[redacted]	3D7KS28A68G[redacted]

PHONE	TERMS	DUE DATE	REP	*MILEAGE*
	Due on receipt	8/6/2013	CRS	61,468

QTY.	DESCRIPTION	PRICE EACH	AMOUNT
	Customer concern:CHECK FRONT END.SOMETHING HAS BROKE OFF & HANGING DOWN WON'T STEER.HAD TO BE TOWED.		0.00
1	Beck's Towing / OUT OF TOWN TOW 36 MILES ROUND TRIP	122.00	122.00
1	L/M # 68038055-AD RIGHT FRONT INNER DRAG LINK WITH OUTER TIE ROD	180.00	180.00T
1	L/M # 68034233-AA TIE ROD ADJUSTER	85.25	85.25T
1	L/M # 68038054-AD LEFT FRONT OUTER TIE ROD ASSEMBLY	104.00	104.00T
1.3	Hourly Labor/ REMOVE AND REPLACE RIGHT FRONT INNER DRAG LINK WITH OUTER TIE ROD, DRAG LINK ADJUSTER, L/F OUTER TIE ROD, AND TEST DROVE.LEFT OUTER TIE ROD WAS BROKEN OFF REPLACED ALL AS PRECAUTION.	55.00	71.50
1	Light Truck Alignment	50.00	50.00
1	Balance tire L/F	10.00	10.00
	IL tax	6.75%	24.92

Thank you for your business.

TOTAL DUE ***$647.67***

CHRYSLER

IMPORTANT SAFETY RECALL *N49 / NHTSA 13V-529*

This notice applies to your vehicle (VIN: **3D7KS28A68C**[redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year RAM 1500/2500/3500 series Trucks.**

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A. used under license by Chrysler Group LLC.

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

3C[redacted] N49

[redacted]
HAVANA, IL [redacted]

096975/#63093/N49

0969/5/#63093/N49

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]

226 W. Market, Havana, Illinois [redacted]

[redacted]

Chry
P.O.
Aubu
Att:

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7MX48C3

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

1081.10
59.95
+ 18.00
1165.05 to reimburse

LOT

Cabela's CLUB

[redacted]

Account Ending In [redacted]				
Previous Balance	=	$355.16	**Purchases This Year:**	**$3,168.50**
Payments/Credits	-	$355.16	Credit Limit:	$14,000.00
Purchases/Cash Advances	+	$2813.34	Available Credit:	$11,186.00
Interest Charges/Fees	+	$0.00	Days in Billing Cycle:	32
New Balance		**$2,813.34**	Statement Date:	03/19/2013

Payment Information

New Balance	**$2,813.34**
Amount Over Credit Limit	**$0.00**
Amount Past Due	**$0.00**
Minimum Payment Due	**$56.00**
Payment Due Date	**04/13/2013**

Pd 3.30.13

Late Payment Warning: If we do not receive your minimum payment by the payment due date, you may have to pay a late fee of up to $35.

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	9 years	$4,088.00
$91.00	3 years	$3,277.00 (Savings = $811.00)

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.

*Subject to credit history.

0-67 1-27

[redacted]1671770

[redacted] Entry Method: S

Seq.#: 8012 Appr Code: 021672

Total: $ 2,813.34

APPROVED

Customer Copy

NO REFUNDS

TRANSACTION ENCRYPTED BY MERCHPAY

APPROVED ID 130212-08012

$5 FLAT-RATE SHIPPING NO MINIMUM ORDER

Must use your **Cabela's CLUB Visa** card in conjunction with purchase. Shop at **CABELAS.COM** or **Order Toll-Free at 1.800.237.4444**. Standard U.S. shipping only. Some restrictions apply. See cabelas.com for more details.

OFFER EXPIRES APRIL 30, 2013 USE PROMO CODE: CLUBFIVE

For account information or to make a payment, visit cabelas.com or call 1.800.850.8402.
For email inquiries, please contact VisaCustomerService@cabelas.com.
Additional transactions may appear on the reverse side of your statement.

Date	Payments/Credits	Amount	Date	Payments/Credits	Amount
02/25	PAYMENT - THANK YOU	$355.16C			

Date	Purchases/Cash Advances	Amount	Date	Purchases/Cash Advances	Amount
02/21	GUPTON MOTORS SPRINGFIELD TN	$2,813.34			

13581 17816

INVOICE

GUPTON
Celebrating over 50 years of Customer Satisfaction
Chrysler • Dodge • Jeep • Ram
3450 Tom Austin Hwy · Springfield, TN 37172
Phone: (615) 384-2886 · Fax: (615) 384-9793
www.guptonauto.com

PAGE 1

[redacted]
GREENBRIER, TN [redacted]
HOME: [redacted]
BUS: [redacted]

SERVICE ADVISOR: 566 JADE M ADKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
INF-RED/GR	06	DODGE RAM 3500	3D7MX48C36G[redacted]		105590/105594	T748

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS 02MAY06 DD			17:00 20FEB13			CASH	21FEB13

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:22 19FEB13	16:04 21FEB13	

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A CHECK OIL LEAK AT FRONT OF ENGINE					
CAUSE: FRONT CRANK SEAL LEAKING					
11 ENGINE MINOR					
	514 CPC			426.40	426.40
1	68027026AA SEAL-CRANKSHAFT OIL		42.20	42.20	42.20
1	82300234 *SEALER-RTV		11.45	11.45	11.45
3	68065196AA *CLEANER-BRAKE		5.75	5.75	17.25
PARTS: 70.90	LABOR: 426.40	OTHER: 0.00		TOTAL LINE A:	497.30
INSPECTED VEHICLE AND REPLACED FRONT CRANK SEAL					
**********					
B CUSTOMER REQEUSTS TO CHECK FRONT AXLE U JOINTS HEARS THEM MAKING A CLICKING NOISE INTERMITTENTLY UP FRONT					
CAUSE: STEERING LINKAGE BENT					
48 STEERING/SUSPENSION					
	514 CPC			410.00	410.00
1	5086672AB BALLJOINT-UPPER		112.00	112.00	112.00
1	5086674AB BALLJOINT-LOWER		121.00	121.00	121.00
1	52122362AH STEERING-STEERING		359.00	359.00	359.00
1	5154661AB *DAMPER-STEERING		85.10	85.10	85.10
PARTS: 677.10	LABOR: 410.00	OTHER: 0.00		TOTAL LINE B:	1087.10
INSPECTED VEHICLE AND REPLACED STEERING LINKAGE AND STABILIZER, REPLACED RIGHT SIDE UPPER AND LOWER BALLJOINTS FOR LOOSE					
**********					
C LUBE OIL AND FILTER CHANGE DIESEL					
CAUSE: MILEAGE					
LOFD LUBE OIL AND FILTER CHANGE DIESEL					
	514 CPC			26.75	26.75
1	5083285AA FILTER-ENGINE OIL		12.00	12.00	12.00
12	68055893AA *OIL-15W40BULK(CJ-4)		2.60	2.60	31.20
1	4318068AB *CLEANER-WINDSHIELDWASHER		1.00	1.00	1.00
PARTS: 44.20	LABOR: 26.75	OTHER: 0.00		TOTAL LINE C:	70.95
LUBE, OIL, FILTER SERVICE					
**********					
D 16 POINT INSPECTION					

DISCLAIMER OF WARRANTIES: 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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OR TIME, LOSS OR PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE: Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal state, and local environment regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

Please feel free to contact any of our Service Advisors or our Service Manager if any problem occurs or you have any questions regarding the work we have performed. All our repairs are under warranty to you for 12 months or 12,000 miles from the date of repair.

Superior Automotive Group

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

We Appreciate Your Business!

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

CUSTOMER COPY

CUSTOMER #: 13891

17816

INVOICE

PAGE 3

GUPTON
Celebrating over 50 years of Customer Satisfaction
Chrysler • Dodge • Jeep • Ram
3450 Tom Austin Hwy · Springfield, TN 37172
Phone: (615) 384-2886 · Fax: (615) 384-9793
www.guptonauto.com

[redacted]
GREENBRIER TN [redacted]
HOME: [redacted]
BUS: [redacted]

SERVICE ADVISOR: 566 JADE M ADKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
INF-RED/GR	06	DODGE RAM 3500	3D7MX48C36G[redacted]		105590/105594	T748

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02MAY06 IS 02MAY06 DD			17:00 20FEB13			CASH	21FEB13

R.O. OPENED	READY	OPTIONS:
08:22 19FEB13	16:04 21FEB13	ENG:5.9_LITER_TURBO_DIESEL

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
H** FRONT END ALIGNMENT							
CAUSE: FRONT STEERING LINKAGE AND STABILIZER REPLACED							
	45 STEERING/SUSPENSION						
		505	CPC		59.95	59.95	
PARTS: 0.00 LABOR: 59.95 OTHER: 0.00 TOTAL LINE H:							59.95 *
ALIGNED FRONT END TO SPECIFICATIONS							
**********							
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							18.00 *

DISCLAIMER OF WARRANTIES: 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 WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OR TIME, LOSS OR PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

ENVIRONMENTAL COMPLIANCE CHARGE: Maintaining and repairing your car inevitably involves the use of chemicals and generation of wastes (solvents, oils, caustics, lead, asbestos, etc.) that must be stored, managed and disposed of in strict compliance with federal state, and local environment regulations. We support these regulations and also believe our customers do too because they help ensure a safer, healthier environment for everyone. Complying with these regulations increases the cost of service. Ordinarily, increased costs simply result in an increased hourly labor charge. This dealership has decided in lieu of raising its labor rate, to list a compliance charge on appropriate service bills because we believe our customers would be interested to know they are helping to pay for a cleaner environment.

Please feel free to contact any of our Service Advisors or our Service Manager if any problem occurs or you have any questions regarding the work we have performed. All our repairs are under warranty to you for 12 months or 12,000 miles from the date of repair.

Superior Automotive Group

DESCRIPTION	TOTALS
LABOR AMOUNT	1324.90
PARTS AMOUNT	1220.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	18.00
TOTAL CHARGES	2563.40
LESS INSURANCE	0.00
SALES TAX	249.94
PLEASE PAY THIS AMOUNT	2813.34

I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing of that data with the manufacturer for diagnostic and research purposes.

We Appreciate Your Business!

CUSTOMER COPY

Jeep

VEHICLE CHE

[redacted]

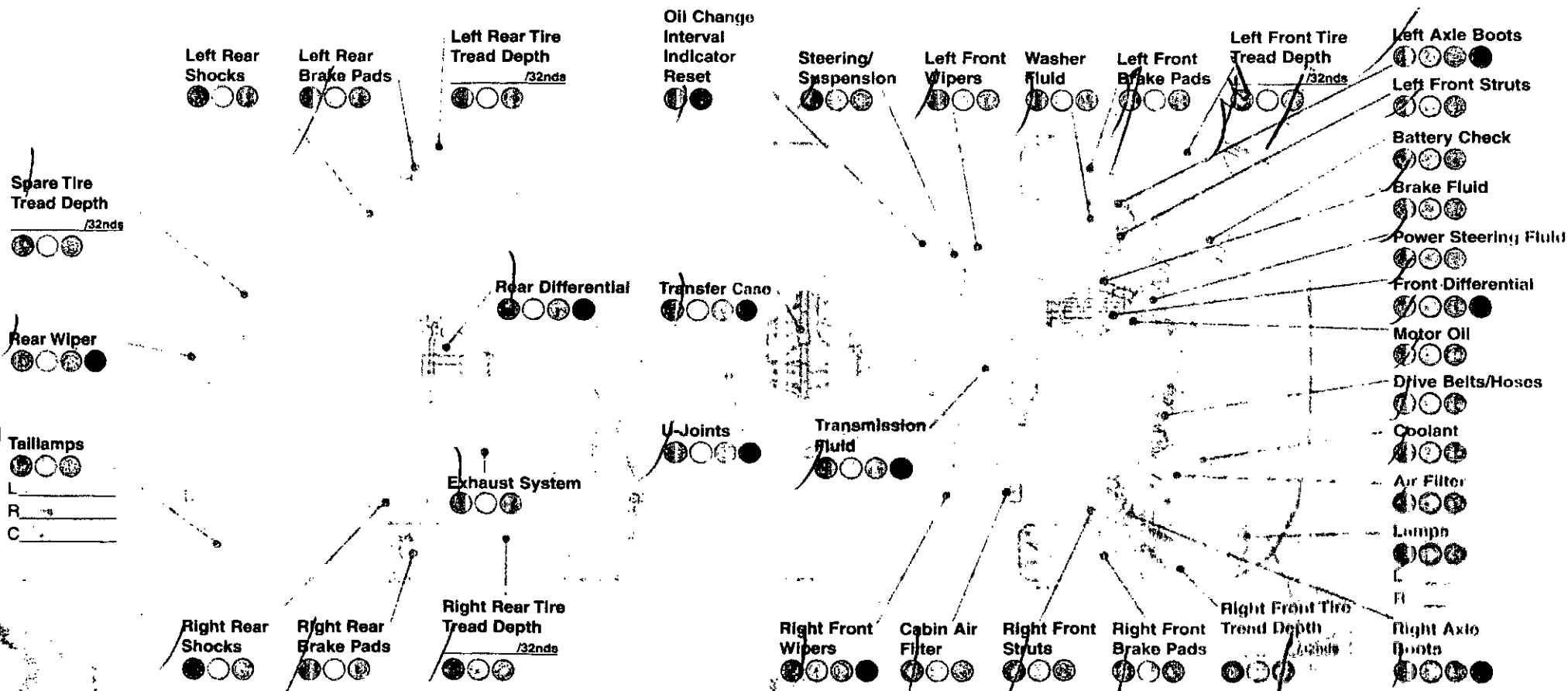
Customer Name | R.O. Number | Phone | Vehicle Year/Model

VIN Number | Mileage | Date

- Checked and OK
- Will need future attentio
- Requires immediate attem
- Not applicable

✓ VEHICLE CHECKUP

VEHICLE CHECKUP PLUS



Notes

ORIGINAL – CUSTOMER COPY, CANARY – DEALER FILE, PINK – FOLLOW-UP FILE

ITEM# 7293

167588/#63094/N62

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number) [redacted]

Notification Code N62

This service was previously performed on my vehicle *(check one if applicable)*:

- ☐ My vehicle was inspected and found to be ok.
- ☒ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

- ☐ A dealer, or someone whose name and address is unknown.
- ☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☒ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.

☐ M[redacted]

First Na[redacted]

Last Na[redacted]

Street A[redacted]

City Greenbrier

State TN Zip Cod[redacted]

Email Address _____

[redacted]

Greenbrier TN [redacted]

Chr

P.O

Auk

ATTN: Reimbursemen

4833

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/05/2014

POSTED DATE : 1-30-14

VIN (FIRST 9 DIGITS) 3D73Y4CC4

VIN (LAST 8 DIGITS) AG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

1-30-14

[redacted]

Webster, NH [redacted]

Chrysler Customer Assistance
P. O. Box 21-8007
Auburn Hills, Mich. 48321-8007

To whom it may concern:

I recently received an important safety recall (N/49) relating to a potentially defective left tie rod on our 2010 3500 series Dodge. In fact, on 4-13-12 this part proved defective by failing and almost causing a serious accident. We had to have our truck towed into Jim Browne Citrus Chrysler in Dade City, Fla. (See enclosed work order) to repair the broken left tie rod. As you can see on the work order, we had to pay for those repairs. The safety recall stated that for such payments we would be reimbursed with adequate proof. I called your toll free number at the Recall Assistance Center and was informed you needed the following:

1. Name of Owner - which is registered in my full name, [redacted], however the work order has our business, High Coal's Pony Express, listed as the customer but we are one and the same.
2. Telephone # - [redacted]
3. Where purchased - Bob Chuck Eddy Chrysler, Youngstown, Ohio
4. VIN # - 3D73Y4CL4AG[redacted]

Thanking you in advance -

[redacted]

12020 US Hwy. 301
Dade City, FL 33526
www.citruschrysler.com

Jim Browne CITRUS
Chrysler Jeep Dodge RAM

Ph 352-521-0055
Toll Free 800-521-0056
Fax 352-521-6793

PAID [illegible]

State of Florida Registration MV #63358

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
46342	JASON HANCOVSKY	451	TOW	04/13/12	CHCS68596

LABOR RATE	LICENSE NO	MILEAGE	COLOR	STOCK NO.
		143,244	/	

[redacted]
WEBSTER, NH [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
10/DODGE TRUCK/RAM 3500/		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 3 Y 4 C L 4 A G [redacted]		

F.T.E. NO.	P.O NO	R.O. DATE	
		04/13/12	REPRINT# 1

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 143246

LABOR & PARTS

J# 1 02CHZZ99 *FRONT SUSP HOURS: TECH(S):450 570.00
CUSTOMER STATES LEFT TIE ROD END BROKEN
REPLACE STEERING LINKAGE WITH DAMPNER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	5154661-AA	DAMPER ST 19030006	201.96	153.00	153.00
JOB # 1	1	52122362-AH	STEERING 19027003	354.90	350.00	350.00
JOB # 1	3	6505623-AA	NUT HEX L 19015005	6.60	4.25	12.75
				JOB # 1 TOTAL PARTS		515.75
				JOB # 1 TOTAL LABOR & PARTS		1085.75

J# 2+02CHZZ01 *4 WHEEL ALIGNMENT HOURS: TECH(S):450 79.95
Added Operation (JASONH @ 04/13/2012 08:45)
PERFORM 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
				JOB # 2 TOTAL PARTS		0.00
				JOB # 2 TOTAL LABOR & PARTS		79.95

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		5.00
			TOTAL - MISC	5.00

COMMENTS
DELETED OPERATION(S)
00CHZ28 ENGINE AIR FILTER

TOTALS

THANK YOU FOR YOUR BUSINESS !!

TOTAL LABOR....	649.95
TOTAL PARTS....	515.75
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	5.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	81.96
TOTAL INVOICE $	**1252.66**

CUSTOMER SIGNATURE

[redacted]

Service Guarantee

We guarantee our parts and labor for 1 year or 12,000 miles.
All parts are new or factory remanufactured unless otherwise indicated.

*U/Used R/Rebuilt RC/Reconditioned NC/No Chg/Warranty RD Reduced/Warranty

Miscellaneous Shop Supplies and Hazardous Waste Disposal Charges

This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. F/S 559.905(1)(h)

Tire and Battery Fee

The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185].

Service & Parts Dept. Hours

Mon - Thurs
7:30 AM - 6:00 PM
Friday
7:30 AM - 5:30 PM
Saturday
7:30 AM - 1:00 PM

Thank You for servicing your vehicle at Jim Browne's Citrus Chrysler Jeep Dodge of Dade City

The Reynolds and Reynolds Company ERAINTS114E GQ507799 Q (09/11)

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. x on 4-13-12 before safety recall x on 1-16-14 after recall

This vehicle was *(check one if applicable)*: safety recall

☐ 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 Webster

State NH Zip Code [redacted]

Email Address [redacted]

C
P.
A
48

[redacted]

Webster, NH

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-01-29 17:35:13.702525
Files Not Recieved: 0

contact information: [redacted]

CHRYSLER [redacted] Left Tie Rod

Case# [redacted]

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7UT2CL0AG[redacted]**).

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [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

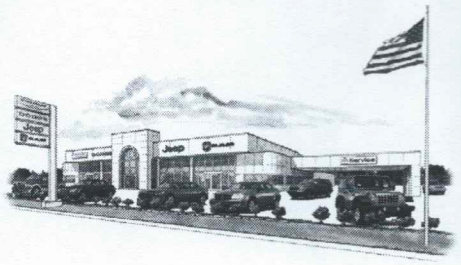
Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

Case # [redacted]

CHRYSLER Jeep DODGE

Clear Lake CHRYSLER Jeep DODGE

15711 Gulf Freeway
WEBSTER, TEXAS 77598
(281) 481-1000



CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
88029	IKE EISENRING	17075	4421	12/19/13	DOCS146656

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		65,988	BRIGHT WHIT	AG164281

[redacted]
PASADENA, TX [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
10/DODGE TRUCK/RAM 2500/SLT CREW CAB	11/16/10	132

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 U T 2 C L 0 A G [redacted]		

F. T. E. NO.	P. O. NO.	R. O. DATE
		12/16/13

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
[redacted]		MO: 65988

JOB# 4 TOTALS----------

LABOR	129.95
JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL	129.95

MISC------CODE--------DESCRIPTION----------CONTROL NO---------

JOB # A	CSS	EPA FEE & SHOP SUPPLIES	30.00
		TOTAL - MISC	30.00

COMMENTS----------
IMPERIAL AUTO XWARTY. 800-531-1925 $100 DED.

TOTALS----------

TOTAL LABOR....	954.95
TOTAL PARTS....	487.83
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	30.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	40.25
TOTAL INVOICE $	**1513.03**

****
* [ ] CASH [ ] CHECK CK NO. [ ] *
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER *
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE *
****

THANK YOU FOR YOUR BUSINESS!!

OUR GOAL IS TO EXCEED YOUR EXPECTATIONS

NOTICE PURSUANT TO PROPERTY CODE, §70.001

I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE, §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

TERMS: STRICTLY CASH

I authorize the repair work to be done along with the necessary materials, and hereby grant you and/or your employees permission to operate the car or truck herein described on 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. I understand that a charge on my account is payable in full upon receipt of the invoice.

DISCLAIMER OF WARRANTIES

Any and all warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

Case # [redacted]

5509546
CLEAR LAKE DODGE
15711 GULF FREEWAY #1200
HOUSTON, TX 77598
281-481-1000

Term ID: 001 Ref #: 034
Shift #: 3

Sale

XXXXXXXXXX[redacted]
VISA Entry Method: Swiped

12/19/13 18:48:44
Inv #: 146656 Appr Code: 843056
Apprvd: Online Batch#: 000432

Total: $ 1,500.00

PAID PAID DEC 19 2013 PAID
BY: _____

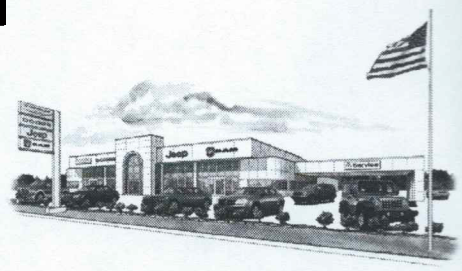
The Reynolds and Reynolds Company ERAINTINVE
SF###### Q (##/##)

CHRYSLER Jeep DODGE

Clear Lake
CHRYSLER Jeep DODGE

Case# [redacted]

15711 Gulf Freeway
WEBSTER, TEXAS 77598
(281) 481-1000



CELL: [redacted]

CUSTOMER NO.	ADVISOR		TAG NO.	INVOICE DATE	INVOICE NO.
88029	IKE EISENRING	17075	4421	12/19/13	DOCS146656

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		65,988	BRIGHT WHIT	AG164281

[redacted]
PASADENA, TX [redacted]

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
10/DODGE TRUCK/RAM 2500/SLT CREW CAB	11/16/10	132

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 U T 2 C L 0 A G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		12/16/13

RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS

MC: 65966

JOB# 1 CHARGES----------

LABOR----------

J# 1 45DOZ01	STEERING CONCERN	TECH(S):99480	825.00

C/S SOMETHING BROKE IN STEERING. TIE ROD? CHECK AND ADVISE
FOUND PITMAN ARM TIE ROD BROKE AND ALL JOINTS WORN
REPLACED PITMAN ARM TIE ROD AND ALL 4 BALL JOINTS

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		68036940-AD	PACKAGE S 19027003	106.37	106.37	106.37
	2		5086674-AB	BALLJOINT 17011020	125.00	125.00	250.00
	2		68214646-AA	BALLJOINT 17011020	65.73	65.73	131.46
						TOTAL - PARTS	487.83

JOB# 1 TOTALS----------

LABOR	825.00
PARTS	487.83

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 1312.83

JOB# 2 CHARGES----------

LABOR----------

J# 2 00DOZTCA284C	MULTIPOINT	TECH(S):99480	INTERNAL

MULTIPOINT VEHICLE INSPECTION
MAINT
PERFORM MULTIPOINT INSPECTION

JOB# 2 TOTALS----------

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES----------

LABOR----------

J# 3 00DOZTCA284D	E WASH	TECH(S):99480	INTERNAL

EXECUTIVE WASH
CLEAR LAKE CJD ADVANTAGE PLAN
COMPLETE

JOB# 3 TOTALS----------

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES----------

LABOR----------

J# 4+01DOZ4WA	4 WHEEL ALIGN	TECH(S):99480	129.95

Added Operation (5JOHNE @ 12/18/2013 16:49)
ALIGNMENT CORRECTS STEERING PROBLEMS PROMOTES EVEN TIRE WEAR
SET VEHICLE ON COMPUTERIZED ALIGNMENT RACK
INSPECT SHOCKS,STRUTS AND SUSPENSION
ADJUST TOE (CAMBER AND CASTER WHERE NEEDED)
TO FACTORY SPECIFICATIONS

NOTICE PURSUANT TO PROPERTY CODE §70.001

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SIGNATURE OF THE PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT

TERMS: STRICTLY CASH

I authorize the repair work to be done along with the necessary materials, and hereby grant you and/or your employees permission to operate the car or truck herein described on 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. I understand that a charge on my account is payable in full upon receipt of the invoice.

DISCLAIMER OF WARRANTIES

Any and all warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

The Reynolds and Reynolds Company ERAINTINVE
SF###### Q (##/##)

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-6-14

VIN (FIRST 9 DIGITS) 3D7MX39LX

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00022

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

ENGINUITY AUTOMOTIVE SERVICE, INC.
EST. 1979

Enginuity Automotive Service, Inc.
5926 Stratler Street
Murray, Ut 84107
Phone (801) 268-0125
Fax (801) 266-1720

Date 8/16/2013
Estimate # 25439
PO #

Customer Information:

Company [redacted]
Customer
Address
SAND, UT [redacted]
(SANDY)

Home [redacted]
Cell
Work
Ext

Vehicle Information:

Vehicle 2009 Dodge Ram 3500 Series
VIN # 3D7MX39LX9G[redacted]
License [redacted] Tag #
Engine 6.7 Mileage 87127
Trans Auto

Vehicle Problem:

TOWED IN FT END COMPLAINT

Recommendations:

Parts Detail:

Part Number	Part Description	Qty	Item Price	Core	Ext. Price
ES800532	TIE ROD END	1	$96.62	$0.00	$96.62

Labor Detail:

Type ID	Labor Description	Emp ID	Labor Costs
NC	NO CHARGE CK FT END FOUND SHEARED TIE ROD END L/OUTER	10	$0.00
RR	REMOVE AND REPLACED FAULTY TIE ROD END, LUBED	10	$53.10
AL2W	CK. FT END CONDITION PERFORM FT. WHEEL ALIGNMENT, ROAD TESTED	10	$60.00

Sublet Detail:

Sublet Company	Sublet Description	Total
TOWING	TOWING TO SHOP	$68.00

Parts installed are not warranted beyond warranties given by the respective manufactures. No other warranties are made except as listed on this invoice.

If vehicle is returned to customer without repairs services being performed, a diagnostic and handling charge (including reassembling) of $0.00 will be made.

I hereby Authorize the above repair work to be completed along with the necessary material, and hereby grant you and/or your employees permission to operate the vehicle herein described on streets highways or elsewhere for the purpose of testing and/ or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. This Repair Shop is NOT Responsible for loss or damage to vehicle or contents in case for fire, theft, accident or any other cause beyond our control.

Signatur[redacted]

Parts Total	$96.62
Labor Total	$113.10
Hazard Waste	$0.00
Sublet	$68.00
Shop Supplies	$4.61
Subtotal	$282.33
Sales Tax	$19.34
Estimate Total	$301.67

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL *N49 / NHTSA 13V-529*

This notice applies to your vehicle (VIN: **3D7MX39LX9G**[redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year RAM 1500/2500/3500 series Trucks.**

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A. used under license by Chrysler Group LLC

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

2C[redacted] N49 227489

[redacted]
SANDY, UT [redacted]

227489/#63093/N49

I STILL HAVE THE OEM PART IN MY POSSESSION, IF YOU CARE TO EXAMINE IT.

[redacted]
SANDY, UTAH

227489#63093/N49

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

9G[redacted]

Notification Code

N49

This service was previously performed on my vehicle *(check one if applicable)*:

☐ My vehicle was inspected and found to be ok.

☐ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

SANDY, UTAH [redacted]

ATT: REIMBURSEMENT

4832

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 3D7KS29A3

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 0000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Dick Hannah Chrysler Jeep Dodge Ram
3517 NE Auto Mall Drive | Vancouver, WA 98662
866-716-4211 | 360-944-3203

[redacted]
La Center, WA [redacted]
Phone (H): [redacted] Phone (W):
Phone (C): Phone Oth:
Year/Make/Model: 2008 DODGE RAM 2500
VIN: 3D7KS29A3 8G[redacted]
License Number: Color:
Stock Number: Mileage In: 95663
Tag Number: 6350 Mileage Out: 95663

A/R Number:
Customer Number: 458179
PO Number:
Auth Number:
Service Writer: Jon Griffin
Estimate Amount: $ 886.76
Terms & Conditions:
Type of Sale: Retail
Customer Signature

Invoice Number **72559**
Printed: JAN 7 14 12:35 PM
Copy # 4
Date Opened: 07/22/13
Date Notified: 07/25/13
Date Delivered: 07/25/13

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
1. Customer statement of problem					
Wobble in front end - Eric Garvey went on a test drive with customer to verify.					
1 -- Cause/Action to Take					
Replace updated suspension kit.					
1 -- Correction/Action Taken					
Replaced updated steering linkage kit. Replaced steering dampener.	SBXX 2255				475.00
Part Number **Failed** **Description**					
52122362AH STEERING	1	1	365.72	365.72	
5154661AC STEERING DAMPER	1	1	120.79	120.79	
6502835 NUT HEX FLANGE LOCK	1	1	6.00	6.00	
Sub Total Parts					492.51
SubTotal Job # 1					967.51
2. Customer statement of problem					
PERFORM MUTI-POINT INSPECTION					
89CHZ -					
1 -- Correction/Action Taken					
COMPLETED MUTI-POINT VEHICLE INSPECTION.					0.00
Sub Total Parts					0.00
SubTotal Job # 2					0.00
3. Customer statement of problem					
4 wheel alignment - GP approved					
1 -- Correction/Action Taken					
Performed 4 wheel alignment per GP	SBXX 1279				0.00
Sub Total Parts					Internal Work
Miscellaneous Charges and Deductions For All Jobs					
Environmental - Shop Supplies					16.00
Loyalty Rewards Program 10%-Labor					-47.50
Loyalty Rewards Program 10%-Parts					-49.25

Dick Hannah Chrysler Jeep Dodge Ram
3517 NE Auto Mall Drive | Vancouver, WA 98662
866-716-4211 | 360-944-3203

[redacted]
La Center, WA [redacted]
Phone (H): [redacted] Phone (W):
Phone (C): Phone Oth:

Year/Make/Model: 2008 DODGE RAM 2500
VIN: 3D7KS29A3 8G[redacted]
License Number: Color:
Stock Number: Mileage In: 95663
Tag Number: 6350 Mileage Out: 95663

A/R Number:
Customer Number: 458179
PO Number:
Auth Number:

Service Writer: Jon Griffin
Estimate Amount: $ 886.76
Terms & Conditions:
Type of Sale: Retail

Customer Signature

Invoice Number
72559
Printed: JAN 7 14 12:35 PM
Copy # 4
Date Opened: 07/22/13
Date Notified: 07/25/13
Date Delivered: 07/25/13

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total

THANK YOU FOR CHOOSING DICK HANNAH CHRYSLER / JEEP FOR YOUR VEHICLE'S SERVICE AND REPAIR NEEDS! YOUR REPAIR VISIT TODAY MAY PROMPT CHRYSLER TO SEND YOU A SURVEY REGARDING YOUR SERVICE EXPERIENCE TODAY. IF FOR ANY REASON YOU CAN NOT ANSWER ALL QUESTIONS AS "STRONGLY AGREE" OR "VERY SATISFIED" PLEASE CONTACT YOUR SERVICE MANAGER IMMEDIATELY SO THAT WE MAY BETTER SERVE YOU. YOUR SATISFACTION IS OUR NUMBER ONE GOAL! ANY REPAIRS ON MY VEHICLE TODAY WERE EXPLAINED TO ME. YES..... NO.....www.dickhannah.com

Total Labor	475.00
Total Parts	492.51
Total Sublet	0.00
Misc. Chrgs	-80.75
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	**886.76**

6995865#63094/N62

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number)

8G [redacted]

Notification Code

N62

This service was previously performed on my vehicle *(check one if applicable)*:

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

This vehicle was *(check one if applicable)*:

☐ scrapped ☐ stolen ☐ exported

This vehicle was sold to *(check one if applicable)*:

☐ A dealer, or someone whose name and address is unknown.

☐ Someone other than a dealer *(type or print the new owner's name and address below)*.

Date of sale: _____

Updated name and address *(type or print the new owner's name and address or your new name and/or address if it has changed)*:

Owner's title *(check one if applicable)*:

☐ Mr. ☐ Miss ☐ Mr. & Mrs. ☐ Dr.
☐ Mrs. ☐ Ms. ☐ Rev. ☐ Business

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Attn:
Chrysler
Po Box
Auburn

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7KS28AX

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

BM Truck Equipment

INVOICE

4678 Weinmann Dr, Suite A
Olney, IL 62450
Phone: (618) 395-8046
Fax: (618) 393-4702
lee@bmtruckequipment.com

Invoice #[redacted]
Date: 12/31/13 09:58:00
Account #: **CASH**
Home: (___) ___-____
Cell: (___) ___-____
Work: Ext:
Work Fax:

SOLD TO

[redacted]
VIN: 3D7KS28AX8G[redacted]

Window Envelope Fold Line

Salesperson	P.O. #	Terms	Transit	Sales Tax
TLB		Cash		Taxed

DODGE

Itm	Qty	Part Number	Description	List	Each	Amount
1	1	68038054AD	TIE ROD END		104.00	104.00*

Tec	Hours	Description	Rate	Amount
BAM	0.50	**GENERAL LABOR** 12/20/13 LOOKED UP RECALL INFO ON TIE RODS AND ORDERED PARTS	65.00	32.50
KGB	0.50	**GENERAL LABOR** 12/19/13 UNLOADED TRUCK AND INSPECTED PARTS;	65.00	32.50
KGB	0.50	**GENERAL LABOR** 12/20/13 JACKED UP AND REMOVED FRONT WHEEL AND REMOVED BROKEN TIE ROD END	65.00	32.50
BAM	1.00	**GENERAL LABOR** 12/23/13 CHANGED TIE-ROD END; REINSTALLED WHEEL AND TEST DROVE TRUCK	65.00	65.00

THANK YOU! WE APPRECIATE YOUR BUSINESS

FARM USE ONLY - TAX EXEMPT - SIGN BELOW

CHARGE CUSTOMERS MUST SIGN BELOW

TERM'S: NET WITHIN TEN (10) DAYS. THE EQUIPMENT AND LABOR ITEMIZED ABOVE ARE SUBJECT TO THE TERMS AND CONDITIONS OF A SECURITY AGREEMENT. INTEREST WILL BE CHARGED ON ANY UNPAID BALANCE AFTER TEN DAYS AT THE RATE OF 2% PER MONTH OR 24% PER ANNUM FROM THE DATE THEREOF PLUS ALL LEGAL FEES INCURRED FOR ANY LEGAL ACTION NECESSARY TO COLLECT ANY UNPAID BALANCES! THERE ARE NO EXCEPTIONS!y

Total Merchandise:	104.00
Total Labor:	162.50
Goods & Services Subtotal:	266.50
Sales Tax 6.75%:	7.02
Tax Subtotal:	7.02
Total Invoice:	**273.52**
Check #:	273.52

Paid

7286

THANK YOU! WE APPRECIATE YOUR BUSINESS

MARATHON TIRE SERVICE, INC.

Route 130 North 220 N. West Street
OLNEY, ILLINOIS 62450
(618) 393-2137

CUSTOMER'S ORDER NO.	PHONE	DATE
		12/30/13

NAME [redacted]

ADDRESS [redacted]

VIN: 3D7KS28AX8G[redacted]

2008 Dodge 2500 4WD - 112,362 miles

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE/RET'D.	PAID OUT
John	X					

QTY.	DESCRIPTION	PRICE	AMOUNT
1	4-Wheel Thrust alignment		74 95

Pack #2284

TAX

RECEIVED BY

TOTAL 74 95

C PRODUCT 610 All claims and returned goods must be accompanied by this bill.

97436

Thank You

[redacted]

Olney, IL [redacted]

Chrysler Customer Assistanc
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

618-395-1778
Larry Duncan

[redacted]

71-35749

2284

Date 12-30-13

Pay to the order of Marathon Tire $ 74.95

Seventy four and 95/100 Dollars

FIRST FINANCIAL BANK, N.A.

Memo Alignment

[redacted]

Advantage Max-4 HD®, 2002 (c) Jurden Software Systems, Inc. all rights reserved.

Case # [redacted]

618-395-1778
Larry Duncan

[redacted]

71-35749

2284

Date 12-30-13

Pay to the order of Marathon Tire $ 74.95

Seventy four and 95/100 Dollars

FIRST FINANCIAL BANK, N.A.

Memo Alignment

[redacted]

[redacted]

Case # [redacted]

618-395-1778
Larry Duncan

[redacted]

71-35749

2284

Date 12-30-13

Pay to the order of Marathon Tire $ 74.95

Seventy four and 95/100 Dollars

FIRST FINANCIAL BANK, N.A.

Memo Alignment

[redacted]

Advantage Max-4 HD®, 2002 (c) Jordan Division: Ennis, Inc. All rights reserved.

Case # [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/15/14

POSTED DATE : 1-9-14

VIN (FIRST 9 DIGITS) 3D7KS28A5

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7KS28A58G[redacted]**.

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [redacted] Milton Freewater OR [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.

Fixed

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.

McCabe's Automotive Specialists
Servicing Imports & Domestics
3147 Bridgeport Way West • University Place, WA 98466
253-565-5173 • www.mccabesautomotive.com

Invoice 069364

[redacted] 015215 B70416H 3D7KS28A58G[redacted]
08 Dodge Ram 2500 Mega Cab
~~Poulsbo, WA. 98370~~ Milton Freewater OR mileage: 79,805
[redacted] [redacted] start date: 04/11/2011

Qty	Unit	Description	Cost	Total
1.00	each	tie rod end	130.10	$130.10

Labor Description

Customer request the left outer tie rod be replaced. $87.75
Tech replaced the left outer tie rod end.

4 Wheel Alignment $69.99

. no charge
Customer states oil is over full since oil change, please inspect and advise.
Tech inspected the oil level and it is okay. Sometimes after a oil change the guage will read higher than normal.

Current Recommendations

Left license lamp out*
right back up lamp out*
right battery needs service*

Parts Total:	$130.10
Labor Total:	$157.74
Discount - AAA Member Discount:	$-28.78
Shop Supplies:	$8.63
Subtotal:	$267.69
Sales Tax:	$24.90
Total:	$292.59
04/19/11 Amount Paid Upon Closing - Discover:	$292.59

[redacted]

Milton Freewater, OR [redacted]

UNITED STATES POSTAL SERVICE

1000

48321

U.S
MILTON
JAN

RECEIVED
JAN 15
By

Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007

ATTN Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE : 1-16-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Parks Home
@ Winton OK
P.O. Box 253
74561

NAME [redacted] P [redacted]

ADDRESS [redacted]

CITY, STATE, ZIP Porum, OK [redacted]

2ND AUTHORIZED NAME | PHONE

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY Y/N
1	FS3625	Tie Rod end	93.20		
1	DS1461	Tie Rode end	161.00		
		TOTAL PARTS	254.20		

MECHANICS RECOMMENDATIONS

Estimated cost $ _____ Estimate Charge _____ Basis for Charge _____

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) 11-15-2013 A.M. P.M. | CUSTOMER'S ORDER NO. POS | PROMISED (DATE & TIME) A.M. P.M.

YEAR • MAKE • MODEL 05 Dodge 2500 4wd | SERIAL #/VIN 3D7KS28L35G715746 | MOTOR #

LICENSE NO. | ODOMETER | WRITTEN BY

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☐ FLUSH DIFF. ☐ WASH ☐ POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

Replace both tie Rod ends

METHOD OF PAYMENT: ☐ CHECK ☐ CHARGE ☐ CASH

LABOR ☐ FLAT RATE ☐ HOURLY ☐ BOTH

☐ RETAIN PARTS ☐ DESTROY PARTS

Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.

GUARANTEED ITEM(S) _____

GUARANTEE EFFECTIVE UNTIL:

TIME _____

MILEAGE _____

AUTHORIZED BY

LABOR ONLY	125.00
PARTS	254.20
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	
TAX	
TOTAL ▶	379.20

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED $100. ($50 in MD)

___ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):

___ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

___ This amount includes a charge of $_____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cancel repairs prior to their completion for any reason, a tear-down and reassembly fee of $_____ will be applied.

SIGNED _____

DATE _____

adams GT3870 09-11

PLEASE HELP US UPDATE OUR RECORDS IF ANY OF THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number) 5G[redacted]4

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 Addres

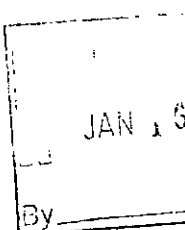
City Porum

State Oklahoma Zip Code [redacted]

Email Address _____

[redacted]

Porum, OK [redacted]



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE : 1-8-14

VIN (FIRST 9 DIGITS) 3D7MX49A3

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Pueblo TIRES & SERVICE
pueblotires.com

REMIT ALL PAYMENTS TO
PUEBLO TIRES LTD
1919 W BUSINESS 83
MCALLEN TEXAS 78501
OFFICE # 956 682 7800

Total Lube
pueblototallube.com

PURCHASED FROM ALICE #11

-Sold To: [redacted]
HEBBRONVILLE, [redacted]

ACCOUNT#: 33160
DATE : 10/22/13
Ph: - INVOICE #: [redacted]

2008 DODGE 3500
[redacted] Mileage: 78160.0
VIN#: 3D7MX49A38G[redacted] KID#:

Billed By: ALICE 11
Salesman : ANTONIO GALLEGOS S#:2 Rt:
Tx:Y EX#: Ct:R COD: IWS:
Parking Space#:

Quantity	Product #	Size/Description/Mfr#	TC	MC	DP	BIN#	Unit Price	F.E.T.	Extended Amount
1.0	CA2	COMPUTER ALIGNMENT 3/4-1T ON-20IN			P		100.99		100.99
	.	**********			Z				
	.	CHECK FRONT END			Z				
	.	**********			Z				
1.0	SL	INSTALL TIE ROD ENDS AND DRAGLINKS			O		352.00		352.00
1.0	OP-PART	DS1463 DRAG LINK	1		Q		29.00		29.00
1.0	OP-PART	DS1464 DRAG LINK	1		Q		117.00		117.00
1.0	OP-PART	ES3624 TIE ROD END INNER	1		Q		29.00		29.00
1.0	OP-PART	ES3625 TIE ROD END	1		Q		32.00		32.00

Merchandise	Services & Other	F.E.T.	Subtotal	Sales Tax	Total
207.00	452.99	0.00	659.99	17.08	677.07

Comments: Terms: PO# DUE DATE AMT. DUE

Misc. Adj. . . . . $ 0.00
Cash or Check #: $ 0.00
Credit Card. . : -- . . $ 677.07

Balance. . . . : C . . . $ 0.00

Received By:

<< Page 1 of 1 >>

X

MCALLEN 1 956 682 9511	BROWNSVILLE 956 542 8473	MISSION 956 581 0212	KINGSVILLE 361 592 8473
WESLACO 956 968 8473	EDINBURG 956 383 2051	RIO GRANDE CITY 956 716 8474	TOTAL LUBE 361 396 4597
HARLINGEN 956 425 9022	MCALLEN 6 956 971 8473	ALICE 361 664 6551	TOLL FREE 855 412 8473

LUGNUTS **MUST** BE CHECKED FOR PROPER TORQUE **WITHIN THE FIRST 50 MILES OF USE.**

!! THANK YOU FOR YOUR BUSINESS !!

PUEBLO TIRES AND SERVICE #11
2511 EAST MAIN STREET
ALICE, TX 78332
361 664 6551

Order#	11006604-CC1
Merchant:	MPLU7 - 00011
Date/Time:	10/22/2013 1:31:21 PM
Trans Type:	Sale
Amount:	400.00
Entry Method:	KEYED
Cardholder:	[redacted]
Card Type:	CFNA
Card Number:	XXXXXXXXXXX[redacted]
OrderID:	215554724
TransID:	300864332
AuthCode:	SALE:9051:13102200171866:25:300864332:::
RefCode:	300864332-9051

Consumer acknowledges receipt of goods and/or services in the amount shown hereon and agrees to perform the obligations set forth by the cardmember's agreement with the issuer.

x _____
Authorized Signature

THANK YOU FOR YOUR BUSINESS!

PUEBLO TIRES AND SERVICE #11
2511 EAST MAIN STREET
ALICE, TX 78332
361 664 6551

Order#	11006604-CC2
MerchantID:	542929805478658
Term ID:	164042
Date/Time:	10/22/2013 1:31:48 PM
Trans Type:	Sale
Amount:	277.07
Entry Method:	SWIPED
Cardholder:	[redacted]
Card Type:	Visa
Card Number:	XXXXXXXXXXXX[redacted]
OrderID:	215554741
TransID:	300864395
AuthCode:	SALE:573786:8::300864395:::
RefCode:	300864395-573786

Consumer acknowledges receipt of goods and/or services in the amount shown hereon and agrees to perform the obligations set forth by the cardmember's agreement with the issuer.

x _____
Authorized Signature

THANK YOU FOR YOUR BUSINESS!

[redacted]

Hebbronville, TX [redacted]

Chry
P.O B
Aubu

46321X8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE : 1-11-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

ABS TECHS INC.

19100 SW 106 AVE BAY 16
Miami, FL 33157-0000
Shop Phone: (305) 259-7407
Fax: (305) 999-7328
Email: ABSTECH@BELLSOUTH.NET
Web Address: WWW.ABSTECHS.COM

Invoice

7530

Estimate Ref #0
Date Printed: 12/10/2013
Printed Time: 12:25 pm
MVR 2417616
MV55196

Hat/Ref:

Time Promised:

[redacted]
Homestead, FL [redacted]
Hom[redacted]
Cell[redacted] Email: [redacted]

2010 DODGE RAM 2500 SLT L6 6.7L 408CID FI DIESEL T L ETJ
VIN: AG[redacted]
License: [redacted]
Unit #:
Mileage In: 114,800
Mileage Out: 114,800
DOM:
Date Written: 12/10/2013
Written By: DEAN RIVERA
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
SUSPENSION	**TOWED IN CHECK FRONT SUSPENSION**				
Labor RATE1	Work Requested - TOWED IN CHECK FRONT SUSPENSION		1.50	80.00	120.00
Work Performed - REPLACE LEFT OUTTER TIE ROD AND STEERING DAMPER					
Part NP2693740	OUTTER TIE ROD END		1.00	64.99	64.99
Part DD51544661AC	STEERING DAMPER		1.00	119.00	119.00
ALIGNMENT	**ALIGNMENT**				
Labor RATE4	Work Requested - ALIGNMENT		1.00	60.00	60.00

2YEARS/ 24000 MILES ON PARTS AND LABOR WARRANTY AGAINST DEFECTS IN WORKMANSHIP OR MATERIAL; NOT AGAINST ABUSE, OVERLOADING OR IMPROPER LUBRICATION. (NO WARRANTY ON PERFORMANCE VEHICLE)

NO WARRANTY ON ANY ALIGNMENTS THAT NEED CAMBER KITS

Payment Date	Type	Method	Amount
		Payment Totals:	

Parts:	$183.99
Labor:	$180.00
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$9.12
Tax Total:	$25.48
Invoice Total:	**$398.59**

[redacted]

Homestead, FL [redacted]

11 JAN 2014 PM 5 L

JAN 1 6

Chrysler Customer Assistance
P.O Box 21-8007
Auburn Hills, MI 48321-

Attn: Reimbursement

48321800707

ABS TECHS INC.
19100 SW 106 AVE BAY 16
Miami, FL 33157-0000
Phone: (305) 259-7407
Fax: (305) 999-7328
Email: ABSTECH@BELLSOUTH.NET
Web Address: WWW.ABSTECHS.COM

Invoice

7530

Estimate Ref #: 0
Date Printed: 02/05/2014
Printed Time: 4:18 pm
MVR 2417616
MV55196

Hat/Ref #

Time Promised:

[redacted]
Homestead, FL
[redacted]

2010 DODGE RAM 2500 SLT L6 6.7L 408CID FI DIESEL T L ETJ
VIN: AG[redacted]
License: [redacted]
Unit #:
Email: [redacted]

Mileage In: 116,280
Mileage Out: 116,280
DOM:

Date Written: 12/10/2013
Written By: DEAN RIVERA
Save Old Parts: No

Job Name		Description	Qty	List	Extended
SUSPENSION		TOWED IN CHECK FRONT SUSPENSION			
Labor	RATE1	Work Requested - TOWED IN CHECK FRONT SUSPENSION	1.50	$80.00	$120.00
Work Performed - REPLACE LEFT OUTTER TIE ROD AND STEERING DAMPER					
Part	NP2693740	OUTTER TIE ROD END	1.00	$64.99	$64.99
Part	DD51544661AC	STEERING DAMPER	1.00	$119.00	$119.00
ALIGNMENT		ALIGNMENT			
Labor	RATE4	Work Requested - ALIGNMENT	1.00	$60.00	$60.00

2YEARS/ 24000 MILES ON PARTS AND LABOR WARRANTY AGAINST DEFECTS IN WORKMANSHIP OR MATERIAL; NOT AGAINST ABUSE, OVERLOADING OR IMPROPER LUBRICATION. (NO WARRANTY ON PERFORMANCE VEHICLE)

NO WARRANTY ON ANY ALIGNMENTS THAT NEED CAMBER KITS

Payment Date	Type	Method	Amount
12/13/2013	Check		398.59
		Payment Totals:	$398.59

PAID

Parts:	$183.99
Labor:	$180.00
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$9.12
Tax Total:	$25.48
Invoice Total:	**$398.59**
Less Paid:	$398.59
Balance Due:	**$0.00**

PAID IN FULL

Case # [redacted]
Home #

Fax 877-768-5076

Bank of America Online Banking

main operating 7919: Account Activity Transaction Details

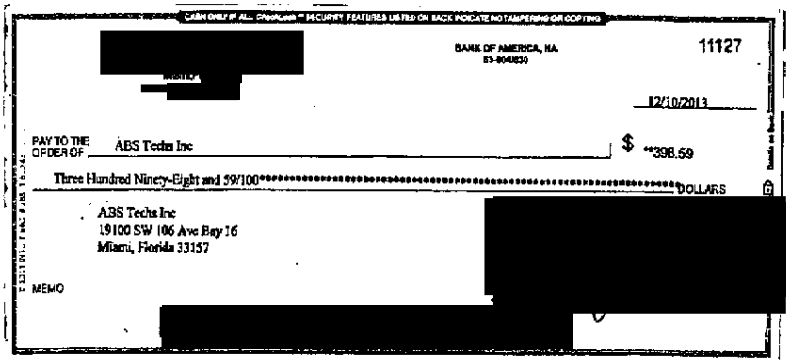
Check number: 00000011127

Posting date: 12/17/2013

Amount: -398.59

Type: Check

Description: Check



[redacted]

Bank of America Online Banking

main operating 7919: Account Activity Transaction Details

Check number: 00000011127

Posting date: 12/17/2013

Amount: -398.59

Type: Check

Description: Check



ABS TECHS INC.
19100 SW 106 AVE BAY 16
Miami, FL 33157-0000
Phone: (305) 259-7407
Fax: (305) 999-7328
Email: ABSTECH@BELLSOUTH.NET
Web Address: WWW.ABSTECHS.COM

Invoice

7530

Estimate Ref #: 0
Date Printed: 02/05/2014
Printed Time: 4:18 pm
MVR 2417616
MV55196

Hat/Ref #

Time Promised:

[redacted]
Homestead, FL [redacted]
[redacted]
Email: [redacted]

2010 DODGE RAM 2500 SLT L6 6.7L 408CID FI DIESEL T L ETJ
VIN: AG[redacted]
License: [redacted]
Unit #:
Mileage In: 116,280
Mileage Out: 116,280
DOM:

Date Written: 12/10/2013
Written By: DEAN RIVERA
Save Old Parts: No

Job Name		Description	Qty	List	Extended
SUSPENSION		TOWED IN CHECK FRONT SUSPENSION			
Labor	RATE1	Work Requested - TOWED IN CHECK FRONT SUSPENSION	1.50	$80.00	$120.00
Work Performed - REPLACE LEFT OUTTER TIE ROD AND STEERING DAMPER					
Part	NP2693740	OUTTER TIE ROD END	1.00	$64.99	$64.99
Part	DD51544661AC	STEERING DAMPER	1.00	$119.00	$119.00
ALIGNMENT		ALIGNMENT			
Labor	RATE4	Work Requested - ALIGNMENT	1.00	$60.00	$60.00

2YEARS/ 24000 MILES ON PARTS AND LABOR WARRANTY AGAINST DEFECTS IN WORKMANSHIP OR MATERIAL; NOT AGAINST ABUSE, OVERLOADING OR IMPROPER LUBRICATION. (NO WARRANTY ON PERFORMANCE VEHICLE)

NO WARRANTY ON ANY ALIGNMENTS THAT NEED CAMBER KITS

Payment Date	Type	Method	Amount
12/13/2013	Check		398.59
		Payment Totals:	$398.59

PAID

Parts:	$183.99
Labor:	$180.00
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$9.12
Tax Total:	$25.48
Invoice Total:	**$398.59**
Less Paid:	$398.59
Balance Due:	**$0.00**

PAID IN FULL

Case # [redacted]
Home #

Fax 877-768-5076

Bank of America Online Banking

main operating 7919: Account Activity Transaction Details

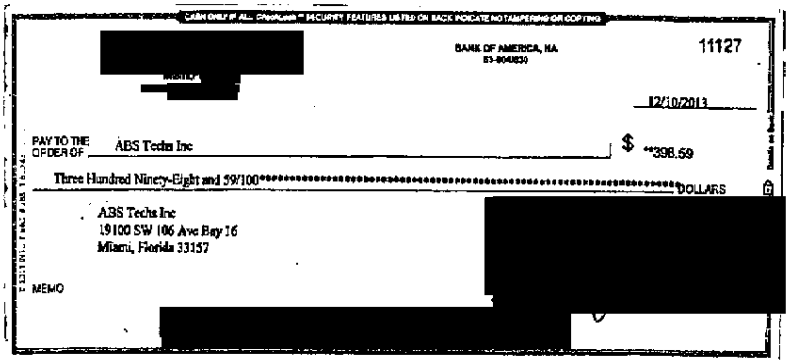
Check number: 00000011127

Posting date: 12/17/2013

Amount: -398.59

Type: Check

Description: Check



[redacted]

Bank of America Online Banking

main operating 7919: Account Activity Transaction Details

Check number: 00000011127

Posting date: 12/17/2013

Amount: -398.59

Type: Check

Description: Check



ABS TECHS INC.
19100 SW 106 AVE BAY 16
Miami, FL 33157-0000
Phone: (305) 259-7407
Fax: (305) 999-7328
Email: ABSTECH@BELLSOUTH.NET
Web Address: WWW.ABSTECHS.COM

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Printed Time: 4:18 pm
MVR 2417616
MV55196

Hat/Ref #

Time Promised:

[redacted]
Homestead, FL [redacted]
[redacted]
Email: [redacted]

2010 DODGE RAM 2500 SLT L6 6.7L 408CID FI DIESEL T L ETJ
VIN: AG[redacted]
License: [redacted]
Unit #:

Mileage In: 116,280
Mileage Out: 116,280
DOM:

Date Written: 12/10/2013
Written By: DEAN RIVERA
Save Old Parts: No

Job Name		Description	Qty	List	Extended
SUSPENSION		TOWED IN CHECK FRONT SUSPENSION			
Labor	RATE1	Work Requested - TOWED IN CHECK FRONT SUSPENSION	1.50	$80.00	$120.00
Work Performed - REPLACE LEFT OUTTER TIE ROD AND STEERING DAMPER					
Part	NP2693740	OUTTER TIE ROD END	1.00	$64.99	$64.99
Part	DD51544661AC	STEERING DAMPER	1.00	$119.00	$119.00
ALIGNMENT		ALIGNMENT			
Labor	RATE4	Work Requested - ALIGNMENT	1.00	$60.00	$60.00

2YEARS/ 24000 MILES ON PARTS AND LABOR WARRANTY AGAINST DEFECTS IN WORKMANSHIP OR MATERIAL; NOT AGAINST ABUSE, OVERLOADING OR IMPROPER LUBRICATION. (NO WARRANTY ON PERFORMANCE VEHICLE)

NO WARRANTY ON ANY ALIGNMENTS THAT NEED CAMBER KITS

Payment Date	Type	Method	Amount
12/13/2013	Check		398.59
		Payment Totals:	$398.59

PAID

Parts:	$183.99
Labor:	$180.00
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$9.12
Tax Total:	$25.48
Invoice Total:	**$398.59**
Less Paid:	$398.59
Balance Due:	**$0.00**

PAID IN FULL

Case # [redacted]
Home # [redacted]

Fax 877-768-5076

Bank of America Online Banking

main operating 7919: Account Activity Transaction Details

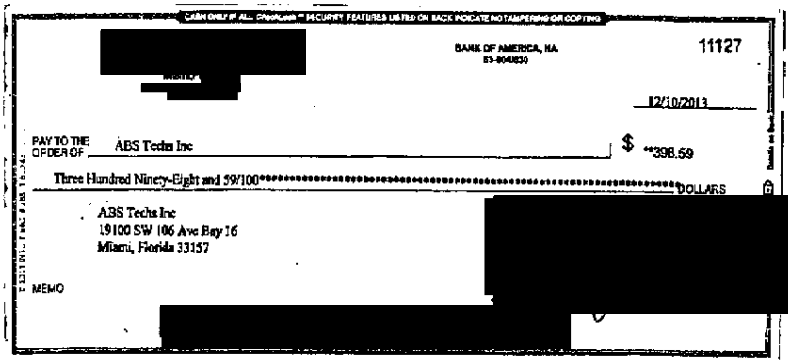
Check number: 00000011127

Posting date: 12/17/2013

Amount: -398.59

Type: Check

Description: Check



[redacted]

Bank of America Online Banking

main operating 7919: Account Activity Transaction Details

Check number: 00000011127

Posting date: 12/17/2013

Amount: -398.59

Type: Check

Description: Check



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/23/14

POSTED DATE : 1-16-14

VIN (FIRST 9 DIGITS) 1D7KS28CC

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

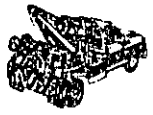
LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

MOUNTAIN VIEW AUTO RESTORATION, INC.



376 BROAD STREET
LYNDONVILLE, VT 05851
(802) 626-9251
(802) 626-4276

CUSTOMER'S ORDER NO.	PHONE	DATE
[redacted]		12/7/2012

2006 DODGE 2500HD
1D7KS28C16J[redacted]

St. Johnsbury Vt [redacted]

SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE. RET'D.	PAID OUT

QTY.	DESCRIPTION	PRICE	AMOUNT
1	tie Rod End #401-1919 (LEFT)		58 21
1	hour Labor		60 00
1	Alignment		59 95
		TAX	3 49
RECEIVED BY		TOTAL	181 65

C PRODUCT 610 All claims and returned goods must be accompanied by this bill.

32519

Thank You

Safety Act.

Dear [redacted]

Chrysler has decided that a defect, which relates to motor vehicle safet
**2008 model year Dodge RAM 1500/2500/3500 series Trucks that hac
with MOPAR service parts.**

The problem is...	**The left tie rod ball stud on your truck may f conditions. This could cause a loss of directiona warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge** your dealer will inspect the steering linkage on y linkage component(s) if required. The inspection linkage replacement is required, the work will take a However, additional time may be necessary dependir
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge de** schedule a service appointment. Ask the dealer to h to order them before your appointment. **Please bri dealer.**
If you need help...	If you have questions or concerns which your dea contact the Chrysler Group Recall Assistance Center

Please help us update our records by filling out the attached prepaid postc
on the card apply to you or your vehicle. You may also update t
www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it re
receipts and/or other adequate proof of payment to the following addre
Customer Assistance, P.O. Box 21-8007 Auburn Hills, MI 48321-80
Once we receive and verify the required documents, reimbursement will b

If your dealer fails or is unable to remedy this defect without charge an
may submit a written complaint to the Administrator, National Highwa
1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll
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
attention to this important matter.

Cust

Note to lessors receiving this recall: Federal regulation requires that you forward this reca

RAM DODGE CHRYSLER Jeep SR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Grou
FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under licen

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

[redacted] N62

015 NFE 1081A1310012/25/13
ACS<-

[redacted]

ST JOHNSBURY VT [redacted]

031602/#63094/N62

05819@8753

SC: 05819875319 *4172-00040-25-34

[redacted]

LYNDONVILLE, VT [redacted]

WHITE RIVER JUNCTION
VT 050 2 T
16 JAN 2014 PM

RECEIVED
JAN 23

Attn: Reimbursement
Chrysler Customer Assistance
PO Box 21-8004
Auburn Hills, MI 48321-8004

48321-8004

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE : 1-10-14

VIN (FIRST 9 DIGITS) 3D7MS48C8

VIN (LAST 8 DIGITS) 5G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000000050

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

BH

BLACK'S TIRE SERVICE, INC.

104 North Pine Street
Batesburg-Leesville, SC 29006
(803) 532-4819

HOURS: 8:00 A.M. - 6:00 P.M. MONDAY - FRIDAY

Specialists in tires, alignment, brakes, shocks, front-end repairs, oil changes and much more.

Invoice Number: 110371

Invoice Date: Feb 2, 2012

Make of Car: OS Dodge Ram

Mileage: 180839 · 3500 4X4

VIN #: _____

ROTATION RECOMMENDED EVERY 6,000 MILES

Sold To:

[redacted]

[redacted]aluda, SC [redacted]

Customer PO	Payment Terms
NA328295	Due at end of Month

Quantity	Item	Description	Unit Price	Extension
1.00	Shocks	STERRING SHOCK	63.00	63.00
2.00	Stablizer Links		72.00	144.00
1.00	Alignment Computer	Computer Alignment	69.95	69.95
1.00	Alignment Labor		65.00	65.00
1.00	Shop Supplies	Shop Supplies	10.00	10.00

needs 2 tires
B/F Center Cap Cracked.

Monthly Finance Charges of 1½% added to Outstanding Balance after 30 Days — Minimum: $1.50

SIGNATURE: _____

Check No: VISA

Subtotal	351.95
Sales Tax	15.19
Total Invoice Amount	367.14
Payment Received	367.14

SALTERS SHOP

Greenwood Hwy
Saluda SC 29138
864-(980)-4938

Name: [redacted] Phone #: [redacted]

Vin # 3D7MS48C85G[redacted] MLS: 165649

YR: 2005 MK: Dodge MD: 3500 P/U ENG: Diesle

Symptom(s): Steering Problem Date: 1-30-2012

Steering Kit	$350.00	5212262	AT Dealer
Subtotal	$350.00		
Tax	24.50		
Labor	260.00		
Balance	$634.50		

1. No one allowed in shop area unless accompanied by personnel!
2. No one under the age of 18 in the shop area unless accompanied by adult over the age of 18!
3. All parts must be paid in full before repairs begin!
4. Bill must be paid in full before any vehicle is released to customer, unless prior arrangement is approved by owner! A storage fee will be added daily to any vehicle and or item(s) 10 days after repairs!
5. We are not responsible for any merchandise, personal property, or accidents to any person or accidents to any persons or vehicle in or around the shop area!
6. Vehicle and or item(s) left over 30 days will be sold and or papers will be filed, at magistrate's office! All fees will be added to customer's bill!
7. A $25.00 storage fee will be added daily to any vehicle and or item(s) left over 10 days! Papers will be filed, at magistrate's office! All fees will be added to customer's bill!
8. Labor rate is $65.00 per hour! Rates may vary due to customer attitude and actions!
9. At any time Salters Shop has the right to terminate any / all work being done and anyone from the premises!
10. All parts are by manufactures warranties or by company in which it was purchased not by Salters Shop! All work performed will be warranted for 30 days or as approved by Salters Shop upon payment of receipt (bill)!

Customer's Signature: [redacted] Date: 1/30/2012

[redacted]

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN. 3D7MS48C85G[redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dea[redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2003 through 2008 model year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced with MOPAR service parts.**

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than ½ hour. If linkage replacement is required, the work will take an additional 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services / Field Operations
Chrysler Group LLC

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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FIAT is a registered trademark of Fiat Group Marketing & Corporate Communication S.p.A., used under license by Chrysler Group LLC.

CHRYSLER GROUP LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

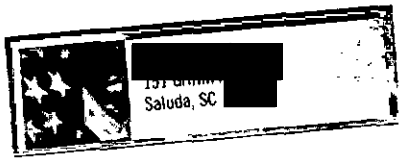
U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

5C[redacted] N62
[redacted]
SALUDA, SC [redacted]

127680/#63094/N62



COLUMBIA SC 290
10 JAN 2014 PM 3 L

JAN 13

Chrysler Customer Assistance
P. O. Box 21-8007
Auburn Hills MI 48
Attention. Reimbursement

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/16/14

POSTED DATE : 1-7-14

VIN (FIRST 9 DIGITS) 3D73Y3HLX

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000020000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

1/3/14

To whom it may concern,

I have already experienced this problem on my 2010 Dodge Mega Cab vin#3D73Y3HLXAG[redacted] the week before I received your recall notice. The left tie rod end broke as I was turning the truck, luckily I was not traveling at any speed and that was the only damage. However I was stranded in the middle of the mountains 125 miles from home and the nearest dealership to buy a new tie rod end. I was able to find a ride back home and return the next day to fix my truck. I did however have extra cost in fuel and my time off from work which is considerably cheaper than a tow truck to get my truck home and dealership to fix my truck. The tow company I called said it would cost a minimum of $500.00 to have my truck towed.

Enclosed is a receipt for the tie rod end purchased for the Dodge dealer ship, a receipt from Big O Tires for the alignment needed, and a receipt for my time and fuel to repair this recall.

I am also disappointed the dealership was not aware of any recalls for this problem at the time of purchase for the new tie rod end. When I asked them if this happens a lot with Dodge trucks, they simply said "They repair quite a few of them".

Sincerely,

[redacted]

COWBOY
CHRYSLER Jeep DODGE RAM

1121 E. Lincolnway
Cheyenne, WY 82001
(307) 634-5887
Fax: (307) 638-1025

SOLD TO	SHIPPED TO
CASH SALE	

RETURN POLICY: No returns on electrical or special order items. All claims and returned goods must be accompanied by this invoice. A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

DISCLAIMER OF WARRANTIES: All warranties on the products sold hereby are those made by the manufacturer. The seller, COWBOY, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and COWBOY, 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.

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal		12/28/13	5018607 1

SHIP VIA	SALESPERSONS NAME
Deliver	MS

QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
1	68038054AD : PACKAGE: OUTER END	42B	104.00	104.00	104.00

DATE PRINTED	12/28/13	TIME	8:58:40

PARTS DEPARTMENT HOURS
7:30 a.m. to 5:30 p.m. Mon - Fri
8:00 a.m. to 2:00 p.m. Sat

Thank You!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICES OR EQUIPMENT	104.00
SHIPPING	
C.O.D. CHARGE	
SALES TAX OR TAX I.D.	6.24
DEPOSIT ON CONTRACT	
TOTAL	110.24
Visa/MC/D-PARTS 028778	110.24

© 2012 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800)945-1028

INVOICE

BIG O TIRES #0090
5510 NORTH YELLOWSTONE
Cheyenne, WY 82009
(307) 635-2905

BIG O TIRES.

Visit us on the web at: www.bigotires.com

Invoice No: 050090-51274 *Page 1*
Order No: 63029
Date: 12/31/2013 Time: 10:43 AM
Started by: GREG STEPHENS
Invoiced by: GREG STEPHENS

Vehicle Information
Year: 2010 Make: DODGE-RAM TRUCK
Model: RAM 3500 1 TON PICKUP Color:
License: [redacted] Odometer: 102,558
Engine: 6-408 6.7L Dsl VIN: D373Y3HLXAG[redacted]
Unit: Driver:
Tire Pressure Front: 50 Rear: 75 Torque: 135
Customer Instructions Save Old Parts? No

Cust.: BULLRIDGE PLUMMING Cust. No.: 0090-224489
Address:
City, State, Zip: , WY
Home: Work: Cell:

Bill To: Same

Part No.	Description	Technician	Qty	Unit Price	Total Price
LAB AL6	LIFTED TRUCK ALIGNMENT		1.00	99.99	99.99
	3 MONTH 3000 MILE WARRANTY ON ALIGNMENTS.				
	cust replaced tie rod				
LAB NOTES	DISMOUNT (1)		1.00	0.00	0.00

BIG O TIRES®

THE TEAM YOU TRUST®

Invoice Summary

Payment	
Type	**Amount**
VISA	$114.47

Invoice Totals	
Parts	0.00
FET	0.00
Core Chg	0.00
Labor	99.99
Waste Disposal	0.00
Shop Supplies	8.00
Sales Tax	6.48
Total:	**114.47**

Thanks for shopping at Big O Tires.

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.

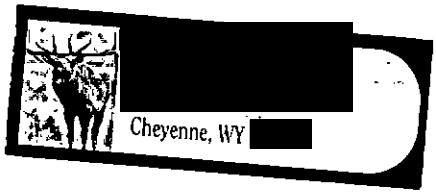
Customer Signature _____

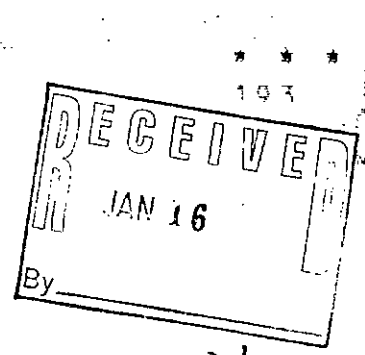
(Version: bolasinv9 - 20120606)

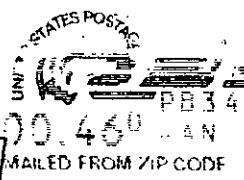
Date
1/3/2014

Bill To
Dodge Recall Administration PO Box 218008 Auburn Hills, MI 48321-9959

Description	Amount
Labor cost for repair of left tie rod end on 2010 Dodge Mega Cab	250.00
Fuel cost to travel 250 miles round trip to fix tie rod end	77.00
	Total $327.00







Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/21/14

POSTED DATE :

VIN (FIRST 9 DIGITS) 3D73Y4CL7

VIN (LAST 8 DIGITS) AG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000006

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D73Y4CL7AG[redacted].

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2008 through 2012 model year RAM 1500/2500/3500 series Trucks.**

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will replace steering linkage components. The work will take approximately 1 hour to complete. However, additional time may be necessary depending on service schedules.
What you must do to ensure your safety...	Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. **Please bring this letter with you to your dealer.**
If you need help...	If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.dodge.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to http://www.safercar.gov.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): L16 K34 K33 K17

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.

1-13-14

[redacted]
Omaha, NE [redacted]

Customer Services/ Field Operations
Chrysler Group LLC
Chrysler Customer Assistance
PO Box 21-8007
Auburn Hills, MI 48321-8007

Attention: Reimbursement

To whom this may concern:

This letter is in response to your safety recall N49/NHTSA 13V-529
I had replaced the tie rod on my 2010 Dodge Ram 3500 in September of 2013.
Enclosed is the invoice for parts and repairs resulting from this defective part in the amount of $551.38.

Also, enclosed you will find invoicing for the body damage resulting when the vehicle ran off the road and into a ditch from the tie rod breaking. Please reimburse me for these repairs in the amount of $2096.92.

You may contact me with questions by phone at [redacted]

Best Regards,

[redacted]

JODY'S COLLISION & REPAIR
4411 Q Street
Omaha, NE. 68107
Phone - 402-734-7139 Fax - 402-734-7145

INVOICE
3417
Org. Est. # 005972

INVOICE

Work Completed Date : 01/13/2014 Print Date : 01/13/2014

[redacted]
Omaha, NE [redacted]
Home [redacted]
Cust ID : 25 Ref # :

2010 Dodge - Pickup R3500
6.7L, In-Line6, VIN (L)
Lic # :
Unit # :
Vin # : **3D73Y4CL7AG**[redacted]
Hat # :
Odometer In : 65234

Part Description / Number	Qty	Sale	Extended
FRONT STEERING COMPONENT KIT			
52122362AH	1.00	372.00	372.00
Shop Supplies - [redacted]		15.27	15.27

Labor Description	Hours	Extended
CHECK FRONT STEERING COMPONENTS ARE BROKE		
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	0.30	18.00
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	0.90	54.00
alignment	N/A	65.00

[Payments - Cash - $551.38]

Labor:	**72.00**
Parts:	**387.27**
Sublet:	**65.00**
Sub:	**524.27**
Tax:	**27.11**
Total:	**551.38**
Bal Due:	**$0.00**

SIGNATURE..... Date..... Time.....

01.17.07 Copyright Mitchell 1 Invoic11a

BAXTER
CHRYSLER • JEEP • DODGE

17950 BURT STREET - OMAHA, NEBRASKA 68118

LOCAL TELEPHONES
Retail 493-0116
Wholesale 493-0937

WATS LINE
800-642-1524

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE.
NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS.
NO RETURNS AFTER 30 DAYS. 20% RE-STOCK CHARGE ON ALL RETURNED PARTS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
28 SEP 13		30 SEP 13	30 SEP 13	160141

SOLD TO
ACCOUNT NO. 6569
[redacted]
OMAHA, NE [redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B. POINT
SOUTH	5	06:29:22	CASH	OMAHA NE

ORD	QUANTITY B.O.	B.O.	PART NO.	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	52122362AH	C504ASTEERING-S	372.00	260.40	260.40
			2010 RAM				

THANK YOU FOR YOUR PARTS PURCHASE
FROM ALL OF US AT BAXTERS' PARTS
DEPT. GERRY, DAMON, KEN, CRAIG,
ADAM, STEPHANIE, SHAWN, BEZELL AND
JOE. WE APPRECIATE YOUR BUSINESS.

PARTS	260.40
SUBLET	
FREIGHT	0.00
SALES TAX	0.00
TOTAL	$260.40

CUSTOMER'S SIGNATURE
X

Copyright 2000 ADP, Inc. PARTS INVOICE 11.00 A3.13.0

CUSTOMER COPY

Jody's Collision Repair

Jody's Collision Repair
4411 Q Street
Omaha, NE 68107
Business Phone: 402-734-7139
Fax Number: 402-734-7145
jodyscollision@qwest.net

Estimate

Est #31, ID #2468910

Vehicle Info	VIN	Color Ext. / Int.	License (St.)	Miles In / Out
2010 Dodge R3500 Pickup Laramie 4 Door Crew Cab 170" WB 8 Foot Bed 4WD 6.7L 6 Cyl Diesel Injected Turbocharged	3D73Y4CL7AG[redacted]	/		0 / 0

Owner

[redacted]
OMAHA, NE [redacted]
Business # [redacted]
Cell Phone: [redacted]

Description	Part #	Price	Qty	Labor	Paint	Other
WHEEL						
Replace LEFT FRONT WHEEL CENTER CAP	ORDER FROM DEALER	$45.20	1			
FRONT DOOR						
Replace L FRT DOOR REAR VIEW MIRROR	55372071AH	$399.00	1	0.3 Body hrs.		
R&I L FRT DOOR TRIM PANEL				0.4 Body hrs.		
PICKUP BED						
Repair L PICKUP BED SIDE PANEL	68058047AA			5.0 Body hrs.	4.0 hrs.	
1.6hrs. Clearcoat					1.6 hrs.	
R&I L PICKUP BED RAIL COVER	55372205AE			0.3 Body hrs.		
Replace RUNINING BOARDS 82211496AF		$653.00	1	2.0 Body hrs.		

Totals

Type	Hours	Rate/hr	Total	Taxable
OEM Parts			$1,097.20	✓
Body Labor	8.0	$52.00	$416.00	
Paint Labor	5.6	$52.00	$291.20	
Paint Supplies	5.6	$36.00	$201.60	✓
Taxable Amount			$1,298.80	
Tax 7.000%			$90.92	
Nontaxable Amount			$707.20	
Grand Total			$2,096.92	
Net Total			$2,096.92	

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 _____

JODY'S COLLISION REPAIR
4411 "Q" Street • Omaha, NE 68107

RECEIVED
JAN 21

OMAHA
JAN 13 20
Freedom
FOREVER

CUSTOMER ASSISTANCE
P.O. BOX 21-8007
AUBURN HILLS, MI 48321-8007

ATTN: REIMBURSEMENT

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/21/14

POSTED DATE : 1-13-14

VIN (FIRST 9 DIGITS) 3DGWH48A0

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00020000028

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Grissoms Autobody
Pineville MO PH 417-223-4185
PO Box 533

MATERIAL: ALL PARTS NEW UNLESS SPECIFIED: U-USED, R-REBUILT, RC-RECONDITIONED

QTY.	PART NO.	NAME OF PART	PRICE		WARRANTY Y/N
		TOTAL PARTS			

MECHANICS RECOMMENDATIONS

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

NAME [redacted] PHONE

ADDRESS

CITY, STATE, ZIP Jane MO

2ND AUTHORIZED NAME PHONE

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M.

CUSTOMER'S ORDER NO.

PROMISED (DATE & TIME) 12/25/2013 A.M. P.M.

YEAR • MAKE • MODEL 08 Dodge 3500 4X4

SERIAL #/VIN

LICENSE NO.

ODOMETER

MOTOR #

WRITTEN BY JEff Grissom

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS. ☑ FLUSH DIFF. ☐ WASH ☐ POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

TJ Rod Don Both Sides

Tow Bill 100 00

VIN# 3D6WH48A08G [redacted]

METHOD OF PAYMENT:
☐ CHECK ☐ CHARGE ☐ CASH

LABOR
☐ FLAT RATE ☐ HOURLY ☐ BOTH

☐ RETAIN PARTS ☐ DESTROY PARTS

Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.

GUARANTEED ITEM(S) _____

GUARANTEE EFFECTIVE UNTIL:
TIME _____
MILEAGE _____

AUTHORIZED BY

LABOR ONLY	200 00
PARTS	~~350 00~~
ACCESSORIES	407 34
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	107 34
TAX	
TOTAL ▶	[redacted]

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, INCLUDING A COMPLETION DATE, IF MY FINAL BILL WILL EXCEED $100. ($50 in MD)

___ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED $_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.

___ I DO NOT REQUEST A WRITTEN ESTIMATE.

*Checked lines apply (Preparer must check at least one):

___ This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.

___ This amount includes a charge of $_____, which is required under _____ law.

You are entitled by law to the return of all parts replaced, except those for which there is a core charge, unless you agree otherwise by initialing the following: _____ I do not desire the return of any of the parts that are replaced during the authorized repairs.

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the [redacted] An express mechanic's lien is hereby acknowledged [redacted] thereto. If I cancel repairs prior to their completion for [redacted] will be applied.

SIGNED [redacted]

DATE 12/26/2013

adams GT3870 09-11

1	0	52122362-AH STEERING	19027003	201B	390.60	372.00	372.00

REMIT TO:
2609 S. Walton Blvd.
Bentonville, AR 72712

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products; therefore, with respect to the seller, the product is sold "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer, and if the product proves defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary servicing or repair.

The Reynolds and Reynolds Company ERAINTPTD14E CC7041060 O (06/11)

NO REFUNDS AFTER 30 DAYS	NO REFUNDS ON ELECTRICAL OR SPECIAL ORDERED PARTS. NO REFUNDS ON DAMAGED CONTAINERS OR GOODS. 15% RESTOCKING FEE ON RETURNED PARTS.	SUBTOTAL	372.00
ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE	RECEIVED BY: _____	TAX	35.34
		FREIGHT	0.00
		PAY THIS AMOUNT	407.34

CUSTOMER COPY

479-273-9022
800-238-9289

LANDERSMcLarty
FORD CHRYSLER DODGE JEEP RAM
www.landersmclarty.com

2609 South Walton Blvd.
Hwy 71 South
Bentonville, AR 72712

10:02:54 PAGE 1 OF 1
NET630

Have you driven a new Ford or Jeep lately?

Our friendly sales staff has a hu selection of new (or pre-owned vehicles to fit your needs. Tes drive any new (or pre-owned) vehicle today and receive $5.00 off your next oil chang with validated coupon!

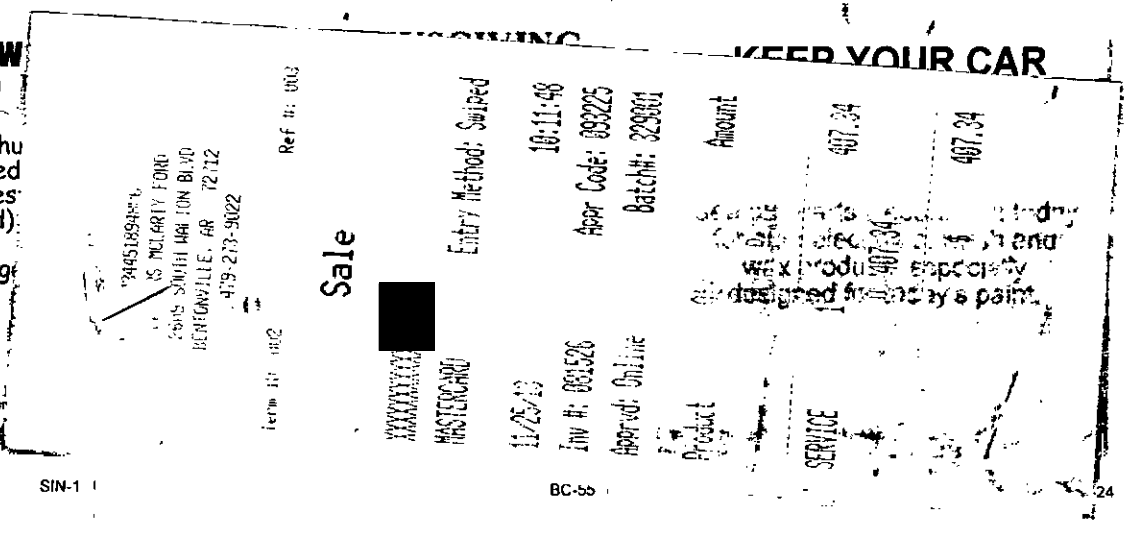
Must be 19 years of age.
Present this coupon to any salesperson.

Cannot be combined with any other coupons or discoun

Landers McLarty Ford and Jeep
(479) 273-9022

Coupon Expires: 2/23/2014

SIN-1



302812/#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]



[redacted]

Jane, MO [redacted]

Ch

P

Au

Attn: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/21/14

POSTED DATE : 1-13-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME:

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

P.O. Box 627
18565 S. Hwy. 37
Cassville, MO 65625
Phone: (417) 847-2137
Fax: (417) 847-2162
www.gocountrydodge.com

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

Customer Copy

Date	Invoice Number	Customer Number	R/O Number	Tax Id	Terms
08/15/13	25113				CASH

Salesman	P.O. Number	Shipped Via	Cash	Chg	Whsl	Rtl	Intl	Otr	Rtn
RICH HARPER					X		X		

SOLD TO:

CASH

SHIP TO:

QTY	PART NUMBER	DESCRIPTION	BIN LOCATION	LIST	NET	AMOUNT
3	6505623AA	NUT	113-D	2.47	2.25	6.75
1	68039930AA	ARM	115-T	43.53	34.89	34.89
1	5154661AC	DAMPER	108-H	123.00	99.42	99.42
1	52122362AH	STEERING		372.00	312.20	312.20

DODGE RAM Jeep CHRYSLER

PD 1132

TERMS

No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit. No returns after 30 days.

Received by _____

Amount	453.26
Sub Total	453.26
Tax	33.89
Freight	.00
Total Amount Due	487.15

101853/#63093/N49

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 _____

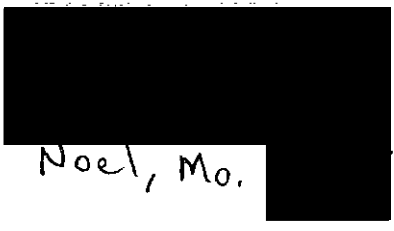
Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____


Noel, Mo.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/21/14

POSTED DATE : 1-14-14

VIN (FIRST 9 DIGITS)

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

HUNTINGTON COLUMBUS,OH >044115126<
7 EASTON OVAL 11-29-13
554001814 11-29-13
06 554001814 5160 06 554001814

554001814

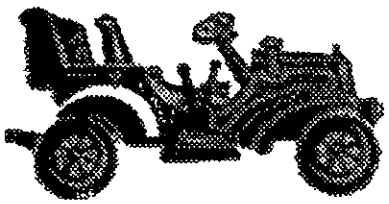
[redacted]

DON DAVISON

NorthCoast Challenge *dba*

11408 WHEELER RD. -- GARRETTSVILLE, OH 44231 Phone : 330-357-6290

RESTORATION - PAINTING - FABRICATION - WELDING - MECHANICAL



Customer: [redacted]

2006 150 Dodge

WORK PERFORMED:	HOURS:	PARTS:
Remove drag link change drag link end	1.5	40 99

Amen Towing LLC
24 HOUR SERVICE
Rollback Delivery & Transportation
Used Car Parts & Sales
We buy junk cars
15690 Main Market Rd.
Burton, Ohio 44021
AmenTowing@live.com
168 422 528
CALL TODAY!
440-321-9586
440-321-7952

Parts 40 99
Lab 60 00
100 99

[redacted]

WARREN, OH [redacted]

56-7195/2412

4405

DATE 11-27-13

PAY TO THE ORDER OF Amen Towing $ 150.00

One hundred fifty dollars 00/100 DOLLARS

FIRST PLACE BANK

MEMO Truck Towing

[redacted]

[redacted]

637613

CUSTOMER'S ORDER NO.	DEPT.	DATE:
NAME: [redacted]		
ADDRESS [redacted]		
CITY, STATE, ZIP WARREN [redacted]		

SOLD BY:	CASH	C.O.D.	CHARGE	ON ACCT.	MDSE RTD.	PAID OUT

QUANTITY		DESCRIPTION	PRICE	AMOUNT
	1	06 PHB 8575		
	2	Voter Reg		150
	3			
	4			
	5			
	6			
	7			
	8			
	9			
	10			
	11			
	12			
	13			
	14			
	15			

RECEIVED BY:

KEEP THIS COPY FOR YOUR RECORDS

©2001 REDIFORM® 5L320

208684/#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: _____

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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 Warren

State OH 10 Zip Code [redacted]

Email Address —

Chry
P. O.
Aubu

AH