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:

01/21/14

POSTED DATE : 1-13-14

VIN (FIRST 9 DIGITS) 3D73Y4HL7

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Jason's Service Station LLC

P.O. Box 207
Ratliff City, OK 73481
580-856-3334 580-220-8357

Customer	R Acct: 45	License	VIN	Year
[redacted]			7AG[redacted]	2010
Velma, OK [redacted]		Make: DODGE		Model: 3500
444 2367		Engine: 6.7		Transmission: AUTO
		In Mileage Out: 95574	Fleet #	P.O. Number
Prod Date	2/4/AW/FWD / UNIT #	NUMBER	DRIVER	Written By: COM

Problem Statements

Recommended Services

Date	Mileage	Description

Labor Operations

Tech	Type	Description	Price
BR	Lab	R&R Ball Joints and Tie Rods	$589.36
BR	Lab	Rotate Tires	$20.00
BB	Lab	Alignment	$65.00
		Labor Total	$674.36

Parts

Part Description	Status	Qty	Price Ea.	Total
Upper Ball Joint	N	2.00	$112.00	$224.00
Lower Ball Joint	N	2.00	$121.00	$242.00
TIE RODS	N	1.00	$359.00	$359.00
STEERING STAB	N	1.00	$83.35	$83.35
			Parts Total	$908.35

Authorization

Date	Time	Phone	Spoke to	Amount	Emp.	Comment / Reason

Pre-Pay		Payment
$0.00	Cash	
$0.00	Check	
	Chk #	
$0.00	Credit	
	Type	
	Expires	
$0.00	Paid	**$0.00**

Total Tax $74.94
Supplies
Disposal
Environ

Taxable Parts	$908.35
NonTax Parts	$0.00
Total Parts	$908.35
Labor	$674.36
Sublet	$0.00
NonTax Labor	$0.00
NonTax Sublet	$0.00
Total Labor	$674.36

Notice: After 90 Days, Interest charges will be added to amount past due.

Signature or Initial Date

Date 2/27/2013
RO # 53431
RO Total $1,657.65
Balance Due $1,657.65

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CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D73Y4HL7AG[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

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

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

AG [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 [redacted]

Last Name

Street Addr

City Ardmore

State OK Zip Code [redacted]

Email Address [redacted]



Chrysler
PO Box
Auburn

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) 3D7KS28A3

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

EMKAY

Reimbursement for Recall Repairs

Chrysler Customer Assistance;

Please find the attached recall notice along with a paid invoice one of our fleet lease vehicles had completed. The invoice shows our clients name – Allis Chalmers – but indeed EMKAY leasing paid the dealer directly for the repair via Service Net.

Our client wants us to obtain the reimbursement for them. Please send reimbursement check made payable to –

[redacted]

Itasca IL [redacted]

Attention: Maintenance Department

If there are any questions or issues please direct them to Dale Jewell, Manager of US Maintenance Operations. [redacted]

Thank you

[redacted]

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7KS28A38G2[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.

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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

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PATTERSON
KILGORE CHEVROLET CHRYSLER DODGE JEEP
1611 Hwy 259 North - Kilgore, TX 75662
(903) 981-9100 - Fax: (903) 984-1659

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 12:00 p.m. Saturday
BODY SHOP HOURS
7:30 a.m. to 5:30 p.m.
Monday - Friday

R/O Open Date	
10/21/13	6023500/1
R/O Close Date	Status
10/30/13	Reprint
Mileage In	Mileage Out
311617	311619
Service Advisor / Tag #	
Paula Laroux/3612	

[redacted]
KILGORE, TX [redacted]

Work Phone	Vehicle Identification Number
	3D7KS28A38[redacted]
Home Phone	Delivery Date / In-Service Date
[redacted]	12/01/10

Year	Make	Model	Body	Color	License Number
2008	DODGE TRUCK	RAM 2500	QUAD 140.5WB 4X4		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - MR 45CVZZ: SUSPENSION CONCERN		
CUSTOMER STATES TIE ROD BROKE ON FRONT END....PLEA		
SE ADVISE -		
Caused by		
LEFT OUTER TIE ROD END BROKE.		
Work performed by STEVE MENDENHALL(020)		166.33
Installed 52122362AH :STEERING: STEERING	1@400.00	400.00
Sub Total: Labor: 166.33 Parts: 400.00 Total: 566.33		
REPLACED STEERING LINKEAGE ASSEMBLY.4WHEEL ALIGNME		
#2 - MR 00CVZ: QUICK SERVICE/MISC		
ONLY AND ONLY IF THEY DECLINE REPAIRS I NEED TO HA		
VE FRONT GRILLE,STEPS AND RECIEVER REMOVE FOR JUST		
IN.....		
Work performed by STEVE MENDENHALL(020)		
Sub Total: Labor: .00 Parts: .00 Total: .00		
#3 * MR 45CVZ4WA: 4 WHEEL ALIGNMENT - $119.95		
Caused by		
SEE LINE 1		
Work performed by STEVE MENDENHALL(020)		119.95
4WHEEL ALIGHMENT COMPLETED		
SET FRONT TOE AND STEERING WHEEL.		

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 transportation. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

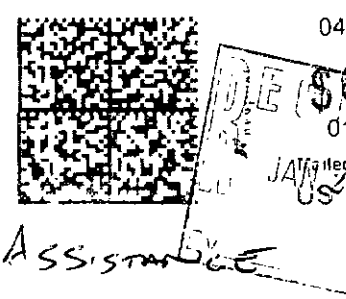
X

(C) 2013 DEALERTRACK SYSTEMS, Inc. - Proprietary And Confidential Content (0001 Rev. 1113)

LABOR	286.2
PARTS	400.0
DEDUCTIBLE	.0
SUBLET	.0
SHOP SUPPLIES	.0
HAZARDOUS MATERIALS	.0
SALES TAX OR TAX I.D.	33.0
SPECIAL ORDER DEPOSIT	.0
DISCOUNTS	.0
TOTAL DUE	719.2
Other 220G/6023500	719.2

EMKAY
INCORPORATED

[redacted]
ITASCA, ILLINOIS [redacted]
www.emkay.com



CHRYSLER CUSTOMER ASSISTANCE
PO BOX 21-8007
AUBURN HILLS, MI 48321-8007
ATTENTION: REIMBURSEMENT

48321880O7

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/21/14

POSTED DATE : 1-11-14

VIN (FIRST 9 DIGITS) 3D7UT2CLX

VIN (LAST 8 DIGITS) BG[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: 3D7UT2CLXBG[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.**

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Customer Services / Field Operations
Chrysler Group LLC

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FROM [redacted] DATE 1-10-14

RE: SAFETY RECALL N49/NHTSA 13V-529

"TO WHOM IT MAY CONCERN"

I [redacted] AM THE OWNER OF A 2011 DODGE RAM pick-up 2500 6.7L DIESEL LARAMIE PCKG. I WAS IN MY DRIVEWAY BACKING up MY TRUCK TO HOOK-up MY TRAILER & BOAT AS I CUT THE WHEEL TO MANUVER I HEARD A LOUD NOISE & MY DRIVERS SIDE FRONT TIRE WENT FLAT! I LOOK UNDER MY TRUCK & MY TIE ROD DAMAGED MY RIM & WENT THROUGH THE SIDE WALL OF MY TIRE! THE TIE ROD DROPPED OUT OF THE PRESSED FITTING. THIS IS VERY DISAPPOINTING WHEN YOU SPEND 50,000.00 ON A "HEAVY DUTY" TRUCK WITH A BIG HEAVY DIESEL ENGINE & THE MOST VITAL PART OF THE TRUCK "THE STEERING" FAILS! COULD YOU IMAGINE IF I WERE DRIVING ON THE HIGHWAY DOING 50 TO 60 MPH AND THIS WERE TO HAPPEN! IT WOULD BE CATASTROPHIC & MAYBE DIE AS A RESULT! I HAVE HAD ALOT OF EXPENSES DUE TO THIS ISSUE THAT I NEED TO BE COMPENSATED FOR. THE TRUCK GOT TOWED TO FRANKLIN-SUSSEX AUTO-MALL IN N.J. WHERE I BOUGHT THIS TRUCK NEW, AND I ASKED THE SERVICE MANAGER IF THEY COULD PROVIDE ME WITH A RENTAL. (NAME: JIM TESTER)

(GO TO PAGE 2)

HE FELT THEY WERE NOT OBLIGATED TO PROVIDE ME WITH A RENTAL. SO I HAD TO RENT A TRUCK FROM ENTERPRIZE RENTALS. THIS IS MY 2ND TRUCK THAT I HAVE PURCHASED FROM THIS DEALERSHIP. 1ST TRUCK 2005 DODGE 5.9L DIESEL 2500 THUNDERROAD PCKG. COMBINED TOTAL ON BOTH TRUCKS AROUND $ 86,000.00. DO YOU THINK I'LL GO BACK TO THIS DEALERSHIP AGAIN AFTER THAT TYPE OF TREATMENT.

LIST OF LINE ITEMS & EXPENSES.
WITH RECEIPT COPIES

1. BOB & BILLS SERVICE STATION $ 175.00
2. ENTERPRIZE RENTAL REF# 5T2BM5 $ 806.55
3. TIRES FOR TRUCK QTY 2 315/75/R17 $ 520.00 MOUNTED & BALANCED. (MANUFACTURER HANKOOK)
4. JOB #12 REPLACE TIE-ROD & ASSOCIATED PARTS DUE TO DAMAGE. $ 1,167.70
5. FRONT END ALIGNMENT AFTER NEW TIE-ROD INSTALLED! $ 79.95

TOTAL EXPENSES
$ 2,749.20
X 7% TAX
TAX → 192.44
GRAND TOTAL $ 2,941.64



BOB & BILL'S SERVICE STATION
11 Old Route 23
SUSSEX, NEW JERSEY 07461
(973) 875-4796

Road Service

DATE	TIME	REQUESTED BY	P.O. NO.
8/13/2C	A.M. / P.M.		

NAME	PHONE

ADDRESS

CITY	STATE	ZIP

LOCATION OF VEHICLE

YEAR, MAKE, MODEL	COLOR	DRIVER

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

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

REASON FOR TOW

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

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

SECOND TOW

STORAGE FROM

_____ TO Findlay

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO. 3500

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

CC NO. _____

OPERATOR'S SIGNATURE _____ DATE _____

TRUCK NO. _____

AUTHORIZED SIGNATURE _____ DATE _____

VEHICLE RELEASED TO _____ DATE _____

TOWING CHARGE	175.00
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	

7358

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

Thank You

PRODUCT 2525

ELRAC, LLC, P.O.BOX 34, 33 ROUTE 206, AUGUSTA, NJ 078220034 (973) 383-7010

RENTAL AGREEMENT **REF#**
501122 5TZBM5

RENTER
[redacted]

DATE & TIME OUT
08/26/2013 12:56 PM
DATE & TIME IN
09/14/2013 01:14 PM

BILLING CYCLE
24-HOUR

VEH #1 2013 FORD F15E LLT4
VIN# 1FTFX1EF0DKE[redacted]
LIC# [redacted]
MILES DRIVEN 190

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/26 - 09/14	19	DAY	$35.00	$665.00
REFUELING CHARGE	08/26 - 09/14				$0.00
			Subtotal:		**$665.00**
Taxes & Surcharges					
DOMESTIC SECURITY FEE	08/26 - 09/14	19	DAY	$5.00	$95.00
NEW JERSEY STATE SALES TAX	08/26 - 09/14			7%	$46.55
			Total Charges:		**$806.55**
Bill-To / Deposits					
DEPOSITS					($806.55)
Total Amount Due					**$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$806.55	Visa	xxxxxxxxxxxx[redacted]

Enterprise

MO 7:30 AM - 6:00 PM TU 7:30 AM - 6:00 PM WE 7:30 AM - 6:00 PM
TH 7:30 AM - 6:00 PM FR 7:30 AM - 6:00 PM SA 9:00 AM - 12:00 PM
SU CLOSED

[illegible] ROUTE 206, AUGUSTA, NJ, 07822 (973) 383-7010

501122

RENTAL AGREEMENT NO. 5TZBM5

DEALERSHIP # FRANKLIN 999

RENTER: [redacted] RUSCH

HOUR PERIOD

8-4703 VEHICLE $45.00/HOUR
$35.00/DAY

02-2493

7

NO CHARGE MILEAGE

BILL TO COMPANY

ATTN: PHONE EXT.

VIN# 1FTFX1EF0DKE[redacted]

REFERENCE NUMBER:

ADDITIONAL AUTHORIZED DRIVER(S) - EXCEPT AS REQUIRED BY LAW, NONE PERMITTED WITHOUT OWNER'S WRITTEN APPROVAL.
I REQUEST OWNER'S PERMISSION TO ALLOW [redacted]

WHO IS UNDER MY CONTROL AND DIRECTION TO DRIVE VEHICLE FOR ME AND ON MY BEHALF. I AM RESPO[redacted]LING TERMS AND CONDITIONS OF THIS [redacted]UTHORIZED DRIVER WILL AFFECT [redacted]

RENT[redacted]

PERMIS[redacted] TO THE FOLLOWING STATE(S):

Geico $500

OPERATION IN ANY OTHER STATE OR COUNTRY WILL AFFECT YOUR LIABILITY AND RIGHTS UNDER THIS AGREEMENT.

RENTER DECLINES OPTIONAL DAMAGE WAIV[redacted]

RENTER ACCEPTS OPTIONAL DAMAGE WAIVER (DW) AT FEE SHOWN IN COLUMN TO RIGHT. SEE NOTICE TO LEFT AND PARAGRAPH 16. DAMAGE WAIVER IS NOT INSURANCE. RENTER: X ACCEPTS DW

DW OR CDW $19.99/DAY

RENTER ACCEPTS OPTIONAL PERSONAL ACCIDENT INSURANCE (PAI) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 18. RENTER: X

PAI $3.00/DAY

RENTER ACCEPTS OPTIONAL SUPPLEMENTAL LIABILITY PROTECTION (SLP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE PARAGRAPH 17. RENTER: X ACCEPTS SLP

SLP $15.00/DAY

RENTER ACCEPTS OPTIONAL ROADSIDE ASSISTANCE PROTECTION (RAP) AT FEE SHOWN IN COLUMN TO RIGHT. SEE OPTIONAL PRODUCTS NOTICE TO LEFT AND PARAGRAPH 19. RENTER: X ACCEPTS RAP

RAP $3.99/DAY

ACKNOWLEDGMENT OF THE ENTIRE AGREEMENT, PAGES 1 THROUGH 4.
I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS ON PAGES 1 THROUGH 4 OF THIS AGREEMENT AND BY MY SIGNATURE BELOW I AM THE "RENTER" UNDER THIS AGREEMENT. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO PROCESS CHARGES ON MY CREDIT CARD(S) AND/OR DEBIT CARD(S) FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND CHARGES INCURRED, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTE[redacted]S CURRENTLY VALID AND IS NOT SUSPEN[redacted]

RENT[redacted] DATE 08/26/2013

OWNE[redacted] EMPL # E898JR

FUEL CHARGE $4.70/GALLON

NJ SALES TAX 7.00%

DOM SEC FEE $5.00/DAY

I WILL RETURN [redacted]

DEPOSIT(S):

DATE	AMOUNT	PAID BY
	$350.00	XXXXXXXXXXXX[redacted] 08/26/2013

ADDITIONAL INFORMATION

TOTAL CHARGES

DEPOSITS

REFUNDS

AMOUNT DUE

CLOSED BY

PAID BY	CASH	CHECK	CHARGE

RECEIPT OF CASH REFUND	DATE	AMOUNT	RECEIVED BY

PERSONAL VEHICLE

LICENSE NO. [redacted]

ECAR# HZDY[redacted]

DATE OUT

[redacted] OUT

OF KEYS:

NO DAMAGE

WINDSHIELD CONDITION

FRONT

REAR

1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

Gasoline Refunds

ADDITIONAL PRODUCTS NOTICE: [redacted] FOR AN ADDITIONAL CHARGE THE FOLLOWING OPTIONAL PRODUCTS: DAMAGE [redacted] PERSONAL ACCIDENT [redacted] SUPPLEMENTAL LIABILITY PROTECTION AND ROADSIDE ASSISTANCE PROTECTION. BEFORE DECIDING TO PURCHASE ANY OF THESE PRODUCTS, YOU MAY WISH TO DETERMINE WHETHER YOUR PERSONAL INSURANCE, CREDIT CARD OR OTHER COVERAGE PROVIDES YOU PROTECTION DURING THE RENTAL PERIOD. PURCHASE OF ANY OF THESE PRODUCTS IS NOT REQUIRED TO RENT A VEHICLE.

REPLACEMENT VEHICLE

LICENSE NO.

ECAR#

DATE OUT

[redacted] OUT

OF KEYS:

NO DAMAGE

WINDSHIELD CONDITION

FRONT

REAR

1/8 1/4 3/8 1/2 5/8 3/4 7/8 F

Gasoline Refunds

FRANKLIN SUSSEX AUTOMALL, INC

CHRYSLER • JEEP • DODGE • RAM

ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547

CHRYSLER DODGE Jeep RAM

01011CHCS320940

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
36530	MICHAEL	0362 229	08/30/13	CHCS320940
[redacted]	LICENSE DATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
BRANCHVILLE, NJ [redacted]		101,587	BRILL BLK C	F10319P
[redacted]	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	11/DODGE TRUCK/RAM 2500/CREW 149WB 4		11/17/10	40
	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
	3 D 7 U T 2 C L X B G [redacted]			
	P.O. NO.		R.O. DATE	
			08/26/13	
	COMMENTS			MILEAGE OUT
				MO: 101594

LABOR & PARTS

1 11.19CHZZ STEERING COLUMN [redacted] HOURS: 1.50 TECH(S): 1105 WARRANTY

CHECK TIE ROD BROKE AND BEAM TIRE OUT. NEEDS TO BE TOWED
CUSTOMER IS ORDERING TIRE
REPLACED LEFT OUTER TIE ROD END

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	CBRCL160-AA	SOCKET TI 1902003		WARRANTY
JOB # 1	1	52122243-AB	SHIELD-SP 5005016		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

2 .90CHZZ INSPECTION HOURS: .50 TECH(S): 1105 INTERNAL

PERFORM MULTI POINT VEHICLE INSPECTION
COMPLETED MULTI POINT INSPECTION

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

3 .35CHZZ CAMPAIGNS/RECALLS HOURS: .40 TECH(S): 1105 WARRANTY

RECALL L03
PERFORM RIGHT FRONT AND REAR DOOR LATCH RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	CEEAL031-AA	LATCH FED 23018005		WARRANTY
JOB # 3	1	CEDAL033-AA	LATCH FEA 23018005		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

4 .26CHZBGTRANSFL TRANSMISSION FLUSH HOURS: 1.00 TECH(S): 1105 119.00

CUST STATES PERFORM TRANSMISSION SERVICE FLUSH ATF4

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	5174566-AA	CLEANER F 1061025	33.00	33.00
JOB # 4	16	68055894-AA	FLUID ATF 1061018	5.20	83.20
			JOB # 4 TOTAL PARTS		116.20
			JOB # 4 TOTAL LABOR & PARTS		235.20

5 .26CHZBGTCDIFF TC AND DIFFS HOURS: 1.70 TECH(S): 1105 202.30

CUST STATES PERFORM BG TRANSFER CASE AND FRONT AND
REAR DIFFERENTIALS SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 5	7	5102232-AA	LUBRICANT 1061033	27.35	191.45
JOB # 5	3	5013457-AA	FLUID AUT 1061018	8.75	26.25
		SHIPRM			

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TEL (973) 875-3188
FAX (973) 875-9547

CHRYSLER DODGE Jeep RAM

0101TCHCS320940

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
36530	MICHAEL	0362 229	08/30/13	CHCS320940
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE: 101,587	COLOR: BRILL BLK C	STOCK NO.: F10319P
BRANCHVILLE, NJ [redacted]	YEAR - MAKE - MODEL: 11/DODGE TRUCK/RAM 2500/CREW 149WB 4		DELIVERY DATE: 11/17/10	DELIVERY MILES: 40
[redacted]	VEHICLE I.D. NO.: 3 D 7 U T 2 C L X B G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.I.E. NO. / P.O. NO.		R.O. DATE: 08/26/13	
	COMMENTS			MILEAGE OUT: MO: 101594

JOB # 5 TOTAL PARTS 217.70

JOB # 5 TOTAL LABOR & PARTS 420.00

J# 6 14CHZZFILTER FUEL FILTER REPLACE HOURS: 1.00 TECH(S): 1105 119.00

RECOMMENDED REPLACING FUEL FILTER
REPLACED FUEL FILTER, CLEANED WATER SEPERATOR AS APPLICABLE.
BLEED SYSTEM AS NEEDED + CHECK FOR LEAKS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 6	1	68065608-AA	FILTER FU 14029004	56.95	56.95
			JOB # 6 TOTAL PARTS		56.95
			JOB # 6 TOTAL LABOR & PARTS		175.95

J# 7 08CHZZ ELECTRICAL HOURS: 0.70 TECH(S): 1105 83.30

Added Operation (MIKEN @ 08/26/2013 16:50)
RRT 12-018
PERFORM RELEARN OF PCM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 7	1	4275085-AD	LABEL GEN 14086100	0.00	0.00
			JOB # 7 TOTAL PARTS		0.00
			JOB # 7 TOTAL LABOR & PARTS		83.30

J# 8 26CHZZPSFLUSH POWER STEERING FLUSH HOURS: 0.50 TECH(S): 1105 59.50

Added Operation (MIKEN @ 08/26/2013 16:51)
CUST STATES PERFORM BG POWER STEERING FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 8	1	5174566-AA	CLEANER F 1081025	41.00	41.00
			JOB # 8 TOTAL PARTS		41.00
			JOB # 8 TOTAL LABOR & PARTS		100.50

J# 9 26CHZZBGCOOLANT BG COOLANT FLUSH HOURS: 1.00 TECH(S): 1105 119.00

Added Operation (MIKEN @ 08/26/2013 16:51)
CUST STATES PERFORM BG COOLANT SYSTEM FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 9	1	5174566-AA	CLEANER F 1081025	33.00	33.00
JOB # 9	3	68048953-AB	ANTIFREEZ 1081004	22.70	68.10
			JOB # 9 TOTAL PARTS		101.10
			JOB # 9 TOTAL LABOR & PARTS		220.10

J#10 07CHZZSERPBEL SERPENTINE BELT HOURS: 1.00 TECH(S): 1105 119.00

Added Operation (MIKEN @ 08/26/2013 16:52)
RECOMMEND REPLACING SERPENTINE BELT
REQUIRED MAINTENANCE

FRANKLIN SUSSEX AUTO MALL, INC
CHRYSLER • JEEP • DODGE • RAM

ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547

0101ICHCS320940

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
36530	MICHAEL 0362	229	08/30/13	CHCS320940
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 101,587		COLOR: BRILL BLK C	STOCK NO.: F10319P
BRANCHVILLE, NJ [redacted]	YEAR / MAKE / MODEL: 11/DODGE TRUCK/RAM 2500/CREW 149WB 4		DELIVERY DATE: 11/17/10	DELIVERY MILES: 40
[redacted]	VEHICLE I.D. NO.: 3 D 7 U T 2 C L X B G [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.		R.O. DATE: 08/26/13	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS		MILEAGE OUT: MO: 101594

REPLACED SERPENTINE BELT. INSPECT + CLEAN PULLEYS. CHECK ALL
APPLICABLE TENSIONERS
CHECK FOR PROPER BELT ROUTING + RECHECK OPERATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 10	1	53041138-AE	BELT SERP 7093001	79.85	79.85
			JOB # 10 TOTAL PARTS		79.85
			JOB # 10 TOTAL LABOR & PARTS		198.85

J#11+02CHZZNISCI INSPECT AND REPORT HOURS: TECH(S):1105 714.00
Added Operation (JIM @ 08/27/2013 13:05)
CUST STATES INSPECT FRONT SUSPENSION AND ADVISE
FRONT UPPER AND LOWER BALL JOINT AND AXLE U JOINTS
WORN AND HAVE EXCESSIVE PLAY
REPLACE BOTH FRONT UPPER AND LOWER BALL JOINTS AND LEFT
AND RIGHT AXLE U JOINTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 11	2	68214646-AA	BALL JOINT 17011020	112.00	224.00
JOB # 11	2	5086674-AB	BALL JOINT 17011020	125.00	250.00
JOB # 11	2	68065428-AC	JOINT KIT 2612046	116.00	232.00
			JOB # 11 TOTAL PARTS		706.00
			JOB # 11 TOTAL LABOR & PARTS		1420.00

J#12+19CHZZMISCI INSPECT AND REPORT HOURS: TECH(S):1105 238.00
Added Operation (JIM @ 08/27/2013 13:08)
CUST STATES INSPECT STEERING LINKAGE AND ADVISE
REPLACED STEERING LINKAGE ASSEMBLY AND HARDWARE
REPLACED LEFT FRONT RIM AND TIRE PRESSURE SENSOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 12	1	52122362-AH 315E00	STEERING 19027003	372.00	372.00
JOB # 12	3	6505623-AA	NUT HEX L 19015005	2.25	6.75
JOB # 12	1	1HL36AAA-AB	WHEEL ALU 22001005	472.00	472.00
JOB # 12	1	56029398-AB	SENSOR TI 17023035	78.95	78.95
			JOB # 12 TOTAL PARTS		929.70
			JOB # 12 TOTAL LABOR & PARTS		1167.70

Tie-Rod Parts & Assoc. Parts that were damaged!

J#13+05CHZZFRTCAL2 REPL BOTH CALIPERS HOURS: 4.00 TECH(S):1105 476.00
Added Operation (JIM @ 08/27/2013 13:09)
CUST STATES REPLACE FRONT BRAKE PADS AND ROTORS AND
BOTH FRONT CALIPERS
REPLACED FRONT BRAKE PADS, ROTORS AND CALIPERS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 13	2	52122182-AB	ROTOR BRA 5005003	163.00	326.00
JOB # 13	1	68049148-AA	PAD KIT F 5003003	195.00	195.00
JOB # 13	1	5174566-AA	CLEANER F 1081025	27.00	27.00
JOB # 13	1	68049151-AB	CALIPER D 5005001	141.00	141.00
JOB # 13	-1	68049151-AB	CORE RETURN	20.00	-20.00
JOB # 13	1	68049150-AB	CALIPER D 5005001	141.00	141.00

(CONTINUED ON NEXT PAGE)

FRANKLIN SUSSEX AUTO MALL, INC
CHRYSLER • JEEP • DODGE • RAM

ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547

CHRYSLER DODGE Jeep RAM

01011CHCS320940

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO	INVOICE DATE	INVOICE NO
36530	MICHAEL 0362	229	08/30/13	CHCS320940
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE 101,587	COLOR BRILL BLK C	STOCK NO. F10319P
BRANCHVILLE, NJ [redacted]	YEAR MAKE MODEL 11/DODGE TRUCK/RAM 2500/CREW 149WB 4		DELIVERY DATE 11/17/10	DELIVERY MILES 40
[redacted]	VEHICLE I.D. NO. 3 D 7 U T 2 C L X B G [redacted]		SELLING DEALER NO	PRODUCTION DATE
	S.A. NO. / P.O. NO.		P.O. DATE 08/26/13	
RESIDENCE PHONE [redacted] / BUSINESS PHONE	COMMENTS			MILEAGE OUT MO: 101594

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 13	-1	68049150-AB	CORE RETURN	20.00	-20.00
JOB # 13	4	6502114	GASKET BR 5020019	3.25	13.00
JOB # 13	1	68049152-AB	ADAPTOR D 5005043	61.95	61.95
			JOB # 13 TOTAL PARTS		864.95
			JOB # 13 TOTAL LABOR & PARTS		1340.95

J#14+05CHZZINSP INSPECT BRAKES HOURS: 3.00 TECH(S): 1105 357.00
Added Operation (JIM @ 08/27/2013 13:09)
CUST STATES REPLACE REAR BRAKE PADS AND ROTORS AND
BOTH REAR BRAKE CALIPERS
REPLACED REAR BRAKE PADS, ROTORS AND CALIPERS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 14	2	52122184-AA	ROTOR BRA 5005003	161.00	322.00
JOB # 14	1	68049158-AA	PAD KIT R 5003003	165.00	165.00
JOB # 14	1	5174566-AA	CLEANER F 1081025	27.00	27.00
JOB # 14	1	68049177-AB	CALIPER D 5005001	116.35	116.35
JOB # 14	-1	68049177-AB	CORE RETURN	20.00	-20.00
JOB # 14	1	68049176-AA	CALIPER D 5005001	123.00	123.00
JOB # 14	-1	68049176-AA	CORE RETURN	20.00	-20.00
JOB # 14	4	6502114	GASKET BR 5020019	3.25	13.00
			JOB # 14 TOTAL PARTS		726.35
			JOB # 14 TOTAL LABOR & PARTS		1083.35

J#15+26CHZBGBRAKE BG BRAKE FLUSH HOURS: 1.00 TECH(S): 1105 119.00
Added Operation (JIM @ 08/27/2013 13:10)
CUST STATES PERFORM BG BRAKE FLUID FLUSH

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 15	1	5174566-AA	CLEANER F 1081025	45.00	45.00
			JOB # 15 TOTAL PARTS		45.00
			JOB # 15 TOTAL LABOR & PARTS		164.00

J#16+14CHZZFILTERAIR AIR FILTER REPLACE HOURS: TECH(S): 1105 20.00
Added Operation (MIKEN @ 08/29/2013 10:16)
RECOMMENDED REPLACING AIR FILTER
REPLACED AIR FILTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 16	1	53034051-AB	FILTER AI 14029008	39.35	39.35
			JOB # 16 TOTAL PARTS		39.35
			JOB # 16 TOTAL LABOR & PARTS		59.35

SUBLET	PO#	VEND INV#	INV DATE	DESCRIPTION	
JOB # 12	74506		08/30/13	ALIGNMENT NAGANO	79.95
				TOTAL - SUBLET	79.95

FRONT END ALIGNMENT

CONTINUED ON NEXT PAGE
04:49pm

Service & Parts
STICK WITH THE SPECIALISTS

VEHICLE CHECKUP

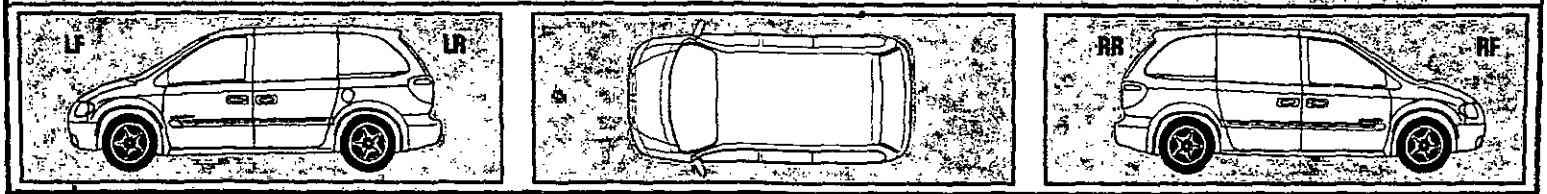
FRANKLIN SUSSEX AUTO MALL INC
(888) 528-2200

315 Route 23
SUSSEX, NJ 07461

Customer Name	Phone	Service Advisor	Vehicle Year/Model
[redacted]	101587	[illegible]	2500
VIN Number	**Mileage**	**RO Number**	**Date**
[redacted]		520340	8/26

☐ VEHICLE CHECKUP ☐ VEHICLE CHECKUP PLUS

● CHECKED AND OK ○ WILL NEED FUTURE ATTENTION ◎ REQUIRES IMMEDIATE ATTENTION



VEHICLE CHECKUP

●○◎ **LEFT FRONT TIRE** Pressure ____ lbs Wear Pattern ____ Tread Depth 5/32nds	●○◎ **LEFT REAR TIRE** Pressure ____ lbs Wear Pattern ____ Tread Depth 5/32nds	●○◎ **RIGHT REAR TIRE** Pressure ____ lbs Wear Pattern ____ Tread Depth 5/32nds	●○◎ **RIGHT FRONT TIRE** Pressure ____ lbs Wear Pattern ____ Tread Depth 5/32nds

FLUIDS	LEVEL
●○◎ MOTOR OIL	Empty — Full
●○◎ ENGINE COOLANT	Empty — Full
●○◎ BRAKE Replaced	Empty — Full
●○◎ POWER STEERING Replaced	Empty — Full
●○◎ TRANSMISSION	Empty — Full
●○◎ WIPER WASHER	Empty — Full

BELTS • HOSES • FILTER • COOLING • WIPERS • LAMPS • BATTERY

BELTS Serpentine Replaced	Power Steering ●○◎
Other	
HOSES Radiator Hoses	Heater Hoses ●○◎
Power Steering Hoses	Air Conditioning Hoses
AIR FILTER Replaced	●○◎
CABIN AIR FILTER	●○◎
WINDSHIELD WIPERS & BLADES	●○◎
LAMPS Headlamps	Taillamps ●○◎
Turn Signal Lamps	Parking Lamps
BATTERY	●○◎

VEHICLE CHECKUP PLUS (INCLUDES ITEMS LISTED ABOVE)

●○◎ **FRONT BRAKES** Left Front Replaced	**REAR BRAKES** Left Rear Replaced ●○◎
Right Front	Right Rear
●○◎ **SHOCKS/STRUTS** Front	**STEERING COMPONENTS** ●○◎
Rear	
●○◎ **TRANSFER CASE** ☐ N/A Empty — Full	**U-JOINTS** ☐ N/A ●○◎
●○◎ **DIFFERENTIAL** ☐ N/A Replaced Empty — Full	**SUSPENSION** ●○◎ Front
●○◎ **AXLE BOOTS** Left Front ☐ N/A	Rear
Right Front ☐ N/A	**EXHAUST SYSTEM** ●○◎

NOTE: The Vehicle Checkups do not include any repairs or adjustments which may be necessary or recommended.

NOTES:

Tom 8/26

FRANKLIN SUSSEX AUTO MALL-SVCE
315 STATE ROUTE 23 NORTH
SUSSEX NJ 07461
(973)875-3188

Merchant ID: 720000215437

Sale

XXXXXXXXXX[redacted]

AMEX Entry: Swiped

Total: $ 6,000.00

09/14/13 13:53:35

Inv#: 320940 Appr Code: 572798

Apprvd: Online Batch#: 001202

Customer Copy
THANK YOU!
PLEASE COME AGAIN!

STATEMENT

SUSSEX AUTO MALL, INC
CHRYSLER • JEEP

ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547

ACCOUNT NUMBER [redacted]

STATEMENT DATE 31 AUG 2013

AMOUNT DUE *******$7224.32

AMOUNT ENCLOSED _____

[redacted]
VILLE,NJ [redacted]

991 [redacted]

PLEASE RETURN THIS STUB WITH YOUR CHECK

REFERENCE	CHARGES	CREDITS	BALANCE
20940A	7224.32		

0.00 BASED ON BALANCE OF 0.00 CLOSING DATE 08/31/13

CURRENT	OVER 30 DAYS	OVER 60 DAYS	OVER 90 DAYS	OVER 120 DAYS	PAY THIS AMOUNT
7224.32	0.00	0.00	0.00	0.00	*******$7224.32

SEND INQUIRIES TO:

FRANKLIN SUSSEX AUTO MALL, INC
CHRYSLER • DODGE • JEEP

ROUTE 23 • BOX 347
SUSSEX, N.J. 07461
TEL (973) 875-3188
FAX (973) 875-9547

ACCOUNT NUMBER
110-36530

STATEMENT DATE
31 AUG 2013

NEW BALANCE

Reorder From: ComCar Services, Inc. (800) 883-8268 #65277 (10/08)

[redacted]
Branchville, NJ
[redacted]

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



SP
20

* For international shipments, the maximum weight is 4 lbs.

EP14H July 2013 Outer Dimension:

STAPLES copy&printcenter

Complimentary Self-Serve Fax Cover Sheet

To: BEVERLEY CASE # [redacted]

From: [redacted]

Fax #: 1-(877) 768-5076

Phone [redacted]

Date: 2-21-14

Reply Fax #:

Number of Pages (Including Cover): 2

Urgent ☐ Confidential ☒ Confirm Receipt ☒

FOR YOUR FILE COPY OF TOWING RECEIPT.

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[redacted] that was easy.



BOB & BILL'S SERVICE STATION
11 Old Route 23
SUSSEX, NEW JERSEY 07461
(973) 875-4796

Road Service

DATE 8/13/2C | TIME A.M. / P.M. | REQUESTED BY | P.O. NO.

NAME [redacted] | PHONE

ADDRESS [redacted]

CITY BRANCHVILLE, N.J. | STATE | ZIP [redacted]

LOCATION OF VEHICLE TOWED TO FRANKLIN/SUSSEX AUTOMALL

YEAR, MAKE, MODEL | COLOR | DRIVER

STATE | LIC. PLATE NO. | VEHICLE I.D. NO. 3D7UT2CLXBG[redacted] | REGISTERED OWNER

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

REASON FOR TOW

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

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

SECOND TOW

STORAGE FROM _____ TO Parking

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO. 3.00

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

[redacted]

DATE 8-26-13

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

TOWING CHARGE	175.00
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	

7358

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

Thank You

PRODUCT 2525

STAPLES copy&printcenter

Complimentary Self-Serve Fax Cover Sheet

To: BEVERLEY EXT # 4718221

Fax #: 1-(877) 768-5076

Date: 3-4-14

Number of Pages (Including Cover): 2

CASE # [redacted]

From: [redacted]

Phone #: [redacted]

Reply Fax #:

Urgent ☑ Confidential ☑ Confirm Receipt ☑

ATTN: BEVERLEY COPY OF TOWING BILL FOR YOUR FILE. IF YOU NEED TO CONTACT ME, PLEASE CALL CELL NUMBER LISTED ABOVE!

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[redacted] that was easy.

BOB & BILL'S SERVICE STATION
11 Old Route 23
SUSSEX, NEW JERSEY 07461
(973) 875-4796

NAME [redacted]
ADDRESS
CITY, STATE, ZIP Branchville NJ [redacted]
HOME PHONE | BUS. PHONE [redacted] EXT.

DATE OF ORDER 8-26-13

37768

DATE PROMISED

YEAR, MAKE AND MODEL Dodge 2500
SERIAL NUMBER
CUSTOMER'S ORDER NUMBER | ORDER WRITTEN BY | LICENSE NUMBER
MOTOR NUMBER 3D7U72CLXBG [redacted] | ODOMETER

QTY.	PART NO. AND DESCRIPTION	AMOUNT
	Towing from	115 00
	home to Franklin	
	Sussex Auto Mall	

(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS

ACCESSORIES

TOTAL ACCESSORIES

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHG.OIL ☐ OIL FILTER ☐ TUNE UP ☐ TRANS. ☐ DIFF.	
pd	

There will be a 1½% charge on rendered bills.

_____ LITERS/GALS. OF GAS @		TOTAL LABOR	
_____ LITERS/QTS. OF OIL @		TOTAL PARTS	
_____ kg/LBS. OF GREASE @		ACCESSORIES	
		GAS, OIL AND GREASE	
		SUBLET REPAIRS	
		EPA / WASTE DISPOSAL	
		TAX	
		TOTAL	115 00

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 r control.

[redacted]

THANK YOU

STAPLES copy&printcenter

Complimentary Self-Serve Fax Cover Sheet

To: BEVERLEY CASE # [redacted]

From: [redacted]

Fax #: 1-(877) 768-5076

Phone [redacted]

Date: 2-21-14

Reply Fax #:

Number of Pages (Including Cover): 2

Urgent ☐ Confidential ☒ Confirm Receipt ☒

FOR YOUR FILE COPY OF TOWING RECEIPT.

We'll do it right the first time — guaranteed.

Black & white copies • Color copies • Custom printing • Binding • Folding • Wide-format copying • Custom stamps • UPS shipping and more

[redacted] that was easy.



BOB & BILL'S SERVICE STATION
11 Old Route 23
SUSSEX, NEW JERSEY 07461
(973) 875-4796

Road Service

DATE 8/13/2C | TIME A.M. / P.M. | REQUESTED BY | P.O. NO.

NAME [redacted] | PHONE

ADDRESS [redacted]

CITY BRANCHVILLE, N.J. | STATE | ZIP [redacted]

LOCATION OF VEHICLE TOWED TO FRANKLIN/SUSSEX AUTOMALL

YEAR, MAKE, MODEL | COLOR | DRIVER

STATE | LIC. PLATE NO. | VEHICLE I.D. NO. 3D7UT2CLXBG[redacted] | REGISTERED OWNER

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

REASON FOR TOW

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

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

SECOND TOW

STORAGE FROM _____ TO Parking

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO. 3.00

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

[redacted]

DATE 8-26-13

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

TOWING CHARGE	175.00
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	

7358

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

Thank You

PRODUCT 2525

STAPLES copy&printcenter

Complimentary Self-Serve Fax Cover Sheet

To: BEVERLEY EXT # 4718221

Fax #: 1-(877) 768-5076

Date: 3-4-14

Number of Pages (Including Cover): 2

CASE # [redacted]

From: [redacted]

Phone #: [redacted]

Reply Fax #:

Urgent ☑ Confidential ☑ Confirm Receipt ☑

ATTN: BEVERLEY COPY OF TOWING BILL FOR YOUR FILE. IF YOU NEED TO CONTACT ME, PLEASE CALL CELL NUMBER LISTED ABOVE!

We'll do it right the first time — guaranteed.

Black & white copies • Color copies • Custom printing • Binding • Folding • Wide-format copying • Custom stamps • UPS shipping and more

[redacted] that was easy.

BOB & BILL'S SERVICE STATION
11 Old Route 23
SUSSEX, NEW JERSEY 07461
(973) 875-4796

DATE OF ORDER: 8-26-13

37768

[redacted]

Branchville NJ [redacted]

HOME PHONE | BUS. PHONE [redacted] EXT. | DATE PROMISED

YEAR, MAKE AND MODEL: Dodge 2500

CUSTOMER'S ORDER NUMBER | ORDER WRITTEN BY | LICENSE NUMBER

SERIAL NUMBER | MOTOR NUMBER 3D7U72CLXBG[redacted] | ODOMETER

QTY.	PART NO. AND DESCRIPTION	AMOUNT
	Towing from	115 00
	home to Franklin	
	Sussex Auto Mall	

(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS

ACCESSORIES

TOTAL ACCESSORIES

DESCRIPTION OF WORK — AMOUNT

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

pd

There will be a 1½% charge on rendered bills.

_____ LITERS/GALS. OF GAS @

_____ LITERS/QTS. OF OIL @

_____ kg/LBS. OF GREASE @

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

TOTAL LABOR	
TOTAL PARTS	
ACCESSORIES	
GAS, OIL AND GREASE	
SUBLET REPAIRS	
EPA / WASTE DISPOSAL	
TAX	
TOTAL	115 00

THANK YOU

STAPLES copy&printcenter

Complimentary Self-Serve Fax Cover Sheet

To: BEVERLEY CASE # [redacted]

From: [redacted]

Fax #: 1-(877) 768-5076

Phone [redacted]

Date: 2-21-14

Reply Fax #:

Number of Pages (Including Cover): 2

Urgent ☐ Confidential ☒ Confirm Receipt ☒

FOR YOUR FILE COPY OF TOWING RECEIPT.

We'll do it right the first time — guaranteed.

Black & white copies • Color copies • Custom printing • Binding • Folding • Wide-format copying • Custom stamps • UPS shipping and more

[redacted] that was easy.



BOB & BILL'S SERVICE STATION
11 Old Route 23
SUSSEX, NEW JERSEY 07461
(973) 875-4796

Road Service

DATE 8/13/2C | TIME A.M. / P.M. | REQUESTED BY | P.O. NO.

NAME [redacted] | PHONE

ADDRESS [redacted]

CITY BRANCHVILLE, N.J. | STATE | ZIP [redacted]

LOCATION OF VEHICLE TOWED TO FRANKLIN/SUSSEX AUTOMALL

YEAR, MAKE, MODEL | COLOR | DRIVER

STATE | LIC. PLATE NO. | VEHICLE I.D. NO. 3D7LT2CLXBG[redacted] | REGISTERED OWNER

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

REASON FOR TOW

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

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

SECOND TOW

STORAGE FROM _____ TO Parking

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO. 3.00

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

[redacted]

DATE 8-26-13

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

TOWING CHARGE	175.00
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	

7358

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

Thank You

PRODUCT 2525

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) 3D7KS29A3

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 60000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 20695

51127

INVOICE

PAGE 1

Frontier
DODGE CHRYSLER JEEP®
5801 Spur 327
Lubbock, TX 79424
Phone: (806) 798-4500 · Fax: (806) 798-5552
Service Direct: (806) 798-4513
www.frontierdodge.com

[redacted]
LUBBOCK TX [redacted]
HOME: [redacted]
BUS: CELL:806-441-7057

SERVICE ADVISOR: 2809 JOHN SANCHEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	08	DODGE RAM 250	3D7KS29A38G[redacted]	[redacted]	80731/80731	T4710

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17SEP12 IS 17SEP12 DD			18:30 26SEP13			CASH	27SEP13

R.O. OPENED	READY	OPTIONS: ENG:6.7_Liter_Turbo_Diesel
26SEP13	27SEP13	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES CK TIE ROD SNAPPED OFF CK AND REPORT						
	19 STEERING						
		2811	CPX	1.10		115.50	115.50
	1	68038054AD	PACKAGE-OUTER END		104.00	104.00	104.00

PARTS: 104.00 LABOR: 115.50 OTHER: 0.00 TOTAL LINE A: 219.50

****

Notice Pursuantto §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.503, Texas Business and Commerce Code, if payment for the repair of the motor vehicle by a check, money order, or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or the credit card account has been closed.

Signature of Person Responsible or Agent for Person Responsible for Payment

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, the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	115.50
PARTS AMOUNT	104.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	219.50
LESS INSURANCE	0.00
SALES TAX	8.58
PLEASE PAY THIS AMOUNT	228.08

Copyright 2009 ADP, Inc SERVICE INVOICE TYPE 2 - SI2C

CUSTOMER COPY

[redacted]

Lubbock, TX

[redacted]

- VIN# 3D7KS2A38G[redacted]
- Dodge Ram 250 - 2008

* Reimbursement for expense of repair
  → see original reciept

[redacted]
Lubbock, TX [redacted]

Chry
Assist
PO Bo
Auburn

48321+8

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) 3D7KS29C1

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 0000 0000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

Left Tie Rod

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice appl . to your vehicle (VIN: 3D7KS29C16G[redacted].

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

Dear [redacted]

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

The proble n 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.

REPAIR ORDER

2601

BROTHERS
COMPLETE 4X4 SERVICE
5113 BROOKS ST. • MONTCLAIR, CA 91763
909-445-8220 • www.Brothers4x4.com

[redacted] DATE 6-11-13

ADDRESS

MAKE	TYPE OR MODEL	YEAR	RECEIVED
DODGE	RAM 2500 4x4	06	A.M. P.M.

SERIAL NO.	ENGINE NO.	PROMISED
3D7KS29C16G[redacted]	5.9L	A.M. P.M.

ODOMETER NO.	LICENSE NO.	TERMS	PHONE WHEN READY
96797	[redacted]		☐ YES ☐ NO

PHONE	ORDER WRITTEN BY	PHONE
		[redacted]

DSS	ISJ	LABOR CHARGE
	Lubrication ☐	
	Change Oil ☐	
	Change Oil Filter Cart. ☐	
	Change Trans. ☐	
	Change Diff. ☐	
	Pack Front Wheel Brgs. ☐	
	Adjust Brakes ☐	
	Rotate Tires ☐	
	Wash Polish ☐	
	State Inspection ☐	

MATERIAL USED

QTY.	PART NO.	DESCRIPTION	PRICE	WARRANTY YES	WARRANTY NO
	52122316	AH STEARING	350		
		UPGRADE			
	6203993	AT PITMAN ARM	40		
	TRW/TAC	DAMP	60		
	6500623	AT NUT	2		
2	K7460	UPPER CONTROL ARM	110		X
2	K7417	LOWER FALCON	110		X
	106.09150	FRONT PAIR	70		X
2		INNER SHAFTS	40		X
		OUTSIDE REPAIRS			
		BROUGHT FORWARD			
		TOTAL PARTS			

QTY.	ACCESSORY NO.	ACCESSORIES	PRICE	WARRANTY YES	WARRANTY NO
		TOTAL ACCESSORIES			

OPER NO.	INSTRUCTIONS
	REPLACED EVERYTHING LISTED
	MACHINED FRONT ROTORS
	VEHICLE WAS ALSO ALIGNED
	[redacted]
	[redacted]
	[redacted]
	[redacted]
	LIFETIME WARRANTY ON PARTS INSTALLED

You are entitled to a price estimate for the repairs you have authorized. The repair price may be less then 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 _____

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 stree[redacted] of testing and/or inspection. An express mehanic's lien [redacted] secure the amount of repairs thereto.

X [redacted]

NOT REPSONIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY CAUSE BEYOND OUR CONTROL.

GAS, OIL & GREASE	PRICE
QTS. OIL @	
LBS. GREASE @	
TOTAL GAS, OIL & GREASE	

METHOD OF PAYMENT
☐ CASH
☐ CHECK
☐ CHARGE

LABOR:
☐ FLAT RATE
☐ HOURLY
☐ BOTH

TOTAL LABOR	965 00
TOTAL PARTS	882 00
ACCESSORIES	
GAS, OIL & GREASE	40 00
OUTSIDE REPAIRS	
	96 67
TAX	
TOTAL AMOUNT	1963 67

BROTHERS 4X4
5113 BROOKS ST
MONTCLAIR CA 91763

DATE: 06/22/13 TIME: 10:18
MERCHANT ID: JO06965417001
CREDIT CARD
VISA SALE

CARD# *****[redacted]
EXPIRATION DATE **/**
SEQ: 595002
APPROVAL CODE: 212291
ENTRY METHOD: SWIPED

PRODUCT	QTY	PRICE	AMOUNT
GEN AUTO MER			1043.96

TOTAL AMOUNT: $1043.96

APPROVED 212291

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

BROTHERS 4X4
5113 BROOKS ST
MONTCLAIR CA 91763

DATE: 06/18/13 TIME: 11:24
MERCHANT ID: JO06965417001
CREDIT CARD
VISA SALE

CARD# ****[redacted]
EXPIRATION DATE **/**
SEQ: 587002
APPROVAL CODE: 480721
CARD VER. RESPONSE: M
ENTRY METHOD: KEYED
KEYED TYPE: PHONE SALE

PRODUCT	QTY	PRICE	AMOUNT
GEN AUTO MER			919.11

TOTAL AMOUNT: $919.11

APPROVED 480721

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

VIN#

3D7KS29C16G[redacted]

601393/#63094/N62

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: 2008

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 Ontario

State Calif Zip Code [redacted]

Email Address [redacted]


[redacted]
Ontario, CA [redacted]

TO: Chrysler Reimbursement
Date: 2-17-2014
from: [redacted]
file #: [redacted]
Fax# 877-768-5076

TO: whom it may Concern!
Here are the additional
Receipts you Requested for
my Dodge 2006 Ram. Call
me if you have any questions
[redacted]

pages faxed the cover
page:- 14 pages —

Feb 18 14 12:24p GLOWMASTERS LOOKING 909-982-8906 p.1

file# [redacted]

6G228093 235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 1

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
09APR09	28APR09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHEN WHEEL IS TURNED RIGHT OR LEFT HEARING CLUNKING			
CAUSE: FRONT HUBS HAVE EXCESSIVE PLAY			
19 STEERING MISC			
321 W			(N/C)
1 52122362AE STEERING			(N/C)
1 52122370AB DAMPER			(N/C)
1 6502473 BOLT-HEX FLANGE HEAD			(N/C)
1 6502835 NUT-HEX FLANGE LOCK			(N/C)
SUBL SUBLET FOR ALIGNMENT			
PO#09029			
W			(N/C)
SUBL CENTERED STEERING WHEEL/RE-ALIGNED			
PO#09047			
W			(N/C)
23164 22-45-01-04 22-45-01-05 REPLACED FRONT RT AND LFT HUB BEARINGS			
REPLACED FRONT RT AND LEFT HUB BEARINGS			
**********			
B CUSTOMER STATES SEEING FLUID LEAK AT FRONT BY BALL JOINT AREA CHECK AND ADVISE			
CAUSE: BOOT TORN			
19 STEERING MISC			
321 W			(N/C)
2 5179955AA HUB			(N/C)
23164 19-65-05-01 REPLACED DRAG LINK DUE TO TORN BOOT AND PLAY AT TIE ROD END			
**********			
C PERFORM COMPLETE FRONT AND REAR DIFFERENTIAL SERVICES AND INSPECTIONS			
DIFF2 PERFORM COMPLETE FRONT AND REAR DIFFERENTIAL SERVICES AND INSPECTIONS			
321 C	290.04	290.04	

DODGE

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file # [redacted]

6G228093 235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 2

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS:
09APR09	28APR09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 5013477AB *SEALANT	18.05	18.05	18.05
3 5102232AA *LUBRICANT	27.92	27.92	83.76
1 68065197AA CLEANER-BRAKE - AEROSOL	6.15	6.15	6.15
23164 PERFORMED FRONT AND REAR DIFF SERVICE			
**********			
D PULL TRANS PAN AND INSPECT, PERFORM INTERNAL ADJUSTMENT IF APPLICABLE, REPLACE TRANS FILTER, RESEAL TRANS PAN AND TOP OFF WITH TRANS FLUID TREAATMENT.			
CAUSE: MAINT			
TMS PULL TRANS PAN AND INSPECT, PERFORM INTERNAL ADJUSTMENT IF APPLICABLE, REPLACE TRANS FILTER, RESEAL TRANS PAN AND TOP OFF WITH TRANS FLUID TREAATMENT.			
478 C		190.71	190.71
1 2464324AC GASKET	25.57	25.57	25.57
1 52118789 FILTER-VALVE BODY	20.20	20.20	20.20
6 68026608AA FLUID	5.42	5.42	32.52
23164 SERVICE TRANSMISSION.			
**********			
E PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
23P PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
321 C		0.00	0.00
23164 .2 PERFORMED INSP			
**********			
F LUBE OIL FILTER CHANGE USE SYNTHETIC OIL			
LOF LUBE OIL FILTER CHANGE			
321 C		21.80	21.80
1 5083285AA FILTER-ENGINE OIL	18.85	18.85	18.85
13 5166241AB *OIL-5W30 SYNTHETIC	10.25	10.25	133.25
23164 PERFORMED LOF WITH SYNT OIL			
**********			
G REPLACE FUEL FILTER			
15 REPLACED FUEL FILTER			

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.

ORIGINAL ESTIMATE $

REVISED ESTIMATE $

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file [redacted]

6G228093 235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 3

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
09APR09	28APR09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
5 CE		106.30	106.30
1 5015581AD FILTR PKG	62.70	62.70	62.70
AF REPLACE AIR FILTER			
5 C		18.22	18.22
1 53032700AB FILTER	34.95	34.95	34.95
23164 AF AND FF			
**********			
H** CUSTOMER STATES CHECK ENGINE LIGHT IS ON			
CAUSE: SOFTWARE UPDATE			
15 TUNE-UP DEPT.(MISC.)			
5 W			(N/C)
1 4275086AB LABEL-GENERAL INFORMATION			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
23164 STAR MOBILE TESTS, ACCESS DTCS, P0111, MONITOR SENSOR OPERATION, TEST INTAKE AIR TEMP SENSOR OPERATION, TEST CIRCUIT, ALL OK AT THIS TIME, FLASH CONTROLLER PER TSB 18-005-06, ATT LABEL,			
**********			
I** REPLACE TRAC BAR AND BOLTS/INSTALL PITMAN ARM AND REINSTALL STEERING DAMPNERS			
1 ADJUSTMENT MISC			
321 C		400.00	400.00
1 52106795AE BAR	290.00	290.00	290.00
2 6503576 BOLT-HEX FLANGE HEAD LOCK	7.69	7.69	15.38
2 6508926AA NUT-HEX FLANGE LOCKING	8.48	8.48	16.96
1 EXPDC400 PIT ARM	99.00	99.00	99.00
1 392708 BRKT	65.18	65.18	65.18
1 14433 U/BOLTS	19.95	19.95	19.95
23164 INSTALLED TRAX BAR AND REINSTALLED AFTERMARKET STEERING DAMPER SO THEY WOULD NOT HIT			

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warrantec for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file #

6G228093 [redacted] 5582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 4

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
09APR09	28APR09	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

PAID
4/28/09
BY: [redacted]

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

"[redacted] oral approval of an increase in the original estimated price.

[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	1027.07
PARTS AMOUNT	942.47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1969.54
ACCT RECEIVABLE DUE	205.21
SALES TAX	82.47
PLEASE PAY THIS AMOUNT	1846.80

CUSTOMER COPY

file# [redacted]

CUSTOMER #: 43230

20867C

Browning

DODGE • CHRYSLER • JEEP • RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

INVOICE

[redacted]
ONTARIO, CA
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

BAR# ARD00264495 EPA# CAL000361598

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:51 19MAR12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES HAD VEHICLE TOWED TO DEALER FRONT END ISSUE CHECK AND ADVISE			
400 GENERAL REPAIRS TO THE BRAKES AND FRONT SUSPENSION			
9033 CP		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE A:		0.00
70529 0.00 SEE LINE D FOR REPAIRS.AND SEE LINE C			
**********			
B CHECK, INFLATE AND RECORD EACH TIRE TO THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING.			
TIS CHECK, INFLATE AND RECORD EACH TIRE TO THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING.			
9033 CP		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE B:		0.00
70529 0.00 SET AIR PRES. 60 P.S.I.			
**********			
C VEHICLE INSPECTION			
INSP VEHICLE INSPECTION			
9033 CP		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00	TOTAL LINE C:		0.00
70529 0.00 NOTE: VEHICLE HAS AFTERMARKET STEERING DAMPNERS THAT ARE RUBBING ON FRONT DIFFERENTIAL COVER AND YOU ARE UNABLE TO MAKE A COMPLETE LEFT TURN.			
**********			

EST: 105.00 19MAR12 17:50 SA: 9054
LINES MOVED FROM RO20867

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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.

ORIGINAL ESTIMATE $ | REVISED ESTIMATE $

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file# [redacted]

CUSTOMER #: 43230

20867C

INVOICE

PAGE 2

Browning

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www.browningDCJ.com

BAR# ARDC0264495 EPA# CAL000361598

[redacted]
ONTARIO, CA [redacted]
HOME: [redacted]
BUS:

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16G[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:51 19MAR12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

REPAIR VERIFICATION

AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE THAT YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHRYSLER MASTER CERTIFIED TECHNICIANS. NOW YOU CAN SET A SERVICE APPOINTMENT ON THE WEB 24/7 AT www.browningdcj.com

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

file #

CUSTOMER #: 43230 [redacted] 20867

INVOICE

Browning
DODGE · CHRYSLER · JEEP · RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

[redacted]
ONTARIO, CA
HOME [redacted]
BUS:

BAR# ARD00264495 EPA# CAL000361598

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:50 19MAR12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A Moved to: 20867C Line: A
SR Moved to: 20867C Line: A
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B Moved to: 20867C Line: B
SR Moved to: 20867C Line: B
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C Moved to: 20867C Line: C
SR Moved to: 20867C Line: C
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D CUSTOMER STATES TO PERFORM RECALL L16 LEFT TIE ROD END
CAUSE: RECALL L16
400 GENERAL REPAIRS TO THE BRAKES AND FRONT SUSPENSION (N/C)
9033 WC (N/C)
1 CBRCL160AA SOCKET-TIE ROD
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

70529 1.30 PERFORM RECALL. REPLACE BROKEN LEFT FRONT OUTER TIE ROD END. "NOTE HAS AFTERMARKET STEERING DAMPNERS & RUBBING ON DIFF. COVER,

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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ORIGINAL ESTIMATE $

REVISED ESTIMATE $

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file #

CUSTOMER #: 43230 [redacted]

20867

INVOICE

PAGE 2

Browning

DODGE · CHRYSLER · JEEP · RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

BAR# ARD00264495 EPA# CAL000361598

[redacted]
ONTARIO, CA
H[redacted]
B[redacted]

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16G[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:50 19MAR12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

UNABLE TO MAKE COMPLETE LEFT TURN.

****

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#20867C ***

A Moved to: 20867C Line: A
B Moved to: 20867C Line: B
C Moved to: 20867C Line: C

EST: 105.00 19MAR12 08:47 SA: 9054

REPAIR VERIFICATION
AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE THAT YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHRYSLER MASTER CERTIFIED TECHNICIANS.
NOW YOU CAN SET A SERVICE APPOINTMENT ON THE WEB 24/7 AT www.browningdcj.com

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

file #

6G228093[redacted]52971

Frahm DODGE

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]

NTARIO, CA [redacted] BUS: [redacted]

PAGE 1

BAR# RD 193900 EPA# CAR 000018176

OME:

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
HITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		42229/42229	T2869

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
2AUG06 IS			12:00 14JUN10		CASH	14JUN10

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
03JUN10	14JUN10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VEHICLE TOWED INTO SHOP CUSTOMER STATES LEFT FRONT WHEEL BEARING OR U			
JOINT LOOSE/ HOPPING CHECK AND ADVISE			
CAUSE: WORN			
1 ADJUSTMENT MISC			(N/C)
543 WCW			(N/C)
1 5086666AB SHAFT			(N/C)
1 5086667AB SHAFT			
42229 REPLACE WORN & BROKEN RIGHT & LEFT FRONT AXLE SHAFTS.			
**********			
B PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
23P PERFORM COMPLETE MULTI-POINT VEHICLE			
INSPECTION			
543 C			
999 C	0.00		0.00
**********			
C** PLEASE HAVE VEHICLE QUALITY CONTROLLED AND SIGNED OFF BEFORE			
DELIVERING TO CUSTOMER.			
QC PLEASE HAVE VEHICLE QUALITY CONTROLLED AND			
SIGNED OFF BEFORE DELIVERING TO CUSTOMER.	0.00		0.00
530 C			
**********			
D** STEERING WHEEL OFF CENTERED AND PULLS TO THE RIGHT PERFORM			
ALIGNMENT			
1 ADJUSTMENT MISC			(N/C)
543 ICSI			
42229 1.0 ALIGN FRONT END.			
**********			
E** CUSTOMER STATES PULLING HARD TO RIGHT			
CAUSE: WORN			
19 STEERING MISC			(N/C)
543 WCW			

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file#

6G228093 [redacted] 52971

Frahm DODGE [redacted]

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]
NTARIO, CA [redacted]
OME: BUS: [redacted]

PAGE 2

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16[redacted]		42229/42229	T2869

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			12:00 14JUN10			CASH	14JUN10

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
03JUN10	14JUN10	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
								(N/C)
2	5086672AB		BALLJOINT					(N/C)
2	5086674AB		BALLJOINT					

42229 REPLACE WORN RIGHT & LEFT UPPER & LOWER BALL JOINTS.
****

SUBL RODRIGUEZ AUTO REPAIR INV 09785
PO#PO-88670 (N/C)
ICSI
WINDSHIELD CRACKED

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

$ 100.00
PAID
6-14-2010
By Cnex

CUSTOMER PAY DEDUCTIBLE FOR LINE A 100.00

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 90 days or 1,000 miles.

"I ack[redacted] notice and oral approval of an increase in the original estimated price.

X [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

CUSTOMER COPY

file# [redacted]

6G228093 243524

INVOICE

Frahm DODGE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]

ONTARIO, CA [redacted]
HOME: BUS [redacted]

PAGE 1

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		30992/30992	T4690

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 08OCT09			CASH	13OCT09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
05OCT09	12OCT09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VEHICLETOWED INTO SHOP/CUSTOMER STATES DRIVING APX 10 TO 15 MPH HIT A RUT AND APPEARS U JOINT KNOCKED LOOSE CHECK AND ADVISE			
19 REPLACED FRONT DRIVE SHAFT			
321 C		100.00	100.00
1 68057601AA SHAFT	374.00	374.00	374.00
30992 REPLACED FRONT DRIVE SHAFT			
**********			
B CUSTOMER STATES VEHICLE LEAKING POWER STEERING FLUID CHECK AND ADVISE			
CAUSE: STEERING PUMP HAD NO ASSIST			
19 STEERING MISC			
321 WCW			(N/C)
1 52013978AD PUMP-POWER STEERING			(N/C)
1 5013457AA FLUID-AUTOMATIC TRANSMISS			(N/C)
30992 STREEING PUMP HAD NO ASSIT 19-70-01-10 REPLACED P/S PUMP			
**********			
C PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
23P PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
321 C		0.00	0.00
30992 DONE			
**********			
D** PERFORM RECALL H46			
CAUSE: INSPECTION ONLY			
PR PERFORM RECALL			
321 W			(N/C)
30992 INSP ONLY TRUCK IS LIFTED AND HAS AFTERMARKET PARTS			
**********			
E** CUSTOMER STATES WILL NOT ENGAGE IN 4WD CHECK AND ADVISE			
CAUSE: INTERNAL T/CASE SELSECT MOTOR			
1 ADJUSTMENT MISC			

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

6G228 [redacted]

Frahm DODGE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]
ONTARIO, CA [redacted]
HOME: BUS [redacted]

PAGE 2

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		30992/30992	T4690

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
02AUG06 IS			17:00 08OCT09		CASH	13OCT09

R.O. OPENED	READY	OPTIONS:
05OCT09	12OCT09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	321	WCW						(N/C)
1	5143477AA		GEAR MTR-TRANSFER CASE					(N/C)

30992 REPLACED FRONT TRANSFER CASE SELECT MOTOR
****

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

RAD OCT 12 2009
BY: Amex
$101.54

RAD OCT 12 2009
BY: Amex
#585.19

CUSTOMER PAY DEDUCTIBLE FOR LINE B 100.00

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	100.00
PARTS AMOUNT	374.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	574.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	32.73
PLEASE PAY THIS AMOUNT	606.73

CUSTOMER COPY

file #

[redacted]

FRAHM SOUGE
1983 HAMNER
NORCO, CA 92860
(951) 272-3110

Merchant ID: 886600000243
RO NUMBER : 243524

Phone Order

XXXXXXXXXX[redacted]
AMEX

Entry Method: Manual

Total: $ 595.19

10/13/09 15:41:29
Invn: 000019 Appr Code: 287078
Approvd: Online Batch#: 002226
AVS Code: ZIP MATCH Z
CID Code: MATCH M

Customer Copy
THANK YOU!
PLEASE COME AGAIN!!

FRAHM SOUGE
1983 HAMNER AVE
NORCO, CA 92860
(951) 272-3110

Merchant ID: 886600000243
RO NUMBER : 235582

Sale

XXXXXXXXXX[redacted]
AMEX

Entry Method: Swiped

Total: $ 1,945.00

04/28/09 11:03:45
Invn: 000000 Appr Code: 547076
Approvd: Online Batch#: 1079

Customer Copy
THANK YOU!
PLEASE COME AGAIN!!

TO: Chrysler Reimbursement

Date: 2-17-2014

from: [redacted]

file #: [redacted]

Fax # 877-768-5076

TO: whom it may concern!

Here are the additional Receipts you Requested for my Dodge 2006 Ram. Call me if you have any questions [redacted]

pages faxed the cover page: — 14 pages —

file# [redacted]

6G228093 235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 1

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
09APR09	28APR09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHEN WHEEL IS TURNED RIGHT OR LEFT HEARING CLUNKING			
CAUSE: FRONT HUBS HAVE EXCESSIVE PLAY			
19 STEERING MISC			
321 W			(N/C)
1 52122362AE STEERING			(N/C)
1 52122370AB DAMPER			(N/C)
1 6502473 BOLT-HEX FLANGE HEAD			(N/C)
1 6502835 NUT-HEX FLANGE LOCK			(N/C)
SUBL SUBLET FOR ALIGNMENT			
PO#09029			
W			(N/C)
SUBL CENTERED STEERING WHEEL/RE-ALIGNED			
PO#09047			
W			(N/C)
23164 22-45-01-04 22-45-01-05 REPLACED FRONT RT AND LFT HUB BEARINGS			
REPLACED FRONT RT AND LEFT HUB BEARINGS			
**********			
B CUSTOMER STATES SEEING FLUID LEAK AT FRONT BY BALL JOINT AREA CHECK AND ADVISE			
CAUSE: BOOT TORN			
19 STEERING MISC			
321 W			(N/C)
2 5179955AA HUB			(N/C)
23164 19-65-05-01 REPLACED DRAG LINK DUE TO TORN BOOT AND PLAY AT TIE ROD END			
**********			
C PERFORM COMPLETE FRONT AND REAR DIFFERENTIAL SERVICES AND INSPECTIONS			
DIFF2 PERFORM COMPLETE FRONT AND REAR DIFFERENTIAL SERVICES AND INSPECTIONS			
321 C	290.04	290.04	

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file #[redacted]

6G228093 235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 2

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS:
09APR09	28APR09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 5013477AB *SEALANT	18.05	18.05	18.05
3 5102232AA *LUBRICANT	27.92	27.92	83.76
1 68065197AA CLEANER-BRAKE - AEROSOL	6.15	6.15	6.15
23164 PERFORMED FRONT AND REAR DIFF SERVICE			
**********			
D PULL TRANS PAN AND INSPECT, PERFORM INTERNAL ADJUSTMENT IF APPLICABLE, REPLACE TRANS FILTER, RESEAL TRANS PAN AND TOP OFF WITH TRANS FLUID TREAATMENT.			
CAUSE: MAINT			
TMS PULL TRANS PAN AND INSPECT, PERFORM INTERNAL ADJUSTMENT IF APPLICABLE, REPLACE TRANS FILTER, RESEAL TRANS PAN AND TOP OFF WITH TRANS FLUID TREAATMENT.			
478 C		190.71	190.71
1 2464324AC GASKET	25.57	25.57	25.57
1 52118789 FILTER-VALVE BODY	20.20	20.20	20.20
6 68026608AA FLUID	5.42	5.42	32.52
23164 SERVICE TRANSMISSION.			
**********			
E PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
23P PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
321 C		0.00	0.00
23164 .2 PERFORMED INSP			
**********			
F LUBE OIL FILTER CHANGE USE SYNTHETIC OIL			
LOF LUBE OIL FILTER CHANGE			
321 C		21.80	21.80
1 5083285AA FILTER-ENGINE OIL	18.85	18.85	18.85
13 5166241AB *OIL-5W30 SYNTHETIC	10.25	10.25	133.25
23164 PERFORMED LOF WITH SYNT OIL			
**********			
G REPLACE FUEL FILTER			
15 REPLACED FUEL FILTER			

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.

ORIGINAL ESTIMATE $

REVISED ESTIMATE $

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file [redacted]

6G228093

235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 3

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS:
09APR09	28APR09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
5 CE		106.30	106.30
1 5015581AD FILTR PKG	62.70	62.70	62.70
AF REPLACE AIR FILTER			
5 C		18.22	18.22
1 53032700AB FILTER	34.95	34.95	34.95
23164 AF AND FF			
**********			
H** CUSTOMER STATES CHECK ENGINE LIGHT IS ON			
CAUSE: SOFTWARE UPDATE			
15 TUNE-UP DEPT.(MISC.)			
5 W			(N/C)
1 4275086AB LABEL-GENERAL INFORMATION			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
23164 STAR MOBILE TESTS, ACCESS DTCS, P0111, MONITOR SENSOR OPERATION, TEST INTAKE AIR TEMP SENSOR OPERATION, TEST CIRCUIT, ALL OK AT THIS TIME, FLASH CONTROLLER PER TSB 18-005-06, ATT LABEL,			
**********			
I** REPLACE TRAC BAR AND BOLTS/INSTALL PITMAN ARM AND REINSTALL STEERING DAMPNERS			
1 ADJUSTMENT MISC			
321 C		400.00	400.00
1 52106795AE BAR	290.00	290.00	290.00
2 6503576 BOLT-HEX FLANGE HEAD LOCK	7.69	7.69	15.38
2 6508926AA NUT-HEX FLANGE LOCKING	8.48	8.48	16.96
1 EXPDC400 PIT ARM	99.00	99.00	99.00
1 392708 BRKT	65.18	65.18	65.18
1 14433 U/BOLTS	19.95	19.95	19.95
23164 INSTALLED TRAX BAR AND REINSTALLED AFTERMARKET STEERING DAMPER SO THEY WOULD NOT HIT			

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warrantec for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file #

6G228093 [redacted] 5582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 4

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
09APR09	28APR09	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

PAID 4/25/09 $1846.80

BY: [redacted]

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

"I [redacted] of an increase in the original estimated price.

[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	1027.07
PARTS AMOUNT	942.47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1969.54
ACCT RECEIVABLE DUE	205.21
SALES TAX	82.47
PLEASE PAY THIS AMOUNT	1846.80

CUSTOMER COPY

file# [redacted]

CUSTOMER #: 43230

20867C

Browning

DODGE • CHRYSLER • JEEP • RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

INVOICE

[redacted]
ONTARIO, CA
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

BAR# ARD00264495 EPA# CAL000361598

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS:
08:47 19MAR12	17:51 19MAR12	ENG:5.9_LITER_TURBO_DIESEL

LINE	OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
A	CUSTOMER STATES HAD VEHICLE TOWED TO DEALER FRONT END ISSUE CHECK AND ADVISE										
	400			GENERAL REPAIRS TO THE BRAKES AND FRONT SUSPENSION							
		9033	CP							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00			TOTAL LINE A:			0.00

70529 0.00 SEE LINE D FOR REPAIRS.AND SEE LINE C

****

LINE	OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
B	CHECK, INFLATE AND RECORD EACH TIRE TO THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING.										
	TIS			CHECK, INFLATE AND RECORD EACH TIRE TO THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING.							
		9033	CP							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00			TOTAL LINE B:			0.00

70529 0.00 SET AIR PRES. 60 P.S.I.

****

LINE	OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
C	VEHICLE INSPECTION										
	INSP			VEHICLE INSPECTION							
		9033	CP							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00			TOTAL LINE C:			0.00

70529 0.00 NOTE: VEHICLE HAS AFTERMARKET STEERING DAMPNERS THAT ARE RUBBING ON FRONT DIFFERENTIAL COVER AND YOU ARE UNABLE TO MAKE A COMPLETE LEFT TURN.

****

EST: 105.00 19MAR12 17:50 SA: 9054
LINES MOVED FROM RO20867

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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.

ORIGINAL ESTIMATE $

REVISED ESTIMATE $

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file# [redacted]

CUSTOMER #: 43230

20867C

INVOICE

PAGE 2

Browning

DODGE · CHRYSLER · JEEP · RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

BAR# ARDC0264495 EPA# CAL000361598

[redacted]
ONTARIO, CA [redacted]
HOME: [redacted]
BUS:

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16G[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:51 19MAR12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

REPAIR VERIFICATION

AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE THAT YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHRYSLER MASTER CERTIFIED TECHNICIANS. NOW YOU CAN SET A SERVICE APPOINTMENT ON THE WEB 24/7 AT www.browningdcj.com

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

file #

CUSTOMER #: 43230 [redacted] 20867

INVOICE

Browning
DODGE · CHRYSLER · JEEP · RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

[redacted]
ONTARIO, CA
HOME [redacted]
BUS: [redacted]

PAGE 1

BAR# ARD00264495 EPA# CAL000361598

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:50 19MAR12	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A Moved to: 20867C Line: A
SR Moved to: 20867C Line: A
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B Moved to: 20867C Line: B
SR Moved to: 20867C Line: B
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C Moved to: 20867C Line: C
SR Moved to: 20867C Line: C
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D CUSTOMER STATES TO PERFORM RECALL L16 LEFT TIE ROD END
CAUSE: RECALL L16
400 GENERAL REPAIRS TO THE BRAKES AND FRONT SUSPENSION (N/C)
9033 WC (N/C)
1 CBRCL160AA SOCKET-TIE ROD
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

70529 1.30 PERFORM RECALL. REPLACE BROKEN LEFT FRONT OUTER TIE ROD END. "NOTE HAS AFTERMARKET STEERING DAMPNERS & RUBBING ON DIFF. COVER,

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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X _____ CUSTOMER SIGNATURE

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

CUSTOMER COPY

file #

CUSTOMER #: 43230 [redacted]

20867

INVOICE

PAGE 2

Browning

DODGE · CHRYSLER · JEEP · RAM

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Phone (951) 272-3110 · Fax (951) 738-0422
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BAR# ARD00264495 EPA# CAL000361598

[redacted]
ONTARIO, CA
H[redacted]
B[redacted]

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16G[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:50 19MAR12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

UNABLE TO MAKE COMPLETE LEFT TURN.

****

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#20867C ***

A Moved to: 20867C Line: A
B Moved to: 20867C Line: B
C Moved to: 20867C Line: C

EST: 105.00 19MAR12 08:47 SA: 9054

REPAIR VERIFICATION
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NOW YOU CAN SET A SERVICE APPOINTMENT ON THE WEB 24/7 AT www.browningdcj.com

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Saturday
8:00 am to 4:00 pm

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X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

file #

6G228093[redacted]52971

Frahm DODGE

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

PAGE 1

BAR# RD 193900 EPA# CAR 000018176

[redacted]
NTARIO, CA [redacted]
OME: BUS [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
HITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		42229/42229	T2869

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
2AUG06 IS			12:00 14JUN10			CASH	14JUN10

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
03JUN10	14JUN10	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
					A VEHICLE TOWED INTO SHOP CUSTOMER STATES LEFT FRONT WHEEL BEARING OR U JOINT LOOSE/ HOPPING CHECK AND ADVISE			
					CAUSE: WORN			
					1 ADJUSTMENT MISC			(N/C)
					543 WCW			(N/C)
					1 5086666AB SHAFT			(N/C)
					1 5086667AB SHAFT			
					42229 REPLACE WORN & BROKEN RIGHT & LEFT FRONT AXLE SHAFTS.			
					**********			
					B PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
					23P PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
					543 C			
					999 C		0.00	0.00
					**********			
					C** PLEASE HAVE VEHICLE QUALITY CONTROLLED AND SIGNED OFF BEFORE DELIVERING TO CUSTOMER.			
					QC PLEASE HAVE VEHICLE QUALITY CONTROLLED AND SIGNED OFF BEFORE DELIVERING TO CUSTOMER.		0.00	0.00
					530 C			
					**********			
					D** STEERING WHEEL OFF CENTERED AND PULLS TO THE RIGHT PERFORM ALIGNMENT			
					1 ADJUSTMENT MISC			(N/C)
					543 ICSI			
					42229 1.0 ALIGN FRONT END.			
					**********			
					E** CUSTOMER STATES PULLING HARD TO RIGHT			
					CAUSE: WORN			
					19 STEERING MISC			(N/C)
					543 WCW			

DODGE

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ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file#

6G228093 [redacted] 52971

Frahm DODGE [redacted]

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]

NTARIO, CA [redacted] BUS [redacted]

OME:

PAGE 2

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16[redacted]		42229/42229	T2869

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			12:00 14JUN10			CASH	14JUN10

R.O. OPENED	READY	OPTIONS:
03JUN10	14JUN10	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
2	5086672AB		BALLJOINT					(N/C)
2	5086674AB		BALLJOINT					(N/C)

42229 REPLACE WORN RIGHT & LEFT UPPER & LOWER BALL JOINTS.
****

SUBL RODRIGUEZ AUTO REPAIR INV 09785
PO#PO-88670 (N/C)
ICSI
WINDSHIELD CRACKED

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

$ 100.00
PAID
6-14-2010
By Cnex

CUSTOMER PAY DEDUCTIBLE FOR LINE A 100.00

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ORIGINAL ESTIMATE $ | REVISED ESTIMATE $

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 90 days or 1,000 miles.

"I ack[redacted] notice and oral approval of an increase in the original estimated price.

X [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

CUSTOMER COPY

file# [redacted]

6G228093 243524

Frahm DODGE

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]

ONTARIO, CA [redacted]
HOME: BUS [redacted]

PAGE 1

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		30992/30992	T4690

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 08OCT09			CASH	13OCT09

R.O. OPENED	READY	OPTIONS:
05OCT09	12OCT09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VEHICLETOWED INTO SHOP/CUSTOMER STATES DRIVING APX 10 TO 15 MPH HIT A RUT AND APPEARS U JOINT KNOCKED LOOSE CHECK AND ADVISE			
19 REPLACED FRONT DRIVE SHAFT			
321 C		100.00	100.00
1 68057601AA SHAFT	374.00	374.00	374.00
30992 REPLACED FRONT DRIVE SHAFT			
**********			
B CUSTOMER STATES VEHICLE LEAKING POWER STEERING FLUID CHECK AND ADVISE			
CAUSE: STEERING PUMP HAD NO ASSIST			
19 STEERING MISC			
321 WCW			(N/C)
1 52013978AD PUMP-POWER STEERING			(N/C)
1 5013457AA FLUID-AUTOMATIC TRANSMISS			(N/C)
30992 STREEING PUMP HAD NO ASSIT 19-70-01-10 REPLACED P/S PUMP			
**********			
C PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
23P PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
321 C		0.00	0.00
30992 DONE			
**********			
D** PERFORM RECALL H46			
CAUSE: INSPECTION ONLY			
PR PERFORM RECALL			
321 W			(N/C)
30992 INSP ONLY TRUCK IS LIFTED AND HAS AFTERMARKET PARTS			
**********			
E** CUSTOMER STATES WILL NOT ENGAGE IN 4WD CHECK AND ADVISE			
CAUSE: INTERNAL T/CASE SELSECT MOTOR			
1 ADJUSTMENT MISC			

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ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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

X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

6G228 [redacted]

Frahm DODGE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]
ONTARIO, CA [redacted]
HOME: BUS [redacted]

PAGE 2

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		30992/30992	T4690

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
02AUG06 IS			17:00 08OCT09		CASH	13OCT09

R.O. OPENED	READY	OPTIONS:
05OCT09	12OCT09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
		321	WCW					(N/C)
1	5143477AA		GEAR MTR-TRANSFER CASE					(N/C)

30992 REPLACED FRONT TRANSFER CASE SELECT MOTOR
****

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

PAID OCT 12 2009
BY: Amex
$101.54

PAID OCT 13 2009
BY: Amex
#585.19

CUSTOMER PAY DEDUCTIBLE FOR LINE B 100.00

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ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	100.00
PARTS AMOUNT	374.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	574.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	32.73
PLEASE PAY THIS AMOUNT	606.73

CUSTOMER COPY

file #

[redacted]

FRAHM SOUGE
1983 HAMNER
NORCO, CA 92860
(951) 272-3110

Merchant ID: 886600000243
RO NUMBER : 243524

Phone Order

XXXXXXXXXXXX[redacted]
AMEX

Entry Method: Manual

Total: $ 595.19

10/13/99 15:41:29
Invn: 000019 Appr Code: 287078
Approvd: Online Batch#: 002265
AVS Code: ZIP MATCH Z
CID Code: MATCH M

Customer Copy
THANK YOU!
PLEASE COME AGAIN!!

FRAHM SOUGE
1983 HAMNER AVE
NORCO, CA 92860
(951) 272-3110

Merchant ID: 886600000243
RO NUMBER : 235582

Sale

XXXXXXXXXXXX[redacted]
AMEX

Entry Method: Swiped

Total: $ 1,945.00

04/28/99 11:03:45
Invn: 000000 Appr Code: 547032
Approvd: Online Batch#: 1079

Customer Copy
THANK YOU!
PLEASE COME AGAIN!!

TO: Chrysler Reimbursement

Date: 2-17-2014

from: [redacted]

file #: [redacted]

Fax # 877-768-5076

TO: whom it may concern!

Here are the additional Receipts you Requested for my Dodge 2006 Ram. Call me if you have any questions [redacted]

pages faxed the cover page: — 14 pages —

file# [redacted]

6G228093 235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 1

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
09APR09	28APR09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES WHEN WHEEL IS TURNED RIGHT OR LEFT HEARING CLUNKING			
CAUSE: FRONT HUBS HAVE EXCESSIVE PLAY			
19 STEERING MISC			
321 W			(N/C)
1 52122362AE STEERING			(N/C)
1 52122370AB DAMPER			(N/C)
1 6502473 BOLT-HEX FLANGE HEAD			(N/C)
1 6502835 NUT-HEX FLANGE LOCK			(N/C)
SUBL SUBLET FOR ALIGNMENT			
PO#09029			
W			(N/C)
SUBL CENTERED STEERING WHEEL/RE-ALIGNED			
PO#09047			
W			(N/C)
23164 22-45-01-04 22-45-01-05 REPLACED FRONT RT AND LFT HUB BEARINGS			
REPLACED FRONT RT AND LEFT HUB BEARINGS			
**********			
B CUSTOMER STATES SEEING FLUID LEAK AT FRONT BY BALL JOINT AREA CHECK AND ADVISE			
CAUSE: BOOT TORN			
19 STEERING MISC			
321 W			(N/C)
2 5179955AA HUB			(N/C)
23164 19-65-05-01 REPLACED DRAG LINK DUE TO TORN BOOT AND PLAY AT TIE ROD END			
**********			
C PERFORM COMPLETE FRONT AND REAR DIFFERENTIAL SERVICES AND INSPECTIONS			
DIFF2 PERFORM COMPLETE FRONT AND REAR DIFFERENTIAL SERVICES AND INSPECTIONS			
321 C	290.04	290.04	

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X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

File #[redacted]

6G228093 235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 2

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS:
09APR09	28APR09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1 5013477AB *SEALANT	18.05	18.05	18.05
3 5102232AA *LUBRICANT	27.92	27.92	83.76
1 68065197AA CLEANER-BRAKE - AEROSOL	6.15	6.15	6.15
23164 PERFORMED FRONT AND REAR DIFF SERVICE			
**********			
D PULL TRANS PAN AND INSPECT, PERFORM INTERNAL ADJUSTMENT IF APPLICABLE, REPLACE TRANS FILTER, RESEAL TRANS PAN AND TOP OFF WITH TRANS FLUID TREAATMENT.			
CAUSE: MAINT			
TMS PULL TRANS PAN AND INSPECT, PERFORM INTERNAL ADJUSTMENT IF APPLICABLE, REPLACE TRANS FILTER, RESEAL TRANS PAN AND TOP OFF WITH TRANS FLUID TREAATMENT.			
478 C		190.71	190.71
1 2464324AC GASKET	25.57	25.57	25.57
1 52118789 FILTER-VALVE BODY	20.20	20.20	20.20
6 68026608AA FLUID	5.42	5.42	32.52
23164 SERVICE TRANSMISSION.			
**********			
E PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
23P PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
321 C		0.00	0.00
23164 .2 PERFORMED INSP			
**********			
F LUBE OIL FILTER CHANGE USE SYNTHETIC OIL			
LOF LUBE OIL FILTER CHANGE			
321 C		21.80	21.80
1 5083285AA FILTER-ENGINE OIL	18.85	18.85	18.85
13 5166241AB *OIL-5W30 SYNTHETIC	10.25	10.25	133.25
23164 PERFORMED LOF WITH SYNT OIL			
**********			
G REPLACE FUEL FILTER			
15 REPLACED FUEL FILTER			

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

fleet [redacted]

6G228093 235582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 3

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS:
09APR09	28APR09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
5 CE		106.30	106.30
1 5015581AD FILTR PKG	62.70	62.70	62.70
AF REPLACE AIR FILTER			
5 C		18.22	18.22
1 53032700AB FILTER	34.95	34.95	34.95
23164 AF AND FF			
**********			
H** CUSTOMER STATES CHECK ENGINE LIGHT IS ON			
CAUSE: SOFTWARE UPDATE			
15 TUNE-UP DEPT.(MISC.)			
5 W			(N/C)
1 4275086AB LABEL-GENERAL INFORMATION			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
23164 STAR MOBILE TESTS, ACCESS DTCS, P0111, MONITOR SENSOR OPERATION, TEST INTAKE AIR TEMP SENSOR OPERATION, TEST CIRCUIT, ALL OK AT THIS TIME, FLASH CONTROLLER PER TSB 18-005-06, ATT LABEL,			
**********			
I** REPLACE TRAC BAR AND BOLTS/INSTALL PITMAN ARM AND REINSTALL STEERING DAMPNERS			
1 ADJUSTMENT MISC			
321 C		400.00	400.00
1 52106795AE BAR	290.00	290.00	290.00
2 6503576 BOLT-HEX FLANGE HEAD LOCK	7.69	7.69	15.38
2 6508926AA NUT-HEX FLANGE LOCKING	8.48	8.48	16.96
1 EXPDC400 PIT ARM	99.00	99.00	99.00
1 392708 BRKT	65.18	65.18	65.18
1 14433 U/BOLTS	19.95	19.95	19.95
23164 INSTALLED TRAX BAR AND REINSTALLED AFTERMARKET STEERING DAMPER SO THEY WOULD NOT HIT			

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$	$

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X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file #

6G228093 [redacted] 5582

Frahm DODGE

INVOICE

DUPLICATE 1
PAGE 4

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]
ONTARIO, CA [redacted]
HOME: BUS: [redacted]

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		23164/23164	T4729

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 17APR09			CASH	28APR09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
09APR09	28APR09	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

PAID
4/28/09
BY: [redacted]

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ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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"I [redacted] of an increase in the original estimated price.

[redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	1027.07
PARTS AMOUNT	942.47
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1969.54
ACCT RECEIVABLE DUE	205.21
SALES TAX	82.47
PLEASE PAY THIS AMOUNT	1846.80

CUSTOMER COPY

file# [redacted]

CUSTOMER #: 43230

20867C

Browning

DODGE • CHRYSLER • JEEP • RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

INVOICE

[redacted]
ONTARIO, CA
HOME: [redacted] CONT:N/A
BUS: [redacted] CELL: [redacted]

BAR# ARD00264495 EPA# CAL000361598

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DL			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS:
08:47 19MAR12	17:51 19MAR12	ENG:5.9_LITER_TURBO_DIESEL

LINE	OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
A	CUSTOMER STATES HAD VEHICLE TOWED TO DEALER FRONT END ISSUE CHECK AND ADVISE										
	400			GENERAL REPAIRS TO THE BRAKES AND FRONT SUSPENSION							
		9033	CP							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00			TOTAL LINE A:			0.00

70529 0.00 SEE LINE D FOR REPAIRS.AND SEE LINE C

****

LINE	OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
B	CHECK, INFLATE AND RECORD EACH TIRE TO THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING.										
	TIS			CHECK, INFLATE AND RECORD EACH TIRE TO THE VEHICLE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING.							
		9033	CP							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00			TOTAL LINE B:			0.00

70529 0.00 SET AIR PRES. 60 P.S.I.

****

LINE	OPCODE	TECH	TYPE	HOURS					LIST	NET	TOTAL
C	VEHICLE INSPECTION										
	INSP			VEHICLE INSPECTION							
		9033	CP							0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00			TOTAL LINE C:			0.00

70529 0.00 NOTE: VEHICLE HAS AFTERMARKET STEERING DAMPNERS THAT ARE RUBBING ON FRONT DIFFERENTIAL COVER AND YOU ARE UNABLE TO MAKE A COMPLETE LEFT TURN.

****

EST: 105.00 19MAR12 17:50 SA: 9054
LINES MOVED FROM RO20867

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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.

ORIGINAL ESTIMATE $

REVISED ESTIMATE $

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file# [redacted]

CUSTOMER #: 43230

20867C

INVOICE

PAGE 2

Browning

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Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

BAR# ARDC0264495 EPA# CAL000361598

[redacted]
ONTARIO, CA [redacted]
HOME: [redacted]
BUS:

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16G[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:51 19MAR12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

REPAIR VERIFICATION

AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE THAT YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHRYSLER MASTER CERTIFIED TECHNICIANS. NOW YOU CAN SET A SERVICE APPOINTMENT ON THE WEB 24/7 AT www.browningdcj.com

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

file #

CUSTOMER #: 43230 [redacted] 20867

INVOICE

Browning
DODGE · CHRYSLER · JEEP · RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

[redacted]
ONTARIO, CA
HOME [redacted]
BUS:

PAGE 1

BAR# ARD00264495 EPA# CAL000361598

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:50 19MAR12	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

A Moved to: 20867C Line: A
SR Moved to: 20867C Line: A
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

****

B Moved to: 20867C Line: B
SR Moved to: 20867C Line: B
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C Moved to: 20867C Line: C
SR Moved to: 20867C Line: C
992 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

****

D CUSTOMER STATES TO PERFORM RECALL L16 LEFT TIE ROD END
CAUSE: RECALL L16
400 GENERAL REPAIRS TO THE BRAKES AND FRONT SUSPENSION (N/C)
9033 WC (N/C)
1 CBRCL160AA SOCKET-TIE ROD
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

70529 1.30 PERFORM RECALL. REPLACE BROKEN LEFT FRONT OUTER TIE ROD END. "NOTE HAS AFTERMARKET STEERING DAMPNERS & RUBBING ON DIFF. COVER,

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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ORIGINAL ESTIMATE $

REVISED ESTIMATE $

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

X
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file #

CUSTOMER #: 43230 [redacted]

20867

INVOICE

PAGE 2

Browning

DODGE · CHRYSLER · JEEP · RAM

1983 HAMNER AVE. · NORCO, CA 91760
Phone (951) 272-3110 · Fax (951) 738-0422
www.browningDCJ.com

BAR# ARD00264495 EPA# CAL000361598

[redacted]
ONTARIO, CA
H[redacted]
B[redacted]

SERVICE ADVISOR: 9054 VICKI MIRANDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODG RAM25	3D7KS29C16G[redacted]		70529/70531	T6483

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 DD			14:18 20MAR12			CASH	19MAR12

R.O. OPENED	READY	OPTIONS: ENG:5.9_LITER_TURBO_DIESEL
08:47 19MAR12	17:50 19MAR12	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

UNABLE TO MAKE COMPLETE LEFT TURN.

****

*** THE FOLLOWING WORK NOT DONE-TRANSFERRED TO RO#20867C ***

A Moved to: 20867C Line: A
B Moved to: 20867C Line: B
C Moved to: 20867C Line: C

EST: 105.00 19MAR12 08:47 SA: 9054

REPAIR VERIFICATION
AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE THAT YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHRYSLER MASTER CERTIFIED TECHNICIANS.
NOW YOU CAN SET A SERVICE APPOINTMENT ON THE WEB 24/7 AT www.browningdcj.com

HOURS:

Monday - Friday
7:00 am to 8:00 pm

Saturday
8:00 am to 4:00 pm

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ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

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X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

Feb 18 14 12:29p GLOWMASTERS FLOORING 909-982-8566 p.9

file #

6G228093[redacted]52971

Frahm DODGE

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]

NTARIO, CA [redacted]

OME: BUS [redacted]

PAGE 1

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
HITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		42229/42229	T2869

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
2AUG06 IS			12:00 14JUN10			CASH	14JUN10

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
03JUN10	14JUN10	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VEHICLE TOWED INTO SHOP CUSTOMER STATES LEFT FRONT WHEEL BEARING OR U			
JOINT LOOSE/ HOPPING CHECK AND ADVISE			
CAUSE: WORN			
1 ADJUSTMENT MISC			(N/C)
543 WCW			(N/C)
1 5086666AB SHAFT			(N/C)
1 5086667AB SHAFT			
42229 REPLACE WORN & BROKEN RIGHT & LEFT FRONT AXLE SHAFTS.			
**********			
B PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
23P PERFORM COMPLETE MULTI-POINT VEHICLE			
INSPECTION			
543 C			
999 C	0.00		0.00
**********			
C** PLEASE HAVE VEHICLE QUALITY CONTROLLED AND SIGNED OFF BEFORE			
DELIVERING TO CUSTOMER.			
QC PLEASE HAVE VEHICLE QUALITY CONTROLLED AND			
SIGNED OFF BEFORE DELIVERING TO CUSTOMER.	0.00		0.00
530 C			
**********			
D** STEERING WHEEL OFF CENTERED AND PULLS TO THE RIGHT PERFORM			
ALIGNMENT			
1 ADJUSTMENT MISC			(N/C)
543 ICSI			
42229 1.0 ALIGN FRONT END.			
**********			
E** CUSTOMER STATES PULLING HARD TO RIGHT			
CAUSE: WORN			
19 STEERING MISC			(N/C)
543 WCW			

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X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

file #

6G228093 [redacted] 52971

Frahm DODGE [redacted]

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]
NTARIO, CA [redacted]
OME: BUS: [redacted]

PAGE 2

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16[redacted]		42229/42229	T2869

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			12:00 14JUN10			CASH	14JUN10

R.O. OPENED	READY	OPTIONS:
03JUN10	14JUN10	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
2	5086672AB		BALLJOINT					(N/C)
2	5086674AB		BALLJOINT					(N/C)

42229 REPLACE WORN RIGHT & LEFT UPPER & LOWER BALL JOINTS.
****

SUBL RODRIGUEZ AUTO REPAIR INV 09785
PO#PO-88670
ICSI (N/C)
WINDSHIELD CRACKED

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

$ 100.00
PAID
6-14-2010
By Cnex

CUSTOMER PAY DEDUCTIBLE FOR LINE A 100.00

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.

ORIGINAL ESTIMATE $ | REVISED ESTIMATE $

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 90 days or 1,000 miles.

"I ack[redacted] notice and oral approval of an increase in the original estimated price.

X [redacted]

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	100.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	100.00

CUSTOMER COPY

file# [redacted]

6G228093 243524

INVOICE



1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

BAR# RD 193900 EPA# CAR 000018176

[redacted]

ONTARIO, CA [redacted]
HOME: BUS [redacted]

PAGE 1

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		30992/30992	T4690

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.		PAYMENT	INV. DATE
02AUG06 IS			17:00 08OCT09			CASH	13OCT09

R.O. OPENED	READY	OPTIONS: DLR:43560 ENG:5.9_Liter_Turbo_Diesel
05OCT09	12OCT09	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A VEHICLETOWED INTO SHOP/CUSTOMER STATES DRIVING APX 10 TO 15 MPH HIT A RUT AND APPEARS U JOINT KNOCKED LOOSE CHECK AND ADVISE			
19 REPLACED FRONT DRIVE SHAFT			
321 C		100.00	100.00
1 68057601AA SHAFT	374.00	374.00	374.00
30992 REPLACED FRONT DRIVE SHAFT			
**********			
B CUSTOMER STATES VEHICLE LEAKING POWER STEERING FLUID CHECK AND ADVISE			
CAUSE: STEERING PUMP HAD NO ASSIST			
19 STEERING MISC			
321 WCW			(N/C)
1 52013978AD PUMP-POWER STEERING			(N/C)
1 5013457AA FLUID-AUTOMATIC TRANSMISS			(N/C)
30992 STREEING PUMP HAD NO ASSIT 19-70-01-10 REPLACED P/S PUMP			
**********			
C PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
23P PERFORM COMPLETE MULTI-POINT VEHICLE INSPECTION			
321 C		0.00	0.00
30992 DONE			
**********			
D** PERFORM RECALL H46			
CAUSE: INSPECTION ONLY			
PR PERFORM RECALL			
321 W			(N/C)
30992 INSP ONLY TRUCK IS LIFTED AND HAS AFTERMARKET PARTS			
**********			
E** CUSTOMER STATES WILL NOT ENGAGE IN 4WD CHECK AND ADVISE			
CAUSE: INTERNAL T/CASE SELSECT MOTOR			
1 ADJUSTMENT MISC			



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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X _____
CUSTOMER SIGNATURE

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

CUSTOMER COPY

6G228 [redacted]

Frahm DODGE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

[redacted]
ONTARIO, CA [redacted]
HOME: BUS [redacted]

PAGE 2

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 314 KIM HAWKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	06	DODGE RAM PICKUP	3D7KS29C16G[redacted]		30992/30992	T4690

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
02AUG06 IS			17:00 08OCT09		CASH	13OCT09

R.O. OPENED	READY	OPTIONS:
05OCT09	12OCT09	DLR:43560 ENG:5.9_Liter_Turbo_Diesel

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
		321	WCW					(N/C)
1	5143477AA		GEAR MTR-TRANSFER CASE					(N/C)

30992 REPLACED FRONT TRANSFER CASE SELECT MOTOR
****

BAR# AD 193900
EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE

RAD OCT 12 2009
BY: Amex 54
$101

RAD OCT 12 2009
BY: Amex
#585 19

CUSTOMER PAY DEDUCTIBLE FOR LINE B 100.00

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.

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

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

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	100.00
PARTS AMOUNT	374.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	100.00
TOTAL CHARGES	574.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	32.73
PLEASE PAY THIS AMOUNT	606.73

CUSTOMER COPY

file #

[redacted]

FRAHM SOUGE
1983 HAMNER
NORCO, CA 92860
(951) 272-3110

Merchant ID: 886600000243
RO NUMBER : 243524

Phone Order

XXXXXXXXXX[redacted]
AMEX

Entry Method: Manual

Total: $ 595.13

10/13/99 15:41:39
Invn: 000019 Appr Code: 283078
Approvd: Online Batch#: 002265
AVS Code: ZIP MATCH Z
CID Code: MATCH M

Customer Copy
THANK YOU!
PLEASE COME AGAIN!

FRAHM SOUGE
1983 HAMNER AVE
NORCO, CA 92860
(951) 272-3110

Merchant ID: 886600000243
RO NUMBER : 235582

Sale

XXXXXXXXXX[redacted]
AMEX

Entry Method: Swiped

Total: $ 1,045.00

04/28/99 11:03:45
Invn: 000000 Appr Code: 547032
Approvd: Online Batch#: 1079

Customer Copy
THANK YOU!
PLEASE COME AGAIN!

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) 3D7MX38L1

VIN (LAST 8 DIGITS) 9G[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: 3D7MX38L19G[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

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- Get access to hundreds of dollars in Camping World coupons
- View Smile & Save partner discounts
- **And so much more!**

To ensure that you receive emails regarding your membership, please add GoodSamClub@e.GoodSamClub.com to your email address book.

Please keep a copy of this email for your records. If you have questions about your membership, contact Member Services at Info@GoodSamClub.com or by calling 1-800-234-3450, 24 hours a day, 7 days a week.

Services > Tech Tips > RV News > Good Sam MarketPlace >

Thank you for your business.

Our mailing address:
650 Three Springs Rd
Bowling Green, KY 42104

Good Sam Enterprise communications are emailed whenever possible to conserve natural resources.

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Wenatchee Alignment & Brake

120 Benton St.
Wenatchee, WA 98801
509-888-9267

Invoice

Date	Invoice #
1/9/2014	2396

Bill To

[redacted]

P.O. Number	Terms	Make/Model	Mileage	Year	License Number
	Due on receipt	Dodge Ram 3500	56549	2009	[redacted]

Quantity	Item Code	Description	Price Each	Amount
1	Parts	Outer T/Rod end	199.95	199.95T
1	Parts	Inner T/Rod end	99.95	99.95T
1	Labor-Taxable		80.00	80.00T
	Alignment-Thrust ...	Alignment-Thrust Angle	52.95	52.95T
		Sales Tax	8.40%	36.36

WENATCHEE ALIGNMENT & BRAKE
120 BENTON STREET
WENATCHEE, WA 98801
509-888-9267

Terminal ID: 00679348 0001

1/9/14 2:40 PM

DEBIT
ACCT #: **********[redacted]

DEBIT SALE

REF #: 001

BATCH #: 515 AUTH #: 016411

AMOUNT $469.21

APPROVED

CUSTOMER COPY

We appreciate your business.

Total $469.21

KELLER SUPPLY COMPANY

"Caring People Distributing Excellence"

Enclosed is a copy of a bill To Repair Left Tie-Rod Ball Stud Recall N.49. I am Leaving This week and wanted it ~~Repaired~~ Before I Left For Arizona. Local Dealer didn't have parts and wouldn't for 2 weeks I didn't want to drive it that Far pulling my Trailer.

Thanks

[redacted]

East Wenatchee Wash. [redacted]

Cell # [redacted]

E-Mail

[redacted]
E. Wenatchee, Wa. [redacted]

Chrysler
P.O. Box
Auburn H

Atten Reimbursement

48321#8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1-14-14

VIN (FIRST 9 DIGITS) 3D7KS28C6

VIN (LAST 8 DIGITS) [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 088020

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

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

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than 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

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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.

Macgeorge Automotive

476 All Angels Hill Rd
Hopewell Jct., NY 12533-0000
Shop Phone: (845) 896-7161
Fax: (845) 896-7161

Invoice: 9358
Estimate Ref #0
Date Printed: 01/13/2014
Printed Time: 9:59 am
Inspector #297G

Hat/Ref: [redacted]

Quality Car Care

Time Promised:

2006 DODGE RAM 2500 SLT L6 5.9L 359CID FI DIESEL T C
VIN: 3D7KS28C66G[redacted]

Hopewell Junction, NY[redacted]
Home: Work:
Cell:

License: [redacted]
Unit #:

Mileage In: 41,112
Mileage Out: 41,112
DOM:

Date Written: 01/13/2014
Written By:
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	**Replace tie rod end - Drivers side**				
Labor 1	Work Requested - Replace tie rod end - Drivers side				80.00
Part Tie Rod End	Tie Rod End		1.00	62.00	62.00

Payment Date	Type	Method	Amount

Payment Totals:

Paid in full
CASH

Parts:	$62.00
Labor:	$80.00
Sublet:	$0.00
Misc:	$0.00
Hazmat:	$0.00
Supplies:	$0.00
Tax Total:	$11.38
Invoice Total:	**$153.38**

Thank you for your business!

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

Authorized By _____ Date _____ Time _____

[redacted]
Hopewell Jct., NY [redacted]

ALBANY NY 120
14 JAN 2014 PM 2 L

JAN 22

CHRYSLER Customer ASSISTANCE
PO BOX 21-8007
AUBURN HILLS MI
48321-8007

46321800707

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) 3D7KS26TX

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

COPY

CR83809

IMPORTANT SAFETY RECALL M49 / NHTSA 13V-529

This notice applies to your vehicle (VIN ~~3D7KS26T49G55602~~ 3D7KS26TX9G[redacted])

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

Dear STATE OF MAINE CENTRA

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.

STATE OF MAINE
CENTRAL FLEET MGMT
2014 JAN 14 AM 9:49

RAM DODGE Jeep SRT MOPAR

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CUSTOMER #: 2876992

285495

INVOICE

BODWELL CHRYSLER - JEEP - DODGE, INC.
169 PLEASANT STREET, US RT. 1 - P.O. BOX 610
BRUNSWICK, MAINE 0401
729-3575 PORTLAND AREA 865-4847
1-800-339-2455 Fax (207) 725-6145
E-Mail: service@bodwellauto.com

[redacted]

AUGUSTA, ME [redacted]
HOME: [redacted]
BUS: CELL:

PAGE 1

SERVICE ADVISOR: 265 BUDDY WHITE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	09	DODGE RAM2500	3D7KS26TX9[redacted]	[redacted]	27361/27361	

IN SERVICE DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN09 DD			17:00 25OCT13	720244	89.00	CASH	25OCT13

RO OPENED	CUST NOTIFIED DATE	OPTIONS:
22OCT13	25OCT13	DLR:57317 ENG:5.7_Liter

LINE OPCODE TECH TYPE HOURS		LIST	NET	TOTAL
A CUST THAT WHEN THE TRUCK HITS AND BUMP IN THE ROAD THE TRUCK SHAKE BADLY				
201 SUSPENSION CHECK				
345 C 7.00			623.00	623.00
2 V8016665AA JOINT		51.25	51.25	102.50
1 5154661AC *DAMPER-STEERING		123.00	123.00	123.00
2 68214646AA BALLJOINT-UPPER		52.20	52.20	104.40
2 5086674AB BALLJOINT-LOWER		125.00	125.00	250.00
1 269-3740 T/ROD		99.79	99.79	99.79
1 6505623AA NUT-HEX LOCK		2.25	2.25	2.25
REPLACED BOTH AXLE U JOINTS / STEERING DAMPER / UPPER AND LOWER BALL JOINTS AND L/F OUTER TIR ROD END AND ALIGN				
**********				
B** LUBE,OIL&FILTER,EXCLUDING DIESEL				
261 LUBE,OIL&FILTER,EXCLUDING DIESEL				
345 CO 0.50			5.50	5.50
7 68055891AA ,ENGINE		2.40	2.40	16.80
1 4884899AB FILTER-ENGINE OIL		5.40	5.40	5.40
**********				
C** GENERAL CHECK OVER				
GCO GENERAL CHECK OVER				
345 C 0.00			0.00	0.00
**********				
D** WHEELS, ROTATE				
223 WHEELS, ROTATE				
345 C 0.50			14.95	14.95
**********				
ENVIROMENTAL & SHOP SUPPLIES				1.05

PAID
CK NO. Master Card
DATE 31 Dec 13

WE SERVICE ALL MAKES & MODELS

DESCRIPTION	TOTALS
LABOR AMOUNT	643.45
PARTS AMOUNT	704.14
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES/DEDUCT	1.05
TOTAL CHARGES	1348.64
LESS DISCOUNT	0.00
SALES TAX	38.79
PLEASE PAY THIS AMOUNT	1387.43

ADMINISTRATIVE & FINANCIAL SERVICES
BUREAU OF GENERAL SERVICES
CENTRAL FLEET MANAGEMENT

MARYELLEN MCPHERSON
FLEET SUPPORT SPECIALIST

15 COLUMBIA STREET
106 STATE HOUSE STATION
AUGUSTA, MAINE 04333-0106
TEL. (207) 287-6241
FAX (207) 287-6521
e-mail: MaryEllen.McPherson@maine.gov

MOPAR

CUSTOMER COPY

$ 1348.64

[redacted]

Augusta, Maine [redacted]

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

UNITED STATES POSTAGE
02 4R $
0002008329 J
MAILED FROM ZIP

Attention: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Fax Cover Sheet

[redacted], East Jordan, MI [redacted] fax & phone [redacted]

Organization: Chrysler
Fax: 877-768-5076
Phone:
From: [redacted]
Date: 2/12/2014
Subject:
Pages: 3

☐ Urgent ☐ Reply ASAP ☐ Please Comment ☐ For Your Records

ATTN: JENNA

Here are the two separate repair invoices for TIE RODS for 2005 Dodge RAM owned by [redacted]

VIN # 3D7KS28C65G[redacted]

[redacted]

EAST JORDAN MI [redacted]

[redacted]

[redacted]

East Jordan, MI [redacted]



AL'S GARAGE
03538 Hitchcock Road
EAST JORDAN, MI 49727
(231) 536-7404
State Registration No. F139466

NA [redacted]
AD [redacted]
CITY, STATE, ZIP
H [redacted] S. PHONE EXT.

DATE OF ORDER: 1-31-14
5931
DATE PROMISED
LICENSE NUMBER
ODOMETER

YEAR, MAKE AND MODEL: 05 Dodge Ram 2500
SERIAL NUMBER
CUSTOMER'S ORDER NUMBER
ORDER WRITTEN BY
MOTOR NUMBER: 5G [redacted]

QTY.	PART NO. AND DESCRIPTION	AMOUNT	
	1464 left inner		
	tie rod end	140	00
	pitman arm	55	00
SC 2964	shock	57	00
ES 3624	tie rod ~~end~~	33	00
ES 3625	tie rod	25	00
ES 3421	sleeve	48	00
DS 1463	tie rod	105	00
	sleeve	35	00
(MAY BE CONTINUED ON OTHER SIDE)	TOTAL PARTS	498	00

ACCESSORIES

PO # 4039			
	TOTAL ACCESSORIES		

DESCRIPTION OF WORK

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

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

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

SIGNATURE

	AMOUNT	
TOTAL LABOR	300	00
TOTAL PARTS	498	00
ACCESSORIES		
GAS, OIL AND GREASE		
SUBLET REPAIRS		
EPA / WASTE DISPOSAL		
TAX	NC	
TOTAL	798	00

THANK YOU

CUSTOMER #: 2316755175

147755

INVOICE

DUPLICATE 2
PAGE 1

FOX | CHARLEVOIX Only the
6684 US-31 Hwy. South
Charlevoix, MI 49720
(231) 547-9900

[redacted]

HOME [redacted]
BUS:

SERVICE ADVISOR: 9615 CHAD FORTUNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	DODGE RAM 2500	3D7KS28C65[redacted]		114181/114181	T255

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC04 DD			17:00 16AUG10		0.00	CASH	18AUG10

R.O. OPENED	READY	OPTIONS:
10:40 16AUG10	17:43 18AUG10	ENG:5.9_Liter_Turbo

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	RECALL H46							
CAUSE:								
	62 MISC REPAIR							
		65 WC40		0.00				
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:		(N/C) 0.00
114181 NO REPAIR NEEDED								
**********								
B	STEERING COMPONENTS ARE BROKEN. TIE ROD ON PASS. SIDE HAS FALLEN OFF.							
	62 MISC REPAIR							
		65 CPC		2.00				
	1	52122362AF	STEERING				161.72	161.72
	1	52122370AB	DAMPER			313.00	313.00	313.00
	1	68039930AA	ARM			146.00	146.00	146.00
	3	6505623AA	NUT			74.70	74.70	74.70
						1.70	1.70	5.10
PARTS:	538.80	LABOR:	161.72	OTHER:	0.00	TOTAL LINE B:		700.52
114181 FOUND RT FRT TIE ROD LAYING ON GROUND AND BROKEN. REPLACE FRT STEERING COMPONETS. COULD NOT ALIGN DUE TO BUS IN FRT OF ALIGNMENT MACH ALL TORN APART. CUST DECLINED WAITING 1 MORE DAY FOR ALIGNMENT. NO ALIGNMENT DONE PER CUST. NEEDS ALIGNMENT ASAP.								
**********								
SUBL	TOWING INTO SHOP-JAYS PO#60469							
	CPC						45.00	45.00

EST: 80.00 16AUG10 10:40 SA: 9615

NEEDS ALIGNMENT ASAP!!!!

You may be receiving a survey from the manufacturer regarding todays service visit. If you cannot respond "Completely Satisfied" to every question, please let your service advisor know what we can do to make you completely satisfied! Thank You.
Facility Registration Number F159285

NOTE: A shop material charge of 8% (up to $18.00) of the labor charge is included for supplies used on your vehicle. Applicable supply items are as follows: Nuts, bolts, washers, tape, pins, aero-sprays, shellac, solvents, rags, carburetor cleaner, wire, glue, window sealer, toxic disposal, etc.

CERTIFICATION
ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT. (P.A. 300).

ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X
CUSTOMER SIGNATURE

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

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.

DESCRIPTION	TOTALS
LABOR AMOUNT	161.72
PARTS AMOUNT	538.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	45.00
MISC. CHARGES	16.17
TOTAL CHARGES	761.69
LESS INSURANCE	0.00
SALES TAX	33.30
PLEASE PAY THIS AMOUNT	794.99

SERVICE INVOICE #2 XS12C

CUSTOMER COPY

Fax Cover Sheet

[redacted] East Jordan, MI [redacted] fax & phone [redacted]

Organization:	Chrysler
Fax:	877-768-5076
Phone:	
From:	[redacted]
Date:	**2/12/2014**
Subject:	
Pages:	3

☐ Urgent ☐ Reply ASAP ☐ Please Comment ☐ For Your Records

ATTN: JENNA

Here are the two separate repair invoices for TIE RODS for 2005 Dodge RAM owned by [redacted]

VIN # 3D7KS28C65G[redacted]

[redacted]

EAST JORDAN MI [redacted]

[redacted]

[redacted]

East Jordan, MI [redacted]

Huntington

Welcome:

[redacted] 74-347-724 4039

[redacted]
East Jordan, MI

1-31-14
Date

Pay to the Order of Al's Garage $1800 —

Eight hundred & 00 dollars

Huntington [redacted]

For [redacted]

02-04-14 <272477461: 8
BAY WINDS FCU

139005

For deposit only
Al's Garage

Fax Cover Sheet

[redacted], East Jordan, MI [redacted] fax & phone [redacted]

Organization: Chrysler
Fax: 877-768-5076
Phone:
From: [redacted]
Date: 2/12/2014
Subject:
Pages: 3

☐ Urgent ☐ Reply ASAP ☐ Please Comment ☐ For Your Records

ATTN: JENNA

Here are the two separate repair invoices for TIE RODS for 2005 Dodge RAM owned by [redacted]

VIN # 3D7KS28C65G[redacted]

[redacted]

EAST JORDAN MI [redacted]

[redacted]

[redacted]

East Jordan, MI [redacted]



AL'S GARAGE
03538 Hitchcock Road
EAST JORDAN, MI 49727
(231) 536-7404
State Registration No. F139466

NA [redacted]
AD [redacted]
CITY, STATE, ZIP
[redacted] S. PHONE EXT.
CUSTOMER'S ORDER NUMBER | ORDER WRITTEN BY
MOTOR NUMBER 5G[redacted]

DATE OF ORDER 1-31-14
5931
DATE PROMISED
LICENSE NUMBER
ODOMETER

YEAR, MAKE AND MODEL 05 Dodge Ram 2500
SERIAL NUMBER

QTY.	PART NO. AND DESCRIPTION	AMOUNT	
	1464 left inner		
~~[redacted]~~	tie rod end	140	00
	pitman arm	55	00
SC 2964	shock	57	00
ES 3624	tie rod ~~end~~	33	00
ES 3625	tie rod	25	00
ES 3421	sleeve	48	00
DS 1463	tie rod	105	00
	sleeve	35	00
(MAY BE CONTINUED ON OTHER SIDE)	TOTAL PARTS	498	00

ACCESSORIES

PO# 4039			
	TOTAL ACCESSORIES		

DESCRIPTION OF WORK

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

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

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

SIGNATURE

	AMOUNT	
TOTAL LABOR	300	00
TOTAL PARTS	498	00
ACCESSORIES		
GAS, OIL AND GREASE		
SUBLET REPAIRS		
EPA / WASTE DISPOSAL		
TAX	NC	
TOTAL	798	00

THANK YOU

CUSTOMER #: 2316755175

147755

INVOICE

DUPLICATE 2
PAGE 1

FOX | CHARLEVOIX Only the

6684 US-31 Hwy. South
Charlevoix, MI 49720
(231) 547-9900

[redacted]

HOME [redacted]
BUS:

SERVICE ADVISOR: 9615 CHAD FORTUNE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	DODGE RAM 2500	3D7KS28C65[redacted]		114181/114181	T255

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC04 DD			17:00 16AUG10		0.00	CASH	18AUG10

R.O. OPENED	READY	OPTIONS:
10:40 16AUG10	17:43 18AUG10	ENG:5.9_Liter_Turbo

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL H46			
CAUSE:			
62 MISC REPAIR			
65 WC40 0.00			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			(N/C) 0.00
114181 NO REPAIR NEEDED			
**********			
B STEERING COMPONENTS ARE BROKEN. TIE ROD ON PASS. SIDE HAS FALLEN OFF.			
62 MISC REPAIR			
65 CPC 2.00	161.72		161.72
1 52122362AF STEERING	313.00		313.00
1 52122370AB DAMPER	146.00		146.00
1 68039930AA ARM	74.70		74.70
3 6505623AA NUT	1.70		5.10
PARTS: 538.80 LABOR: 161.72 OTHER: 0.00 TOTAL LINE B:			700.52
114181 FOUND RT FRT TIE ROD LAYING ON GROUND AND BROKEN. REPLACE FRT STEERING COMPONETS. COULD NOT ALIGN DUE TO BUS IN FRT OF ALIGNMENT MACH ALL TORN APART. CUST DECLINED WAITING 1 MORE DAY FOR ALIGNMENT. NO ALIGNMENT DONE PER CUST. NEEDS ALIGNMENT ASAP.			
**********			
SUBL TOWING INTO SHOP-JAYS PO#60469			
CPC	45.00		45.00

EST: 80.00 16AUG10 10:40 SA: 9615

NEEDS ALIGNMENT ASAP!!!!

You may be receiving a survey from the manufacturer regarding todays service visit. If you cannot respond "Completely Satisfied" to every question, please let your service advisor know what we can do to make you completely satisfied! Thank You.
Facility Registration Number F159285

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ALL PARTS NEW UNLESS SPECIFIED OTHERWISE.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X
CUSTOMER SIGNATURE

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

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.

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SALES TAX	33.30
PLEASE PAY THIS AMOUNT	794.99

SERVICE INVOICE #2 XS12C

CUSTOMER COPY

Fax Cover Sheet

[redacted] East Jordan, MI [redacted] fax & phone [redacted]

Organization:	Chrysler
Fax:	877-768-5076
Phone:	
From:	[redacted]
Date:	**2/12/2014**
Subject:	
Pages:	3

☐ Urgent ☐ Reply ASAP ☐ Please Comment ☐ For Your Records

ATTN: JENNA

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VIN # 3D7KS28C65G[redacted]

[redacted]

EAST JORDAN MI [redacted]

[redacted]

[redacted]

East Jordan, MI [redacted]

Huntington

Welcome:

[redacted]

74-347/724

4039

East Jordan, MI [redacted]

1-31-14

Date

Pay to the Order of Al's Garage $1800 —

Eight hundred & 00 dollars

Huntington [redacted]

For [redacted]

02-04-14 <272477461: 8

BAY WINDS FCU

ENDORSE

For deposit only

Al's Garage

139005

Fax Cover Sheet

[redacted], East Jordan, MI [redacted] fax & phone [redacted]

Organization: Chrysler
Fax: 877-768-5076
Phone:
From: [redacted]
Date: 2/12/2014
Subject:
Pages: 3

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EAST JORDAN MI [redacted]

[redacted]

[redacted]

East Jordan, MI [redacted]



AL'S GARAGE
03538 Hitchcock Road
EAST JORDAN, MI 49727
(231) 536-7404
State Registration No. F139466

NA [redacted]
AD [redacted]
CITY, STATE, ZIP
PH [redacted] S. PHONE EXT.
CUSTOMER'S ORDER NUMBER | ORDER WRITTEN BY
MOTOR NUMBER 5G [redacted]

DATE OF ORDER 1-31-14
5931
DATE PROMISED
LICENSE NUMBER
ODOMETER

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SERIAL NUMBER

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ACCESSORIES		
GAS, OIL AND GREASE		
SUBLET REPAIRS		
EPA / WASTE DISPOSAL		
TAX	Exc	
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THANK YOU

CUSTOMER #: 2316755175

147755

INVOICE

DUPLICATE 2
PAGE 1

FOX | CHARLEVOIX Only the

6684 US-31 Hwy. South
Charlevoix, MI 49720
(231) 547-9900

[redacted]

HOME [redacted]
BUS:

SERVICE ADVISOR: 9615 CHAD FORTUNE

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CAUSE:								
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X
CUSTOMER SIGNATURE

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

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SALES TAX	33.30
PLEASE PAY THIS AMOUNT	794.99

SERVICE INVOICE #2 XS12C

CUSTOMER COPY

Fax Cover Sheet

[redacted] East Jordan, MI [redacted] fax & phone [redacted]

Organization: Chrysler
Fax: 877-768-5076
Phone:
From: [redacted]
Date: **2/12/2014**
Subject:
Pages: 3

☐ Urgent ☐ Reply ASAP ☐ Please Comment ☐ For Your Records

ATTN: JENNA

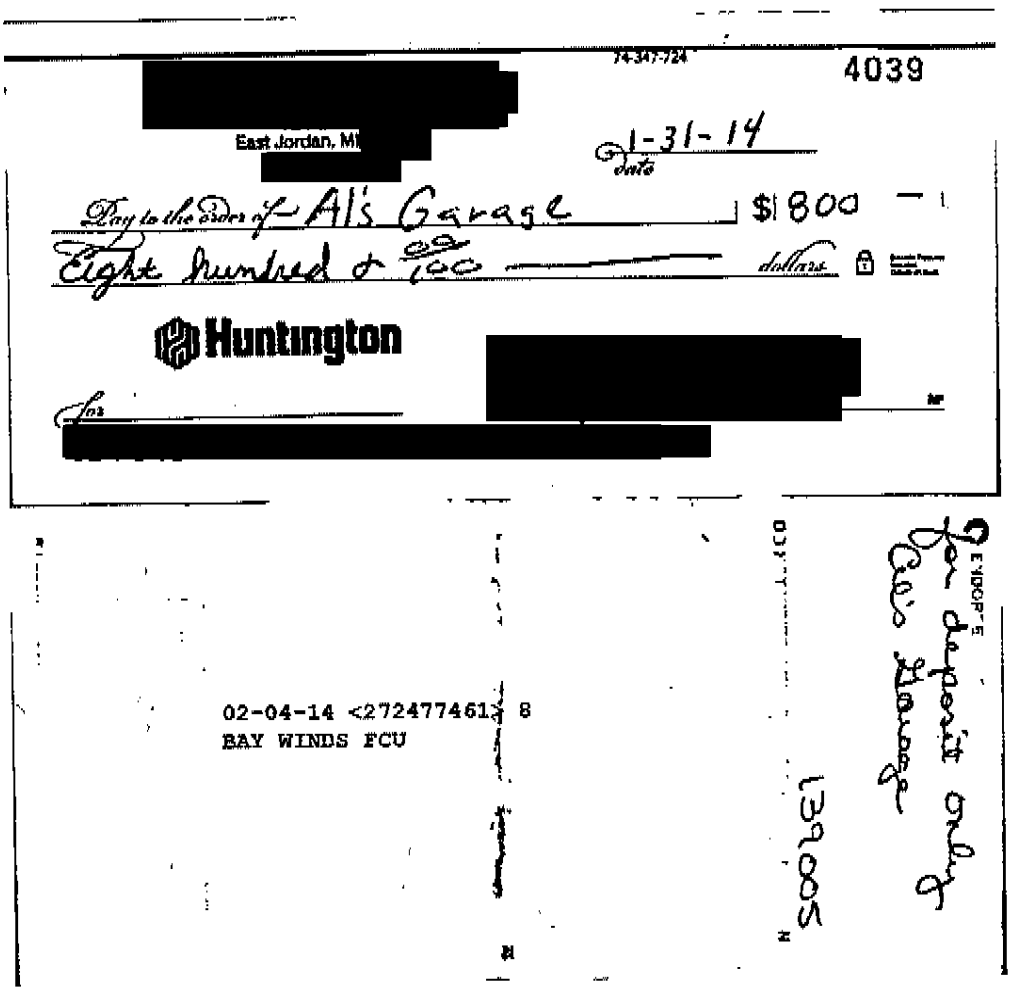
Here are the two separate repair invoices for TIE RODS for 2005 Dodge RAM owned by [redacted]
VIN # 3D7KS28C65G[redacted]

[redacted]
EAST JORDAN MI [redacted]
[redacted]

[redacted]
East Jordan, MI [redacted]

Huntington

Welcome:



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) 3D7KS28C6

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: 3D7KS28C66G[redacted]).

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

Dear [redacted]

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

The problem is...	**The left tie rod ball stud on your truck may fracture under certain driving conditions. This could cause a loss of directional control and/or crash without warning.**
What your dealer will do...	**Chrysler will repair your vehicle free of charge (parts and labor).** To do this, your dealer will inspect the steering linkage on your truck and replace steering linkage component(s) if required. The inspection will take less than 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.

J.S.I. AUTOMOTIVE
11854 BELAIR ROAD- PO BOX 115
KINGSVILLE, MD. 21087
Phone - 410-592-3320 Fax - 410-592-8166
PART PLUS SERVICE CENTER

INVOICE
26657

INVOICE

Work Completed Date : 09/06/2011 Print Date : 09/07/2011

2006 Dodge - Pickup R2500

Lic # : Odometer In :
Unit # :
Vin # : 3D7KS28C66G[redacted]
Cust ID : Ref # : Hat # :

Part Description / Number	Qty	Sale	Extended
link			
4567	1.00	159.90	159.90
TIE ROD			
567	1.00	46.98	46.98
TIE ROD END ADJUSTING SLEEVE - R2500,R3500,4WD			
52037600AB	1.00	63.35	63.35
STEERING DAMPER - R2500,R3500,4WD			
52106909AE	1.00	68.00	68.00
AXLE SHAFT UNIVERSAL JOINT - R2500,R3500			
5086665AC	1.00	96.20	96.20
Shop Supplies		39.87	39.87

Labor Description	Extended
STEERING DAMPENER - Remove & Replace - R2500,R3500,4WD	44.44
DRAG LINK - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD	115.53
road service	55.00
AXLE SHAFT ASSEMBLY (COMPLETE) - Remove & Replace - R2500,R3500 - One Side	168.85
replace axle ujoint	
Hazardous Materials	2.00

Org Estimate $617.76 Revisions $295.29 Current Estimate $ 913.05 Additional Cost $295.29 Revised Estimate $913.05

09/06/2011 - 11:54 <none>
Parts: $96.20 Labor: $168.85 Sublet: $0.00 Taxes & Fees: $30.24

Labor:	330.82
Parts:	474.30
Sublet:	55.00
Sub:	860.12
Tax:	28.46
Total:	888.58
Bal Due:	$888.58

[Payments -]

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

Written By. <none>

01.17.07 Copyright Mitchell 1 Invoic1

2-1-14

To Whom it may Concern:

I am requesting a refund for work I had done that is now a recall. Enclosed you will find a copy of my original receipt for the work I had done and a copy of the recall. If you have any questions I am enclosing my contact information.

Thank you

[redacted]

Chance, MD

[redacted]

[redacted] (home)
(cell)

Mileage: 152,000 to date
Vin # 3D7KS28C66G[redacted]
Purchased truck in April 2006 @ Keene Dodge

[redacted]

Chance, MD

[redacted]

03 FE

FEB 10

Chrysler Recall Assi
P.O. Box 21-8007
Auburn, MI
48321-8007

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1-13-14

VIN (FIRST 9 DIGITS) 3D7KS28C7

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

G & J Diesel
1739 Main ~ PO Box 50732
Billings, MT. 59105
Phone - 406-248-6366 Fax - 406-259-3556
Diesel Performance Center

INVOICE
36248

Invoice Date : 09/23/2013

INVOICE FROM HISTORY

Work Completed Date : 09/23/2013 Print Date : 01/10/2014

[redacted]
Billings, MT [redacted]
Home [redacted]
Cust ID : 12212

2006 Dodge - Pickup R2500 - 5.9L, In-Line6 (360CI)
Lic # [redacted] - WY Odometer In : 165008
Unit # : Odometer Out : 165059
Vin # : 3D7KS28C76G[redacted]
Hat # : Ref # :

Part Description / Number	Qty	Sale	Extended
Outer Tie Rod End			
DS1463	1.00	193.86	193.86
PART CLEANER			
BC	6.00	3.25	19.50
FRONT DIFF			
MISC.	2.00	9.00	18.00
FRONT PINION SEAL			
5086697AB	1.00	37.28	37.28
Shop Supplies		40.31	40.31

Labor Description	Extended
DIAG- NOISE IN THE FRONT END, SOUNDS LIKE A LOOSE BICYCLE CHAIN, YOU CAN REALLY NOTICE IT IN THE MORNING/COLD.	98.00
ADJUST VALVE	107.80
DRAG LINK - Remove & Replace	127.40
PINION SHAFT SEAL - Remove & Replace	294.00

Org. Estimate $ 936.15 Revisions $ 0.00 Current Estimate $ 936.15

Labor:	**627.20**
Parts:	**308.95**
Sublet:	**$0.00**
Sub:	**936.15**
Tax:	**0.00**
Total:	**936.15**
Bal Due:	**$0.00**

[Payments - Check (#1004) - $936.15]

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 [redacted] s are subject to a 25% restocking charge. No returns after 30 days.

Signatur[redacted] Date 9-23-2013 Time

Written By: A[redacted]

Copyright (c) 2014 Mitchell Repair Information Company, LLC Invhrs 03.18.2011JD

MV - 410 (7/10) [redacted]

STATE OF WYOMING - VEHICLE REGISTRATION

TRANS#: 20130315-00089

LICENSE NUMBER	TAB NO	ISSUE DATE	PUR/APP DATE	SCH. DIST.	TITLE NUMBER	CO. NO.
[redacted]	00425011	03/15/13	03/17/06	2	11-0531393	11

MAKE	YEAR	VEHICLE IDENTIFICATION NO. / MODEL	BODY	WEIGHT	FUEL	CODE
DODGE	2006	3D7KS28C76G[redacted]	PU	6,088	D	

COLOR	FACT. PRICE	%	VALUATION	COUNTY FEE	STATE FEE	TOTAL
WHI/	35,056	15	5,258	157.74	60.00	217.74

2014/03/31
EXPIRATION DATE

N [redacted]
A
C POWELL WY [redacted]

SAFECO

03/15/13 12:11 PM BBromley

NOT A CERTIFICATE OF TITLE. LICENSE PLATES BELONG TO YOU. REMOVE WHEN VEHICLE IS SOLD

CUSTOMER COPY — MUST BE KEPT IN VEHICLE AT ALL TIMES

New address:

[redacted]

Billings, MT [redacted]

My truck was driving "strange" and making noises so I took to G&J Diesel and upon inspection they found that my tie rod was almost completely detached. This could of resulted in a terrible wreck. Please send rebate to me.

[redacted]

[redacted]

Billings, MT. [redacted]

BILLINGS MT 591

13 JAN 2014 PM 1 T

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

JAN 22

48321R8007

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) 3D73X4828

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

MOUNT AIRY
MOUNT AIRY, North Carolina
270303840
3631970030 -0097
01/15/2014 (336)786-2805 12:25:38 PM

Sales Receipt

Product Description	Sale Qty	Unit Price	Final Price
(Forever) Bank Swallow PSA #10 Envelope	1	$0.58	$0.58
Total:			$0.58
Paid by: Cash			$0.58

Order stamps at usps.com/shop or call 1-800-Stamp24. Go to usps.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS.
****
****
Get your mail when and where you want it with a secure Post Office Box. Sign up for a box online at usps.com/poboxes.
****
****

Bill#: 1000302445605
Clerk: 11

All sales final on stamps and postage
Refunds for guaranteed services only
Thank you for your business
****
****
HELP US SERVE YOU BETTER

Go to: https://postalexperience.com/Pos

TELL US ABOUT YOUR RECENT
POSTAL EXPERIENCE

YOUR OPINION COUNTS
****
****

Customer Copy

[redacted]

[redacted]

[redacted]

09 3500 Cummins
Vin# 3D7MX48L89[redacted]

I replaced the tire rod end myself
I also wore out my tire not knowing to get it aligned.

CARQUEST AUTO PARTS

Vin#

Great people, great products, great prices!℠

SMITHS AUTO PARTS
979 WEST PINE STREET
MOUNT AIRY, NC 27030
(336)789-2210
SERVING A WORLD IN MOTION!!!
LOCALLY OWNED AND OPERATED

PAGE: 1
REF# 217920

4870-176798

1575

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

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

BILL TO [redacted]
MOUNT AIRY, NC [redacted]

SHIP TO [redacted]
MOUNT AIRY, NC [redacted]

INVOICE NO.	CUSTOMER NO.	DATE	CUST. P.O. NO.	SALES NO.	CNTR. NO.	SHIP VIA	TERMS
4870-176798	1575	08/03/13			RTCH		COSH

MFG. PART NUMBER	ORDERED	SHIPPED	BKO	LIST PRICE	NET	NET CORE	EXT. AMOUNT	TAX
PCH 481-2483 TIE ROD END OUTER	1	1		99.99	45.01	0.00	45.01	N/T

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

FREIGHT	LABOR	SHOP	TOTAL CORE	TAXABLE AMT.	SALES TAX		SUB TOTAL
				0.00	0.00		45.01
	RECEIVED BY X	45.01		LIST TOTAL ▷	99.99	PAY THIS AMOUNT ▶	45.01

[redacted]
Lowgap NC

Chrysler Customer
PO Box 21-8007
Auburn Hills, MI

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) 3D7MX39A0

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000000220

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

H. W. HUNTER, INC.

1130 AUTO MALL DRIVE
LANCASTER, CALIFORNIA 93534
(661) 948-8411
www.hunterdodge.com

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date	R/O Number
9/03/11	[redacted]
R/O Close Date	**Status**
9/03/11	Final
Mileage In	**Mileage Out**
68732	68732

Service Advisor / Tag #
Amanda Johnson/R597*W*

BAR: ARD016572 ERA: CAR000072827

[redacted]
BAKERSFIELD, CA [redacted]

Work Phone	Vehicle Identification Number
	3D7MX39A08G[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2008	DODGE	RAM 3500	4WD MEGA CAB 160.	MINERAL GR	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - DRIVABLTY: DRIVABLTY		
VEHICLE TOWED IN CUSTOMER STATES LEFT		
SIDE TIE ROD END IS BROKEN		
Caused by		
INSPECTED VEHICLE VERIFIED CONCERN FOUND		
LEFT FRONT OUTER TIE ROD END BROKEN		
Work performed by Kevin Haproff (13)		99.95
Installed 68038054AC :PACKAGE: OUTER END	1@110.00	110.00
REPLACED LEFT FRONT TIE ROD END		
NOTE: WE DID NOT PERFORM ALIGNMENT VEHICLE		
HAS A SLIGHT PULL TO THE RIGHT, CUSTOMER FROM		
OUT OF TOWN AND CHOSES TO GET ALIGHNED ELSEWHERE		
Sub Total: 209.95		
#2 - INSPECTION: H W HUNTER COURTESY VEHICLE INSPECTIONCHECK		
AND ADJUST TIRE PRESSURE PERCARB'S TIRE INFLATION		
REGULATIONLF RF LR RR		
Work performed by Kevin Haproff (13)		
TIRE PRESSURE LF 60 RF 60 LR 60 RR 60		
Sub Total: .00		
Sub Total: .00		

All parts are new except those with part numbers that begin with "R" (remanufactured/core) or "Z" (remanufactured/exchange).

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

X_____

I acknowledge and approve all repairs as itemized, receipt of my vehicle and a copy of repairs performed.

X_____

Subject to conditions on reverse side of this contract
Please read reverse side of this contract

X_____

LABOR	99.95
PARTS	110.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	9.63
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	219.58
Visa/Mastercard	219.58

(C) 2008 ARKONA, Inc. - Dealership Application Group (800)845-1028

[redacted] HUNTER INC
1130 AUTO MALL DRIVE
LANCASTER, CA 93534
(661) 948-8411
MID #8798290254296

Merchant ID: 088290254296

Sale

XXXXXXXXXXX[redacted]
MASTERCARD Entry Method: Swiped

Total: $ 219.58

09/03/11 11:52:43
Inv#: 000011 Appr Code: 073302
Apprvd: Online Batch#: 000153

Customer Copy
THANK YOU!
COME AGAIN!

NAME [redacted] PHONE 322-2152

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
		Front End Alignment	85.-		
		Paid			
		+ 7067			
		TOTAL PARTS			

MECHANICS RECOMMENDATIONS

Estimated cost $_____ Estimate Charge $55.- Basis for Charge _____

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) 9/3/11 A.M. P.M.	CUSTOMER'S ORDER NO.	PROMISED (DATE & TIME) A.M. P.M.
YEAR • MAKE • MODEL 08 Dodge Ram 3500		SERIAL #/VIN
LICENSE NO. [redacted]	ODOMETER 65000	MOTOR #
		WRITTEN BY:

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

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

90 day warranty

METHOD OF PAYMENT:
☐ CHECK ☐ CHARGE ☐ CASH

LABOR
☐ FLAT-RATE ☐ HOURLY ☐ BOTH

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: _____

LABOR ONLY	
PARTS	
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	
TAX	
TOTAL ▶	

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 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 01-11

Auto Repair Order

Pacific Tire Wheel
10411 ROSEDALE HIGHWAY
BAKERSFIELD CA 93312
661-829-2095

09/03/2011 15:54:07
Merchant ID: XXXXXXXXXXX2206
Device ID: 1009
Terminal ID: PD04

CREDIT CARD
VISA SALE

CARD # XXXXXXXXXXXX[redacted] E
TRANS # 010
Batch #: 5
Approval Code: 634219
ACI Code: E
TRANS ID: 281246862937922
Entry Method: Swiped
Approved: Online

SALE AMOUNT $55.00

CUSTOMER COPY



They didn't ~~have~~ anyone that could alignin the truk because it was SAt we were from out of town and couldn't leave the truck there until Monday, because of this we nead to pay for an alignment in Bakersfield. I also sint the receipt for the alignment due to this problem. Thank you

Bolthouse Farms
7200 E. Brundage Lane, Bakersfield, CA 93307
Job hotline: 661/366.7205 ex
email:johns@bolthouse.c
www.bolthouse.com

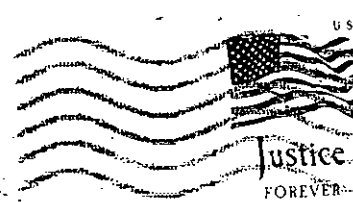
[redacted]

[redacted]

Bakersfield CA [redacted]

SANTA CLARITA CA 913

15 JAN 2014 PM 2 L



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

48321800707

Safety Recall N49/NHTSA 13V-529

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1-13-14

VIN (FIRST 9 DIGITS) 3D7MX48A7

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: 3D7MX48A78G[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): J10

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.

[redacted]

WELSH, LA [redacted]

1-10-14

RE: 2008 DODGE RAM VIN. #[redacted]

TO WHOM IT MAY CONCERN,

PLEASE FIND THE ATTACHED SHOWING THAT REPAIRS TO THE RECALL HAVE BEEN PREVIOUSLY PREFORMED. I AM ENCLOSING A RECEIPT FROM ROBBIE'S FRONT END SHOP FOR $609.20 DATED 7-8-13 AND ALSO A COPY FROM MY BANK ACCOUNT SHOWING THE DEBIT WHICH WAS MADE TO PAY FOR THE BILL.

IF YOU HAVE ANY QUESTIONS PLEASE FEEL FREE TO CALL ME AT THE PHONE NUMBER ABOVE OTHERWISE, I WILL EXPECT TO RECEIVE PAYMENT WITHIN 60 DAYS.

THANK YOU!

[redacted]

[redacted]

Jennings, LA [redacted]

795922

[redacted]

ORDER INFO

customer's order no. | ph [redacted] | date 7-8-13

name [redacted]

address

city, state, zip 08 Dodge Ram 3500 4XX

sold by | cash ☐ charge ☐ check ☐ c.o.d. ☐ on acct. ☐ #_____ | shipping information

	quantity	description	price	amount
1		Complete Tie Rod Assembly		401.40
2		Labor		97.50
3		Alignment		60.00
4				558.90
5		Kar		50.30
6				
7		Paid Kokal		609.20
8		Card		
9				
10		Vin# 3D7MX48A78G		
11		[redacted]		
12				
13				
14				

received by



Business Online Banking [redacted] Log Out
Last Login 01/10/2014 10:06 a.m. CT
log in to other accounts

Business Online Banking
GEOSPATIAL DATA SOLUTIONS INC

Transaction Details

The transaction details are below. Click **Return to Details & History** to go back to Account Details & History. If you have questions about this transaction, click **Inquire** to send a secure message to Customer Service.

Transaction Details

Account:	Completely Free Small Bus 7168
Date:	7/10/2013
Description:	Card Purchase ROBBIES FRONT END SHOP 3 LA
Transaction Type:	Debit
Amount:	$609.20

Click **Inquire** to send a message about this transaction to Customer Service.

Return to Details & History | Inquire

CapitalOne.com
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Security
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MEMBER FDIC

VeriSign Secured
VERIFY

[redacted]

CERTIFIED MAIL™



UNITED STATES POSTAL SERVICE

[redacted]

1000

Welsh, LA

JAN 22

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

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) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

January 15, 2014

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

Re: VIN (last 8) 7G[redacted]

Gentlemen:

Please find a bill for a partial replacement/repair to our front tie rod end. Total of repairs was $ 754.00. Parts are original Chrysler parts.

If you have any questions on this please let me know.

[redacted]

Sarasota FL [redacted]

[redacted]

MANSEL'S WHEEL ALIGNMENT

815 South Main
Bryan, Texas 77803
(979) 822-2089

ALIGNMENTS **BRAKES**

197681 07 Dodge 1 TON

Customer's Order No. [redacted] Date 12-20 2013

Name [redacted]

Address

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

QUAN.	DESCRIPTION	PRICE	AMOUNT	
1	Tie Rod update kit			
1	Steering Shock			
	Cal FT			
	Align			
			754	00
	Visa			
	BD 210			
	SALES TAX			
	TOTAL		754	00

All claims and returned goods MUST be accompanied by this bill. 5103

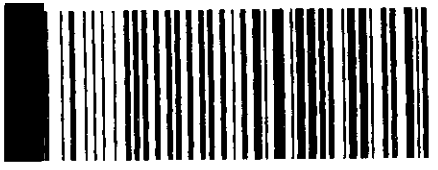
44049

Rec'd By _____

[redacted]

Sarasota FL [redacted]

CERTIFIED MAIL™



[redacted]

R[illegible] P[illegible]IPT
R[illegible] ESTED

Chrysler Customer
PO Box 21-80
Auburn Hills

ATTN: Reimbursement 48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

01/22/14

POSTED DATE : 1-14-14

VIN (FIRST 9 DIGITS) 3D7MX38A4

VIN (LAST 8 DIGITS) 8G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000 000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Jim's Welding and Automotive Inc.

41 N. Fulton Street
Manheim, PA 17545
717-665-7357

Invoice

Date	Invoice #
7/19/2012	8565

Customer	Vehicle Info.
[redacted] Manheim Pa [redacted]	2008 Dodeg TK 3D7MX38A48G[redacted] [redacted] Sticker# AI26862656

Customer Phone	Mileage	Tires	Brakes	Terms
[redacted]	66907/71617	LF14 RF13 LR15 RR13	RF12B LR10B	**Due on receipt**

Qua...	Item Code	Description	Price Each	Amount
	Safety Inspection		25.00	25.00T
	Oil Change		28.00	28.00T
1	Parts	7620 Oil filteer	18.11	18.11T
12	Parts	15-40 Engine oil	3.05	36.60T
1	Parts	ES3625 Outer tyrod end	98.18	98.18T
	Parts	Aliegnment	114.95	114.95T
0.75	Labor	Replace left outer tyrod end.	68.00	51.00T
	rotate tires		12.00	12.00T

Thank you for your business.

Subtotal	$383.84
Sales Tax (6.0%)	$23.03
Total	$406.87

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]

[redacted]

Manheim PA

HARRISBURG PA 17

14 JAN 2014 PM 7

Chrysler Cust
P.O. Box 21-80
Auburn Hills,

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) 3D7MX38C7

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

ROB

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MX38C77C**[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

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

Invoice No.
000198451

Quality Care Automotive

6076 Branch Hill Guinea Pk
Milford, Oh 45150
Phone: 513-575-9300 FAX: 513-575-9320

Order Date 12/12/13 08:59 am
Paid: 12/13/13 11:40 am

[redacted]
Goshen Oh [redacted]
Home Phone:
Work Phone: [redacted]ew

07 Dodge Ram3500 silver
Mileage in:164000 out:164000
Lic: [redacted]/OH 6Cyl 5.9
Vin: 77G[redacted]
Eq: AT AC PS FI
Fleet # tims

Quotes
1 12/10/13 11:54am 2031.69
Northern Plumbin in person.

Job01 wheel joints — Labor: $900.00

K7467	lower ball joint	2.0 @	129.97 =$	259.94	
K7460	upper ball jont	2.0 @	119.65 =$	239.30	
ES3625	left outer tie rod	1.0 @	77.98 =$	77.98	
464	wheel joints	2.0 @	65.98 =$	131.96	
780143RGS	rotor	1.0 @	77.01 =$	77.01	
SPQ965	brake pads	1.0 @	89.00 =$	89.00	
SHOP SUPPLIES	brake cleaner	1.0 @	6.58 =$	6.58	
75W90	synthetic gear oil	3.0 @	16.65 =$	49.95	
611-162	lug nut	1.0 @	4.05 =$	4.05	
5086686AA	axle seal	2.0 @	29.60 =$	59.20	994.97

R/r all 4 ball joints , both wheel joints, both axle seals, left outer tie rod, right side front rotor and pads. Perform alignment. Test drive . Test ok .

Job02 Diesel Lube Oil And Filter — Labor: $7.50

15W40	Rotella oil	15.0 @	5.15 =$	77.25	
V081	oil filter	1.0 @	15.20 =$	15.20	92.45

Changed oil and filter,Checked all fluids and lights. Lubed steering components. Checked tire pressures and condition. Inspected belts and hoses.

Job03 transmission service — Labor: $75.00

VA0324	merc5	7.0 @	8.99 =$	62.93	
B175	filter kit	1.0 @	24.98 =$	24.98	
SHOP SUPPLIES	brake cleaner	1.0 @	6.58 =$	6.58	94.49

Perform transmission service fluid and filter change test ok.

Job04 Rotate Tires — Labor: $19.99

Payments to Quality Care Automotive

Cost Summary

Labor	1,002.49
Parts	1,181.91
Subtotal	2,184.40

------->---->---->---Continued on the next page--->---->----->-----

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

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

IMPORTANT!
SAFETY RECALL NOTICE

XX 81

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

7G[redacted] N62 [redacted]
GOSHEN, OH [redacted]

210607/#63094/N62

We had this done at the Automotive Repair place. at our own expense. If you have any questions please call [redacted]

Thank you.

[redacted]

Invoice No.
000198451

Quality Care Automotive
6076 Branch Hill Guinea Pk
Milford, Oh 45150
Phone: 513-575-9300 FAX: 513-575-9320

Order Date 12/12/13 08:59 am
Paid: 12/13/13 11:40 am

Payments to Quality Care Automotive

Cost Summary

Tax	147.45
Total	$2,331.85
Payments	2,331.85
Bal Due	0.00

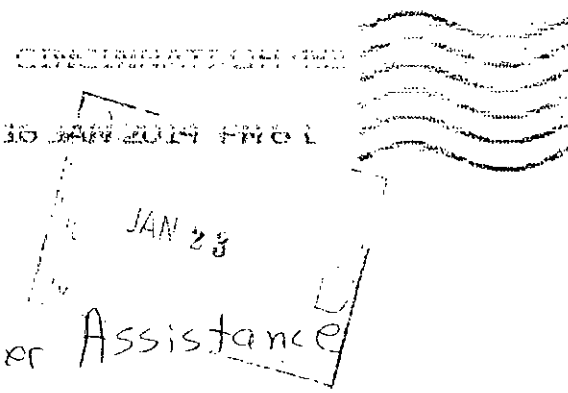
Status: Paid Work Order

Payments: $2,331.85
1 12/13/13 2331.85 Check 736

[redacted]

Goshen, OH

SYSTEMS, LLC



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

Attn: Reimbursement

46321002121

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) 3D7KS28C2

VIN (LAST 8 DIGITS) 7G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER CUSTOMER ASSISTANCE January 15, 2014

PO box 21-8007

Auburn Hills, MI 48321

Reimbursement for repairs on 2007 and 2008 dodge trucks under recall.

[redacted]

Calhan Co. [redacted]

[redacted]

This letter applies to the safety recall on a 2007 Dodge truck vin#3D7KS28C27G[redacted] and a 2008 Dodge truck vin#3D7MX38A98G[redacted]. Enclosed are the safety recall forms.

On 8/9/2012 while driving, heading south on I-25 in Colorado springs, Colorado going 75 miles per hour I suddenly had no control of my vehicle. Traffic was very heavy. I was in the fast lane. I put my right turn signal on hoping somehow to be able to get to the shoulder. As if an angel was in the vehicle with us the slowly drifted to the right and to the shoulder. My two teenage children and I got out to see what happened, we realized the front tie rod end had sheared off causing no steering control. All of the sudden the freeway was empty of all traffic. Not a car in sight (very eerie). A police officer appeared, and "screamed get off the freeway, your holding President Obama`s motorcade up. They won`t pass a broken down vehicle". I told him we couldn`t steer the vehicle, and he forced us to push the vehicle about a mile to get off the motorcade path. We held the motorcade up 45 minutes, with the presidential helicopter flying right over the top of our truck. He was able to pass, and the tow truck came and towed the truck to Springs Dodge for repairs. We were on the 5 o`clock news. We feel very lucky we were not in an accident or killed.

All repairs were done and paid out of pocket, $1362.55. We asked if this was under recall and they said not this exact one, even though they had to replace it with heavier parts because the ones on the truck were manufactured weak.

We feel we should be reimbursed for this repair, and that it should have been under recall before the freeway incident.

We also have a 2008 Dodge that we had the repairs done on 4/6/2012 for $1099.87. The front end popped loudly and we knew it was weak. Dodge said when the repairs were done it was not under recall, again even though the repairs were completed with heavier duty parts. We haul trailers with horses and cattle and knew the front was unsafe to drive. We feel we should be reimbursed for these repairs also.

I feel that these repairs should have been under recall at the time the trucks were repaired. We feel very blessed that we were not injured from the defects to the steering linkage assembly. We received a letter 6 months ago from a local attorney, Jeff Hill about our trucks. So there must have been lawsuits in progress. At this time I am requesting a full refund on both truck repairs for a total of $2462.42. A timely response would be much appreciated.

Enclosed you will find repair receipts and copies of the recall letters, for the 2007 and 2008 Dodge trucks.

Thank yo[redacted]

[redacted]

Calhan, Co[redacted]

[redacted]

CHRYSLER

384-4045 Springs Dodge - 475-8550 Left Tie Ro

1800492 - 1997 -

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7KS28C27C**[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 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.

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

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
73722	SKIP MILLER 934	1329	08/10/12	DTCS493215

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		112,210	FLAME RED/C	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/DODGE TRUCK/RAM 2500/PK	10/19/07	

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 8 C 2 7 G [redacted]		

F.T.E. NO.	P.O. NO	R.O. DATE
		08/09/12

[redacted]
CALHAN, CO [redacted]
[redacted]
RES [redacted]

COMMENTS: MO: 112215

LABOR & PARTS

J# 1 02DTZ3	FRONT SUSPENSION	UNITS: 3.50	TECH(S):154	402.50

CUSTOMER STATESTYHE RIGHT FRONT TIE ROD IS BROKEN
TIE ROD END IS BROKEN
REPLACED WITH UPDATED SUSPENSION KIT AND ALSO REPLACED
LOWER CONTROL ARM

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	52122362-AH	STEERING 19027003	367.50	367.50
JOB # 1	1	5154661-AB	DAMPER ST 19030006	183.60	183.60
JOB # 1	1	68039930-AA	ARM PITMA 19027002	99.90	99.90
JOB # 1	3	6505623-AA	NUT HEX L 19015005	4.80	14.40
JOB # 1	1	6502835	NUT HEX F 17015030	4.32	4.32
JOB # 1	1	68078374-AA	ARM LOWER 17011015	196.00	196.00
			JOB # 1 TOTAL PARTS		865.72
			JOB # 1 TOTAL LABOR & PARTS		1268.22

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

J# 3+02DTZ	ALIGNMENT	UNITS:	TECH(S):154	69.95

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

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		69.95

SUBLET	PO#	VEND	INV#	INV.DATE	DESCRIPTION		
JOB # 1	32560	4773		08/10/12	TOW IN		50.00
					TOTAL - SUBLET		50.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	MISC. LABOR CHARGES		47.25
JOB # 1	CL	COUPON DISCOUNT LABOR		-47.00
JOB # 1	CP	COUPON DISCOUNT PARTS		-37.00
JOB # 2	CP	COUPON DISCOUNT PARTS		-50.00
		TOTAL - MISC		-86.75

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $1548.65 (+TAX)

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 CC603678 0 (02/10)

 [CONTINUED ON NEXT PAGE] 12:11pm

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

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
73722	SKIP MILLER 934	1329	08/10/12	DTCS4932

[redacted]
CALHAN, CO[redacted]
[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		112,210	FLAME RED/C	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
07/DODGE TRUCK/RAM 2500/PK	10/19/07	

VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
3D7KS28C27G[redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		08/09/12

RES[redacted]

COMMENTS

MO: 112

TOTALS

****
* NEXT RECOMMENDED SERVICE: *
* 08/09/2012 / 112215 MI 20DTZ1 TRANSFER CASE SERVIC *
****

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

$ ( )MASTERCARD ( )VISA ( )DISCOVER ( )AMERICAN EPRESS $

$ ( )CASH ( )CHECK # $

$ ( )CHARGE ACCOUNT# $

$ CASHIER INTL'S ( ) DATE: $

$$

TOTAL LABOR....	472.45
TOTAL PARTS....	865.72
TOTAL SUBLET...	50.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	47.25
TOTAL MISC DISC	-134.00
TOTAL TAX.....	61.13
TOTAL INVOICE $	**1362.55**

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

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

AS IS: The only warranties applying to this part those which may be offered by the manufac The selling dealer hereby expressly disclair warranties, either express or implied, includin implied warranty of merchantability or fitness particular purpose and the selling dealer n assumes nor authorizes any other person to as for it any liability in connection with the sale o products. Buyer shall not be entitled to recove the selling dealer any consequential dam damages to property, damages for loss of use of time, loss of profits, or income or any consequential damages.
NO PARTS OR LABOR WARRANTY WHEN PARTS ARE INSTALLED

REPAIR ORDER NOTICE

Colorado law provides from imposition of in favor of any person who repairs or be labor on personal property such as motor cles. If the repair or service work authori this Repair Order is not paid for, or is pai a check, draft, or order which is subseq dishonored for any reason, or is charged account which is not paid when due, th gives the motor vehicle repair garage the to take possession of the motor vehicle commence an action in court to foreclo lien which may result in the vehicle bein pursuant to court order.

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

THANK YOU

FOR BRINGING

YOUR VEHICLE

TO US

FOR SERVICE

Thank You!

WE APPRECIATE YOUR BUSINE

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a $1.50 waste tire recycling development fee o the sale of each ne motor vehicle tire.

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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) 3D7MX38A9

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX38A98G[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.

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

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
73722	DREW BARELA 947	1706	04/07/12	DTCS485527

[redacted]
CALHAN, CO [redacted]
[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		85,212	BRIGHT WHT/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
08/DODGE TRUCK/RAM 3500/QUAD 160.5WB	10/25/08	5

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 M X 3 8 A 9 8 G [redacted]		

F. T. E. NO.	P. O. NO	R. O. DATE	
		04/06/12	REPRINT# 1

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS MO: 8521

LABOR & PARTS

J# 1 02DTZ3 FRONT SUSPENSION UNITS: 5.40 TECH(S):154 486.00

POPPING FROM FRONT SUSPENSION WHEN TURNING STEERING WHEEL
PERFORMED SUSPENSION CHECK AND REPLACED TIE RODS
PITMAN ARM AND STEERING DAMPNER.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		5154661-AA	DAMPER ST 19030006	183.60	183.60
JOB # 1	1		68039930-AA	ARM PITMA 19027002	99.90	99.90
JOB # 1	3		6505623-AA	NUT HEX L 19015005	4.80	14.40
JOB # 1	1		6502835	NUT HEX F 17015030	4.32	4.32
JOB # 1	1		52122362-AH	STEERING 19027003	367.50	367.50
JOB # 1	1		5096144-AA	STUD HUB 22005014	22.20	22.20
JOB # 1	1		6034727	NUT WHEEL 22005024	12.25	12.25

JOB # 1 TOTAL PARTS 704.17

JOB # 1 TOTAL LABOR & PARTS 1190.17

J# 2+47DTZMPI MULTI-POINT INSPECT UNITS: 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

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	SNP	SERVICE NET PARTS DISC		-100.00
JOB # 1	SNP	SERVICE NET PARTS DISC		-32.60

TOTAL - MISC -132.60

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

COMMENTS

GOODWILL DISCOUNT PER ANDY BARELA

AS IS: The only warranties applying to this part(s) a those which may be offered by the manufactur The selling dealer hereby expressly disclaims warranties, either express or implied, including a implied warranty of merchantability or fitness for particular purpose and the selling dealer neith assumes nor authorizes any other person to assur for it any liability in connection with the sale of sa products. Buyer shall not be entitled to recover fro the selling dealer any consequential damage damages to property, damages for loss of use, los of time, loss of profits, or income or any oth consequential damages.
NO PARTS OR LABOR WARRANTY WHEN USE PARTS ARE INSTALLED

REPAIR ORDER NOTICE

Colorado law provides from imposition of a lie in favor of any person who repairs or bestow labor on personal property such as motor veh cles. If the repair or service work authorized this Repair Order is not paid for, or is paid wit a check, draft, or order which is subsequent dishonored for any reason, or is charged to a account which is not paid when due, the la gives the motor vehicle repair garage the rig to take possession of the motor vehicle and/c commence an action in court to foreclose th lien which may result in the vehicle being sol pursuant to court order.

Supplies - A token charge equivalent to 109 of the labor charge is included for supplie 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. ERAUKTSt.wfc CO6585678 (10/10)

 [CONTINUED ON NEXT PAGE] 12:11pm

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

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
73722	DREW BARELA 947	1706	04/07/12	DTC5485527

[redacted]
CALHAN, CO [redacted]
[redacted]
RES [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		85,212	BRIGHT WHT/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
08/DODGE TRUCK/RAM 3500/QUAD 160.5WB	10/25/08	56

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 M X 3 8 A 9 8 G [redacted]		

F. T. E. NO.	P.O. NO.	R. O. DATE	
		04/06/12	REPRINT# 1

COMMENTS

MO: 85212

TOTALS----------

****
* NEXT RECOMMENDED SERVICE: *
* 04/06/2012 / 85212 MI 20DTZ1 TRANSFER CASE SERVIC *
****

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

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

( )CASH ( )CHECK #

( )CHARGE ACCOUNT#

CASHIER INTL'S ( ) DATE:

$$

TOTAL LABOR....	486.00
TOTAL PARTS....	704.17
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	-132.60
TOTAL TAX.....	42.30
TOTAL INVOICE $	**1099.87**

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

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

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.

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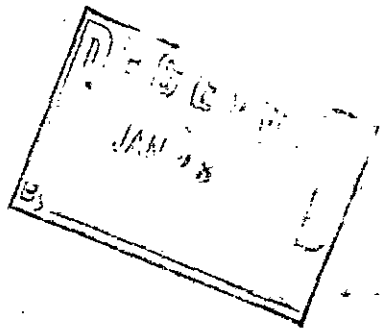
[redacted]

Calhan CO [redacted]

UNITED STATES POSTAL SERVICE

1000

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



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



MALONE UNIVERSITY
2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Chrysler Customer Care

From: **Malone University**

Fax: 877-768 5076

Date: 2-3-2004

Total # of pages including cover: 5

Notes/comments Sent 1-11-14 Resending Now!

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it will be sent again. Thanks.

Athletic Staff:

Mark Bankert- S.I.D./Assoc. A.D.
Tom Crank-Baseball
Josh Flannery-Football
Leta Gramlich-Women's Soccer
David Gramlich-Track/CC
Charlie Grimes-A.D./Director of Intramurals
Heather Grovemiller-Women's Golf
Kurt Gruppen-Men's Basketball
Tenequa Martin-Softball
[redacted]
Eric Hehman-Football
Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
Dory Jenkins-Athletic Business Manager
Josh Jones-Women's Soccer
Mike Leggett-Assist SID
Mark McClure-Track/Field
Jason Mishler-Women's Basketball
Brian Mogus-Men's and Women's Tennis
Joel Penner-Football
Devin Martin-Swimming/Diving
John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer
[redacted]
[redacted]

Dear Customer Care, I own a 2008 Dodge truck vin number 3D7KS28A28G[redacted] (Cair number [redacted]. I received a safety recall (N49 / NHTSA 13V-529) after I had already paid to have a mechanic replace all of the tie rods. I was experiencing unusual steering problems and was told that some things had broken and all were worn and needed replaced. I'm wondering if there is a way I can get reimbursement for the idem that was intended for recall? I am enclosing the parts list for the repair and a copy of the bill for labor, parts and supplies. The work was done on 11/23/13. I appreciate your consideration and hope I can receive the standard reimbursement fee for this recall. I can be reached at [redacted] My home address is [redacted], North Canton Ohio [redacted] and my email address is [redacted]

[redacted]

Case #

[redacted]

Feb. 3. 2014 3:26PM Malone University No. 1348. P. 3

Red's Garage
8823 Middle Branch N. E.
North Canton, Ohio 44721

ORDER WRITTEN BY: Tony
DATE: 11/13/13
PROMISED: A.M. / P.M.
CITY, STATE, ZIP: N. Canton OH [redacted]
PHONE: [redacted] EXT.
MILEAGE: 74821
LICENSE NUMBER: [redacted]
YEAR, MAKE & MODEL: 2008 RAM 2500
TERMS/MISC:
VIN NUMBER - MOTOR NUMBER: 3D7KS28A28G[redacted]

QTY	PART NO. AND DESCRIPTION	PRICE	EXT.
1	Set of Pads	46.00	
1	Set of Rear Pads	37.00	
1	Rotor	70.00	
1	Inner Tie Rod	21.00	
1	Outer Tie Rod	22.00	
1	Drag Link	31.00	
1	Adjusting Sleeve	19.00	
1	Set of Upper Ball Joints	108.00	
1	Set of Lower	120.00	
1	Hub Bearing	218.00	

(MAY BE CONTINUED ON OTHER SIDE)

TOTAL PARTS 843.00

DESCRIPTION OF WORK

AMOUNT

☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.

- Replace Front Pads — 50.00
- Replace Rear Pads — 50.00
- Replace Dr. Rear Rotor — 50.00
- Loose Steering Linkage — 466.00
- Steering Components
- Hub

ESTIMATED COSTS

PARTS	LABOR	TOTAL

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on the 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 ☐ RETURN PARTS ☐ DISCARD PARTS

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL

☐ IN PERSON ☐ BY PHONE

DATE	TIME	CALLED BY	PHONE NUMBER

TOTAL LABOR	616.00
TOTAL PARTS	843.00
SHOP SUPPLIES	8.00
MAS INSP. STICKER	
SUBLET REPAIRS	
EPA CHARGE	
	1459.00
TAX	93.11
Thank You TOTAL	1524.11

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7KS28A28G[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.

Please contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to [illegible] to hold the parts for your vehicle or

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]

9346/#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 _____

City _____

State _____ Zip Code _____

P. 1

* * * Communication Result Report (Jan. 11. 2014 10:13AM) * * *

1) Malone University
2)

Date/Time: Jan. 11. 2014 10:12AM

File No.	Mode	Destination	Pg(s)	Result	Page Not Sent
1178	Memory TX	18777685076----415	P. 3	OK	

Reason for error
E. 1) Hang up or line fail
E. 2) Busy
E. 3) No answer
E. 4) No facsimile connection
E. 5) Exceeded max. E-mail size
E. 6) Destination does not support IP-Fax

Sent earlier this year but I guess Not received

Attn: Chrysler customer care

Dear Customer Care, I own a 2008 Dodge truck vin number 3D7KS28A28G[redacted] (Calr number [redacted]). I received a safety recall (M49 / NHTSA 13V-529) after I had already paid to have a mechanic replace all of the tie rods. I was experiencing unusual steering problems and was told that some things had broken and all were worn and needed replaced. I'm wondering if there is a way I can get reimbursement for the idem that was intended for recall? I am enclosing the parts list for the repair and a copy of the bill for labor, parts and supplies. The work was done on 11/23/13. I appreciate your consideration and hope I can receive the standard reimbursement fee for this recall. I can be reached at [redacted]. My home address is [redacted], North Canton Ohio [redacted] and my email address i[redacted]

[redacted]

[redacted]

case



2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

From: **Malone University**

Case # [redacted]

Fax: ~~330~~ 877 768 5076

Date: 2-17-14

Total # of pages including cover:_____

Notes/comments VIN 3D[redacted]1C52842_56 [redacted]

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it [redacted] Thanks.

Athletic Staff:

Mark Bankert- S.I.D./Assoc. A.D.
Tom Crank-Baseball
Josh Flannery-Football
Leta Gramlich-Women's Soccer
David Gramlich-Track/CC
Charlie Grimes-A.D./Director of Intramurals
Heather Grovemiller-Women's Golf
Kurt Gruppen-Men's Basketball
Tenequa Martin-Softball
Jack Hazen-Cross Country
Eric Hehman-Football
Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
Dory Jenkins-Athletic Business Manager
Josh Jones-Women's Soccer
Mike Leggett-Assist SID
Mark McClure-Track/Field
Jason Mishler-Women's Basketball
Brian Mogus-Men's and Women's Tennis
Joel Penner-Football
Devin Martin-Swimming/Diving
John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

No. 1539 P. 2/2
Feb. 19. 2014 1:41PM Malone University

Red's Garage
8823 Middle Branch N. E.
North Canton, Ohio 44721
330 904 7127

NAME [redacted] ORDER WRITTEN BY TONY 11/23/13

ADDRESS [redacted] PROMISED A.M. P.M.

N. Canton OH [redacted]

HOME PHONE [redacted] BUS. PHONE EXT. MILEAGE 79821

YEAR, MAKE & MODEL 2008 RAM 2500 LICENSE NUMBER [redacted]

VIN NUMBER - MOTOR NUMBER 3D7KS28A28[redacted] TERMS/MISC

QTY	PART NO. AND DESCRIPTION	PRICE	EXT.
1	SET OF PADS	46.00	
1	Set of Rear Pads	57.00	
1	Rotor	76.00	
1	INNER TIE ROD	21.00	
1	OUTER TIE ROD	72.00	
1	DRAG LINK	37.00	
1	ADJUSTING SLEEVE	19.00	
1	Set of Upper Ball Joints	128.00	
1	Set of Lower	100.00	
1	HUB BEARING	218.00	

PAID on 11/23 [redacted]

(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS 813.10

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
-REPLACE FRONT PADS	50.00
-REPLACE REAR PADS	50.00
-REPLACE BL REAR ROTOR	50.00
* LOOSE STEERING LINKAGE	
- STEERING COMPONENTS	460.00
- HUB	

ESTIMATED COSTS

PARTS	LABOR	TOTAL

I here by authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on the 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 ☐ RETURN PARTS ☐ DISCARD PARTS

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL

☐ IN PERSON ☐ BY PHONE

DATE TIME CALLED BY PHONE NUMBER

TOTAL LABOR	648.00
TOTAL PARTS	813.10
SHOP SUPPLIES	8.00
MAS INSP. STICKER	
SUBLET REPAIRS	
EPA CHARGE	
	143.10
TAX	93.81
Thank You TOTAL	1504.11



2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

Case # [redacted]

From: **Malone University**

Fax: 877 768 5026

Date: 2-21-14

Total # of pages including cover: 3

Notes/comments Here are attach Receipts for parts paid by Jill - Thanks

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it will be sent again. Thanks.

Athletic Staff:

Mark Bankert- S.I.D./Assoc. A.D.
Tom Crank-Baseball
Josh Flannery-Football
Leta Gramlich-Women's Soccer
David Gramlich-Track/CC
Charlie Grimes-A.D./Director of Intramurals
Heather Grovemiller-Women's Golf
Kurt Gruppen-Men's Basketball
Tenequa Martin-Softball
Jack Hazen-Cross Country
Eric Hehman-Football
Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
Dory Jenkins-Athletic Business Manager
Josh Jones-Women's Soccer
Mike Leggett-Assist SID
Mark McClure-Track/Field
Jason Mishler-Women's Basketball
Brian Mogus-Men's and Women's Tennis
Joel Penner-Football
Devin Martin-Swimming/Diving
John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

Federated Auto Parts

FISHER AUTO PARTS, INC.

6211 DRESSLER RD NW
NORTH CANTON, OH 44720
330-494-0713



SOLD TO:
GLENN'S CAR CARE LLC
3020 WISE AVE NW
CANTON
OH 44718 330-477-0582

2008 DODGE RAM 2500 SLT 6.7L 408CI L6 DIESEL F/I TURBOCHARGED VIN4A442

REF #	ACCT #	ORDER #	SLM	PG	INV DATE	TYPE	INVOICE #	TIME
	[redacted]		3504	1	11/23/2013	[redacted]	532-119782	12:58

QTY	LINE	PART NUMBER	DESCRIPTION	LIST	COST	EXTEND	TAX
1	130	836-88301 91	OIL,GREASE Wolfs Head Red Grease 14 oz	3.12		3.12	
1	650	DS1464	MOOG Steering Tie Rod End	171.95	71.09	71.09	Y
1	650	DS1463	MOOG Steering Tie Rod End	174.52	72.14	72.14	Y
1	650	ES3625	MOOG Steering Tie Rod End	91.42	37.80	37.80	Y
1	650	ES3626S	MOOG Steering Tie Rod End Adjusting Sleeve	[redacted]	32.87	[redacted]	Y
1	650	ES3624	MOOG Steering Tie Rod End	46.70	19.30	19.30	Y
1	572	SS10323	KYB SHOCKS & ST Steering Damper	64.91	36.91	36.91	Y

UNITS	BATT	FRT	LABOR	MISC	CORE	NON-TAX	TAXABLE	TAX
-7						3.12	270.11	17.56

RECEIVED BY: _____ **PAY THIS AMOUNT ==>** 290.79

INVOICE MUST ACCOMPANY RETURNED MERCHANDISE
NO RETURN OF ELECTRICAL PARTS ONCE INSTALLED

11 day 3500 Truck L4730

FISHER FED AUTO PT 53
6211 DRESSLER RD NW
CANTON, OH 44720
(330)494-0713

TERMINAL ID.: 00758998
MERCHANT #: 345837332883

VISA [redacted]
SALE
BATCH: 000484
DATE: Nov 23, 13
SEQ: 0009

INVOICE 134818343Z
TIME: 12:58
AUTH:047900

TOTAL $290.79
(ALL AMOUNTS IN USD)

CUSTOMER COPY

Federated Auto Parts

FISHER AUTO PARTS, INC.

6211 DRESSLER RD NW
NORTH CANTON, OH 44720
330-494-0713



SOLD TO:
NORTH SUPER DEALER
6211 DRESSLER RD NW
NORTH CANTON
OH 44720

REF #	ACCT #	ORDER #	SLM	PG	INV DATE	TYPE	INVOICE #	TIME
	[redacted]		3504	1	1/03/2014	[redacted]	532-123846	14:33

QTY	LINE	PART NUMBER	DESCRIPTION	LIST	COST	EXTEND	TAX
-1	650	K7467	MOOG Suspension Ball Joint	* 163.73	64.12	-64.12	
-1	650	K7460	MOOG Suspension Ball Joint	* 142.70	58.99	-58.99	
1	667	515101	NATIONAL HUB BE Wheel Bearing and Hub Assembly	323.07	218.54	218.54	Y

UNITS	BATT	FRT	LABOR	MISC	CORE	NON-TAX	TAXABLE	TAX
-1						-123.11	218.54	14.21

RECEIVED BY: _____ **PAY THIS AMOUNT -->** 109.64

INVOICE MUST ACCOMPANY RETURNED MERCHANDISE
NO RETURN OF ELECTRICAL PARTS ONCE INSTALLED

Federated Auto Parts

JILL HAGEN

TOTAL $109.54

CUSTOMER COPY

SALE
BATCH: 000443
DATE: Jan 03, 14
SEQ: 0087

[redacted]

INVOICE 134018327B
TIME: 14:32
AUTH: 076420

TERMINAL ID.: [redacted]
MERCHANT #: 8375869B
3450375328B3

FISHER FED AUTO PT 53
6211 DRESSLER RD NW
CANTON, OH 44720
(330)494-0713

Fax Ehnsham
1877-7685076

2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

Case # [redacted]

From: **Malone University**

Fax: ~~855~~ 877 768 5076

Date: 2-17-14

Total # of pages including cover: _____

Notes/comments VIN 3D7[redacted] *If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it will be sent again. Thanks.*

Athletic Staff:
Mark Bankert- S.I.D./Assoc. A.D.
Tom Crank-Baseball
Josh Flannery-Football
Leta Gramlich-Women's Soccer
David Gramlich-Track/CC
Charlie Grimes-A.D./Director of Intramurals
Heather Grovemiller-Women's Golf
Kurt Gruppen-Men's Basketball
Tenequa Martin-Softball
Jack Hazen-Cross Country
Eric Hehman-Football
Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
Dory Jenkins-Athletic Business Manager
Josh Jones-Women's Soccer
Mike Leggett-Assist SID
Mark McClure-Track/Field
Jason Mishler-Women's Basketball
Brian Mogus-Men's and Women's Tennis
Joel Penner-Football
Devin Martin-Swimming/Diving
John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

Feb. 19. 2014 1:39PM Malone University No. 1537 P. 2



Red's Garage
8823 Middle Branch N. E.
North Canton, Ohio 44721
330 904 7127

ORDER WRITTEN BY: Tony
DATE: 11/23/13
PROMISED: A.M. / P.M.
NAME: [redacted]
ADDRESS: [redacted]
CITY, STATE, ZIP: N. Canton OH [redacted]
BUS. PHONE: [redacted] EXT.
MILEAGE: 79821
LICENSE NUMBER: [redacted]
YEAR, MAKE & MODEL: 2008 RAM 2500
TERMS/MISC:
VIN NUMBER - MOTOR NUMBER: 3D7KS28A[redacted]

QTY	PART NO. AND DESCRIPTION	PRICE	EXT.
1	Set of Pads	46.00	
1	Set of Rear Pads	37.00	
1	Rotor	79.00	
1	Inner Tie Rod	21.00	
1	Outer Tie Rod	22.00	
1	Drag Link	37.00	
1	Adjusting Sleeve	19.00	
1	Set of Upper Ball Joints	128.00	
1	Set of Lower	100.00	
1	Hub Bearing	210.00	

Paid on 11/23 [redacted]

(MAY BE CONTINUED ON OTHER SIDE)

TOTAL PARTS 843.00

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
-Replace Front Pads	50.00
-Replace Rear Pads	50.00
Replace or Rear Rotor	50.00
Loose Steering Linkag	
- Steering Components	460.00
- Hub	

ESTIMATED COSTS

PARTS	LABOR	TOTAL

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on the 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 ☐ RETURN PARTS ☐ DISCARD PARTS

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL

☐ IN PERSON ☐ BY PHONE

DATE	TIME	CALLED BY	PHONE NUMBER

TOTAL LABOR	460.00
TOTAL PARTS	843.00
SHOP SUPPLIES	8.00
MAS INSP. STICKER	
SUBLET REPAIRS	
EPA CHARGE	
	1313.00
TAX	93.11
Thank You TOTAL	1504.11



2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

From: **Malone University**

Case # [redacted]

Fax: ~~330~~ 877 768 5076

Date: 2-17-14

Total # of pages including cover:_____

Notes/comments VIN 3D[redacted]1C52842_56 [redacted]

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it [redacted] Thanks.

Athletic Staff:

Mark Bankert- S.I.D./Assoc. A.D.
Tom Crank-Baseball
Josh Flannery-Football
Leta Gramlich-Women's Soccer
David Gramlich-Track/CC
Charlie Grimes-A.D./Director of Intramurals
Heather Grovemiller-Women's Golf
Kurt Gruppen-Men's Basketball
Tenequa Martin-Softball
Jack Hazen-Cross Country
Eric Hehman-Football
Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
Dory Jenkins-Athletic Business Manager
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Mark McClure-Track/Field
Jason Mishler-Women's Basketball
Brian Mogus-Men's and Women's Tennis
Joel Penner-Football
Devin Martin-Swimming/Diving
John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

No. 1539 P. 2/2
Feb. 19. 2014 1:41PM Malone University

Red's Garage
8823 Middle Branch N. E.
North Canton, Ohio 44721
330 904 7127

NAME [redacted] ORDER WRITTEN BY TONY 11/23/13

ADDRESS [redacted] PROMISED A.M. P.M.

N. Canton OH [redacted]

HOME PHONE [redacted] BUS. PHONE EXT. MILEAGE 79821

YEAR, MAKE & MODEL 2008 RAM 2500 LICENSE NUMBER [redacted]

VIN NUMBER - MOTOR NUMBER 3D7KS28A28[redacted] TERMS/MISC

QTY	PART NO. AND DESCRIPTION	PRICE	EXT.
1	SET OF PADS	46.00	
1	Set of Rear Pads	57.00	
1	Rotor	76.00	
1	INNER TIE ROD	21.00	
1	OUTER TIE ROD	72.00	
1	DRAG LINK	37.00	
1	ADJUSTING SLEEVE	19.00	
1	Set of Upper Ball Joints	128.00	
1	Set of Lower	100.00	
1	HUB BEARING	218.00	
	PAID ON 11/23		
	[redacted]		

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
-REPLACE FRONT PADS	50.00
-REPLACE REAR PADS	50.00
-REPLACE BL REAR ROTOR	50.00
LOOSE STEERING LINKAGE	
- STEERING COMPONENTS	468.00
- HUB	

ESTIMATED COSTS

PARTS	LABOR	TOTAL

I here by authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on the 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 ☐ RETURN PARTS ☐ DISCARD PARTS

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL

☐ IN PERSON ☐ BY PHONE

DATE TIME CALLED BY PHONE NUMBER

TOTAL LABOR	618.00
TOTAL PARTS	83.00
SHOP SUPPLIES	8.00
MAS INSP. STICKER	
SUBLET REPAIRS	
EPA CHARGE	
	143.00
TAX	93.01
Thank You TOTAL	1504.11

(MAY BE CONTINUED ON OTHER SIDE)

TOTAL PARTS 83.00



2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

Case # [redacted]

From: **Malone University**

Fax: 877 768 5026

Date: 2-21-14

Total # of pages including cover: 3

Notes/comments Here are attach Receipts for parts paid by Jill - Thanks

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it will be sent again. Thanks.

Athletic Staff:

Mark Bankert- S.I.D./Assoc. A.D.
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Josh Flannery-Football
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David Gramlich-Track/CC
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Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

Federated Auto Parts

FISHER AUTO PARTS, INC.

6211 DRESSLER RD NW
NORTH CANTON, OH 44720
330-494-0713



SOLD TO:
GLENN'S CAR CARE LLC
3020 WISE AVE NW
CANTON
OH 44718 330-477-0582

2008 DODGE RAM 2500 SLT 6.7L 408CI L6 DIESEL F/I TURBOCHARGED VIN4A442

REF #	ACCT #	ORDER #	SLM	PG	INV DATE	TYPE	INVOICE #	TIME
	[redacted]		3504	1	11/23/2013	[redacted]	532-119782	12:58

QTY	LINE	PART NUMBER	DESCRIPTION	LIST	COST	EXTEND	TAX
1	130	836-88301 91	GRS,GREASE Wolfs Head Red Grease 14 oz		3.12	3.12	
1	650	DS1464	MOOG Steering Tie Rod End	171.95	71.09	71.09	Y
1	650	DS1463	MOOG Steering Tie Rod End	174.52	72.14	72.14	Y
1	650	ES3625	MOOG Steering Tie Rod End	91.42	37.80	37.80	Y
1	650	ES3626S	MOOG Steering Tie Rod End Adjusting Sleeve	[redacted]	32.87	[redacted]87	Y
1	650	ES3624	MOOG Steering Tie Rod End	46.70	19.30	19.30	Y
1	572	SS10323	KYB SHOCKS & ST Steering Damper	64.91	36.91	36.91	Y

UNITS	BATT	FRT	LABOR	MISC	CORE	NON-TAX	TAXABLE	TAX
-7						3.12	270.11	17.56

RECEIVED BY: _____ **PAY THIS AMOUNT ==>** 290.79

INVOICE MUST ACCOMPANY RETURNED MERCHANDISE
NO RETURN OF ELECTRICAL PARTS ONCE INSTALLED

11 day 3500 Truck L4730

FISHER FED AUTO PT 53
6211 DRESSLER RD NW
CANTON, OH 44720
(330)494-0713

TERMINAL ID.: 00758998
MERCHANT #: 345837332883

VISA [redacted]
SALE
BATCH: 000484
DATE: Nov 23, 13
SEQ: 0009

INVOICE 134818343Z
TIME: 12:58
AUTH:047900

TOTAL $290.79

CUSTOMER COPY

Federated Auto Parts

FISHER AUTO PARTS, INC.

6211 DRESSLER RD NW
NORTH CANTON, OH 44720
330-494-0713



SOLD TO:
NORTH SUPER DEALER
6211 DRESSLER RD NW
NORTH CANTON
OH 44720

REF #	ACCT #	ORDER #	SLM	PG	INV DATE	TYPE	INVOICE #	TIME
	[redacted]		3504	1	1/03/2014	[redacted]	532-123846	14:33

QTY	LINE	PART NUMBER	DESCRIPTION	LIST	COST	EXTEND	TAX
-1	650	K7467	MOOG Suspension Ball Joint	* 163.73	64.12	-64.12	
-1	650	K7460	MOOG Suspension Ball Joint	* 142.70	58.99	-58.99	
1	667	515101	NATIONAL HUB BE Wheel Bearing and Hub Assembly	323.07	218.54	218.54	Y

UNITS	BATT	FRT	LABOR	MISC	CORE	NON-TAX	TAXABLE	TAX
-1						-123.11	218.54	14.21

RECEIVED BY: _____ **PAY THIS AMOUNT -->** 109.64

INVOICE MUST ACCOMPANY RETURNED MERCHANDISE
NO RETURN OF ELECTRICAL PARTS ONCE INSTALLED

Federated Auto Parts

JILL HAGEN

TOTAL $109.54

CUSTOMER COPY

SALE
BATCH: 000443
DATE: Jan 03, 14
SEQ: 0087

[redacted]

INVOICE 134018327B
TIME: 14:32
AUTH: 076420

TERMINAL ID.: [redacted]
MERCHANT #: 8375869B
3450375328B3

FISHER FED AUTO PT 53
6211 DRESSLER RD NW
CANTON, OH 44720
(330)494-0713

Fax Ehnashun
1877-7685076

MALONE UNIVERSITY
2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Chrysler Customer Care

From: **Malone University**

Fax: 877-768 5076

Date: 2-3-2004

Total # of pages including cover: 5

Notes/comments Sent 1-11-14 Resending Now!

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it will be sent again. Thanks.

Athletic Staff:

Mark Bankert- S.I.D./Assoc. A.D.
Tom Crank-Baseball
Josh Flannery-Football
Leta Gramlich-Women's Soccer
David Gramlich-Track/CC
Charlie Grimes-A.D./Director of Intramurals
Heather Grovemiller-Women's Golf
Kurt Gruppen-Men's Basketball
Tenequa Martin-Softball
[redacted]
Eric Hehman-Football
Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
Dory Jenkins-Athletic Business Manager
Josh Jones-Women's Soccer
Mike Leggett-Assist SID
Mark McClure-Track/Field
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Joel Penner-Football
Devin Martin-Swimming/Diving
John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer
[redacted]
[redacted]

Dear Customer Care, I own a 2008 Dodge truck vin number 3D7KS28A28G[redacted] (Cair number [redacted]. I received a safety recall (N49 / NHTSA 13V-529) after I had already paid to have a mechanic replace all of the tie rods. I was experiencing unusual steering problems and was told that some things had broken and all were worn and needed replaced. I'm wondering if there is a way I can get reimbursement for the idem that was intended for recall? I am enclosing the parts list for the repair and a copy of the bill for labor, parts and supplies. The work was done on 11/23/13. I appreciate your consideration and hope I can receive the standard reimbursement fee for this recall. I can be reached at [redacted] My home address is [redacted], North Canton Ohio [redacted] and my email address is [redacted]

[redacted]

Case #

[redacted]

Feb. 3. 2014 3:26PM Malone University No. 1348. P. 3



Red's Garage
8823 Middle Branch N. E.
North Canton, Ohio 44721

ORDER WRITTEN BY: Tony
DATE: 11/13/13
PROMISED: A.M. / P.M.
NAME: [redacted]
CITY, STATE, ZIP: N. Canton OH [redacted]
HOME PHONE: [redacted]
PHONE: EXT.
MILEAGE: 74821
LICENSE NUMBER: [redacted]
YEAR, MAKE & MODEL: 2008 RAM 2500
VIN NUMBER - MOTOR NUMBER: 3D7KS28A28G [redacted]
TERMS/MISC:

QTY	PART NO. AND DESCRIPTION	PRICE	EXT.
1	Set of Pads	46.00	
1	Set of Rear Pads	57.00	
1	Rotor	70.00	
1	Inner Tie Rod	21.00	
1	Outer Tie Rod	22.50	
1	Drag Link	32.50	
1	Adjusting Sleeve	19.50	
1	Set of Upper Ball Joints	108.00	
1	Set of Lower	120.00	
1	Hub Bearing	218.00	

(MAY BE CONTINUED ON OTHER SIDE)

TOTAL PARTS 843.00

DESCRIPTION OF WORK

AMOUNT

☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.

- Replace Front Pads — 50.00
- Replace Rear Pads — 50.00
- Replace Dr. Rear Rotor — 50.00
- Loose Steering Linkage — 466.00
- Steering Components
- Hub

ESTIMATED COSTS

PARTS	LABOR	TOTAL

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on the 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 ☐ RETURN PARTS ☐ DISCARD PARTS

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL

☐ IN PERSON ☐ BY PHONE

DATE	TIME	CALLED BY	PHONE NUMBER

TOTAL LABOR	616.00
TOTAL PARTS	843.00
SHOP SUPPLIES	8.00
MAS INSP. STICKER	
SUBLET REPAIRS	
EPA CHARGE	
	1459.00
TAX	93.11
Thank You TOTAL	1524.11

Left Tie Rod

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7KS28A28G[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.

Please contact your Chrysler, Jeep, or Dodge dealer starting January 6, 2014 to [illegible] to hold the parts for your vehicle or

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]

9346/#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 _____

City _____

State _____ Zip Code _____

P. 1

* * * Communication Result Report (Jan. 11. 2014 10:13AM) * * *

1) Malone University
2)

Date/Time: Jan. 11. 2014 10:12AM

File No.	Mode	Destination	Pg(s)	Result	Page Not Sent
1178	Memory TX	18777685076----415	P. 3	OK	

Reason for error
E. 1) Hang up or line fail
E. 2) Busy
E. 3) No answer
E. 4) No facsimile connection
E. 5) Exceeded max. E-mail size
E. 6) Destination does not support IP-Fax

Sent earlier this year but I guess Not received

Attn: Chrysler customer care

Dear Customer Care, I own a 2008 Dodge truck vin number 3D7KS28A28G[redacted] (Calr number [redacted]). I received a safety recall (M49 / NHTSA 13V-529) after I had already paid to have a mechanic replace all of the tie rods. I was experiencing unusual steering problems and was told that some things had broken and all were worn and needed replaced. I'm wondering if there is a way I can get reimbursement for the idem that was intended for recall? I am enclosing the parts list for the repair and a copy of the bill for labor, parts and supplies. The work was done on 11/23/13. I appreciate your consideration and hope I can receive the standard reimbursement fee for this recall. I can be reached at [redacted] My home address is [redacted] North Canton Ohio [redacted] and my email address i[redacted]

[redacted]

[redacted]

case

2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

Case # [redacted]

From: **Malone University**

Fax: ~~855~~ 877 768 5076

Date: 2-17-14

Total # of pages including cover: _____

Notes/comments VIN 3D7[redacted]

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it will be sent again. Thanks.

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Kyle Schenk-Football
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Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

Feb. 19. 2014 1:39PM Malone University No. 1537 P. 2



Red's Garage
8823 Middle Branch N. E.
North Canton, Ohio 44721
330 904 7127

QTY	PART NO. AND DESCRIPTION	PRICE	EXT.
1	SET OF PADS	46 00	
1	SET OF REAR PADS	37	
1	ROTOR	70	
1	INNER TIE ROD	21	
1	OUTER TIE ROD	22	
1	DRAG LINK	37	
1	ADJUSTING SLEEVE	19	
1	SET OF UPPER BALL JOINTS	128	
1	SET OF LOWER	100	
1	HUB BEARING	210	

PAID 04 11/23

[redacted]

(MAY BE CONTINUED ON OTHER SIDE)

TOTAL PARTS 843 10

[redacted]

ORDER WRITTEN BY: TONY

PROMISED: 11/23/13 A.M. P.M.

CITY, STATE, ZIP: N. CANTON OH [redacted]

BUS. PHONE [redacted] EXT.

MILEAGE 79821

LICENSE NUMBER [redacted]

YEAR, MAKE & MODEL: 2008 GMC 2500

TERMS/MISC

VIN NUMBER - MOTOR NUMBER: 1GTHK28A28E[redacted]

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
- REPLACE FRONT PADS	50 00
- REPLACE REAR PADS	50 00
REPLACE OR REAR ROTOR	50 00
LOOSE STEERING LINKAGE	
- STEERING COMPONENTS	460 00
- HUB	

ESTIMATED COSTS

PARTS	LABOR	TOTAL

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SIGNATURE ☐ RETURN PARTS ☐ DISCARD PARTS

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL

☐ IN PERSON ☐ BY PHONE

DATE	TIME	CALLED BY	PHONE NUMBER

TOTAL LABOR	460 00
TOTAL PARTS	843 10
SHOP SUPPLIES	8 00
MAS INSP. STICKER	
SUBLET REPAIRS	
EPA CHARGE	
	1313 10
TAX	83 01
Thank You TOTAL	1504 11



2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

From: **Malone University**

Case # [redacted]

Fax: ~~330~~ 877 768 5076

Date: 2-17-14

Total # of pages including cover:_____

Notes/comments VIN 3D[redacted]1C52842[redacted]

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it [redacted] Thanks.

Athletic Staff:

Mark Bankert- S.I.D./Assoc. A.D.
Tom Crank-Baseball
Josh Flannery-Football
Leta Gramlich-Women's Soccer
David Gramlich-Track/CC
Charlie Grimes-A.D./Director of Intramurals
Heather Grovemiller-Women's Golf
Kurt Gruppen-Men's Basketball
Tenequa Martin-Softball
Jack Hazen-Cross Country
Eric Hehman-Football
Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
Dory Jenkins-Athletic Business Manager
Josh Jones-Women's Soccer
Mike Leggett-Assist SID
Mark McClure-Track/Field
Jason Mishler-Women's Basketball
Brian Mogus-Men's and Women's Tennis
Joel Penner-Football
Devin Martin-Swimming/Diving
John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

No. 1539 P. 2/2
Feb. 19. 2014 1:41PM Malone University

Red's Garage
8823 Middle Branch N. E.
North Canton, Ohio 44721
330 904 7127

NAME [redacted] ORDER WRITTEN BY Tony 11/23/13

ADDRESS [redacted] PROMISED A.M. P.M.

N. Canton OH [redacted]

HOME PHONE [redacted] BUS. PHONE EXT. MILEAGE 79821

YEAR, MAKE & MODEL 2008 RAM 2500 LICENSE NUMBER [redacted]

VIN NUMBER - MOTOR NUMBER 3D7KS28A28[redacted] TERMS/MISC

QTY	PART NO. AND DESCRIPTION	PRICE	EXT.
1	Set of Pads	46.00	
1	Set of Rear Pads	57.00	
1	Rotor	76.00	
1	Inner Tie Rod	21.00	
1	Outer Tie Rod	72.00	
1	Drag Link	37.00	
1	Adjusting Sleeve	19.00	
1	Set of Upper Ball Joints	128.00	
1	Set of Lower	100.00	
1	Hub Bearing	218.00	
	PAID on 11/23 [redacted]		
	(MAY BE CONTINUED ON OTHER SIDE) TOTAL PARTS	813.00	

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
-Replace Front Pads	50.00
-Replace Rear Pads	50.00
-Replace Dr. Rear Rotor	50.00
Loose Steering Linkage	
- Steering Components	460.00
- Hub	

ESTIMATED COSTS

PARTS	LABOR	TOTAL

I here by authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on the 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 ☐ RETURN PARTS ☐ DISCARD PARTS

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL

☐ IN PERSON ☐ BY PHONE

DATE TIME CALLED BY PHONE NUMBER

TOTAL LABOR	610.00
TOTAL PARTS	813.00
SHOP SUPPLIES	8.00
MAS INSP. STICKER	
SUBLET REPAIRS	
EPA CHARGE	
	143.00
TAX	93.81
Thank You TOTAL	1504.11



2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

Case # [redacted]

From: **Malone University**

Fax: 877 768 5026

Date: 2-21-14

Total # of pages including cover: 3

Notes/comments Herman attach Receipts for parts paid by Jill - Thanks

If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it will be sent again. Thanks.

Athletic Staff:

Mark Bankert- S.I.D./Assoc. A.D.
Tom Crank-Baseball
Josh Flannery-Football
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David Gramlich-Track/CC
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Kurt Gruppen-Men's Basketball
Tenequa Martin-Softball
Jack Hazen-Cross Country
Eric Hehman-Football
Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
Dory Jenkins-Athletic Business Manager
Josh Jones-Women's Soccer
Mike Leggett-Assist SID
Mark McClure-Track/Field
Jason Mishler-Women's Basketball
Brian Mogus-Men's and Women's Tennis
Joel Penner-Football
Devin Martin-Swimming/Diving
John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

Federated Auto Parts

FISHER AUTO PARTS, INC.

6211 DRESSLER RD NW
NORTH CANTON, OH 44720
330-494-0713



SOLD TO:
GLENN'S CAR CARE LLC
3020 WISE AVE NW
CANTON
OH 44718 330-477-0582

2008 DODGE RAM 2500 SLT 6.7L 408CI L6 DIESEL F/I TURBOCHARGED VIN4A442

REF #	ACCT #	ORDER #	SLM	PG	INV DATE	TYPE	INVOICE #	TIME
	[redacted]		3504	1	11/23/2013	[redacted]	532-119782	12:58

QTY	LINE	PART NUMBER	DESCRIPTION	LIST	COST	EXTEND	TAX
1	130	836-88301 91	GRS,GREASE Wolfs Head Red Grease 14 oz	3.12		3.12	
1	650	DS1464	MOOG Steering Tie Rod End	171.95	71.09	71.09	Y
1	650	DS1463	MOOG Steering Tie Rod End	174.52	72.14	72.14	Y
1	650	ES3625	MOOG Steering Tie Rod End	91.42	37.80	37.80	Y
1	650	ES3626S	MOOG Steering Tie Rod End Adjusting Sleeve	[redacted]	32.87	[redacted]	Y
1	650	ES3624	MOOG Steering Tie Rod End	46.70	19.30	19.30	Y
1	572	SS10323	KYB SHOCKS & ST Steering Damper	64.91	36.91	36.91	Y

UNITS	BATT	FRT	LABOR	MISC	CORE	NON-TAX	TAXABLE	TAX
-7						3.12	270.11	17.56

RECEIVED BY: _____ **PAY THIS AMOUNT ==>** 290.79

INVOICE MUST ACCOMPANY RETURNED MERCHANDISE
NO RETURN OF ELECTRICAL PARTS ONCE INSTALLED

11 day 3500 Truck L4730

FISHER FED AUTO PT 53
6211 DRESSLER RD NW
CANTON, OH 44720
(330)494-0713

TERMINAL ID.: 00758998
MERCHANT #: 345837332883

VISA [redacted]
SALE
BATCH: 000484
DATE: Nov 23, 13
SEQ: 0009

INVOICE 134818343Z
TIME: 12:58
AUTH:047900

TOTAL $290.79
(ALL AMOUNTS IN USD)

CUSTOMER COPY

Federated Auto Parts

FISHER AUTO PARTS, INC.

6211 DRESSLER RD NW
NORTH CANTON, OH 44720
330-494-0713



SOLD TO:
NORTH SUPER DEALER
6211 DRESSLER RD NW
NORTH CANTON
OH 44720

REF #	ACCT #	ORDER #	SLM	PG	INV DATE	TYPE	INVOICE #	TIME
	[redacted]		3504	1	1/03/2014	[redacted]	532-123846	14:33

QTY	LINE	PART NUMBER	DESCRIPTION	LIST	COST	EXTEND	TAX
-1	650	K7467	MOOG Suspension Ball Joint	* 163.73	64.12	-64.12	
-1	650	K7460	MOOG Suspension Ball Joint	* 142.70	58.99	-58.99	
1	667	515101	NATIONAL HUB BE Wheel Bearing and Hub Assembly	323.07	218.54	218.54	Y

UNITS	BATT	FRT	LABOR	MISC	CORE	NON-TAX	TAXABLE	TAX
-1						-123.11	218.54	14.21

RECEIVED BY: _____ **PAY THIS AMOUNT -->** 109.64

INVOICE MUST ACCOMPANY RETURNED MERCHANDISE
NO RETURN OF ELECTRICAL PARTS ONCE INSTALLED

Federated Auto Parts

JILL HAGEN

TOTAL $109.54

CUSTOMER COPY

SALE
BATCH: 000443
DATE: Jan 03, 14
SEQ: 0007

[redacted]

INVOICE 134018327B
TIME: 14:32
AUTH: 076420

TERMINAL ID.: [redacted]
MERCHANT #: 8375869B
3450375328B3

FISHER FED AUTO PT 53
6211 DRESSLER RD NW
CANTON, OH 44720
(330)494-0713

Fax Ehnsham
1877-7685076

2600 Cleveland Ave NW Canton OH 44709
330-471-8300 ATHLETICS
330-471-8298 FAX

FACSIMILE TRANSMITTAL SHEET

To: Michelle

Case # [redacted]

From: **Malone University**

Fax: ~~330~~ 877 768 5076

Date: 2-17-11

Total # of pages including cover: _____

Notes/comments VIN 3D7[redacted] *If you do not receive the entire fax please call Dory Jenkins at 330-471-8300 and it will be sent again. Thanks.*

Athletic Staff:

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David Gramlich-Track/CC
Charlie Grimes-A.D./Director of Intramurals
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Kurt Gruppen-Men's Basketball
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Tanya Hockman-Volleyball
Ken Hyland-Men's Golf
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Mark McClure-Track/Field
Jason Mishler-Women's Basketball
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John Russell-Director of Compliance
Cliff Schenk-Football
Kyle Schenk-Football
Amy Schlachter-Athletic Trainer
Brian Stock-Men's Soccer
Tim Walker-Men's Basketball
Chris Watson-Head Athletic Trainer

Feb. 19. 2014 1:39PM Malone University No. 1537 P. 2



Red's Garage
8823 Middle Branch N. E.
North Canton, Ohio 44721
330 904 7127

[redacted]

ORDER WRITTEN BY: Tony
DATE: 11/23/13
PROMISED
A.M.
P.M.
CITY, STATE, ZIP: N. Canton OH
BUS. PHONE
EXT.
MILEAGE: 79821
LICENSE NUMBER [redacted]
YEAR, MAKE & MODEL: 2008 RAM 2500
TERMS/MISC
VIN NUMBER - MOTOR NUMBER: 3D7KS28A[redacted]

QTY	PART NO. AND DESCRIPTION	PRICE	EXT.
1	Set of Pads	46.00	
1	Set of Rear Pads	37.00	
1	Rotor	79.00	
1	Inner Tie Rod	21.00	
1	Outer Tie Rod	22.00	
1	Drag Link	37.00	
1	Adjusting Sleeve	19.00	
1	Set of Upper Ball Joints	128.00	
1	Set of Lower	120.00	
1	Hub Bearing	218.00	

Paid on 11/23

[redacted]

(MAY BE CONTINUED ON OTHER SIDE)

TOTAL PARTS 843.00

DESCRIPTION OF WORK	AMOUNT
☐ LUBE ☐ CHANGE OIL ☐ OIL FILTER ☐ TUNE-UP ☐ TRANS. ☐ DIFF.	
-Replace Front Pads	50.00
-Replace Rear Pads	50.00
Replace or Rear Rotor	50.00
Loose Steering Linkag	
- Steering Components	460.00
- Hub	

ESTIMATED COSTS

PARTS	LABOR	TOTAL

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on the 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 ☐ RETURN PARTS ☐ DISCARD PARTS

REVISED ESTIMATE/ADDITIONAL WORK

PARTS	LABOR	TOTAL

☐ IN PERSON ☐ BY PHONE

DATE	TIME	CALLED BY	PHONE NUMBER

TOTAL LABOR	460.00
TOTAL PARTS	843.00
SHOP SUPPLIES	8.00
MAS INSP. STICKER	
SUBLET REPAIRS	
EPA CHARGE	
	1313.00
TAX	93.11
Thank You TOTAL	1504.11

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Chrysler Customer Assistance Center

Attention: Typist / Transcriber

Chrysler Customer Assistance Center

P.O. Box 21-8004

Auburn Hills, MI. 48321-8004

Image Document Request

Customer Name: [redacted]

Requestor PROFS ID: T6665SA

CAIR Number [redacted]

Zone / BC Number: 51 Midwest

District Letter / Number: F

PETE HARKNESS AUTO GROUP

CHRYSLER • DODGE • JEEP • BUICK
STERLING, ILLINOIS

2502 Locust Street
Sterling, IL 61081
Phone 815-625-2290

CHRYSLER Jeep. DODGE BUICK

SERVICE INVOICE

A/O 73178	VIN 3D7KS28C96G[redacted]	[redacted]			DATE IN 12/26/13
YEAR 2006	MAKE DODGE	MODEL RAM 2500ST	COLOR WHITE	[redacted]	TIME IN 09:40 16:48
MILES IN 167500	MILES OUT 167501	FIRST USE 00/00/00	USC [redacted]	STERLING IL [redacted]	CLOSED 12/26/13 0372
SEE ALSO				H: [redacted] W: (815) -	WRITER JEFF D

(1) PERFORM RECALL # N62
RECALL COMPLETED NO FURTHER OWNER ACTION REQUIRED
* LEFT OUTER TIE ROD BROKEN - WAS TOWED IN - OWNER PURCHASED AFTERMARKET TIE ROD TO HAVE INSTALLED - SUBLET ALIGNMENT * PARTS STATUS SHOWING NOT AVAILABLE FOR ORDER TIL 04/04/14 FOR TIE ROD END *
(63-3731 JRICKETTS-) B

Warranty Claim

Labor	T63 11	11	94.03
SAUK VALLE 224404			100.00
HARKNESS F 73178 97756555			69.95
Total Labor			94.03
Total Sublet			169.95
Total Repair (Warranty)			263.98

(2) SAUK VALLEY TOWING
(63-3731 JRICKETTS-) B

Warranty Claim

Labor	T63 0		.00
Total Repair (Warranty)			.00

DATE	START	FINISH	UNITS	TYPE	TECH	REPAIR
12/26/2013	10:17	10:31	3	W	63	1

*** NOTE *** Total Labor Units May Not Match Total Labor Units In ERO Due To Rounding ***

CASE# [redacted]

CUSTOMER PURCHASE
TIE ROD END 59.99
TAX 4.05
64.04

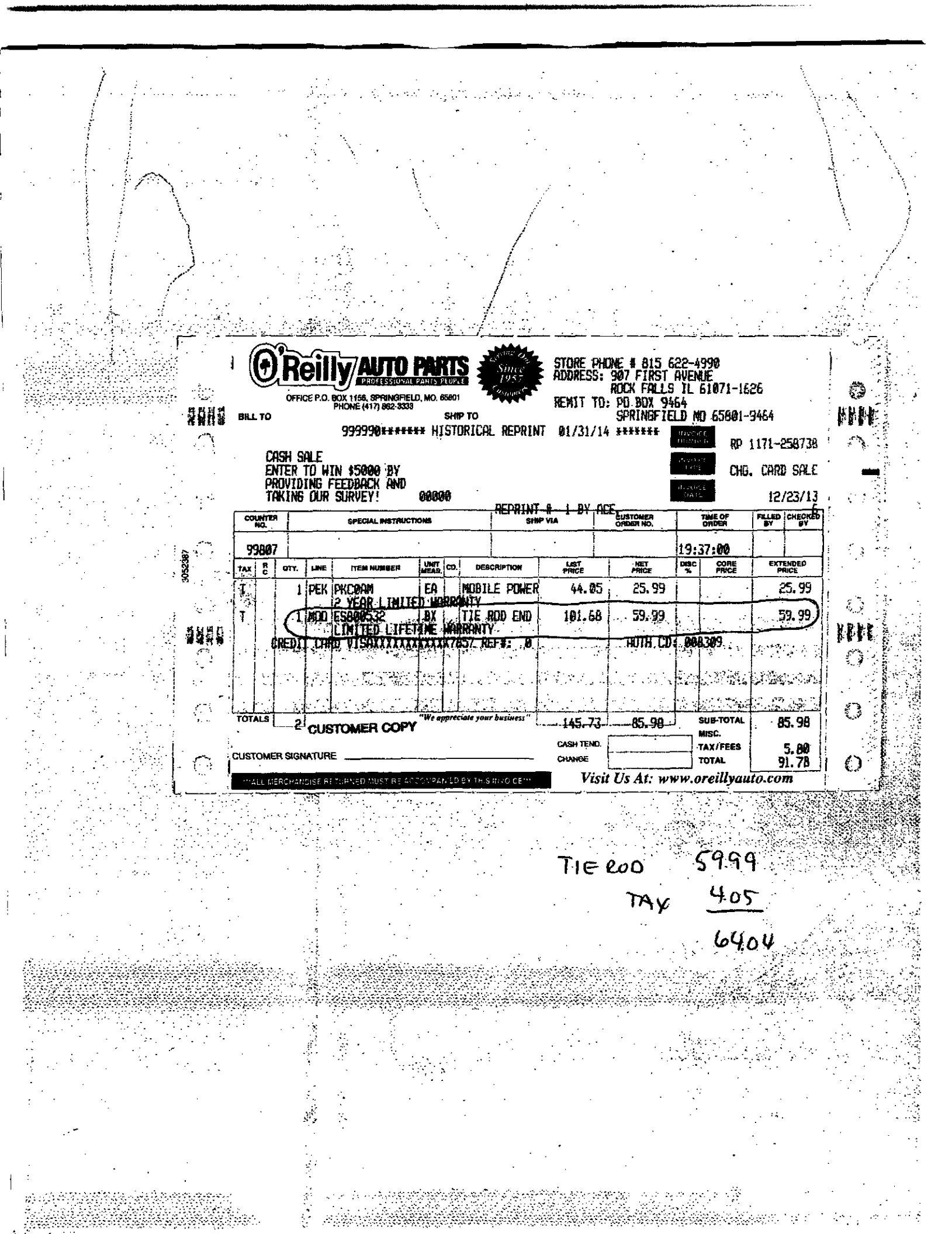
DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes 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

	W.C.	INT.		CUSTOMER
	94.03		Labor	
	.00		Parts	
	169.95		Sublet	
	.00		S/supplies	
	.00		Oil/Grease	
	263.98		Sub Total	.00
	.00	.00	Tax	
	263.98		Total	.00

73178 Warranty Copy

AUTOSOFT FORMS 1-877-425-4567



O'Reilly AUTO PARTS
PROFESSIONAL PARTS PEOPLE
Since 1957

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

STORE PHONE # 815 622-4990
ADDRESS: 907 FIRST AVENUE
ROCK FALLS IL 61071-1626
REMIT TO: PO BOX 9464
SPRINGFIELD MO 65801-9464

BILL TO

SHIP TO

999990******* HISTORICAL REPRINT 01/31/14 *******

INVOICE NUMBER RP 1171-258738

INVOICE TYPE CHG. CARD SALE

INVOICE DATE 12/23/13

CASH SALE
ENTER TO WIN $5000 BY
PROVIDING FEEDBACK AND
TAKING OUR SURVEY! 00000

REPRINT # 1 BY ACE

COUNTER NO.	SPECIAL INSTRUCTIONS	SHIP VIA	CUSTOMER ORDER NO.	TIME OF ORDER	FILLED BY	CHECKED BY
99807				19:37:00		

TAX	R C	QTY.	LINE	ITEM NUMBER	UNIT MEAS.	CD.	DESCRIPTION	LIST PRICE	NET PRICE	DISC %	CORE PRICE	EXTENDED PRICE
T		1	PEK	PKC0AM	EA		MOBILE POWER	44.05	25.99			25.99
				2 YEAR LIMITED WARRANTY								
T		1	MOO	ES800532	BX		TIE ROD END	101.68	59.99			59.99
				LIMITED LIFETIME WARRANTY								

CREDIT CARD VISAXXXXXXXXXXX7857 REF#: 0 AUTH CD: 008309

TOTALS	2	145.73	85.98	SUB-TOTAL	85.98
				MISC.	
				TAX/FEES	5.80
				TOTAL	91.78

CUSTOMER COPY

"We appreciate your business"

CASH TEND.

CHANGE

CUSTOMER SIGNATURE _____

"ALL MERCHANDISE RETURNED MUST BE ACCOMPANIED BY THIS INVOICE"

Visit Us At: www.oreillyauto.com

TIE ROD 59.99

TAX 4.05

64.04

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



[redacted]

NAME: [redacted]
JASPER, AL [redacted]

HPHONE: [redacted]
WPHONE: [redacted]

TAG: [redacted]
YR:2005 MAKE:DODGE
MODEL:RAM
MILEAGE:
MOTOR:DIS

TECH:104 MANAGER:101 PO NUMBER:
NOTES: MANUF:2500 VIN:

PART/SERVICE	DESCRIPTION	QTY	PRICE	DISC	TOTAL
0	INNER TIE ROD	1.00	34.85	0	34.85
0	INNER TIE ROD	1.00	106.66	0	106.66
0	OUTTER TIE ROD	1.00	50.05	0	50.05
0	OUTTER TIE ROD	1.00	95.05	0	95.05
0	STEERING DAMPER	1.00	50.96	0	50.96
			PARTS TOTAL		337.57

SERVICE'S DONE

L	R&R ALL TIE RODS	143.00
L	R&R STEERING DAMPER	26.00
L	ALIGNMENT	60.00
L	TOWING	65.00
	SERVICE TOTAL	294.00

VIN# [redacted]
Cash # [redacted]

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.

Parts	337.57
Labor	294.00
Subtotal	631.57
STATE TAX	13.50
COUNTY	6.75
Total	651.82
Check	

Signature X _____

Pd Cash

[redacted]

NAME: [redacted]
JASPER, AL [redacted]

HPHONE: [redacted]
WPHONE: [redacted]

TAG: [redacted]
YR:2005 MAKE:DODGE
MODEL:RAM
MILEAGE:
MOTOR:DIS

TECH:104 MANAGER:101 PO NUMBER:
NOTES: MANUF:2500 VIN:

PART/SERVICE	DESCRIPTION	QTY	PRICE	DISC	TOTAL
0	INNER TIE ROD	1.00	34.85	0	34.85
0	INNER TIE ROD	1.00	106.66	0	106.66
0	OUTTER TIE ROD	1.00	50.05	0	50.05
0	OUTTER TIE ROD	1.00	95.05	0	95.05
0	STEERING DAMPER	1.00	50.96	0	50.96
			PARTS TOTAL		337.57

SERVICE'S DONE

L	R&R ALL TIE RODS	143.00
L	R&R STEERING DAMPER	26.00
L	ALIGNMENT	60.00
L	TOWING	65.00
	SERVICE TOTAL	294.00

VIN# [redacted]
Cash # [redacted]

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.

Signature X _____

Parts	337.57
Labor	294.00
Subtotal	631.57
STATE TAX	13.50
COUNTY	6.75
Total	651.82
Check	

Pd Cash

[redacted]

NAME: [redacted]
JASPER, AL [redacted]

HPHONE: [redacted]
WPHONE: [redacted]

TAG: [redacted]
YR:2005 MAKE:DODGE
MODEL:RAM
MILEAGE:
MOTOR:DIS

TECH:104 MANAGER:101 PO NUMBER:
NOTES: MANUF:2500 VIN:

PART/SERVICE	DESCRIPTION	QTY	PRICE	DISC	TOTAL
0	INNER TIE ROD	1.00	34.85	0	34.85
0	INNER TIE ROD	1.00	106.66	0	106.66
0	OUTTER TIE ROD	1.00	50.05	0	50.05
0	OUTTER TIE ROD	1.00	95.05	0	95.05
0	STEERING DAMPER	1.00	50.96	0	50.96
			PARTS TOTAL		337.57

SERVICE'S DONE

L	R&R ALL TIE RODS	143.00
L	R&R STEERING DAMPER	26.00
L	ALIGNMENT	60.00
L	TOWING	65.00
	SERVICE TOTAL	294.00

VIN# [redacted]
3D7KS28C35G [redacted]

Cash # [redacted]

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.

Signature X _____

Parts	337.57
Labor	294.00
Subtotal	631.57
STATE TAX	13.50
COUNTY	6.75
Total	651.82
Check	

Pd Cash

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/05/2014

POSTED DATE : 1-31-14

VIN (FIRST 9 DIGITS) 3D7KS26D8

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

October 29, 2013

Ernest Robinson
1613 Cole St
Saint Louis MO 63106-3712

State Farm Claims
P.O. Box 661011
Dallas TX 75266-1011

RE: Claim Number: [redacted]
Date of Loss: April 15, 2013
Our Insured: [redacted]

Dear [redacted]

Our records indicate you were involved in an automobile accident with our insured on April 15, 2013. If you do not own the vehicle you were operating, please provide us the name and address of the current owner.

If you have automobile insurance coverage, please provide us with the following information:

Your Insurance Carrier:
Address: _____
Policy Number/Claim #: _____
Agent/Claim Rep. Name: _____
Phone #: _____

I have reported this accident to my Company: Yes ☐ No ☐

If you do not have insurance, please contact us immediately.

Please return your response within 10 days from the date of this letter.

Thank you for your assistance. If you have any questions, please contact us.

Keep Rollin Motors Inc
4626 Caseyville Ave
Washington Park, IL 62204
618-779-7135

NAME: Stack Demolitions | 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
1		Steering Linkage	300 00		N
2		driver pass Hubs	380 00		Y
1		Rear Bed	1800 00		N
1		Rear Window	125 00		N
1		driver fender	50 00		N
1		pass fender	50 00		N
1		pass RIM + Tire	100 00		N
1		pass mirror	50 00		N
1		driver mirror	50 00		N
1		Hood	100 00		N
		driver + pass Tie rod ends	7		1
		inner + outer Ball joints	200 00		Y
		TOTAL PARTS	3205 00		

MECHANICS RECOMMENDATIONS

Estimated cost $_____ Estimate Charge _____ Basis for Charge _____

CUSTOMER'S INFORMATION

RECEIVED (DATE & TIME) A.M. P.M.: 5/29/13 | CUSTOMER'S ORDER NO.: TSK01532 | PROMISED (DATE & TIME) A.M. P.M.:
YEAR • MAKE • MODEL: 2007 Dodge Ram 2500 | SERIAL #/VIN:
LICENSE NO. | ODOMETER | MOTOR #:
WRITTEN BY: C Swarn

☐ LUBE ☐ OIL CHANGE ☐ FLUSH TRANS: ☐ FLUSH DIFF. ☐ WASH ☐ POLISH

CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*

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): Rear Bed
GUARANTEE EFFECTIVE UNTIL:
TIME
MILEAGE

AUTHORIZED BY

LABOR ONLY	3000 00
PARTS	3205 00
ACCESSORIES	
GAS, OIL & GREASE	
MISC. MERCHANDISE	
SUBLET REPAIRS	
STORAGE FEE	
TAX	312 49
TOTAL ▶	$6517 49

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.

X 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: X ___ 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. Cancel repairs prior to their completion for any reason + tear down and reassembly fee of $500.00 will be applied.

SIGNED X [redacted]

DATE 5/29/13

adams GT3870 09-11

Illinois Vehicle Registration Renewal Notice

PRESORTED
FIRST- CLASS MAIL
U S POSTAGE PAID
SPRINGFIELD, IL
PERMIT NO. 93

Vehicle Year	Vehicle Make	VIN	
2006	DODGE	[redacted]	
Expiration Date	**Plate Number**	**County**	**Renewal Fee**
02/28/2014	[redacted]	082 ST. CLAIR	$101.00

REGISTRATION ID: 1422 5278 PIN: 1213 IF PAID AFTER 03/31/14 FEE IS $121.00

If mailing return to:
Secretary of State, License Renewal
3701 Winchester Rd., Springfield, IL 62707-9700

[redacted]

EDWARD SLACK

1919 OHIO AVE
EAST ST LOUIS IL 62205-1807

4P-TP1 62205

Slack Demolition & Construction LLC
1919 Ohio
E.St.Louis, ILL. 62205
314-477-4673 314-749-6978
[redacted]

MEMO: To Chrysler Group LLC.

Subject: Extreme Damage to pickup truck because of tie rod ball stud.

On April 15,2013 my son Ernest Robinson and Lester [redacted] was driving my Dodge Pickup truck, towing a car to Washington Auto Repair for work. They were traveling east on Rt.70 in E.St.Louis, During a construction and heavy evening traffic. The ball joint fractured,and they hit two cars(note one car ran & left the scene). [redacted] was driving lost total control of the truck,also hitting the concrete wall in several places. The truck had several damages all over the body (see repair pictures notice the different colors of repair used parts were used and had not yet had the truck painted). There were damages to the 2006 Kia car being towed , and total damages to the tow bar, owned by Washington Auto Repair (Willie Washington 618-698-2500) .I have not had the resources to pay for this damage. I took the truck to KEEP ROLLING MOTORS 4622 Caseyville Ave. Washington Park, Ill. 618-779-7135. I used this company because I had only liability insurance and no full coverage .This company used some used parts to repair the truck(see pictures) I paid KEEP ROLLING [redacted] for the repairs to the truck. I also had to buy two rims and two rear tires.

SUMMARY

KEEP ROLLING did the followings work on the truck.

1.Replace tie rod ball studs
2.Used front clip ,including headlights
3.Used rear truck bed ,including tail lights
4.Repair bumper
5.Rear window on truck
6.Side mirror

I feel that Chryser should pay the money I have already paid out to repair the truck.

(A) 2 used tires & rims	375.00
(B) towing by Petroff towing 6188756002	250.00
(C) KEEP ROLLING	

Item not paid yet .

(A) [redacted] and [redacted] hospital bills.
(Note they were both knocked out and transported by ambulance

(B)Paint, job
(C) Damages to front end on truck see picture.
(D) Repairs to 2006 KIA
(E)Repairs to tow bar at Washington Auto

Please notify me on what action you will take

Thank you [redacted]

UNIQUE INSURANCE
The User Friendly Company Begins With "U".™

We reserve the right to investigate the facts and circumstances of the above referenced occurrence, and to assert defense to any lawsuit that may be brought. However, our investigation or assertion of defense shall not be construed to waive or invalidate any of the terms, conditions or rights of the Company under the policy or serve as an indication of assumption of liability or other duty under the policy. This correspondence does not supercede or invalidate any prior reservations of rights/declinations of coverage as previously asserted, nor does it limit our right to assert other reservations of rights/declinations of coverage.

Should you have any questions or concerns regarding this disclaimer please contact the undersigned.

Very Truly Yours,

Elizabeth Alvarez
Claims Adjuster
Unique Insurance Company
773-299-7582

Rule 9.19 of the Rules and Regulations of the Department of Insurance, requires that our Company advise you that if you wish to take this matter up with the Illinois Department of Insurance, it maintains a Consumer Division in Chicago at 100 W. Randolph Street, Suite 15-100, Chicago, Illinois 60601, and in Springfield at 320 W. Washington Street, Springfield, Illinois 62767

April 17, 2013

Slack Demolition Construction Llc
1919 Ohio
East St Louis IL 62204

State Farm Claims
P.O. Box 661011
Dallas TX 75266-1011

RE: Claim Number: [redacted]
Date of Loss: April 15, 2013
Our Insured: [redacted]

To Whom It May Concern:

We have received notice of your loss. To help us with our investigation and evaluation, we would like the opportunity to discuss the details with you. Please contact us at your earliest convenience.

We are committed to providing remarkable claim service. We look forward to hearing from you soon. If we have spoken with you since the date of this letter, please disregard our request.

You can enjoy the benefits of online registration. Benefits include checking the status of your claim online and staying connected to State Farm. Just go to **statefarm.com®** and select Check the Status of a Claim to get registered. All you need to complete the process is your State Farm claim number, your email address, and about five minutes. If you are already registered, thank you!

You can enjoy the benefits of online registration. Benefits include checking the status of your claim online and staying connected to State Farm. Just go to **statefarm.ca®** and select Check the Status of a Claim to get registered. All you need to complete the process is your State Farm claim number, your email address, and about five minutes. If you are already registered, thank you!

Sincerely,

Helen A Parker
Claim Representative
(888) 695-3265
Fax: (888) 309-8608

State Farm Fire and Casualty Company

cc: **CC**

PS: **PS**

Date of Accident ____ Time ____ P.M. Location ____

Direction you were traveling EAST On what street I-64

Direction other car was traveling EAST On what street I-64

Reported to police ☒ Yes ☐ No Report # ____ Which department STATE POLICE

Tickets issued ☐ Yes ☒ No If yes, to whom NA Charge NA

Which car entered the intersection first BOTH Speed limit 45 View obstructed NO

Did either driver admit responsibility for accident YES You YES Other ____

Any indication of intoxication NO In your car NO In other car NO

ROAD CONDITION

Dry ☒ Icy ☐ Wet ☐ Muddy ☐

TRAIFFIC CONTROL

Stop Sign ☐ Stop and Go Light ☐ No Control Present ☐

Daylight ☒ Dusk ☐

DESCRIBE CAR YOU WERE DRIVING (Car"A")

Make DODGE Type of Body PICKUP TRUCK Model 2500 19 2006 Serial No 3D7KS26D86G130675 License No [redacted]

Own car Yes ☐ No ☒ or borrowed car ☒ If car hired or borrowed, is there insurance on the car ☒ Yes No ☐

Estimated Damage: Your Car $ UNKNOWN Where can car be seen KEEP ROLLING TO OTEN

Driver's Name [redacted] Age 32 Address [redacted]

City ST. LOUIS State MO Phone No. [redacted]

Registered Owner SLACK OPMD LCOUS (EDWARD SLACK) Address [redacted] Phone [redacted]

Driver your employee: Yes ☐ No ☒ Number of occupants your car TWO your employees Yes ☐ No ☒

Was vehicle being used in course of driver's employment? Yes ☐ No ☒

Occupant's Name [redacted] Address [redacted] FLORISSANT MO City Phone No. [redacted]

Occupant's Name ____ Address ____ City ____ Phone No. ____

DESCRIBE OTHER CAR (Car"B")

Make DON'T KNOW Type of Body ____ Model ____ 19 ____ Serial No. ____ License No. ____

Driver LADY Name ____ Opr. Lic. No. ____ Address ____

City ____ Age ____ Phone No. ____

Registered Owner: (SEE WRTN FROM OWNER) Name ____ Address ____ City ____ Phone No. ____

Occupant's Name: ____ Address ____ City ____ Phone No. ____

Occupant's Name: ____ Address ____ City ____ Phone No. ____

Insurance Yes ☐ No ☐ Company ____ Policy No. ____ Est. Damage ____

DESCRIBE OTHER CAR (Car"C")

Make DON'T KNOW Type of Body ____ Model ____ 19 ____ Serial No. ____ License No. ____

Driver FLED THE SCENE Name ____ Opr. Lic. No. ____ Address ____

Taken to Hospital YES By Whom? AMBULANCE

Name of Injured _____ In Car A ☐ B ☐ C ☐
Address Age Phone

Describe Injury _____

Taken to Hospital _____ By Whom? _____

WITNESSES

Name of Witness DON'T KNOW Address _____ Phone No. _____

Name of Witness _____ Address _____ Phone No. _____

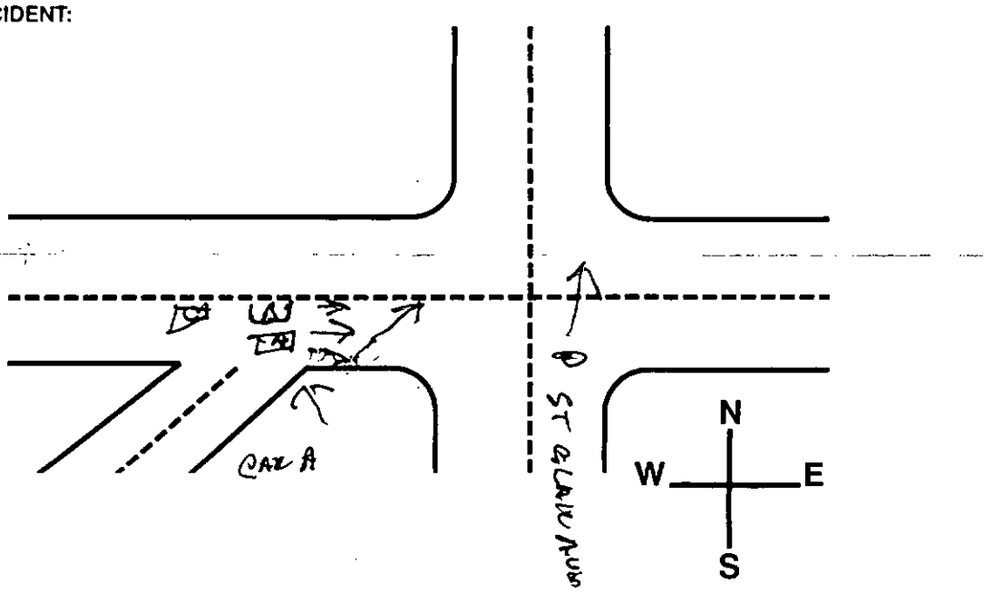
Describe in your own words how accident occurred: I was driving east on I-64 towing a 2006 KIA CAR TO BE REPAIRED. THE FRONT WHEEL STARTED BOUNCING OUT OF CONTROL. I COULD NOT CONTROL THE TRUCK AND HAD NO WHERE TO ESCAPE AS THERE WERE CARS ON THE SIDE AND BACK OF ME. WE HIT OUR CONCRETE WALL AND THIS IS ALL I REMEMBERED

DRAW DIAGRAM OF ACCIDENT:

Show
your car as A
other car as B
other car as C

stop signs as O
traffic lights as ☐

Draw a line → behind each car showing path of movement at point of collision



Has insured filed report with state financial resp. dept.
Yes ☐ No ☒

X [redacted]
DRIVER'S SIGNATURE

4-29-13
DATE

X [redacted]
POLICYHOLDER'S SIGNATURE

289118/#63094/N62

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 E. ST. LOUIS

State IL Zip Code [redacted]

Email Address [redacted]

SLACK D

1919 OHIO
E. ST. LOUIS, ILL 62205

CERTIFIED MAIL™

Chrysler Customer Assist
P.O. Box 21-8007
AUBURN HILLS, MI

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/07/14

POSTED DATE : 2-3-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

(NO) YES

1/30/2014

Dear Sirs,

On July 16th we were driving our 2006 Dodge Ram 2500 west on Interstate 80 and towing our popup camper. Just past North Platte Nebraska, while traveling at 80mph, the right front tie rod broke and severely limited our directional control. Semi traffic was heavy but fortunately after a very frightening number of seconds we maneuvered to the side of the expressway and thanked our lucky stars we were not in an accident. This resulted in a tow back to North Platte where GCR of North Platte was able to replace the right outer tie rod and also checked the left inner tie rod which was bent and replaced that also.

I have included a copy of the billing from GCR and a copy of the credit card billing for the repairs. Please acknowledge receipt and intention of reimbursement. $1,136.58

Thank You,

[redacted]

Cabela's CLUB VISA SIGNATURE

[redacted] VISA

Account Ending In 2710					
Previous Balance	=	$1,298.39	**Purchases This Year:**		**$14,119.04**
Payments/Credits	-	$1,298.39	Revolving Credit Limit:		$19,000.00
Purchases/Cash Advances	+	$3170.89	Available Credit:		$15,703.00
Interest Charges/Fees	+	$0.00	Days in Billing Cycle:		32
New Balance		**$3,170.89**	Statement Date:		08/13/2013

Payment Information	
New Balance	**$3,170.89**
Amount Over Revolving Credit Limit	**$0.00**
Amount Past Due	**$0.00**
Minimum Payment Due	**$63.00**
Payment Due Date	**09/07/2013**

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	10 years	$4,695.00
$102.00	3 years	$3,690.00 (Savings = $1,005.00)

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.

Cabela's CLUB Points		
$33.50		
FREE Gear at Cabela's!		
Previous Points Balance	=	7,400
Points Earned at Cabela's	+	270
Points Earned at Cenex	+	0
Points Earned Elsewhere	+	3,080
Bonus Points Network	+	0
Other Points Added	+	0
Points Redeemed	-	7,400
CLUB Points Available	=	3,350

Your Current Level: Signature
You are $10,881 away from achieving Signature BLACK status!*

$14,119

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

*Subject to credit history.

0-678 1-2

Cabela's CLUB is committed to protecting you against fraud. We will be implementing a new solution that will notify you earlier of suspected fraud. You will receive an automated phone call when we suspect fraud on your CLUB card. Using your key pad you will tell us if the transactions are fraudulent or not. You will also have the option to be transferred to a live representative during business hours. If you have any questions please call 1-800-850-8402.

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

Date	Payments/Credits	Amount
07/31	PAYMENT - THANK YOU	$1,298.39C

Date	Purchases/Cash Advances	Amount
07/12	FARM & FLEET OF WAUKESHA WAUKESHA WI	$28.25
07/13	ELLIOTT ACE HARDWARE PEWAUKEE WI	$22.04
07/14	SUNNY SIDE UP DOUSMAN WI	$36.06
07/14	PEWAUKEE RAPID MART PEWAUKEE WI	$35.55
07/14	THE BEER DEPOT PEWAUKEE WI	$20.59
07/15	KJ'S BP & DELI PEWAUKEE WI	$58.89
07/15	THE UPS STORE 4914 PEWAUKEE WI	$20.72
07/15	ARBY'S 6195 WILLIAMSBURG IA	$17.18
07/16	BUFFALO POINT STEAKHOUSE SIDNEY NE	$32.40
07/16	GCR TIRES #513 NORTH PLATTE NE 308-532-0338	$436.88
07/16	MCDONALD'S F4856 LINCOLN NE	$7.29
07/16	MCDONALD'S F4856 LINCOLN NE	$3.48
07/16	CASEYS GEN STORE 2654 STUART IA	$101.21
07/16	SANDHILLS LIQUOR AND TOB NORTH PLATTE NE	$29.09

5518 0001 B8H 002 7 7 130813 0 PAGE 1 of 4 1 0 4475 0000 SATN D1AK5518 4602

☐ Change of Address? Check here and complete the reverse side.

*Payments may also be made at cabelas.com or 1.888.402.7830.
*Cabela's CLUB Points cannot be used for payment.
*Please use **black** or **blue** ink and return this portion with your payment.
*Make Checks Payable to:

Cabela's CLUB Visa
PO BOX 82519
Lincoln NE 68501-2519

Account Ending In:	2710
Amount Past Due:	$0.00
Minimum Payment Due:	$63.00
Payment Due Date:	09/07/2013
New Balance:	$3,170.89
AMOUNT ENCLOSED:	3170.89

[redacted]
PEWAUKEE WI [redacted]

4602
C201

[redacted]

07/16/13 513 27114 1 513-26768

GCR 578142 NPLATT C513TTC
518 EAST 4TH STREET
NORTH PLATTE, NE 69101-6907
(308)532-0350

License: [redacted] COPY
Mileage: 140,966 Yr:2006Mk:DODGE Mdl:RAM
Tax Id: NORTH PLATTE NE 69101-6907 US

[redacted]
PEWAUKEE, WI [redacted]

▸ Cash

2671 [redacted] PICKUP VIN:3D7KF28C76G[redacted]

	*RT. OUTER TIE ROD BROKEN				
MISL	SV MISCELLANEOUS LABOR	1.00	1.00	0.00	0.00
FEPOP	410-1080CQ LEFT INNER TIE ROD	1	1	132.52	132.52
FEPOP	410-1081CQ RIGHT OUTER TIE ROD	1	1	131.60	131.60
TRE	TIE RODS ENDS	2	2	40.00	80.00
ALIGN	ALIGNMENT	1	1	69.99	69.99
SS4	COM SHOP SUPPLIES	1	1	4.00	4.00
99	TECH LABOR CODE	2.20	2.20	0.00	0.00
	*RT OUTER TIE ROD BROKEN, LT INNER				
	*TIE ROD BENT.				

CHK'D BY:_____DELV'D BY:____

Total Units: 9

Visa/MC: 436.88

CASH

SubTot Parts: 264.12
SubTot Labor: 153.99
Sales Tax: 18.77

Inv Total : 436.88

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]

Pewaukee, WI [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



[redacted]

FAX

TO:	Melody, Chrysler Co.	FROM:	[redacted]
FAX:	1-877-768-5076		
RE	Reimbursement of tie rod work	PAGES	3 including this cover
CASE NO:	[redacted]	DATE:	February 24, 2014

COMMENTS: Here is the bill and receipt for work done to my 2009 Dodge Ram to replace the tie rod which broke due to the recall issue.

Thank you for your assistance in this matter. Make the reimbursement check payable to:

[redacted]

Address: [redacted]

Grants Pass, OR [redacted]

[redacted]
GRANTS PASS, OR [redacted]
Home:
Bus:
Cell: [redacted] Email: email [redacted] home

INVOICE

Invoice #: 286454

Tag #: T368

Customer #:119223

Service Advisor: 99016 ANDREA MEDLIN

LITHIA AUTO STORES

LITHIA GRANTS PASS AUTO CENTER #15
1421 NE 6TH STREET · GRANTS PASS, OR 97526
OFFICE: (541) 476-6684 · SERVICE: (541) 474-7071
FAX: (541) 476-3942

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
WHITE	09	DODGE Ram25	3D7KS28L59G[redacted]		21633	21633

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN09			WAIT 21FEB14		0.00	CASH	21FEB14	14:05 21FEB14	14:40 21FEB14

OPTIONS: ENG:6.7 Liter Diesel

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] 879-7579

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	REPLACE BENT LINK FR4OM TIE ROD BREAKING//							
	995D	STEERING						
		81460	CCA					
	1	68001734AB	LINK KIT-STABILIZER BAR			73.85	44.00	44.00
PARTS:	73.85	LABOR:	44.00	OTHER:	0.00	TOTAL LINE A:	73.85	73.85
21633	REPLACED LEFT FRONT SWAY BAR END LINK PER CUSTOMER							117.85
	**********							
B	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.						
		81460	CCA					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00	0.00
21633	VI							0.00
	**********							

EST: 120.00 21FEB14 14:05 SA: 96908

REPLACED BENT LINK FROM WHEN TIE ROD END BROKE//THANK YOU, ANDREA

Thank you for the opportunity to service your vehicle. Should you have any questions about your service, please call us at 541-474-7071.

PAID

Ci

6452

Lithia's Grants Pass #5

"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	44.00
PARTS AMOUNT	73.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	117.85
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	117.85

Copyright 2000 ADP, Inc. FIF XSI6C

Customer

THANK YOU!

Feb 24 14 12:59p

LITHIAS GRANTS PASS AUTO
1421 NE 6TH STREET
GRANTS PASS, OR 97526
541-476-6684

ORGRAACCC1
00173400002113459960O2

Date: 02/21/2014 02:43:08 PM

CREDIT CARD SALE

CARD NUMBER: **********[redacted] S
TRAN AMOUNT: $117.85
APPROVAL CD: 09282C
RECORD #: 009
CLERK ID: sm21204
SALES TAX: $0.00
DESCRIPTION: 285454

Customer Copy

[redacted]

FAX

TO:	Melody, Chrysler Co.	FROM:	[redacted]
FAX:	1-877-768-5076		
RE	Reimbursement of tie rod work	PAGES	3 including this cover
CASE NO:	[redacted]	DATE:	February 24, 2014

COMMENTS: Here is the bill and receipt for work done to my 2009 Dodge Ram to replace the tie rod which broke due to the recall issue.

Thank you for your assistance in this matter. Make the reimbursement check payable to:

[redacted]

Address: [redacted]

Grants Pass, OR [redacted]

INVOICE

Invoice #: 286454

Tag #: T368

LITHIA AUTO STORES

LITHIA GRANTS PASS AUTO CENTER #15
1421 NE 6TH STREET · GRANTS PASS, OR 97526
OFFICE: (541) 476-6684 · SERVICE: (541) 474-7071
FAX: (541) 476-3942

[redacted]
GRANTS PASS, OR [redacted]
Home:
Bus:
Cell: [redacted]
Email: email [redacted]

Customer #:119223

Service Advisor: 99016 ANDREA MEDLIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
WHITE	09	DODGE Ram25	3D7KS28L59G[redacted]		21633	21633

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01JAN09			WAIT 21FEB14		0.00	CASH	21FEB14	14:05 21FEB14	14:40 21FEB14

OPTIONS: ENG:6.7 Liter Diesel

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] 879-7579

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	REPLACE BENT LINK FR4OM TIE ROD BREAKING//							
	995D	STEERING						
		81460	CCA					
	1	68001734AB	LINK KIT-STABILIZER BAR				44.00	44.00
PARTS:	73.85	LABOR:	44.00	OTHER:	0.00	73.85	73.85	73.85
21633	REPLACED LEFT FRONT SWAY BAR END LINK PER CUSTOMER					TOTAL LINE A:		117.85
	**********							
B	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.						
		81460	CCA					
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00		0.00	0.00
21633	VI					TOTAL LINE B:		0.00
	**********							

EST: 120.00 21FEB14 14:05 SA: 96908

REPLACED BENT LINK FROM WHEN TIE ROD END BROKE//THANK YOU, ANDREA

Thank you for the opportunity to service your vehicle. Should you have any questions about your service, please call us at 541-474-7071.

PAID

Ci

6452

Lithia's Grants Pass #5

"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	44.00
PARTS AMOUNT	73.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	117.85
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	117.85

Copyright 2000 ADP, Inc. FIF XSI6C

Customer

THANK YOU!

Feb 24 14 12:59p

LITHIAS GRANTS PASS AUTO
1421 NE 6TH STREET
GRANTS PASS, OR 97526
541-476-6684

ORGRAACCC1
00173400002113459960O2

Date: 02/21/2014 02:43:08 PM

CREDIT CARD SALE

CARD NUMBER: **********[redacted] S
TRAN AMOUNT: $117.85
APPROVAL CD: 09282C
RECORD #: 009
CLERK ID: sm21204
SALES TAX: $0.00
DESCRIPTION: 285454

Customer Copy

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Fri Feb 14 15:25:42 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Truck recall

Comments:

I was notified in mid December that my truck was being recalled for a tie rod issue. I was told to not contact a dealer until after January 6th to schedule a fix- which I did. Since then, the part has been back ordered and my truck is definitely part of the recall after it was inspected. How can a safety recall be issued and RAM not have enough parts to fix all affected vehicles?? It seems there was plenty of warning since the recall was issued with lots of notice. I am not driving my truck and haven't since it was in for inspection and confirmed. Again, WHY are these parts not available when you know the recall was about to happen and X number of trucks were involved??? BTW, I've had a friend with a truck that this part did break, so I'm not taking any chances- just want to be able to use my pickup.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Feb 14 17:18:49 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Marc:
Thank you for contacting the Ram Assistance Center.
Chrysler is working diligently with our dealerships to have parts available for this repair. Dealerships are able to order a certain amount of parts, per week, to ensure that every dealership is able to order their fair share. What I?d like to do is call your dealership and confirm that they have placed an order for these parts. At which dealership did you request to have the repair performed/parts ordered?
Thanks again for your email.
Sincerely,
Harper
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE [redacted]
EMAIL CASE NUMBER: 2[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8463739V16329L0KM&
Original Message Follows:

US Customer Service - Ram Brand Site
Brief Description:
Truck recall
Comments:
I was notified in mid December that my truck was being recalled for a tie rod issue. I was told to not contact a dealer until after January 6th to schedule a fix- which I did. Since then, the part has been back ordered and my truck is definitely part of the recall after it was inspected. How can a safety recall be issued and RAM not have enough parts to fix all affected vehicles?? It seems there was plenty of warning since the recall was issued with lots of notice. I am not driving my truck and haven't since it was in for inspection and confirmed. Again, WHY are these parts not available when you know the recall was about to happen and X number of trucks were involved??? BTW, I've had a friend with a truck that this part did break, so I'm not taking any chances- just want to be able to use my pickup.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:
Nanjemoy
State:
MD
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Fri Feb 14 17:27:14 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8463739V16329L0KM)
Waldorf Dodge, Waldorf Maryland.=A0 In the future, maybe a stockpile of rec=
all parts before the recall is issued would be a good idea- especially when=
you give so much notice that it is coming and it involves a loss of contro=
l possibility.=A0 The dealer keeps telling me the parts are showing back or=
der and that they have been ordered.=0A=0AMarc=0A =0A=0A_____=
_____=0A From: customerassist <customerassist@chrysler.com>=0ATo: [redacted]
=0ASent: Friday, February 14, 2014 5:19 PM=0ASubject:=
Re: Chrysler Group LLC Customer Assistance (KMM8463739V16329L0KM)=0A =0A=
=0ADear Marc: =0A=0AThank you for contacting the Ram Assistance Center.=0A=
=0AChrysler is working diligently with our dealerships to have parts =0Aava=
ilable for this repair.=A0 Dealerships are able to order a certain =0Aamoun=
t of parts, per week, to ensure that every dealership is able to =0Aorder t=
heir fair share.=A0 What I?d like to do is call your dealership and=0Aconfi=
rm that they have placed an order for these parts.=A0 At which =0Adealershi=
p did you request to have the repair performed/parts ordered?=0A=0AThanks a=
gain for your email.=A0=A0=A0 =A0=A0=A0 =A0=A0=A0 =0A=0ASincerely, =0A=0AHa=
rper =0A=0ACustomer Service Representative =0ARam Customer Assistance Cente=
r=0A=0AFor any future communications related to this email, please refer to=
the=0Afollowing information: =0AREFERENCE NUMBER: [redacted]=0AEMAIL CASE NU=
MBER:=A0 2933125 =0AREPLY LINK: http://www.chrysler.com/wccs/brand_forms/us=
/reply.jsp?trk_ID=3DKMM8463739V16329L0KM&=0A=0A=0A=0A=0AOriginal Message Fo=
llows:=0A----------=0AUS Customer Service - Ram Brand Site=0A=
Brief Description: =0ATruck recall=0AComments:=0AI was notified in mid Dece=
mber that my truck was being recalled for a =0Atie=0Arod issue. I was told =
to not contact a dealer until after January 6th =0Ato=0Aschedule a fix- whi=
ch I did. Since then, the part has been back ordered=0Aand my truck is defi=
nitely part of the recall after it was inspected. =0AHow=0Acan a safety rec=
all be issued and RAM not have enough parts to fix all=0Aaffected vehicles?=
? It seems there was plenty of warning since the =0Arecall=0Awas issued wit=
h lots of notice. I am not driving my truck and haven't=0Asince it was in f=
or inspection and confirmed. Again, WHY are these =0Aparts=0Anot available =
when you know the recall was about to happen and X number=0Aof=0Atrucks wer=
e involved??? BTW, I've had a friend with a truck that this =0Apart=0Adid b=
reak, so I'm not taking any chances- just want to be able to use =0Amy=0Api=
ckup.=0A=0A=0A=0AVIN:=0A=A0 =A0 =A0 =0AMileage:=0A=A0 =A0 =A0 =0AServic=
ing Dealer:=0A=A0 =A0 =A0 =0ATitle:=0A=A0 =A0 =A0 =0AFirst Name:=0A=A0 =A0 =
=A0 [redacted]=0AMiddle Initial:=0A=A0 =A0 =A0 =0ALast Name:=0A=A0 =A0 =A0 [redacted]=

[redacted]=0AAddress 1:=0A=A0 =A0 =A0 [redacted]=0AAddress 2:=0A=A0 =A0 =
=A0 =0ACity:=0A=A0 =A0 =A0 Nanjemoy=0AState:=0A=A0 =A0 =A0 MD=0AZip:=0A=
=A0 =A0 =A0 [redacted]=0AEmail:=0A=A0 =A0 =A0 [redacted]=0AHome Pho=
ne:=0A=A0 =A0 =A0 [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Fri Feb 14 18:05:55 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8463739V16329L0KM)
Dear[redacted]
Thank you for contacting the Ram Assistance Center.
We are currently researching your inquiry to provide you with the most precise response. Unfortunately, the cost of accuracy is time, but we are doing our best to answer your questions as quickly as possible.

We apologize for any inconvenience this delay may cause you, and sincerely thank you for your patience.
Thanks again for your email.
Sincerely,
Harper
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:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8463807V19155L0KM&
Original Message Follows:

Waldorf Dodge, Waldorf Maryland. In the future, maybe a stockpile of recall parts before the recall is issued would be a good idea- especially when you give so much notice that it is coming and it involves a loss of control possibility. The dealer keeps telling me the parts are showing back order and that they have been ordered.
Marc
From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Friday, February 14, 2014 5:19 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8463739V16329L0KM)

Dear [redacted]
Thank you for contacting the Ram Assistance Center.
Chrysler is working diligently with our dealerships to have parts available for this repair. Dealerships are able to order a certain amount of parts, per week, to ensure that every dealership is able to order their fair share. What I?d like to do is call your dealership and confirm that they have placed an order for these parts. At which

dealership did you request to have the repair performed/parts ordered?
Thanks again for your email.
Sincerely,
Harper
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:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8463739V16329L0KM&
Original Message Follows:

US Customer Service - Ram Brand Site
Brief Description:
Truck recall
Comments:
I was notified in mid December that my truck was being recalled for a
tie
rod issue. I was told to not contact a dealer until after January 6th
to
schedule a fix- which I did. Since then, the part has been back ordered
and my truck is definitely part of the recall after it was inspected.
How
can a safety recall be issued and RAM not have enough parts to fix all
affected vehicles?? It seems there was plenty of warning since the
recall
was issued with lots of notice. I am not driving my truck and haven't
since it was in for inspection and confirmed. Again, WHY are these
parts
not available when you know the recall was about to happen and X number
of
trucks were involved??? BTW, I've had a friend with a truck that this
part
did break, so I'm not taking any chances- just want to be able to use
my
pickup.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:
Nanjemoy
State:
MD
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Feb 17 17:51:23 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8463739V16329L0KM)
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
Chrysler is working diligently with our dealerships to have parts available for this repair. Dealerships are able to order a certain amount of parts, per week, to ensure that every dealership is able to order their fair share. I have contacted your dealership and spoke with the service department who stated that your name is on the list to have the recall parts ordered. Once your name comes up on the list, the dealership will ordered the parts on your behalf. I do apologize for the inconvenience, but this would be the only way to obtain the parts.
Thanks again for your email.
Sincerely,
Harper
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:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8466578V77483L0KM&
Previous Reply Follows:

Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
We are currently researching your inquiry to provide you with the most precise response. Unfortunately, the cost of accuracy is time, but we are doing our best to answer your questions as quickly as possible.

We apologize for any inconvenience this delay may cause you, and sincerely thank you for your patience.
Thanks again for your email.
Sincerely,
Harper
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8463807V19155L0KM&

Original Message Follows:

Waldorf Dodge, Waldorf Maryland. In the future, maybe a stockpile of recall parts before the recall is issued would be a good idea- especially when you give so much notice that it is coming and it involves a loss of control possibility. The dealer keeps telling me the parts are showing back order and that they have been ordered.
Marc
From: customerassist <customerassist@chrysler.com>
To: [redacted]
Sent: Friday, February 14, 2014 5:19 PM
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8463739V16329L0KM)

Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
Chrysler is working diligently with our dealerships to have parts available for this repair. Dealerships are able to order a certain amount of parts, per week, to ensure that every dealership is able to order their fair share. What I?d like to do is call your dealership and confirm that they have placed an order for these parts. At which dealership did you request to have the repair performed/parts ordered?
Thanks again for your email.
Sincerely,
Harper
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]9
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Ram Brand Site
Brief Description:
Truck recall
Comments:
I was notified in mid December that my truck was being recalled for a tie
rod issue. I was told to not contact a dealer until after January 6th to

schedule a fix- which I did. Since then, the part has been back ordered and my truck is definitely part of the recall after it was inspected. How can a safety recall be issued and RAM not have enough parts to fix all affected vehicles?? It seems there was plenty of warning since the recall was issued with lots of notice. I am not driving my truck and haven't since it was in for inspection and confirmed. Again, WHY are these parts not available when you know the recall was about to happen and X number of trucks were involved??? BTW, I've had a friend with a truck that this part did break, so I'm not taking any chances- just want to be able to use my pickup.

VIN:

Mileage:

Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

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

City:
Nanjemoy
State:
MD
Zip:
[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Feb 17 18:48:35 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8466578V77483L0KM)
Harper,=0A=0AI understand this.=A0 The dealer has told me this all along.=
=0A=0ALet me reiterate my point with contacting you in the first place- DOD=
GE SHOULD HAVE HAD ALL THE PARTS NEEDED TO SEND TO THE DEALERS
IMMEDIATELY =
UPON ISSUING A SAFETY RECALL SO THERE WAS NO WAIT TIME.=A0 I am going on 2 =
months waiting and I think I was about number 7 on the list I was shown=A0a=
t the dealer.=A0 I'm not asking to be moved up or have preferential treatme=
nt. =A0If this were a small issue like a defective radio, then the way it i=
s happening might be ok.=A0 BUT, this is a=A0loss of control issue.=A0 The =
supplier making these parts should have switched the factory to just make t=
his part until enough were made to fix every truck concerned.=A0 Please pas=
s this to the supervisors or RAM higher ups because it is a foul on their p=
art.=A0 Thank you.=0A=0AMarc=0A =0A=0A_____=0A F=
rom: customerassist <customerassist@chrysler.com>=0ATo: [redacted]
[redacted] =0ASent: Monday, February 17, 2014 6:01 PM=0ASubject: Re: Chrysler Grou=
p LLC Customer Assistance (KMM8466578V77483L0KM)=0A =0A=0ADear Marc: =0A=
=0AThank you for contacting the Ram Assistance Center.=0A=0AChrysler is wor=
king diligently with our dealerships to have parts =0Aavailable for this re=
pair.=A0 Dealerships are able to order a certain =0Aamount of parts, per we=
ek, to ensure that every dealership is able to =0Aorder their fair share. I=
have contacted your dealership and spoke with =0Athe service department wh=
o stated that your name is on the list to have =0Athe recall parts ordered.=
Once your name comes up on the list, the =0Adealership will ordered the pa=
rts on your behalf. I do apologize for the=0Ainconvenience, but this would =
be the only way to obtain the parts. =0A=0AThanks again for your email.=A0=
=A0=A0 =A0=A0=A0 =A0=A0=A0 =0A=0ASincerely, =0A=0AHarper=0A=0ACustomer Serv=
ice Representative =0ARam Customer Assistance Center=0A=0AFor any future co=
mmunications related to this email, please refer to the=0Afollowing informa=
tion: =0AREFERENCE NUMBER:[redacted]=0AEMAIL CASE NUMBER:=A0 [redacted]
=0AREPL=
Y LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKMM8=
466578V77483L0KM&=0A=0A=0A=0A=0APrevious Reply Follows:=0A----------=
------=0ADear [redacted] =0A=0AThank you for contacting the Ram Assistance Cente=
r.=0A=0AWe are currently researching your inquiry to provide you with the m=
ost =0Aprecise response. Unfortunately, the cost of accuracy is time, but w=
e =0Aare doing our best to answer your questions as quickly as possible.=0A=
=0AWe apologize for any inconvenience this delay may cause you, and =0Asinc=

erely thank you for your patience.=0A=0AThanks again for your email.=A0=A0=
=A0 =A0=A0=A0 =A0=A0=A0 =0A=0ASincerely, =0A=0AHarper=A0 =0A=0ACustomer Ser=
vice Representative =0ARam Customer Assistance Center=0A=0AFor any future c=
ommunications related to this email, please refer to the=0Afollowing inform=
ation: =0AREFERENCE NUMBER: [redacted] =0AEMAIL CASE NUMBER:=A0[redacted] =0ARE=
PLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DKM=
M8463807V19155L0KM&=0A=0A=0A=0A=0AOriginal Message Follows:=0A----------=
----------=0AWaldorf Dodge, Waldorf Maryland.=A0 In the future, maybe a st=
ockpile of =0Arecall parts before the recall is issued would be a good idea=
- =0Aespecially when you give so much notice that it is coming and it =0Ain=
volves a loss of control possibility.=A0 The dealer keeps telling me the=0A=
parts are showing back order and that they have been ordered.=0A=0A=0AMarc=
=0A=0A=0AFrom: customerassist <customerassist@chrysler.com>=0ATo: [redacted]
[redacted]=0ASent: Friday, February 14, 2014 5:19 PM=0ASubject: Re: Chr=
ysler Group LLC Customer Assistance =0A(KMM8463739V16329L0KM)=0A=0A=0ADear =
Marc: =0A=0AThank you for contacting the Ram Assistance Center.=0A=0AChrysl=
er is working diligently with our dealerships to have parts =0Aavailable fo=
r this repair.=A0 Dealerships are able to order a certain =0Aamount of part=
s, per week, to ensure that every dealership is able to =0Aorder their fair=
 share.=A0 What I?d like to do is call your dealership and=0Aconfirm that t=
hey have placed an order for these parts.=A0 At which =0Adealership did you=
 request to have the repair performed/parts ordered?=0A=0AThanks again for =
your email.=A0 =A0 =A0 =A0 =A0 =A0 =0A=0ASincerely, =0A=0AHarper =0A=0ACust=
omer Service Representative =0ARam Customer Assistance Center=0A=0AFor any =
future communications related to this email, please refer to the=0Afollowin=
g information: =0AREFERENCE NUMBER:[redacted] =0AEMAIL CASE NUMBER:=A0 [redacted]=
[redacted]=0AREPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_=
ID=3DKMM8463739V16329L0KM&=0A=0A=0A=0A=0AOriginal Message Follows:=0A------=
----------=0AUS Customer Service - Ram Brand Site=0ABrief Descripti=
on: =0ATruck recall=0AComments:=0AI was notified in mid December that my tr=
uck was being recalled for a =0Atie=0Arod issue. I was told to not contact =
a dealer until after January 6th =0Ato=0Aschedule a fix- which I did. Since=
 then, the part has been back ordered=0Aand my truck is definitely part of =
the recall after it was inspected. =0AHow=0Acan a safety recall be issued a=
nd RAM not have enough parts to fix all=0Aaffected vehicles?? It seems ther=
e was plenty of warning since the =0Arecall=0Awas issued with lots of notic=
e. I am not driving my truck and haven't=0Asince it was in for inspection a=
nd confirmed. Again, WHY are these =0Aparts=0Anot available when you know t=
he recall was about to happen and X number=0Aof=0Atrucks were involved??? B=
TW, I've had a friend with a truck that this =0Apart=0Adid break, so I'm no=
t taking any chances- just want to be able to use =0Amy=0Apickup.=0A=0A=0A=

=0AVIN:=0A=A0 =A0 =A0 =A0 =0AMileage:=0A=A0 =A0 =A0 =0AServicing Dealer:=0A=
=A0 =A0 =A0 =0ATitle:=0A=A0 =A0 =A0 =0AFirst Name:=0A=A0 =A0 =A0[redacted]=0AMid=
dle Initial:=[redacted]=A0 =A0 =A0 =0ALast Name:=0A=A0 =A0 =A0 [redacted]=0AAddress=
 1:=0A=A0 =A0 =A0 [redacted]=0AAddress 2:=0A=A0 =A0 =A0 =0ACity:=0A=A0=
 =A0 =A0 Nanjemoy=0AState:=0A=A0 =A0 =A0 MD=0AZip:=0A=A0 =A0 =A0 [redacted]=0AEm=
ail:=0A=A0 =A0 =A0 [redacted]=0AHome Phone:=0A=A0 =A0 =A0 [redacted]=
[redacted]

From: dlschuessler@yahoo.com
To: customerassist@chrysler.com
Date: Thu Mar 06 19:46:17 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance (KMM8466578V77483L0KM)
It's been almost 3 weeks since we last emailed, still no contact from the d=
ealership on my recall part.=A0 This is getting ridiculous...3 months since=
 I was notified of the recall.=0A =0A=0A_____=0A=
 From: customerassist <customerassist@chrysler.com>=0ATo: dlschuessler@yaho=
o.com =0ASent: Monday, February 17, 2014 6:01 PM=0ASubject: Re: Chrysler Gr=
oup LLC Customer Assistance (KMM8466578V77483L0KM)=0A =0A=0ADear Marc: =
=0A=0AThank you for contacting the Ram Assistance Center.=0A=0AChrysler is =
working diligently with our dealerships to have parts =0Aavailable for this=
 repair.=A0 Dealerships are able to order a certain =0Aamount of parts, per=
 week, to ensure that every dealership is able to =0Aorder their fair share=
. I have contacted your dealership and spoke with =0Athe service department=
 who stated that your name is on the list to have =0Athe recall parts order=
ed. Once your name comes up on the list, the =0Adealership will ordered the=
 parts on your behalf. I do apologize for the=0Ainconvenience, but this wou=
ld be the only way to obtain the parts. =0A=0AThanks again for your email.=
=A0=A0=A0 =A0=A0=A0 =A0=A0=A0 =0A=0ASincerely, =0A=0AHarper=0A=0ACustomer S=
ervice Representative =0ARam Customer Assistance Center=0A=0AFor any future=
 communications related to this email, please refer to the=0Afollowing info=
rmation: =0AREFERENCE NUMBER: 24596959=0AEMAIL CASE NUMBER:=A0 2933125 =0AR=
EPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=3DK=
MM8466578V77483L0KM&=0A=0A=0A=0A=0APrevious Reply Follows:=0A----------=
---------=0ADear Marc: =0A=0AThank you for contacting the Ram Assistance Ce=
nter.=0A=0AWe are currently researching your inquiry to provide you with th=
e most =0Aprecise response. Unfortunately, the cost of accuracy is time, bu=
t we =0Aare doing our best to answer your questions as quickly as possible.=
=0A=0AWe apologize for any inconvenience this delay may cause you, and =0As=
incerely thank you for your patience.=0A=0AThanks again for your email.=A0=
=A0=A0 =A0=A0=A0 =A0=A0=A0 =0A=0ASincerely, =0A=0AHarper=A0 =0A=0ACustomer =
Service Representative =0ARam Customer Assistance Center=0A=0AFor any futur=
e communications related to this email, please refer to the=0Afollowing inf=
ormation: =0AREFERENCE NUMBER: 24596959 =0AEMAIL CASE NUMBER:=A0 2933125 =
=0AREPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=
=3DKMM8463807V19155L0KM&=0A=0A=0A=0A=0AOriginal Message Follows:=0A--------=
----------=0AWaldorf Dodge, Waldorf Maryland.=A0 In the future, maybe=
 a stockpile of =0Arecall parts before the recall is issued would be a good=
 idea- =0Aespecially when you give so much notice that it is coming and it =
=0Ainvolves a loss of control possibility.=A0 The dealer keeps telling me t=

he=0Aparts are showing back order and that they have been ordered.=0A=0A=0A=
Marc=0A=0A=0AFrom: customerassist <customerassist@chrysler.com>=0ATo: [redacted]=
uessler@yahoo.com =0ASent: Friday, February 14, 2014 5:19 PM=0ASubject: Re:=
 Chrysler Group LLC Customer Assistance =0A(KMM8463739V16329L0KM)=0A=0A=0AD=
ear Marc: =0A=0AThank you for contacting the Ram Assistance Center.=0A=0ACh=
rysler is working diligently with our dealerships to have parts =0Aavailabl=
e for this repair.=A0 Dealerships are able to order a certain =0Aamount of =
parts, per week, to ensure that every dealership is able to =0Aorder their =
fair share.=A0 What I?d like to do is call your dealership and=0Aconfirm th=
at they have placed an order for these parts.=A0 At which =0Adealership did=
 you request to have the repair performed/parts ordered?=0A=0AThanks again =
for your email.=A0 =A0 =A0 =A0 =A0 =A0 =0A=0ASincerely, =0A=0AHarper =0A=0A=
Customer Service Representative =0ARam Customer Assistance Center=0A=0AFor =
any future communications related to this email, please refer to the=0Afoll=
owing information: =0AREFERENCE NUMBER: 24596959=0AEMAIL CASE NUMBER:=A0 29=
33125 =0AREPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?=
trk_ID=3DKMM8463739V16329L0KM&=0A=0A=0A=0A=0AOriginal Message Follows:=0A--=
----------=0AUS Customer Service - Ram Brand Site=0ABrief Descr=
iption: =0ATruck recall=0AComments:=0AI was notified in mid December that m=
y truck was being recalled for a =0Atie=0Arod issue. I was told to not cont=
act a dealer until after January 6th =0Ato=0Aschedule a fix- which I did. S=
ince then, the part has been back ordered=0Aand my truck is definitely part=
 of the recall after it was inspected. =0AHow=0Acan a safety recall be issu=
ed and RAM not have enough parts to fix all=0Aaffected vehicles?? It seems =
there was plenty of warning since the =0Arecall=0Awas issued with lots of n=
otice. I am not driving my truck and haven't=0Asince it was in for inspecti=
on and confirmed. Again, WHY are these =0Aparts=0Anot available when you kn=
ow the recall was about to happen and X number=0Aof=0Atrucks were involved?=
?? BTW, I've had a friend with a truck that this =0Apart=0Adid break, so I'=
m not taking any chances- just want to be able to use =0Amy=0Apickup.=0A=0A=
=0A=0AVIN:=0A=A0 =A0 =A0 =A0 =0AMileage:=0A=A0 =A0 =A0 =0AServicing Dealer:=
=0A=A0 =A0 =A0 =A0 =0ATitle:=0A=A0 =A0 =A0 =A0 =0AFirst Name:=0A=A0 =A0 =A0 Marc=0A=
Middle Initial:=0A=A0 =A0 =A0 =A0 =0ALast Name:=0A=A0 =A0 =A0 Schuessler=0AAddr=
ess 1:=0A=A0 =A0 =A0 =A0[redacted]=0AAddress 2:=0A=A0 =A0 =A0 =0ACity:=0A=
=A0 =A0 =A0 Nanjemoy=0AState:=0A=A0 =A0 =A0 MD=0AZip:=0A=A0 =A0 =A0 20662=
=0AEmail:=0A=A0 =A0 =A0 =A0[redacted]=0AHome Phone:=0A=A0 =A0 =A0 =
[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

03/07/14

POSTED DATE : 3-1-14

VIN (FIRST 9 DIGITS) 3D7KS8L2

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

02-28-2014

--To whom it may concern,

On February 5th 2014 my truck had a left side tie rod failure, the following is the information required for reimbursement for the out of pocket repairs I paid for as result of this part failure.

[redacted]
[redacted]Carlisle Mass 01741
[redacted](home)
[redacted](cell)
VIN# 3D7KS8L29G[redacted]
Current mileage 62,101
Mileage at failure 61,840
Where repairs were done – RRS Enterprises Inc.
Purchased truck new from Summit auto sales Syracuse N.Y 6/10/09
Date of tie rod failure (part) 02/05/2014

While turning in a drive way my trucks steering failed without warning. I called for a tow truck to remove my vehicle from driveway. The owner of the auto repair/towing company informed me of a factory recall on the failed tie rod part. He had place a call to Acton Dodge Chrysler Jeep ((877) 227-6644) who confirmed the factor recall notice. They however stated they would be unable to repair my truck until the following week. The day of the failure was a Thursday afternoon. They were able to supply the part for the repair to RRS enterprises (the auto repair shop) and the repair was made the same day so I could have my truck back.

On 02/17/2014 I brought my truck to 495 Chrysler Jeep Dodge (978-454-1400) to confirm in writing that the repair was made to the tie rod using a factor part. They confirm the correct part was used and completed the factory recall and replaced the rest of the recalled unit.

Please reimburse me for the cost incurred to me ($301.84) as a result of the defective/failed part.

Respectfully s[redacted]

RRS Enterprises Inc

6 Elliot Rd
Westford, MA 01886
Shop Phone: (978) 692-3187
Fax: (978) 692-0397
Email: dick.sullivan2@gmail.com

Invoice

33

Estimate Ref #0
Date Printed: 02/11/2014
Printed Time: 11:55 am

Hat/Ref:

SULLY'S AUTO REPAIR & TOWING

Time Promised:

[redacted]
Carlisle, MA [redacted]
Home: Work:
Cell:

2009 DODGE RAM 2500 SLT L6 6.7L 408CID FI DIESEL T L ETJ
VIN:
License: H42437
Unit #:

Mileage In: 61,840
Mileage Out: 61,840
DOM: 2009

Date Written: 02/11/2014
Written By:
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
Job #1	**NO STEERING**				
Labor 1	Work Requested - NO STEERING		1.30	95.00	123.50
Work Performed - R & R LEFT OUTER TIE ROD					
Part CBRCL160AAA	SOCKET TIE		1.00	40.17	40.17
Misc tow	Work Requested - tow		1.00	125.00	125.00

Payment Date	Type	Method	Amount

Payment Totals:

Parts:	$40.17
Labor:	$123.50
Sublet:	$0.00
Misc:	$125.00
Hazmat:	$2.00
Supplies:	$8.66
Tax Total:	$2.51
Invoice Total:	**$301.84**

6 Elliot Rd Westford MA 01886

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 _____

495 Chrysler Jeep Dodge, Inc.

732 Rogers Street
Lowell, MA 01852
Phone: 978-454-1400
Fax: 978-454-3598

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO
15260	OSCAR KULINS 3014	637	02/17/14	DOCS97540

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	62,101	RED/	

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

VEHICLE ID. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 K S 2 8 L 2 9 G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE	
		02/17/14	

[redacted]
CARLISLE, MA [redacted]

RESIDENCE PHONE [redacted]
BUSINESS PHONE [redacted]

COMMENTS

MO: 62102

LABOR & PARTS

O#:1 19D0ZZN49 LEFT TIE ROD TECH(S):444 WARRANTY

N49 - LEFT OUTER TIE ROD ASSEMBLY
REPLACE LINKAGE, SET TOE AND CENTER STEERING WHEEL
19N49182 = 1.1
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	CBUEN491-AA	PACKAGE 0 19027003		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

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**

* If parts have been ordered for your vehicle most will arrive within 3 to 5 days. Please note that all Special Order Parts must be installed within 14 days of arrival or they will be sent back. Please contact your Service Advisor if your Special Order Parts have not arrived in 3 to 5 working days.

* Parts & Labor Warranty 12MO / 12,000 Mi on Factory Parts

* AN EXPLAINATION OF REPAIRS HAS BEEN PROVIDED BY YOUR SERVICE ADVISOR.

CUSTOMER SIGNATURE

Service Hours:
Mon-Fri 7:30 a.m. - 5:30 p.m.
Saturday 8:00 a.m. - 2:00 p.m.

Service Appointments
978-569-2226

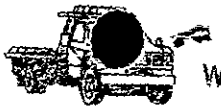
Free Shuttle Service Available !!

IMPORTANT
VERY SHORTLY YOU MAY RECEIVE A SURVEY DIRECTLY FROM CHRYSLER. THIS IS OUR REPORT CARD. IF YOU CANNOT GRADE US "COMPLETELY SATISFIED," PLEASE CONTACT ME IMMEDIATELY! PLEASE CONTACT SERVICE MANAGER AT (978) 569-2230 (DIRECT)

THANK YOU
FOR YOUR BUSINESS!

LZR-SER-INV ITEM #7400

SF634372 O (06/08)



SULLY'S TOWING
6 Elliot Road
WESTFORD, MA 01886
(978) 692-3187

Road Service

DATE	TIME	A.M. / P.M.	REQUESTED BY	P.O. NO.
2-5-14	1.45	P.M.	Owner	

NAME [redacted] PHONE

ADDRESS

CITY STATE ZIP

LOCATION OF VEHICLE: 96 Pheasant hill

YEAR, MAKE, MODEL: Dodge COLOR: RD. DRIVER

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

MILEAGE
FINISH 626
START 615
TOTAL 11

SERVICE TIME
FINISH
START
TOTAL

EXTRA PERSON
FINISH
START
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: Sully's Auto
SECOND TOW:

STORAGE FROM
_____ TO _____ _____ DAYS @ $ _____

PAID BY
☐ CASH ☐ CHECK DRIVERS LIC. NO _____
☐ CREDIT CARD ☐ MC ☐ VISA ☐ AMEX EXP. DATE _____
CC NO _____
[redacted] DATE
AUTHORIZED SIGNATURE DATE
VEHICLE RELEASED TO DATE

TOWING CHARGE	125
MILEAGE CHARGE	55
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
fuel	5
SUB-TOTAL	
TAX	
TOTAL	185

7946

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

Thank You

PRODUCT 2525

[redacted]
Carlisle, MA [redacted]

[redacted]

01 MAR 201[illegible]

MAR 0[illegible]

Chrysler Recall Assistance
P.O Box 21-8007
Auburn Hills MI
4832[illegible]

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-03-17 13:15:39.699101
Files Not Recieved: 0

Attn Kathleen
Case # [redacted]

CUSTOMER #: 68239

422616

Vin # 3D7KS28D48G [redacted]

INVOICE

New Invoice

DODGE CHRYSLER JEEP RAM CITY
CITY AUTO PARK
HYUNDAI CITY
CITY AUTO PARK
4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 238-8977
TOLL FREE: (888) 52-DODGE
FAX(609) 871-0178

[redacted]
BORDENTOWN, NJ
HOME [redacted] CONT:N/A
BUS: CELL: [redacted]

PAGE 1

SERVICE ADVISOR: 448 AARON WOLF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
RED	08	DODGE RAM 2500	3D7KS28D48[redacted]		70994/70995	T418

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
17DEC07 DD			17:00 26FEB14			CARD	27FEB14

R/O OPENED	READY	OPTIONS:
16:06 19FEB14	14:23 27FEB14	DLR:43272 ENG:5.7_Liter_SMPI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL N62			
CAUSE: .			
19N62181 INSPECT STEERING LINKAGE			
372 WD6			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B C/S RF BALL JOINT FELL OUT			
MISC REPLACED PITMAN ARM, STEERING LINKAGE ASSY, STEERING STABILIZER			
372 C010		447.40	447.40
1 52122362AJ STEERING-STEERING	350.00	231.00	231.00
1 68039930AA ARM-PITMAN	43.10	28.44	28.44
1 5154661AC *DAMPER-STEERING	130.90	130.90	130.90
1 6502835 NUT-HEX FLANGE LOCK	3.10	3.10	3.10
PARTS: 393.44 LABOR: 447.40 OTHER: 0.00 TOTAL LINE B:			840.84
**********			
C** PERFORMED ALIGNMENT			
FEA PERFORMED ALIGNMENT			
372 C010		99.95	99.95
PARTS: 0.00 LABOR: 99.95 OTHER: 0.00 TOTAL LINE C:			99.95
**********			
D** 900.00 TOTAL WITH TAX			
MISC SPOKE TO TRACEY AND AUTH 900.00 TOTAL INCLUDING TAX			
372 C010		0.00	0.00

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). 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, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS ORIGINATING TO BARELY OR PERFORMANCE, BY WAY OF "STRICT LIABILITY", NEGLIGENCE OR OTHERWISE

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

DODGE CHRYSLER JEEP CITY
CITY AUTO PARK BURLINGTON, NJ

HYUNDAI CITY
CITY AUTO PARK BURLINGTON, NJ

4395 RT. 130 SOUTH
BURLINGTON, NJ 08016
(609) 871-2800 (215) 230-8977
TOLL FREE: (888) 52-DODGE
FAX(609) 871-0178

CUSTOMER #: 68239

422616

INVOICE

[redacted]

BORDENTOWN, NJ [redacted]

PAGE 2

HOME: [redacted] CONT:N/A

BUS: CELL: [redacted]

SERVICE ADVISOR: 448 AARON WOLF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
RED	08	DODGE RAM 2500	3D7KS28D48G[redacted]		70994/70995	T418

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
17DEC07 DD			17:00 26FEB14			CARD	27FEB14

R.O. OPENED	READY	OPTIONS:
16:06 19FEB14	14:23 27FEB14	DLR:43272 ENG:5.7_Liter_SMPI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
	-1		MIS		DISCOUNT	105.42	105.42	-105.42

PARTS: -105.42 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: -105.42

****

CUSTOMER PAY ENVIRONMENTAL DISPOSAL FEE FOR REPAIR ORDER 5.76

"LIMITED LABOR WARRANTY"

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 90 DAYS OR 4,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SWITCH, AND FUEL SYSTEM--WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON.

DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY, THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THIS REPAIR ORDER.

TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT, SUCH NOTICE, HOWEVER, MUST BE GIVEN TO REPAIR FACILITY BEFORE THE END OF THE DURATION PERIOD OF THIS LIMITED WARRANTY, AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN FIVE (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; AND (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH SALES TAX UPON COMPLETION OF SUCH REPAIR.

ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFIT, INCONVENIENCE OR COMMERCIAL LOSS.

THE PARTS IS SOLD "AS IS". THE ONLY WARRANTIES APPLYING TO THE PARTS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). 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 PARTS AND/OR SERVICE EVEN IF SELLER IS ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGE FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES IN ADDITION CONSUMER EXCLUDES ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO QUALITY OR PERFORMANCE IN VIEW OF STRICT LIABILITY, NEGLIGENCE OR OTHERWISE.

DESCRIPTION	TOTALS
LABOR AMOUNT	547.35
PARTS AMOUNT	288.02
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.76
TOTAL CHARGES	841.13
LESS INSURANCE	0.00
SALES TAX	58.87
PLEASE PAY THIS AMOUNT	900.00

CUSTOMER COPY

Old Invoice

ZZ AUTO, INC. T/A
H AND H MOTORS
867 WOODLANE RD.
MT. HOLLY, NJ 08060
609-267-7143

#1 227.77

repair order

NAME [redacted]

ADDRESS

CITY STATE ZIP

CUST. PHONE BUS.: HOME:

PAY BY ☐ CASH ☐ CHECK ☐ CREDIT CARD

WILL BE DUE (Date) | YOUR NEXT MAINTENANCE SERVICE | OR MILEAGE (Whichever first) | STATE INSPECTION DUE

JOB ORDER NO. 2302

DATE 09/17/13

YEAR, MAKE OF CAR 08 Dodge Dak

LICENSE NO. X18 CPC

MILEAGE 68,310

V.I.N. # 8610528

CAR SERVICE ORDER

☐ TUNE-UP ☐ LUBRICATION ☐ OIL CHANGE ☐ OIL FILTER ☐ AIR FILTER ☐ DIFFERENTIAL ☐ ROAD SVC
☐ PCV VALVE ☐ FUEL FILTER ☐ COOLING SYS ☐ AIR CONDIT ☐ TRANSMISS ☐ EXHAUST SYS ☐ STATE INSP
☐ NEW BRAKES ☐ WHEEL CYL ☐ WHEEL BEAR ☐ NEW TIRES ☐ ROTATE TIRES ☐ ALIGNMENT

QTY	*	* PART NO. - DESCRIPTION (PART CODE - New - Used - Rebuild)	PART PRICE	MECH.	OPER	LABOR
1		Tie rod end	22 -			
		[redacted]				
		Right Tie rod end adjustment				20 -

TOTAL

SUB-LET

TOTAL SUB-LET REPAIRS (Transfer to Invoice Side)

SERVICE RECOMMENDATIONS

ORIGINAL ESTIMATED COST

PARTS	LABOR	TOTAL	TIME	ESTIMATED BY
$	$	$		

The independent dealer named above is authorized by me to perform the needed described services and repairs, including replacement of necessary parts and to operate the vehicle for inspection, testing and/or delivery purposes. The estimated cost is acceptable to the undersigned and it is understood that the final invoiced price will not exceed the estimate without my approval. 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 a fire, theft or any cause beyond your control.

☐ Diagnose problems discussed and advise me of work needed ☐ Work may be sub-let where necessary as explained to me
☐ I do not want replaced parts ☐ Return replaced parts, normal trade returned to supplier for credit

X BY DATE

REVISED ESTIMATE/ADD-ON WORK

PARTS	LABOR	TOTAL	TIME	ESTIMATED BY
$	$	$		$

Revised estimate/add-on work approved ☐ In person ☐ By phone IF PHONE APPROVAL SHOW DATE TIME AM PM WHO MADE THE CALL?

X

REPAIRED | MECHANIC NO. | CERTIFY above repairs were done

STATE INSPECTION FEE	
ENVIRONMENTAL IMPACT FEE	
TOTAL LABOR	120 -
PARTS	91 -
SUB-LET REPAIRS	
FLUIDS	
SUB-TOTAL	211 -
TAX	14 77
PAY THIS AMOUNT	$ 225 77

FLUIDS
QTS. OIL @
LBS. GREASE @
GAL. ANTI-FREEZE @
GASOLINE ☐ FILL ☐ REGULAR ☐ NO-LEAD ☐ PREMIUM Gallons-Liters

03/14/2014 15:33 6097021711 JOHN AND MOLLYS PAGE 03/03

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-25 19:09:05.339069
Files Not Recieved: 0

24821

MILLER O'BRIEN, INC.
1518-A FRANCISCO BLVD. 650-359-0122
PACIFICA, CA 94044-2238

90-118-1211

DATE 2-10-14

PAY TO THE ORDER OF Ally $ 1033.85

One Thousand Thirty three dollars 85/100 DOLLARS

fnb norcal
FIRST NATIONAL BANK OF NORTHERN CALIFORNIA

Linda Mar Branch
1450 Linda Mar Shopping Center
Pacifica, CA 94044
650-359-6811
www.fnbnorcal.com

[redacted]

FOR 6119163[redacted]

[redacted]

ATTN: Shayla

VIN# 3D7UT2CL4BG[redacted]

CASE# [redacted]

2011 Dodge 3500 4x4

THANKS

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-26 17:43:29.232712
Files Not Recieved: 0

ATTN: SHERIE

MILLER & O'BRIEN

TOWING & REPAIR

1518A Francisco Blvd.
PACIFICA, CA 94044
Repair Shop Phone (650) 359-0122, 24 Hr Towing (650) 359-3511
millerobrienrepairtow@yahoo.com

DATE 2-14-14 | TIME A.M. P.M. | REQUESTED BY CASE # [redacted]

LOCATION OF VEHICLE LINDAMAR / HWY 1 PACIFICA

NAME [redacted] PH [redacted]

ADDRESS [redacted] PAC CA ZIP [redacted]

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

YEAR 11 | MAKE / MODEL / COLOR DODGE 2500 | DRIVER

STATE | LIC. NO. | VEHICLE I.D. NO. 3D7UT2CL4BG [redacted]

- [ ] SLING/HOIST TOW
- [ ] WHEEL LIFT
- [x] FLAT BED/RAMP
- [ ] START
- [ ] LOCK OUT
- [ ] FLAT TIRE
- [ ] OUT OF GAS
- [ ] WRECK
- [x] RECOVERY
- [ ] _____

SPECIAL EQUIPMENT

- [ ] SINGLE LINE WINCHING
- [ ] DUAL LINE WINCHING
- [ ] SNATCH BLOCKS
- [ ] SCOTCH BLOCKS
- [ ] DOLLY
- [ ] _____ COLMA

VEHICLE TOWED TO STEWART DODGE 800 SOUR BLVD

REMARKS

BROKE TIE ROD DRIVER SIDE ON ROAD WAY

UPON REQU[redacted]VE A COPY OF TH[redacted]ICE

MILEAGE CHARGE	
TOWING CHARGE	175 00
LABOR CHARGE	50 00
STORAGE CHARGE	
TOTAL	225 00

20334

Road Service

PRODUCT 613 F

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-26 17:58:42.188963
Files Not Recieved: 0

CASE# [redacted]

VIN# 3D7UT2CL[redacted]4BG[redacted]

ICL Deposit to JPMorgan Chase

Regulus PHX

00000092

022528

43

090357

222222222222

111111111

02/14/14

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-27 13:42:51.195570
Files Not Recieved: 0

FOLD & TEAR HERE

Do not send cash or post-dated checks. All checks will be deposited upon receipt. Make checks payable to ALLY.
Return the above portion with your payment to the Payment Processing Center address above.

FOLD & TEAR HERE

CAS[redacted]

ATTN: SHERI G

Questions? Visit **allyauto.com** or call **888-925-2559 (ALLY)**

ally

Acc[redacted]59705 Make/Model: 11 RAM 2500 VIN: 3D7UT2CL4BG[redacted]

#24821 2/10/14 1033.85

Account Summary

Next Payment:	
Due Date:	02/16/14
Amount Due:	$1,033.85
Total:	**$1,033.85**

Past Due Payments:	
Due Date	Amount:
Total:	

Other Unpaid Amounts:	
Late Charge:	
Insurance Premium:	
Miscellaneous:	
Extension Fee:	
Total:	

STATEMENT TOTAL: $1,033.85 Statement reflects payment(s) received through: 01/27/14

Last Payment Applied As Follows

Due Date	Scheduled Payment	Date Paid	Unpaid Balance	Finance Charge	Late Charge	Other Charge	Total Paid
01/18/14	1033.85	01/13/14	1,033.85				1,033.85

Additional Payment Options:

Automatic Payments - Allows your payment to be conveniently transferred from your checking or savings account to Ally. Please visit allyauto.com for more information.

Online Payments - Register for Ally Online Services at allyauto.com, add your account, then schedule one-time payments at your convenience.

Other Payment Options - To hear available options call 888-925-2559. A third party service provider fee may apply.

Important Account Messages

REMAINING UNPAID BALANCE $2,067.70 THIS AMOUNT DOES NOT INCLUDE FINANCE CHARGES AND OTHER UNPAID AMOUNTS PLEASE CALL US FOR YOUR PAYOFF

Maximize your savings with an Ally Bank Raise Your Rate 2-Year CD. Get the best of both worlds. Get a great CD rate now, and have the option to increase your rate if our 2-Year CD rate goes up. Plus, you can set up an alert and we'll let you know when our rates have gone up. To learn more, visit allybank.com. Ally Bank, Member FDIC.

A truck that works as hard as you do.
Ram Heavy Duty trucks offer Best-in-Class[1] 30,000-lb max towing capacity[2]. And the available 6.7L High Output Cummins® Turbo Diesel engine delivers Best-in-Class[1] torque of 850 lb-ft. Visit your Ram dealer today.
[1]Based on latest available competitive information. Class based on 250/2500 and 350/3500 pickups.
[2]When properly equipped.

GMRSTU 01

AQ14-003

CHRYSLER

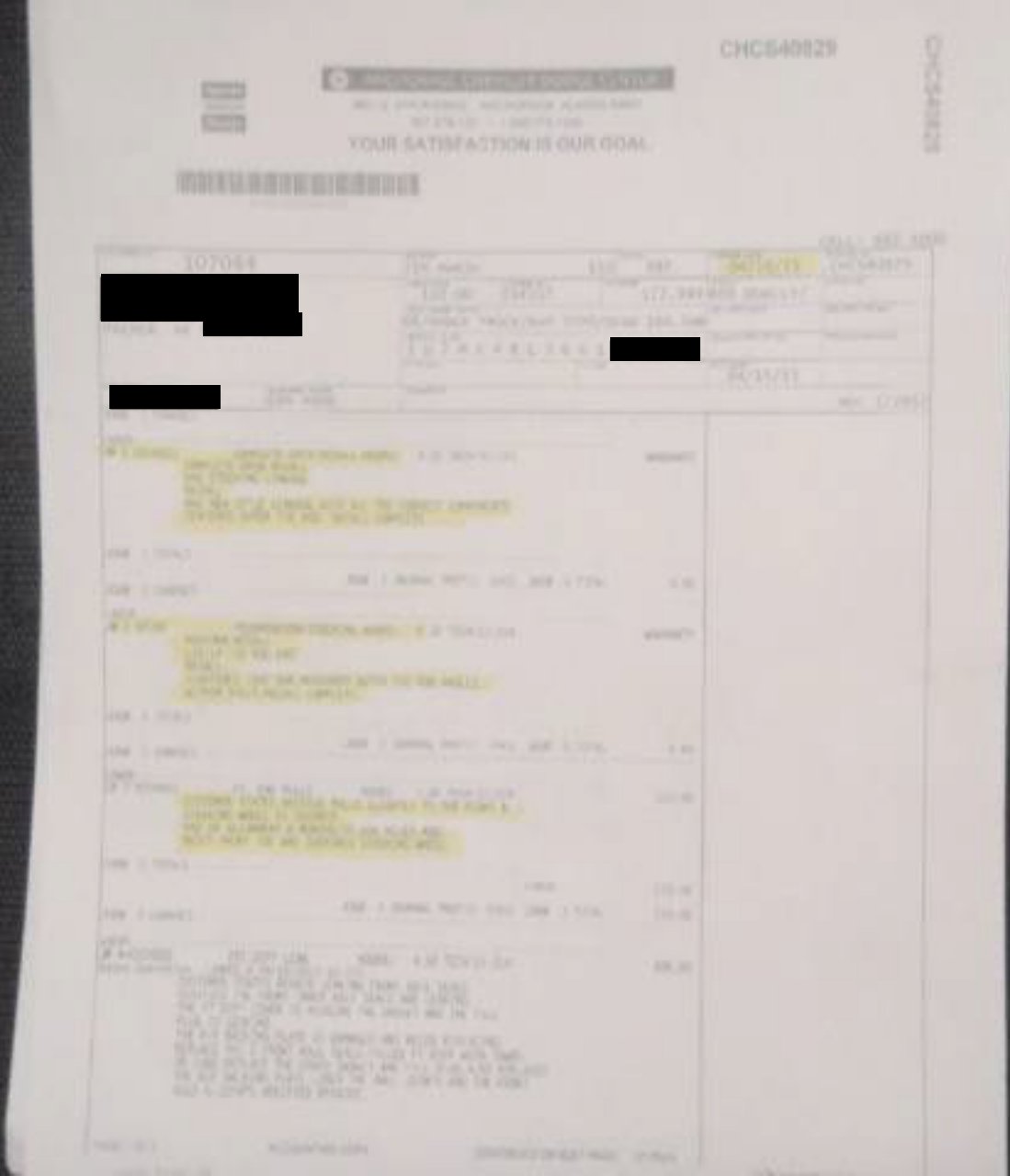
12/12/2014

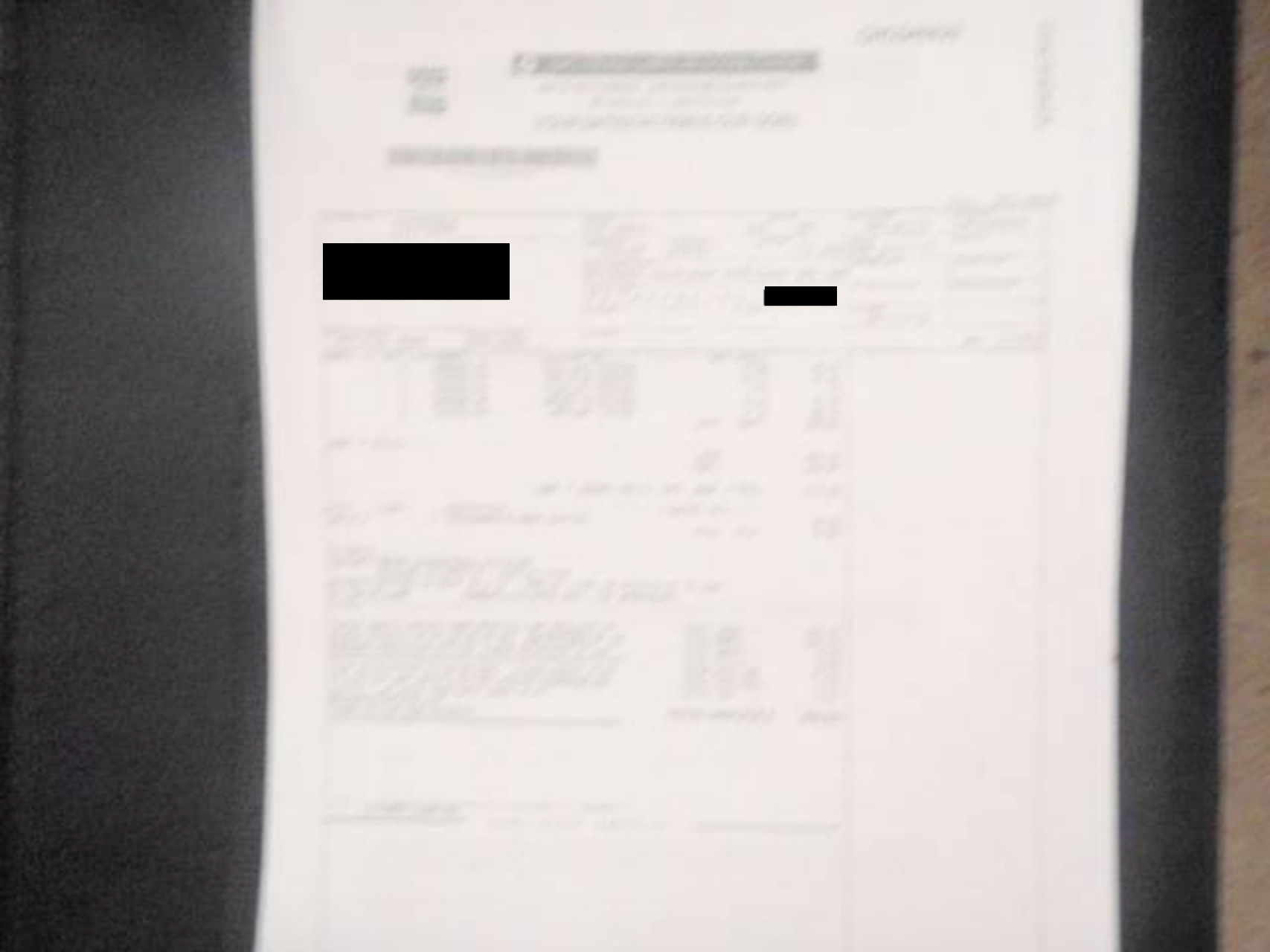
ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP














RAM 3500


RAM 2500
BIG HORN


COOPER






DODGE 2500






















MFD BY DAIMLERCHRYSLER CORPORATION
DATE OF MFR 7-05
GVWR 5534 KG(12200 LB)
GAWR FRONT 2359 KG(5200 LB)
WITH TIRES LT235/80R17E
RIMS AT 17X6.0
COLD 450 KPA(65 PSI)
GAWR REAR 4242 KG(9350 LB)
WITH TIRES LT235/80R17E
RIMS AT 17X6.0
COLD 450 KPA(65 PSI)
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D7MX48C56
TYPE: TRUCK
SINGLE
DUAL X
MDH: 070409
PNT:PR4
VEHICLE MADE IN MEXICO
TRM:M9D5
4648507



SUPPLEMENTAL TIRE PRESSURE INFORMATION

FOR LIGHT LOAD AND MAX LOAD CONDITIONS

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

	FRONT	REAR
LIGHT LOAD INFLATION PRESSURE (COLD)	410 kPa, 60 PSI	280 kPa, 40 PSI
MAX LOAD INFLATION PRESSURE (COLD)	450 kPa, 65 PSI	450 kPa, 65 PSI
TIRE SIZE	LT235/80R17E	LT235/80R17E

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION

6G108806


ADAF018


ADAFOR










4X5601




SAAB




4X5601


4X5601


2T5209


115406


115406




























RAM 3500
BIG HORN


KIRKLAND
DANGER / POISON


DANGER / POISON
SHIELD EYES
EXPLOSIVE GASES
NO
SULFURIC ACID
1000





⚠WARNING



DEATH OR SERIOUS INJURY CAN OCCUR

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

55365001AB

AS POSSIBLE FROM THE AIR BAG.
AT BELTS AND CHILD RESTRAINTS.

55365001AB


















LT235/80R17
MOUNT ONLY ON 17


















LT235/80R17
MOUNT ONLY ON



⚠WARNING

DEATH OR SERIOUS INJURY CAN OCCUR



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

55365001AB

OSSIBLE FROM THE AIR BAG.

LTS AND CHILD RESTRAINTS.

55365001AB
















LT 285/80R17
MOUNT ONLY ON 17




MOUNT ONLY

PRODIGY





AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-03-03 14:12:06.477759
Files Not Recieved: 0

I am the original owner of my 2007 Dodge Ram 3500, VIN# 3D7MX39A97G[redacted], which I purchased at Outten County Chrysler in Hamburg, PA. During a service procedure at Outten on 7/7/2011, my original steering linkage and steering damper was replaced under a recall. On 2/19/2014, while turning out a parking space at work, my tie rod end on the driver side broke in half, horizontally. Because my steering wheel was turned full left and the vehicle was in motion, the broken tie rod dropped into the rim and gauged the rim completely around and then ultimately punctured the rim causing the tire to deflate ad destroy 4 of the outer tread on a 4 month old tire. I did some research and found that this tie rod that had been previously replaced was also under a recall (N62) in which I was never notified of. On 2/20/2014, I had the truck towed to Fullerton Dodge in Somerville, NJ. Russ in the service department confirmed that the tie rod was subject to the recall. He also confirmed that the tire and rim needed to be replaced due to excessive damage caused by the broken tie rod. I have had my vehicle to Fullerton Dodge numerous times in the past couple of months for other services, and was never notified of a recall then either. I had to incur an out of pocket expense of $849.27 to pay for a new tire and rim because of the broken recalled tie rod. Had I been properly notified of the recall in December when the recall was issued, I would have had the necessary services performed, saving me the $849.27. I attached a couple of pictures of the damage and the invoice as evidence and as a REQUEST for RE-IMBURSEMENT for the services performed. I am very lucky this damage did not occur while traveling 65 MPH down the highway, as I may have been killed. If necessary, I can be emailed at [redacted] or at this email address. I can also be contacted at 7[redacted].
Thank you for your consideration in this matter.
Sincerely,
[redacted]
[redacted].
Branchburg, NJ [redacted]

☐ CASH
☐ CHARGE
WE ACCEPT
☐ M.C.
☐ VISA
☐ AM-EXPRESS
☐ DISCOVER

FULLERTON

FORD CHRYSLER JEEP DODGE

ROUTE 22 EAST • P.O. BOX 718
SOMERVILLE • NEW JERSEY 08876
TELEPHONE (908) 722-2500

FORD

Parts (908) 722-2502
Service (908) 722-2501

CHRYSLER / JEEP / DODGE

Parts (908) 722-2503
Service (908) 722-2560

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

FULLERTON FORD • CHRYSLER • JEEP • DODGE • SOMERVILLE, NJ

(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT

$ PARTS $ LABOR $ TOTAL

AUTHORIZED SIGNATURE AND DATE

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 REPRESENTATIVES OF FORD.

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

SERVICE INSTALLED PARTS
DATE INSTALLED
MO. DAY YR.
ACCRUED MILEAGE
OMIT TENTHS
CROSS REFERENCE TO

MILEAGE OUT
DATE OUT
PROGRAM CODE

CROSS REFERENCE NUMBER	
APPROVAL CODE OR NO.	COMMITMENT CODE

Adv: 753 RUSSELL KIZIMA	Tag: 9890	License: IMOVRIT	3D7MX39A9 7G[redacted]	Page: 1	Invoice: W30942

Invoice to

[redacted]
NESHANIC STATION, NJ [redacted]
Work: [redacted] Home: [redacted]

Driver/Owner Information

[redacted]
NESHANIC STATION, NJ [redacted]
Work: [redacted] Home: [redacted]

For Office Use

Odometer in: 157874 Out: 157874 | Dist: CMC WAR C W Final
Begin: 02/20/14 | Done: 02/25/14 | Invoiced: 02/25/14 16:50 RK

Vehicle Information

07 DODGE RAM 3500 4WD MEGA CAB

Customer Concern

Reprinted 1 times

Concern 51
Cause
Correction
CUST STATES VEH HAS RECALL # N62, TIE ROD
FACTORY RECALL
PERFORMED FACTORY RECALL, REPLACED TIE ROD END AND PERFORMED ALIGNMENT

Parts

Part Number	PO#	Note	Description	Qty	Sell	
CMC CBUEN491AA			PACKAGE OUTER END	1	86.00	86.00
CMC CBUEN492AA			NUT NONE	1	0.45	0.45

Parts: Count 2.00 Allowance: 59.74
Tech 087 ALPAUGH, JUSTIN
FAIL CODE : X
Line Auth: SHEPARRA 02/25/14 15:33

Operation	Tech	Units	Amount
19N62182	087	1.1	110.44

Subtotal

PARTS	146.19
LAB-MECHANICAL	110.44
TOTAL CHARGE FOR CONCERN	256.63

Type: W

Concern 52
Cause
X
Correction
SEE LINE 51 FOR REPAIR
Tech 087 ALPAUGH, JUSTIN
FAIL CODE : X
Line Auth: KIZIMARU 02/25/14 16:49

Operation	Tech	Units	Amount
SS	087	0.0	0.00

Subtotal

TOTAL CHARGE FOR CONCERN	0.00

Type: W

CUSTOMER SIGNATURE X

UCS©2004

CUSTOMER

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WE ACCEPT
☐ M.C.
☐ VISA
☐ AM-EXPRESS
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FULLERTON

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TELEPHONE (908) 722-2500

FORD

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Service (908) 722-2501

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(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT

$ PARTS $ LABOR $ TOTAL

AUTHORIZED SIGNATURE AND DATE

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

SERVICE INSTALLED PARTS
DATE INSTALLED
MO. DAY YR.
ACCRUED MILEAGE
OMIT TENTHS
CROSS REFERENCE TO

MILEAGE OUT
DATE OUT
PROGRAM CODE

CROSS REFERENCE NUMBER
APPROVAL CODE OR NO.
COMMITMENT CODE

Adv: 753 RUSSELL KIZIMA	Tag: 9890	License: IMOVRIT	3D7MX39A9 7G[redacted]	Page: 2	Invoice: W30942

Invoice to: [redacted]

Driver/Owner: DIETZE, JOHN

Invoiced: 02/25/14 16:50:25 RK

07 DODGE RAM 3500 4WD MEGA CAB

Summary of Charges for Invoice W30942		Payment Distribution for Invoice W30942	
PARTS	146.19	TOTAL CHARGE	256.63
LAB-MECHANICAL	110.44		
TOTAL CHARGE	256.63	**FAC WARRANTY**	**256.63**

RS 2/24/14

If you have any questions - please see RUSSELL KIZIMA
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER AND WE APPRECIATE THE COMPLETION AND RETURN TO THEM. IF FOR ANY REASON WE HAVE NOT EARNED A "COMPLETELY SATISFIED" RATING ON ALL THE QUESTIONS PLEASE LET US KNOW.
"THANK YOU FOR YOUR BUSINESS"

Last Page

CUSTOMER SIGNATURE X

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CUSTOMER

☐ CASH
☐ CHARGE
WE ACCEPT
☐ M.C.
☐ VISA
☐ AM-EXPRESS
☐ DISCOVER

FULLERTON

FORD CHRYSLER JEEP DODGE

ROUTE 22 EAST • P.O. BOX 718
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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

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(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT

$ PARTS $ LABOR $ TOTAL

AUTHORIZED SIGNATURE AND DATE

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

SERVICE INSTALLED PARTS	MILEAGE OUT	CROSS REFERENCE NUMBER	
DATE INSTALLED			
MO. DAY YR.	DATE OUT		
ACCRUED MILEAGE			
OMIT TENTHS	PROGRAM CODE	APPROVAL CODE OR NO.	COMMITMENT CODE
CROSS REFERENCE TO			

Adv: 753 RUSSELL KIZIMA	Tag: 9890	License: 1MOVRIT	3D7MX39A9 7G[redacted]	Page: 1	Invoice: C30942

Invoice to NAD#:060000

DISCOVER
9-24-93

Work: (908) 722-2500

Driver/Owner Information

[redacted]
NESHANIC STATION, NJ [redacted]
Work: [redacted] Home: [redacted]

For Office Use

Odometer in: 157874 Out: 157874	Dist: CMC CUS C W Final	Begin: 02/20/14	Done: 02/25/14	Invoiced: 02/25/14 16:50 RK

Vehicle Information

07 DODGE RAM 3500 4WD MEGA CAB

Customer Concern

Reprinted 1 times

Concern +50 MOUNT ONE AND BALANCE ONE TIRE
Correction MOUNT AND BALANCE ONE TIRE
LEFT FRONT RIM AND TIRE REPLACED
DOT # UPLH1AU0614
Comment 1 TIRE
Parts

Part Number	PO#	Note	Description
010 51714		TIRES	TIRE
010 AAW150C			WHEEL WEIGHT 1/2 OZ
SPO 52013663AA			WHEEL ALUMINUM
010 414			TIRE VALVE

Tech 087 ALPAUGH, JUSTIN

Type: C Line Flags: EPA

Operation	Tech		Amount
1TIRE	087	*	15.00

Qty		Sell	
1	B	251.50	251.50
2		0.95	1.90
1		661.00	661.00
1		1.50	1.50

Subtotal	
PARTS	664.40
TIRES	251.50
EPA COMPLIANCE CHG	2.00
LAB-MECHANICAL	15.00
TOTAL CHARGE FOR CONCERN	932.90

CUSTOMER SIGNATURE X

UCS©2004

CUSTOMER

☐ CASH
☐ CHARGE
WE ACCEPT
☐ M.C.
☐ VISA
☐ AM-EXPRESS
☐ DISCOVER

FULLERTON

FORD CHRYSLER JEEP DODGE

ROUTE 22 EAST • P.O. BOX 718
SOMERVILLE • NEW JERSEY 08876
TELEPHONE (908) 722-2500

FORD

Parts (908) 722-2502
Service (908) 722-2501

CHRYSLER / JEEP / DODGE

Parts (908) 722-2503
Service (908) 722-2560

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

FULLERTON FORD • CHRYSLER • JEEP • DODGE • SOMERVILLE, NJ

(CHECK (✓) APPROPRIATE BOX)

☐ CLAIMS REVIEW ☐ AUTHORIZATION TO SUBMIT CLAIM ☐ PARTS SCRAP OUT

$ PARTS $ LABOR $ TOTAL

AUTHORIZED SIGNATURE AND DATE

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 REPRESENTATIVES OF FORD.

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

SERVICE INSTALLED PARTS
DATE INSTALLED
MO. DAY YR.
ACCRUED MILEAGE
OMIT TENTHS
CROSS REFERENCE TO

MILEAGE OUT
DATE OUT
PROGRAM CODE

CROSS REFERENCE NUMBER
APPROVAL CODE OR NO.
COMMITMENT CODE

Adv: 753 RUSSELL KIZIMA	Tag: 9890	License: IMOVRIT	3D7MX39A9 7G[redacted]	Page: 2	Invoice: C30942

Invoice to: DISCOVER

Driver/Owner: DIETZE, JOHN

Invoiced: 02/25/14 16:50:25 RK

07 DODGE RAM 3500 4WD MEGA CAB

Summary of Charges for Invoice C30942

PARTS	664.40
TIRES	251.50
SERVICE MATERIAL	0.45
EPA COMPLIANCE CHG	2.00
LAB-MECHANICAL	15.00
15 %	139.64-
SUB-TOTAL	793.71
TAX	55.56
TOTAL CHARGE	849.27

Payment Distribution for Invoice C30942

TOTAL CHARGE 849.27

DISCOVER NAD 060000 **849.27**
DISCOVER

RS 2/24/14

If you have any questions - please see RUSSELL KIZIMA
YOU MAY RECEIVE A SURVEY FROM THE MANUFACTURER AND WE APPRECIATE THE COMPLETION AND RETURN TO THEM. IF FOR ANY REASON WE HAVE NOT EARNED A "COMPLETELY SATISFIED" RATING ON ALL THE QUESTIONS PLEASE LET US KNOW.
"THANK YOU FOR YOUR BUSINESS"

Last Page

CUSTOMER SIGNATURE X

UCS©2004

CUSTOMER

AS RECOMMENDED BY FULLERTON AUTOMOTIVE

CustomerCare

at your service

Name: [redacted] Year/Model: Ford F/C Date: 2/20/14

License Plate: [redacted] VIN: 2G[redacted] Repair Order #: 30942

REPORT CARD

CHECKED AND OKAY
MAY REQUIRE FUTURE ATTENTION
REQUIRES IMMEDIATE ATTENTION

EVERY 5,000 (OR 3,000) MILES:

- Check operation of horn, interior lights (map light/trunk/ dome/glove), exterior lamps, turn signals, hazard warning lights, and brake lights
- Check windshield washer spray, wiper operation, and wiper blades
- Inspect half shaft boots, if equipped
- Visually inspect exhaust system for leaks, damage, loose parts, and remove any foreign material trapped by shielding
- Inspect and lubricate drive shaft, transmission, u-joints, and transmission shift linkage (if equipped)
- Inspect and lubricate steering and steering linkages
- Inspect and lubricate suspension
- Visually inspect radiator, heater, and air conditioning hoses for leaks or damage

OK	TOPPED OFF	CHECK AND FILL
☐	☐	4x4 transfer case, front drive axle, and clutch reservoir fluid (truck only)
☐	☐	Transmission fluid
☐	☐	Brake fluid
☐	☐	Power steering fluid
☐	☐	Coolant recovery reservoir fluid
☐	☐	Window washer fluid

EVERY 15,000 MILES: (Plus above items)

- Inspect brake system including lines, hoses and parking brake
- Inspect engine cooling system, hoses, clamps
- Inspect non-neoprene accessory drive belt (only at 105,000-mile interval)

EVERY 30,000 MILES: (Plus above items)

- Inspect clutch operation*
- Inspect evaporative fuel system hoses and tubes (only at 60,000- and 120,000-mile intervals)*
- Visually inspect battery and clean terminals (if required)
- Inspect neoprene accessory drive belt (not required at 30,000 miles)*

REPORT CARD

CHECKED AND OKAY
MAY REQUIRE FUTURE ATTENTION
REQUIRES IMMEDIATE ATTENTION

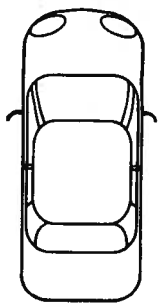
NON-MILEAGE RELATED CHECKS: (Optional)

- Inspect shocks/struts for excessive bounce, leaks and damage
- Inspect windshield for cracks, chips, and pitting
- Check battery performance
- Visually inspect for oil/fluid leaks

BRAKES & TIRES

LF	RF
Brake Lining ____ mm	Brake Lining ____ mm
Tire Tread ____ 32nds	Tire Tread ____ 32nds
Wear Pattern ____	Wear Pattern ____
Tire Pressure ____ psi	Tire Pressure ____ psi

☐ BRAKE INSPECTION NOT REQUIRED THIS VISIT



LR	RR
Brake Lining ____ mm	Brake Lining ____ mm
Tire Tread ____ 32nds	Tire Tread ____ 32nds
Wear Pattern ____	Wear Pattern ____
Tire Pressure ____ psi	Tire Pressure ____ psi

Comments: _____

Technician: _____

Service Advisor: _____

This Courtesy Inspection completed by your Customer Care Service Team


COOPER



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-25 14:48:49.349696
Files Not Recieved: 0

Case# [redacted]
Asking for reimbursement of tow charges...

[redacted]

Yorktown, VA [redacted]

[redacted]

TO: Chrysler Group LLC

RE: Recall, Never notified

Attached are the documents for most of the out of pocket cost that I paid because of the Recall on the tie rod issue that I had not been notified of.

I also would like to let you know how lucky I was that no one was hurt and nothing was damaged… We were on the interstate on a bridge heading toward a tunnel. All of a sudden the front end starts bouncing and I have no steering at 55mph. GOD was with me at that moment and the truck veered off to the right and stopped 3in. from the containment wall. Both tires were turned in. If I didn't have the trailer on back I probably would have rolled the truck!!! My daughter and I stood and waited for help on the retaining wall for about 30min while traffic flew by us. Finally the tow truck arrived. This was one of the most dangerous situations I've ever been in!!!

On another note, after the truck was towed to Quinn Motors in Gloucester VA. I walked in and right away I had a nice salesman assisting me. I told her I was here to pick up my truck and she guided me to the service dept. At the service department I was the only one there along with 5 employees. Not one of them addressed me. I finally stuck my head in one of the office doors and asked for assistance. The whole time I was there I was made to feel like I was bothering them. Again I was the only one there and there was only one car in the garage besides mine… Finally a cashier lady gave me a bill for $160 for towing. I paid and she never would look at me when she was talking. She gave me my key and walked away. I had to stop her and ask where the truck was. She replied, it should be right outside the bay door and walked away again… Wow… When I got to my truck the tire light was on. So I had to go back inside again and knock on a office door. They sent the mechanic out and he drove the truck back around to the bay door and put air in the tire. He said you have a leak in the left front tire. He asked if I wanted him to fix it. I was puzzled, and asked why didn't you already have it fixed. He said it came in flat so I just put air in it and it seemed to hold fine.. He then said I had a nail or something in it and it has been there for a while and we'll have to charge you.. I explained that it was never leaking before and asked how can you tell how long it's been there?? He said it's rusty. So I guess metal only rusts when it's in a tire!! Needless to say I was just fuming inside; I didn't argue and just said thanks for your time and left….

Customer service is priceless.. I did not feel welcome at Quinn Motors and they obviously were not interested in any return business… It's not the cost of the $10 tire repair, it's the customer service which was not there!!! I had to stop half way home just to put air in my tire because of the leak, very frustrating!! I stopped at Western Auto in Yorktown and they actually fixed my tire at no charge right there in the parking lot. (Now that is customer service)

All I'm asking is for you to consider the reimbursement of the $160 tow that I incurred because of the failure of the tie rod on recall bulletin 13V529000.

Thankyou,

[redacted]

CHRYSLER DODGE Jeep®

QUINN MOTORS, INC.

6747 George Washington Memorial Hwy.
Gloucester, VA 23061
Phone 804-693-2408 • Toll Free 800-849-0161

SERVICE INVOICE

R/O	VIN				DATE IN
36586	3D7KS28T29G[redacted]				02/22/14
YEAR	MAKE	MODEL	COLOR		TIME IN
2009	DODGE	RAM 2500 Q	BLK	O	11:54
MILES IN	MILES OUT	FIRST USE	LISC.		CLOSED 11:13
49356	49356	00/00/00	[redacted]	YORKTOWN VA [redacted]	02/24/14
SEE ALSO					WRITER 509K
				H:[redacted] W:( ) -	SONNY

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

(1) N-49 RECALL LEFT TIE ROD ASSEMBLEY
LEFT TIE ROD ASSEMBLEY HAD BROKE AND VEHICLE WAS TOWED TO DEALERSHIP

(16-5482 JASON-) A

Warranty Claim
19N49182 T16 11
CBUEN492AA (NUT) 1
CBUEN491AA (PACKAGE) 1
.....(Warranty).....

(2) VEHICLE TOWED IN, BROKEN TIE ROD.

(99- SUBLET-) A

Labor	T99	.00
BYRDS TOWI 36586		160.00
Total Sublet		160.00
Total Repair (Customer)		160.00

FIVE STAR

PAID

QUINN MOTORS INC
6747 GEORGE WASHINGTON MEM HWY
GLOUCESTER, VA 23061
(804) 693-2408

Sale

Merchant ID: 542929804691186
Term ID: LK937198
02/24/14 15:58:43
Batch#: 000736 Inv #: 000005
VISA Entry Method: S
XXXXXXXXXXXX[redacted]
Seq.#: 0005 Appr Code: 057871
Amount: $ 160.00

Total:$ 160.00

APPROVED

Customer Copy

THANK YOU!

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.

X CUSTOMER SIGNATURE

	W/C	INT.	CUSTOMER
Labor			.00
Parts			.00
Sublet			160.00
Waste Dispos			.00
Oil/Grease			.00
Sub Total			160.00
.00 Tax			.00
Total (Cash)			160.00

36586 Customer Copy

AUTOSOFT FORMS 1-877-427-4367

PRODEMAND

2009 Dodge Pickup 5.7L Eng R2500

STEERING: LINKAGES: TIE ROD ASSEMBLY

NHTSA RECALL BULLETIN

Reference Number(s): 13V529000

VEHICLE DESCRIPTION

Model(s): 2008 DODGE RAM 2500

2008 DODGE RAM 3500

2009 DODGE RAM 2500

2009 DODGE RAM 3500

2010 DODGE RAM 2500

2010 DODGE RAM 3500

2011 DODGE RAM 2500

2011 DODGE RAM 3500

2012 DODGE RAM 2500

2012 DODGE RAM 3500

Campaign No: 13V529000

Number of Affected Vehicles: 265044

Beginning Date of Manufacture: 2008 FEB

Ending Date of Manufacture: 2012 DEC

[redacted]

SYSTEM

STEERING: LINKAGES: TIE ROD ASSEMBLY

Yorktown, VA. [redacted]

DESCRIPTION OF DEFECT

Chrysler Group LLC (Chrysler) is recalling certain model year 2008-2012 RAM 2500 4X4 and 3500 4X4 trucks. The left tie rod assembly may break.

CONSEQUENCE OF DEFECT

A failure of the tie rod assembly may result in a loss of steering control, increasing the risk of a crash.

CORRECTIVE ACTION

Quinn Motors
6747 G.W.M.H.
Gloucester VA 23061

Trans. Inspect.

804-693-2408
April 1st - August 1st

[redacted]

Yorktown, VA [redacted]

TO: Chrysler Group LLC

RE: Recall, Never notified

Attached are the documents for most of the out of pocket cost that I paid because of the Recall on the tie rod issue that I had not been notified of.

I also would like to let you know how lucky I was that no one was hurt and nothing was damaged... We were on the interstate on a bridge heading toward a tunnel. All of a sudden the front end starts bouncing and I have no steering at 55mph. GOD was with me at that moment and the truck veered off to the right and stopped 3in. from the containment wall. Both tires were turned in. If I didn't have the trailer on back I probably would have rolled the truck!!! My daughter and I stood and waited for help on the retaining wall for about 30min while traffic flew by us. Finally the tow truck arrived. This was one of the most dangerous situations I've ever been in!!!

On another note, after the truck was towed to Quinn Motors in Gloucester VA. I walked in and right away I had a nice salesman assisting me. I told her I was here to pick up my truck and she guided me to the service dept. At the service department I was the only one there along with 5 employees. Not one of them addressed me. I finally stuck my head in one of the office doors and asked for assistance. The whole time I was there I was made to feel like I was bothering them. Again I was the only one there and there was only one car in the garage besides mine... Finally a cashier lady gave me a bill for $160 for towing. I paid and she never would look at me when she was talking. She gave me my key and walked away. I had to stop her and ask where the truck was. She replied, it should be right outside the bay door and walked away again... Wow... When I got to my truck the tire light was on. So I had to go back inside again and knock on a office door. They sent the mechanic out and he drove the truck back around to the bay door and put air in the tire. He said you have a leak in the left front tire. He asked if I wanted him to fix it. I was puzzled, and asked why didn't you already have it fixed. He said it came in flat so I just put air in it and it seemed to hold fine.. He then said I had a nail or something in it and it has been there for a while and we'll have to charge you.. I explained that it was never leaking before and asked how can you tell how long it's been there?? He said it's rusty. So I guess metal only rusts when it's in a tire!! Needless to say I was just fuming inside; I didn't argue and just said thanks for your time and left....

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All I'm asking is for you to consider the reimbursement of the $160 tow that I incurred because of the failure of the tie rod on recall bulletin 13V529000.

Thankyou,

[redacted]





AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-25 13:46:14.091554
Files Not Recieved: 0

Attention Mark

Case #[redacted]

WWW.APTOWING.COM

A+ EXPRESS TOWING

29407 W. Enid Rd.
Eugene, Oregon 97402
TIN 48-1264828

EUGENE
541-686-0044
SPRINGFIELD
541-988-0628
JUNCTION CITY
541-954-1251

WWW.POPALOCKOFEUGENE.COM

Pop-A-Lock

EUGENE
541-344-7383
SPRINGFIELD
541-744-5636

TIN 45-2534175
CCB# 194840

Rowe's Tows

No. 06250

[redacted]

STREET [redacted]

CITY

ZIP CODE [redacted]

YEAR | MAKE | MODEL | COLOR | STATE

[redacted]

BILL TO/POLICE DEPT.

AGENT/CASE#

LOCATION:

TAKEN TO / SERVICE PROVIDED:

REASON / INFORMATION

DATE

PHONE 1

DRIVER'S LIC. # | STATE

LICENSE PLATE [redacted] | ODOMETER

PO/CALL # | CLUB CODE

POLICY/MEMBERSHIP #

CITY

CITY

DRIVER | TRUCK NO. | REFERRED BY:

KEYS Y N | STORAGE IN OUT | DAYS | RATE

MILES-TOTAL ENROUTE | FREE | PRICE PER MILE

MILES-TOTAL LOADED | FREE | PRICE PER MILE

TIME STARTED | MILES-STARTED

TIME ARRIVED | TIME LOADED | MILES-ARRIVED

TIME DESTINATION | TIME FINISHED | MILEAGE ENDING

ITEMS	DESCRIPTION	PRICE
	TOWING CHARGE/ SERVICE CALL FLAT RATE	
	STORAGE CHARGE	
	MILEAGE-ENROUTE APPRAISAL	
	MILEAGE-LOADED	
	FLATBED FEE	
	WINCHING LABOR	
	SKATES DOLLIES M/C CARRIER	
	SUB TOTAL	
	DISCOUNT	( )
	TOTAL AMOUNT	

PAYMENT AGREEMENT/RELEASE

I, the undersigned do hereby understand that I will be liable to A+ Express Towing/Pop-A Lock for the amount set forth. If my Road Service or Insurance Co. is being billed for this service, I am liable for any amount they do not pay. If a check is sent directly to me, I will sign it over to A+ Express Towing/Pop-A-Lock upon receipt and forward it on. If I do not pay the balance due, I acknowledge the possibility of this account being forwarded to another company for collection purposes.

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. Additionally, I agree that A+ Express Towing/Pop-A-Lock shall not be held liable for damage to the described vehicle or equipment occurring during the removal or transport caused by the position, location or condition of said vehicle.

SIGNATURE: _____ DATE: _____

INTRUSIVE OPENING TECHNIQUE NECESSARY _____ INITIALS
Pop-A-Lock and A+ Express Towing not responsible for damages

INDICATE EXISTING DAMAGE BY PLACING (X) IN THE APPROPRIATE DESCRIPTION. DRIVER INITIAL _____ CUSTOMER INITIAL _____
S___SCRATCHED D___DAMAGED M___MISSING B___BROKEN U___UNDERCARRIAGE DAMAGE



SEND FEEDBACK TO INFO@APTOWING.COM

Coyote Creek Retrievers,

541-935-9664

p.1

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-27 12:35:09.447230
Files Not Recieved: 0

Attn Mark

8598556 INSTA-PRINT (541) 686-8591

WWW.APTOWING.COM

A+ EXPRESS TOWING

29407 W. Enid Rd.
Eugene, Oregon 97402

EUGENE
541-686-0044
SPRINGFIELD
541-988-0828
JUNCTION CITY
541-954-1251

WWW.POPALOCKOFEUGENE.COM

Pop-A-Lock

EUGENE
541-344-7383
SPRINGFIELD
541-744-5636

TIN 45-2534175
CCB# 194840

[redacted] owe's Tows

No. 06250

DATE 2-22-14

PHONE # 541

[redacted] Venetia

ZIP CODE [redacted]

DRIVER'S LIC. # STATE

YEAR 11 MAKE Dodge MODEL Ram COLOR Silver STATE [redacted]

LICENSE PLATE CCR 1 ODOMETER 56516

3D7UT2CL4BG [redacted]

P.O./CALL # CLUB CODE

BILL TO/POLICE DEPT. Geico (Cash)

AGENT/CASE#

POLICY/MEMBERSHIP # [redacted]

LOCATION 86952 Dakridge Rd

CITY Eugene

TAKEN TO / SERVICE PROVIDED: 2800 Row River Rd

ST Cottage Grove

REASON / INFORMATION

DRIVER 76 TRUCK NO. 82 REFERRED BY:

KEYS Y/N STORAGE IN OUT DAYS RATE

MILES-TOTAL ENROUTE 14 FREE PRICE PER MILE

MILES-TOTAL LOADED 31 10 FREE PRICE PER MILE 3.00

TIME STARTED MILES-STARTED

TIME ARRIVED TIME LOADED MILES-ARRIVED

TIME DESTINATION TIME FINISHED MILEAGE ENDING

ITEMS	DESCRIPTION	PRICE
	TOWING CHARGE/ SERVICE CALL FLAT RATE	42 —
	STORAGE CHARGE	
	MILEAGE-ENROUTE APPRAISAL	
21	MILEAGE-LOADED	
	FLATBED FEE	
	WINCHING LABOR	
	SKATES BOLLIES M/C CARRIER	
	Cash Paid Jack	
	Customer	63.00
	SUB TOTAL	
	DISCOUNT	( )
	TOTAL AMOUNT	105 —

PAYMENT AGREEMENT/RELEASE

I, the undersigned do hereby understand that I will be liable to A+ Express Towing/Pop-A-Lock for the amount set forth. If my Road Service or Insurance Co. is being billed for this service, I am liable for any amount they do not pay. If a check is sent directly to me, I will sign it over to A+ Express Towing/Pop-A-Lock upon receipt and forward it on. If I do not pay the balance due, I acknowledge the possibility of this account being forwarded to another company for collection purposes.

I, the un[redacted] authorized and entitled to take possess[redacted] all personal property therein. Addition[redacted] ook shall not be held liable for damage[redacted] curring during the removal or transpor[redacted] of said vehicle.

SIGNATU[redacted] DATE 2/22/14

INTRUSIVE OPENING TECHNIQUE NECESSARY. INITIALS

Pop-A-Lock and A+ Express Towing not responsible for damages.

INDICATE EXISTING DAMAGE BY PLACING 00 IN THE APPROPRIATE DESCRIPTION: DRIVER INITIAL _____ CUSTOMER INITIAL _____

S___ SCRATCHED D___ DAMAGED M___ MISSING B___ BROKEN U___ UNDERCARRIAGE DAMAGE


REAR


PASSENGER SIDE & FRONT


DRIVER SIDE & FRONT


UNDERCARRIAGE

SEND FEEDBACK TO INFO@APTOWING.COM
SEND FEEDBACK TO EUGENEINFO@POPALOCK.COM

ORIGINAL

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Feb 24 20:26:39 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2010 Dodge Ram Pickup Tie Rods

Comments:

I own a 2010 Dodge Ram pickup and I have received a recall letter on the left tie rod. I attempted to have the truck repaired in Great Falls, MT in December but they told me it would be 2 months. I needed to travel to Arizona and now the dealers in Arizona are telling me it will be another two months. I have MoPar insurance on my truck and the insurance covers all breakdowns and repairs and the insurance coverage says you are liable. My truck is making knocking noises when I turn and I believe the tie rod is already fractured. We just serviced the truck and the dealer told us the tie rod definitely needed replacing. I need to have this vehicle repaired and not only have I purchased insurance but with the recall there is additional urgency. I spent over 5 hours on the phone this afternoon with dealers, MoPar Insurance and customer service with absolutely no resolution. I have consulted with legal counsel and will be holding Dodge Ram liable if there is an accident since I am receiving no satisfaction either as a part of the insurance coverage or the recall. I need to travel back to Montana in 2 weeks and believe there must be parts available some where that can be shipped to Phoenix to resolve this very dangerous issue.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Feb 26 02:12:35 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the Ram Assistance Center.
We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to our attention.
Our records show that you have contacted us by telephone and we are reviewing your concern.
We have updated your file to reflect the latest information you provided in the email message.
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 - Ram Brand Site
Brief Description:
2010 Dodge Ram Pickup Tie Rods
Comments:
I own a 2010 Dodge Ram pickup and I have received a recall letter on the left tie rod. I attempted to have the truck repaired in Great Falls, MT in December but they told me it would be 2 months. I needed to travel to Arizona and now the dealers in Arizona are telling me it will be another two months. I have MoPar insurance on my truck and the insurance covers all breakdowns and repairs and the insurance coverage says you are liable. My truck is making knocking noises when I turn and I believe the tie rod is already fractured. We just serviced the truck and the dealer told us the tie rod definitely needed replacing. I need to have this vehicle repaired and not only have I purchased insurance but with the recall there is additional urgency. I spent over 5 hours on the phone this afternoon with dealers, MoPar Insurance and customer service with absolutely no resolution. I have consulted with legal counsel and will be holding Dodge Ram liable if there is an accident since I am receiving no satisfaction either as a part of the insurance coverage or the recall. I need to travel

back to Montana in 2 weeks and believe there must be parts available some where that can be shipped to Phoenix to resolve this very dangerous issue.

VIN:
AG[redacted]
Mileage:
135000
Servicing Dealer:
Lithia Mortors
Title:

First Name:
[redacted]
Middle Initial:

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

City:
Power
State:
MT
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Wed Feb 26 11:16:18 EST 2014
Subject: Reply to Chrysler Group LLC (KMM8479096V98755L0KM)
Reply Comments:

I was told a supervisor by the name of Patricia from customer care would contact me yesterday. No call so obviously no concern on the part of customer service.

[redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Feb 26 23:36:45 EST 2014
Subject: Re: Reply to Chrysler Group LLC (KMM8479096V98755L0KM)
Dear[redacted]
Thank you for contacting the Ram Assistance Center.
We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to our attention.
Our records show that 2 attempts were made to contact you with regards to your concern. One attempt was made on February 25, 2014 at 3:36 PM, and one attempt was made on February 26, 2014 at 11:37 AM, both attempts resulted in no answer.
If you are still requesting a Supervisor call we recommend that you call Ram Customer Assistance at 1-866-726-4636.
We apologize for the inconvenience.
Thanks again for your email.
Sincerely,
Crystal
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:[redacted]
EMAIL CASE NUMBER:[redacted]
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8480692V75805L0KM&
Original Message Follows:

Comments:
I was told a supervisor by the name of Patricia from customer care would
contact me yesterday. No call so obviously no concern on the part of
customer service. [redacted]

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) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

For reimbursement

[redacted]

Bonham, Tx.

[redacted]

MUFFLERS
BRAKES

Brady's

523 Witt St. • Wolfe City, TX
(903) 496-7737

DATE:

SOLD TO [redacted] SHIP TO

CUST. ORDER NO.	DATE SHIPPED	SHIPPED VIA	TERMS

QUANTITY	DESCRIPTION
	Dual Stabilizer shocks
	4 shocks
	4 shocks
	Front end alignment

Thank You

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

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

AG [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 [redacted]

Last Name

Street Addre

City Bonham

State Texas Zip Cod [redacted]

Email Address [redacted]

[redacted]

Bonham, [redacted]

Chr

Attention: Reimb

48321

MUFFLERS BRAKES

Brady's

TIRES & ALIGNMENTS

523 Witt St. • Wolfe City, TX 75496
(903) 496-7737

DATE:

SOLD TO: 2010 Dodge 1 Ton 4X4 [redacted]

SHIP TO:

CUST. ORDER NO.	DATE SHIPPED	SHIPPED VIA	TERMS	SALESMAN	F.O.B.	OUR ORDER NO.

QUANTITY	DESCRIPTION	UNIT PRICE	AMOUNT
1	Dual Stabilizer Shocks		350 00
1	Alignment		65 00
2	2" Rods Cuts		180 00
2	Front Shocks		185 00
	Thank You		
			780 00
	Thank you!		

Thank You

Attn: Nancy

Customer [redacted]

Case # [redacted]

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) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

(NO) YES

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!

Mike & Chad's Truck, Auto & Radiator
1 Minnesota
Conrad MT 59425
(406) 271-2630
THANK YOU FOR YOUR BUSINESS.

1/28/2014 11:01 AM

Repair Order #14778

[redacted]
VALIER MT [redacted]

Day Phone : [redacted]

Vehicle : 2008 Dodge Truck Ram 3500HD 1 Ton - Pickup 6.7 L 408
VIN : 3D7MX38A08G[redacted]
Tag/State : 26 / MT
Color : White
Last Mileage : 0
Created : 12/27/2013 1:15:52 PM
Odometer In : 179785
Complete : 1/3/2014 1:37:22 PM
Odometer Out : 0

Qty	Code/Tech*	Reference	Description	Condition	Unit Price	Price
			RH OUTER TIEROD END BROKE			$75.00
			RH OUTER TIEROD END BROKE. PERFORM VISUAL INSPECTION. REMOVE AND INSTALL NEW RH OUTER TIEROD END. INSTALL NEW RH OUTER TIEROD END AND INSPECT OTHER STEERING LINKAGES. REMOVE AND INSTALL NEW LH OUTER TIEROD END AND INSTALL NEW STEERING SHOCK. HAVE FRONT END ALINGEMENT PERFORMED. TEST DRIVE VEHICLE.			
1			TIEROD ASSY, RH OUTER		$128.65	$128.65
1			TIEROD ASSY, LH OUTER		$67.65	$67.65
1			ABSORBER, STEERING STABLIZER		$58.80	$58.80
1			PERFORM FRONT & OR ALL WHEEL ALIGNMENT		$70.00	$70.00

Labor		$75.00
Parts		$255.10
Sublet/Misc.		$70.00
Shop Supplies/EPA		$8.00
Charges		$0.00
Sales Tax	Tax @ $333.10 : 0.0000%	$0.00
	Repair Total	$408.10

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. THERE IS A 12MOS/12,000 MILE LIMITED WARRANTY ON ALL REPAIRS PERFORMED. ALSO THERE IS
A NAPA NATIONWIDE CAR CARE CENTER WARRANTY ON ALL REPAIRS. ALL ACCOUNTS ARE DUE BY THE 10TH OF
EACH MONTH. THERE WILL BE A 1.5% MONTHLY SERVICE CHARGE ON ALL ACCOUNTS PAST DUE AND A 18% ANNUAL
PERCENTAGE ON ALL ACCOUNTS PAST DUE.

O Customer Signature _____

[redacted]

Valier MT [redacted]

GREAT FALLS MT 594

12 FEB 2014 PM 1 T

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

FEB 14

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-02-27 20:15:30.328678
Files Not Recieved: 0

Tie rod did break, but luckily no accident or injury occurred. If there are questions or concerns my daytime number is [redacted] or email [redacted]
Thank you
[redacted]

CHRYSLER 1800 992 1997

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7UT2CL3BG[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): L38

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.

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 178027 ARCHIVED

IN / OUT

In:	11-05-2013
Time:	01:00 PM
Odom:	51663
Out:	11-05-2013
Time:	01:00 PM
Odom:	51663

Acct No: 12185 **Page: 1 of 1**

[redacted]

Bartelso IL [redacted]

[redacted]

2011 Dodge Ram 2500
Brown 4 DR SB 4X4
6.7

VIN: 3D7UT2CL3BG609386
Plate: 1314NW (IL)

LABOR DESCRIPTION	SW - KN	TECH	TOTAL
REPLACE BALL JOINTS 03-08 DODGE 2500 LABOR TO DISASSEMBLE FRONTEND. REMOVE OLD BALL JOINTS & INSTALL NEW LIFETIME WARRANTY BALL JOINTS. REASSEMBLE FRONTEND. EXTRA CHARGE FOR REPLACEMENT OF AXLE JOINTS IF NEEDED.		KN	467.50
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	94.95
INSTALL NEW STEERING PIECES. both drag links from box to right side		CB	.00

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
2.00	BALL JOINT ADJUSTABLE	MOO/K7448	148.07	296.14
2.00	BALL JOINT LOWER	MOO/K7467	98.63	197.26
1.00	3"X30' STRAP	TUFFEYE/1-803	76.66	76.66
1.00	PACKAGE STEERING	MOP/68036726AC	141.18	141.18
1.00	PACKAGE STEERING	MOP/68036940AD	74.52	74.52

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

U = Used R = Rebuilt W = Warranty

FIRST REPLACEMENT

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	562.45
Parts	785.76
Sublet	.00
Supplies	25.00
Disposal	.00
Subtotal	1373.21
Tax	50.67
TOTAL	**1423.88**

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 179607 ARCHIVED

Acct No: 12185 Page: 1 of 1

[redacted]
Bartelso IL [redacted]
[redacted]

2011 Dodge Ram 2500
Brown 4 DR SB 4X4
6.7

VIN: 3D7UT2CL3BG[redacted]
Plate: 1314NW (IL)

IN / OUT

In:	03-07-2014
Time:	08:00 AM
Odom:	53234
Out:	03-07-2014
Time:	03:20 PM
Odom:	53234

LABOR DESCRIPTION	SW - KN	TECH	TOTAL
LEFT TIEROD END BROKE. Install new tierod end oem unit recall version		CB	51.00
FRONT END ALIGNMENT (4 WHEEL HOOK-UP) NOTE: CAM BOLTS, ECCENTRICS, FRAME KNOCK OUTS & THE R&R, IS NOT INCLUDED. (DUAL WHEEL TRUCKS EXTRA)		CB	94.95

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
1.00	NUT	MOP/CBUEN492AA	.75	.75
1.00	PACKAGE-OUTER ENDS	MOP/CBUEN491AA	144.00	144.00

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

U = Used R = Rebuilt W = Warranty

- SECOND REPLACEMENT - SAFETY RECALL
- TIE ROD BROKE, TOWED TO NEAREST REPAIR.
  - DODGE DEALER SCHEDULE DIDN'T ALLOW FOR TIMELY REPAIRS

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	145.95
Parts	144.75
Sublet	.00
Supplies	7.30
Disposal	.00
Subtotal	298.00
Tax	9.50
TOTAL	307.50

[redacted]
JORDON

SERVICE PART 11/5/13

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-03-23 09:17:05.741477
Files Not Recieved: 0

Case #[redacted]
VIN: 3D7UT2CL3BG[redacted]
Vehicle Description: DODGE RAM LARAMIE 4X4 2500 CREW CAB PICKUP
Linda, Attached is the scanned document for payment of repairs. Any questions please call my office at [redacted] or my cell at [redacted]
Thank you
[redacted]

RECEIPT

Acct No: 12185

03-07-2014

[redacted]

Bartelso IL [redacted]

CARL'S 4-WHEEL DRIVE & PERFORMANCE CTF
PO Box 237 - 1509 Carlyle Rd
Bartelso IL 62218

(618) 765-2199

Prev Credit Balance:	.00	Prev Open Invoice Balance:	307.50
		Credit Applied:	.00
		Payment * VISA:	307.50

Curr Credit Balance:	.00	Curr Open Invoice Balance:	.00

THANK YOU!

CARLS 4 WHEEL DRIVE
1509 CARLYLE RD
BARTELSO, IL 62218
618-765-2199

TERMINAL ID.: 088600
MERCHANT #: 88014071169

[redacted]

********** [redacted] EXP:**/** SWIPED
SALE
BATCH: 000684 INV: 000001
Mar 07, 14 09:49
RRN: 06840001 AUTH: 08408B
TRACE #: 304066569851753
VALIDATION CODE: 3HQZ

REWARDS PROGRAM: 086303

AP

TOTAL $307.50

GARY SCHREDER

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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

02/20/14

POSTED DATE : 2-14-14

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**

Matheny Auto Service

11/20/2013

425 Forest Hills Rd
Parkersburg, WV 26104
304-485-7171
Our Reputation Is Our Success

Invoice #9420

Lewis

(304) 483-4377

2006 DODGE R 2500-3500 4x4 PICK-UP

Tag: Mileage
ID:

Labor	Amount
R & R TIE ROD END (OUTER)	$74.80
R & R BALL JOINTS (BOTH - 1 SIDE)	$258.40
	$333.20

Part No.	Parts	Quantity	Each	
	TIE ROD END OUTER 1	1.00	$53.20	$53.20
	TIE ROD END SLEEVE 3	1.00	$17.29	$17.29
	TIE ROD END INNER	1.00	$105.41	$105.41
	WHEEL	1.00	$175.00	$175.00
	LOWER BALL JOINT 13	2.00	$93.68	$187.36
	UPPER BALL JOINT	2.00	$82.36	$164.72
	UJOINTS 2	2.00	$62.31	$124.62
	FRONT BRAKE PADS 1	1.00	$39.87	$39.87
	MAHONES	1.00	$23.00	$23.00
	ALIGNMENT	1.00	$49.82	$49.82
				$940.29

Paid Check # 1149

Subtotal	**$1,273.49**
Tax	$82.78
Total	**$1,356.27**

An express mechanics lien is acknowledged on the above vehicle to secure the amount of repairs thereto, until such time as cash payment has been made in full. It is 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. Upon signing this repair order it is accepted as a complete and comprehensive description of the repair work done on this vehicle.

DATE 11/25/13 SIGNED [redacted]

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

VIN (Last 8 Characters of Vehicle Identification Number) 6G[redacted]

Notification Code N62

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

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

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

☐ scrapped ☐ stolen ☐ exported

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

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

Date of sale: _____

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

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

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

First Name [redacted]

Last Name

Street Addr

City Davisville

State WV Zip Code [redacted]

Email Address [redacted]

[redacted]

Davisville, WV [redacted]

CTA

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Wed Feb 26 06:18:39 EST 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

transmission failure

Comments:

The recall notice on my left front tire ride said to wait to bring it in after the holidays. The failed tie rod caused my left front tire to wear improperly causing excessive vibration which led to a cracked transmission. At only 84000 the transmission case shouldn't have cracked of course the warranty doesnt cover it. The tie rod failure not only fracked my transmission it ruined my left front tire. Dodge should stand behind their trucks. They shouldnt call them heavy duty.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri Feb 28 04:14:22 EST 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the Ram Assistance Center.
We regret the problem you have experienced and appreciate the time and effort you took to bring this matter to my attention.
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.
This will ensure that your concern is reviewed as quickly as possible.
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:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8482372V78862L0KM&
Original Message Follows:

Recall Information - D-Mobile Brand Site
Brief Description:
transmission failure
Comments:
The recall notice on my left front tire ride said to wait to bring it in
after the holidays. The failed tie rod caused my left front tire to wear
improperly causing excessive vibration which led to a cracked transmission.
At only 84000 the transmission case shouldn't have cracked of course the
warranty doesnt cover it. The tie rod failure not only fracked my
transmission it ruined my left front tire. Dodge should stand behind their
trucks. They shouldnt call them heavy duty.

VIN:
3D[redacted]
Mileage:
84000

Servicing Dealer:
big o dodge
Title:

First Name:
[redacted]
Middle Initial:

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

City:
taylors
State:
SC
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Mar 10 09:38:45 EDT 2014
Subject: Reply to Chrysler Group LLC (KMM8485021V18390L0KM)
Reply Comments:

Melissa. Benson is telling me the tie rod wasnt worn out but was recalled. I dont know why the left tire is so much worse than the right. I'm thinking about taking the tie rods to an independent shop to have them inspected by someone other than dodge. The way the left tire wore its obvious theres a problem. Also the turbo wasnt working I am sure this was caused by the known emission problem dodge has had. I read all the class action lawsuits regarding this and if I encounter any issues I too will be filing a lawsuit. They cant tell me why the transmission housing only that they have never seen one do this. Just about every major component on this truck has failed. Suspension emission power train engine

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Mar 11 22:33:07 EDT 2014
Subject: Re: Reply to Chrysler Group LLC (KMM8485021V18390L0KM)
Dear [redacted]:
Thank you for contacting the Ram Assistance Center.
Our records show that you have contacted us by telephone and we are currently addressing 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 1-866-RAM-INFO (726-4636).
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:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8497731V91587L0KM&
Original Message Follows:

Comments:
Melissa. Benson is telling me the tie rod wasnt worn out but was recalled. I dont know why the left tire is so much worse than the right. I'm thinking about taking the tie rods to an independent shop to have them inspected by someone other than dodge. The way the left tire wore its obvious theres a problem. Also the turbo wasnt working I am sure this was caused by the known emission problem dodge has had. I read all the class action lawsuits regarding this and if I encounter any issues I too will be filing a lawsuit. They cant tell me why the transmission housing only that they have never seen one do this. Just about every major component on this truck has failed. Suspension emission power train engine

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



GAWR FRONT
2359 KG(5200 LB)
WITH TIRES
LT265/70R17E
RIMS AT
17X8.0

GAWR REAR
2727 KG(6010 LB)
WITH TIRES
LT265/70R17E
RIMS AT
17X8.0

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR
PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFA

VIN: 1D7KS28C47J[redacted]
TYPE: TRUCK

MDH: 103011
PNT:PRH
VEHICLE MADE IN U.

03/12/2014 10:52


RESUME + ACCEL
CANCEL
DECEL
ON + OFF
CRUISE
SET
RPM x 1000
DIESEL ONLY
03/12/2014 10:56


03/12/2014 10:56


03/12/2014 10:57


03/12/2014 10:57


03/12/2014 10:57


POWER
OUTLET
03/12/2014 10:58


03/12/2014 10:58


CHILD
CRUVENDER
03/12/2014 10:58


03/12/2014 10:58


03/12/2014 10:58


03/12/2014 10:59


03/12/2014 10:59


MPH km/h
P R N D 2 1
224580
BRAKE
ABS
03/12/2014 11:01


RPM × 1000
MPH km/h
BRAKE
ABS
P R N D 2 1
224580
DIESEL ONLY
E
F
03/12/2014 11:01


8
14
18
DIESEL
ONLY
E
F
0
1
2
3
4
5
RPM x1000
BRAKE
ABS
0
10
20
30
40
50
60
70
80
90
100
110
120
MPH km/h
P R N D 2 1
224580
03/12/2014 11:01


2WD
4WD LOCK
4WD LOW
N
03/12/2014 11:02


PUSH
CARGO
03/12/2014 11:03


DRIVER
PASSENGER
03/12/2014 11:03


HOOD
03/12/2014 11:03


HOOD
03/12/2014 11:04


[redacted]/12/2014 11:04


03/12/2014 11:05


WR&D
03/12/2014 11:05


WR&D
03/12/2014 11:05


4X4
LARAMIE
Cowin
03/12/2014 11:06


4X4
LARAMIE
03/12/2014 11:06


WR&D
A-Bar-Z Ponder
RAM
2500
03/12/2014 11:06


03/12/2014 11:07


03/12/2014 11:08


03/12/2014 11:08


WARNING
529AF
03/12/2014 11:08


03/12/2014 11:08


03/12/2014 11:09


03/12/2014 11:20


03/12/2014 11:20


03/12/2014 11:21


03/12/2014 11:21


529AF
03/12/2014 11:21


03/12/2014 11:22


03/12/2014 11:22


03/12/2014 11:23


03/12/2014 11:24


03/12/2014 11:24


APPROVED
03/12/2014 11:25


03/12/2014 12:15


DOT M3KP PEJX 1708
03/12/2014 12:16


LT265/70 R17 121/118R
03/12/2014 12:16


MICHELIN
03/12/2014 12:18


03/12/2014 12:40


DOT M6KP PLUX
03/12/2014 12:42


MICHELIN
LTX A/S
LOAD RANGE E
RADIAL
WARNING
03/12/2014 12:43


M+S
03/12/2014 12:45


03/12/2014 12:47


03/12/2014 12:47


DOT M3KP PEJX 5009
03/12/2014 12:48


LESS M+S
03/12/2014 12:49


03/12/2014 12:57


DOT M3KP PEJX
03/12/2014 12:57


LT265/70 R17 121/118 R
C6970A A
COLD
COLD
03/12/2014 12:58


ESS M+S E2
03/12/2014 12:58


03/12/2014 12:58


03/12/2014 12:59

DOT M3KP PEJX 206

03/12/2014 13:00

265/70R17 (121/118R)
03/12/2014 13:01


03/12/2014 13:04

03/12/2014 13:11


03/12/2014 13:11


03/12/2014 13:11


03/12/2014 13:12


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03/12/2014 13:17


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LTX
03/12/2014 13:17

03/12/2014 13:18

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03/12/2014 13:18