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




RAVEN
07/21/2014 08:12


RAVEN
3500
HEAVY DUTY
07/21/2014 08:13


07/21/2014 08:13

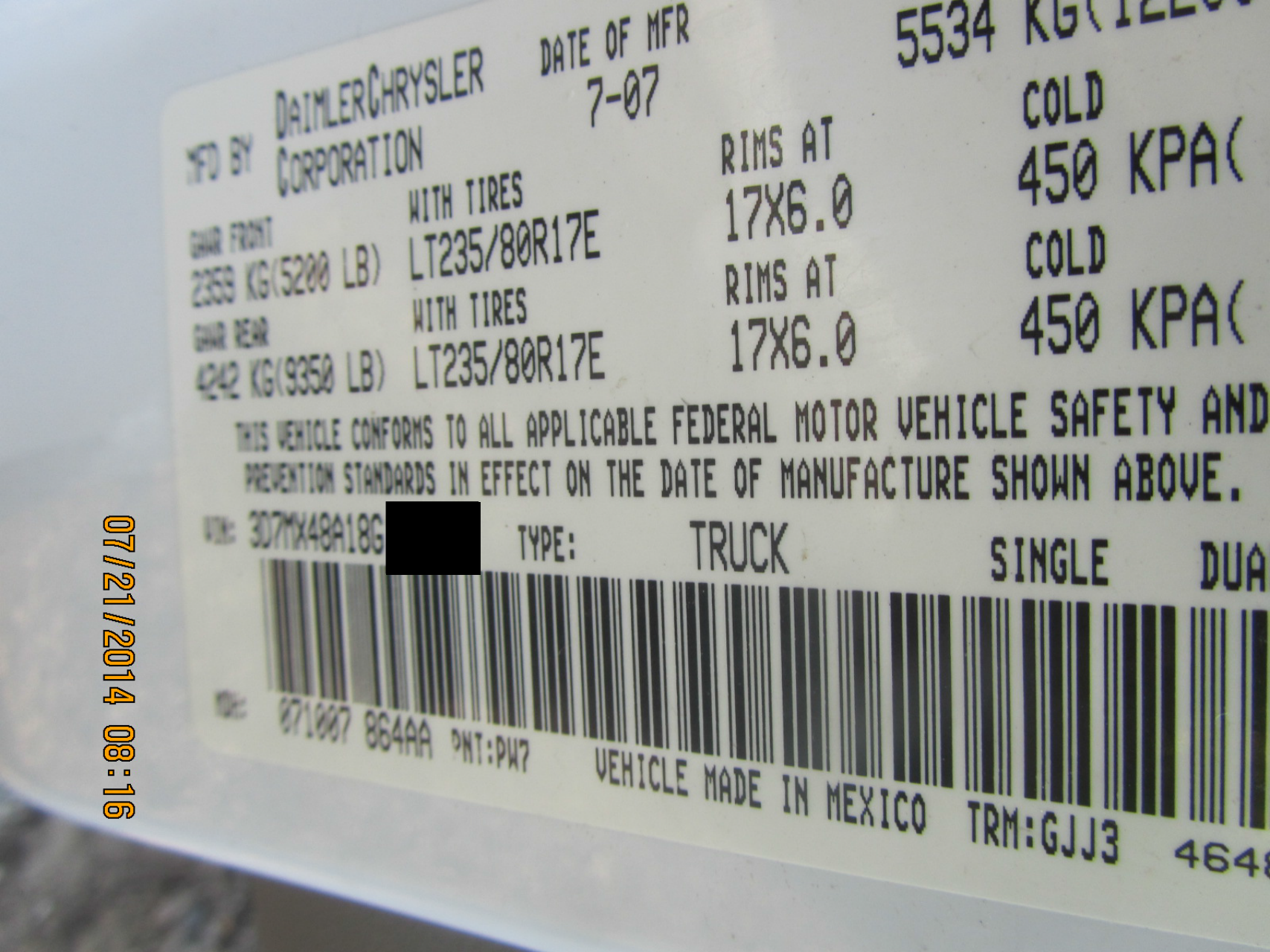

07/21/2014 08:13


07/21/2014 08:13

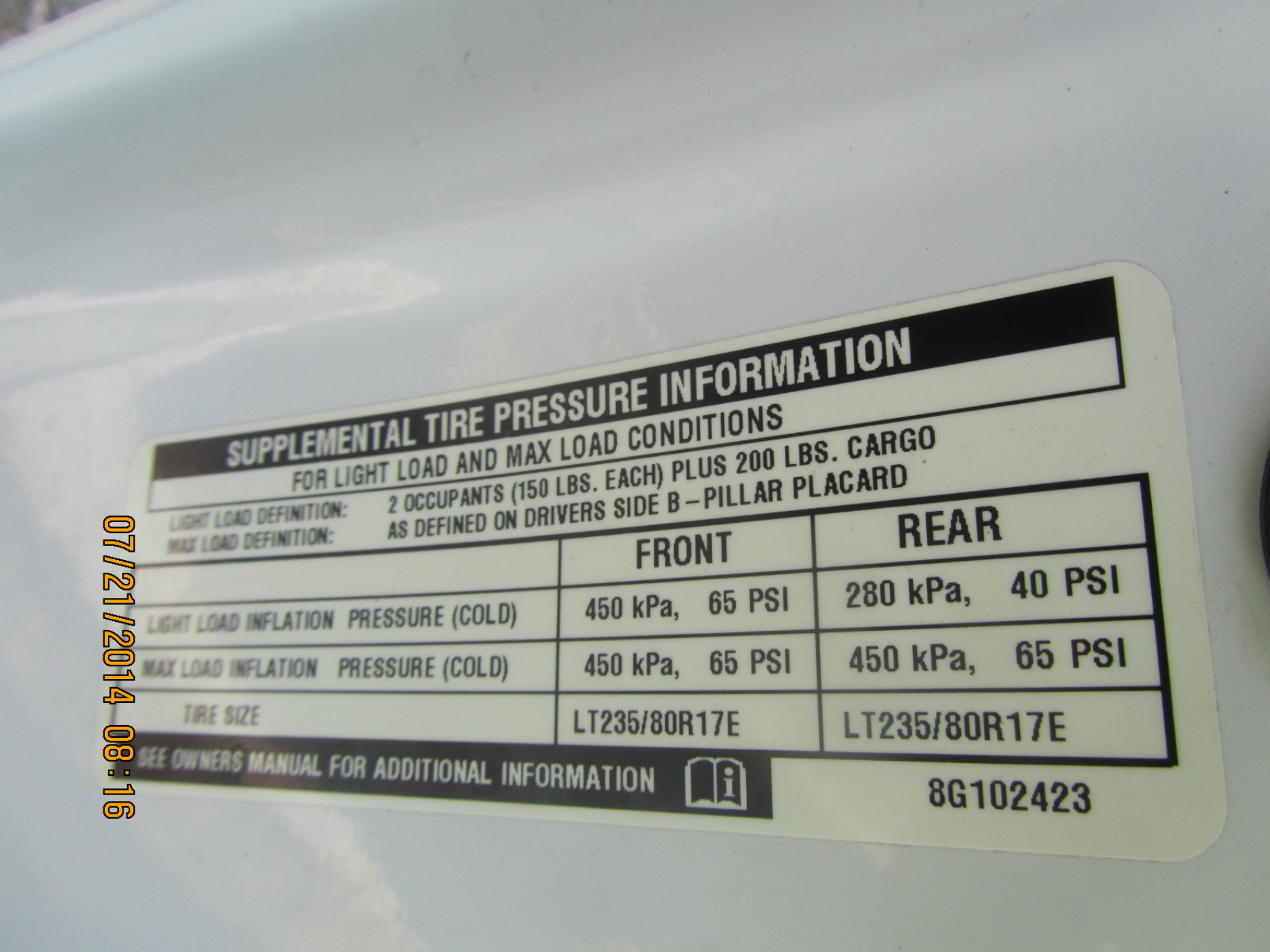

25141784x
07/21/2014 08:14


07/21/2014 08:15


07/21/2014 08:16



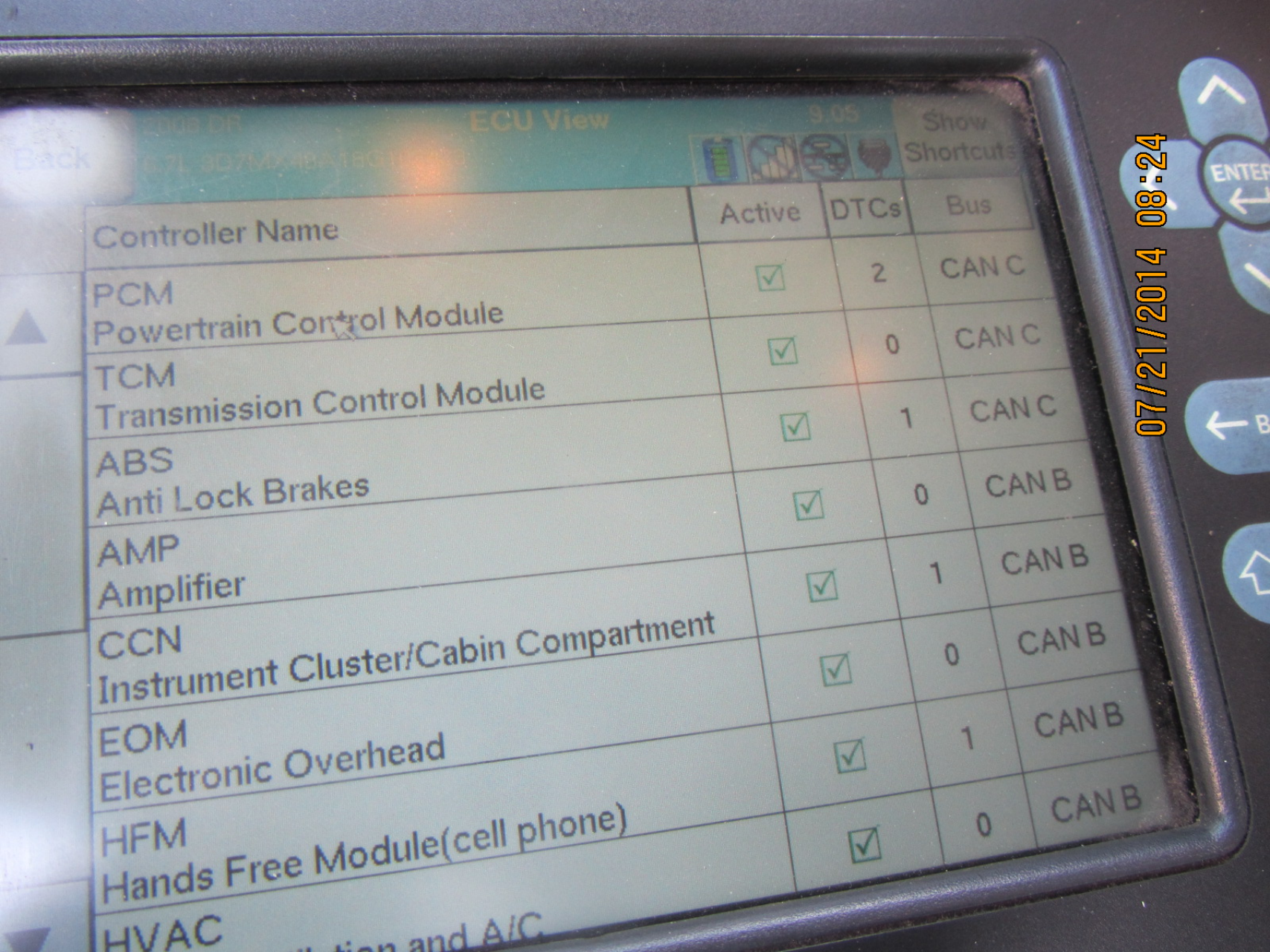
07/21/2014 08:16

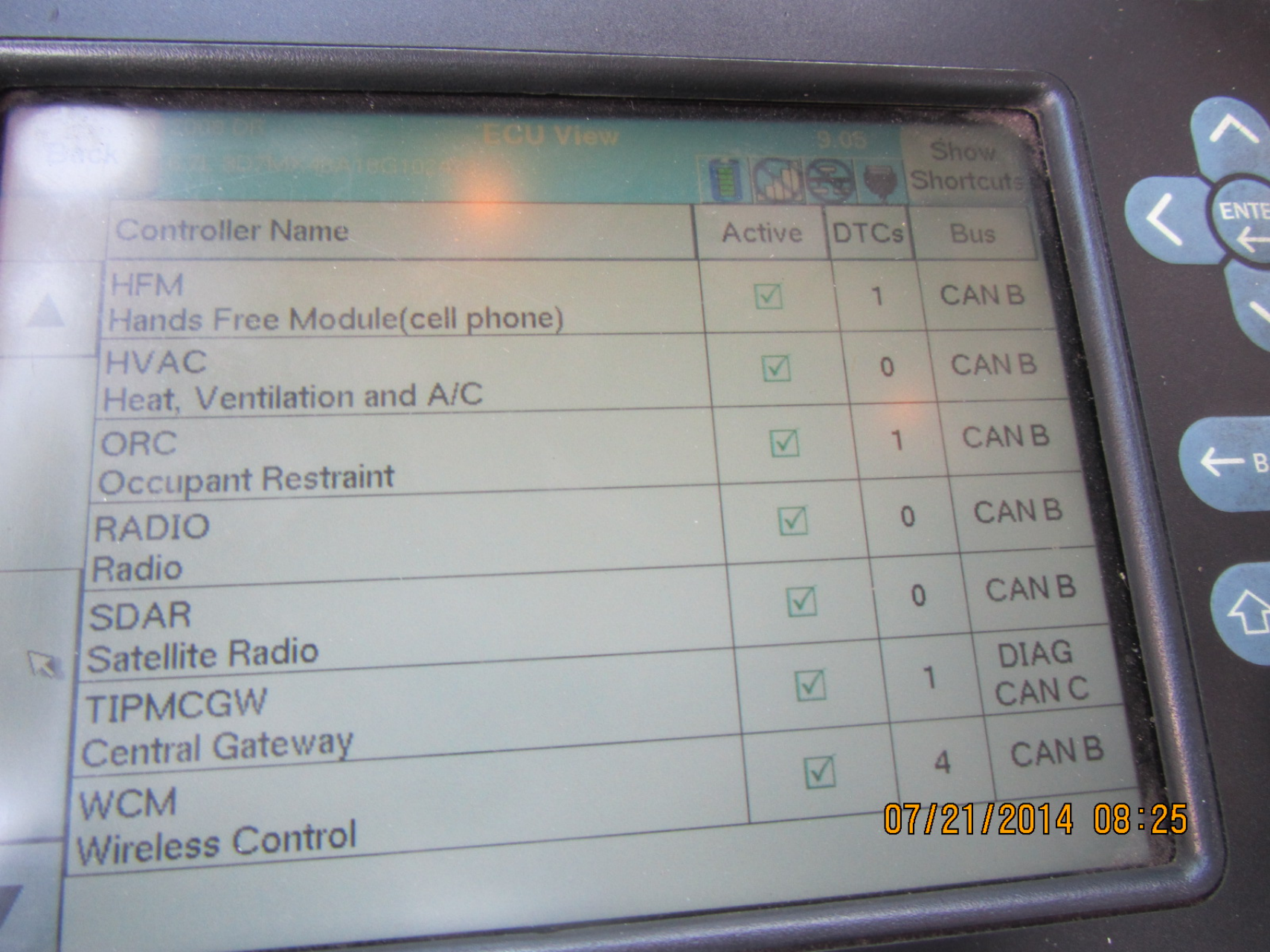

SUPPLEMENTAL TIRE PRESSURE INFORMATION
FOR LIGHT LOAD AND MAX LOAD CONDITIONS
LIGHT LOAD DEFINITION: 2 OCCUPANTS (150 LBS. EACH) PLUS 200 LBS. CARGO
MAX LOAD DEFINITION: AS DEFINED ON DRIVERS SIDE B – PILLAR PLACARD
FRONT
REAR
LIGHT LOAD INFLATION PRESSURE (COLD)
450 kPa, 65 PSI
280 kPa, 40 PSI
MAX LOAD INFLATION PRESSURE (COLD)
450 kPa, 65 PSI
450 kPa, 65 PSI
TIRE SIZE
LT235/80R17E
LT235/80R17E
SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
8G102423
07/21/2014 08:16

07/21/2014 08:23

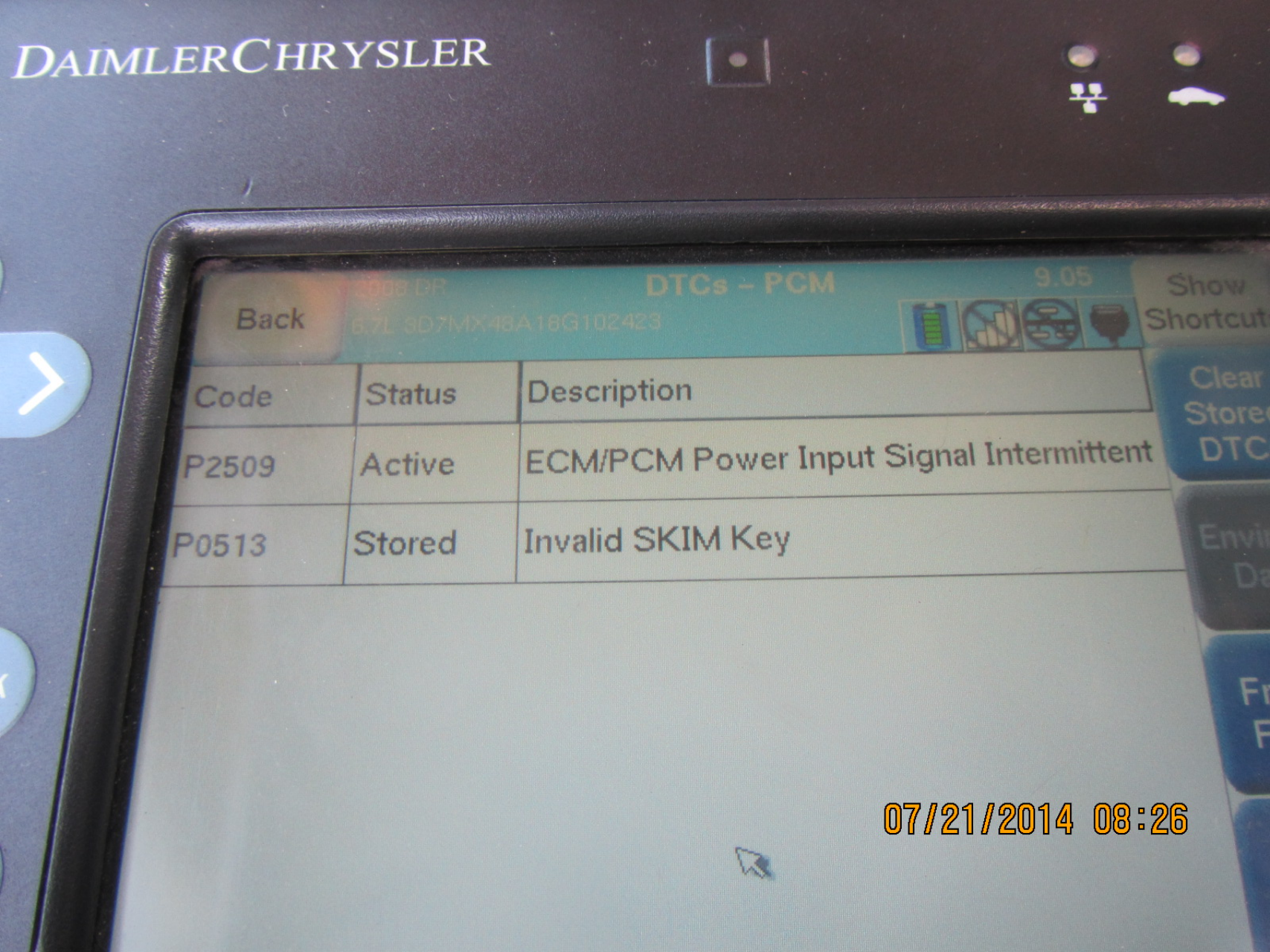
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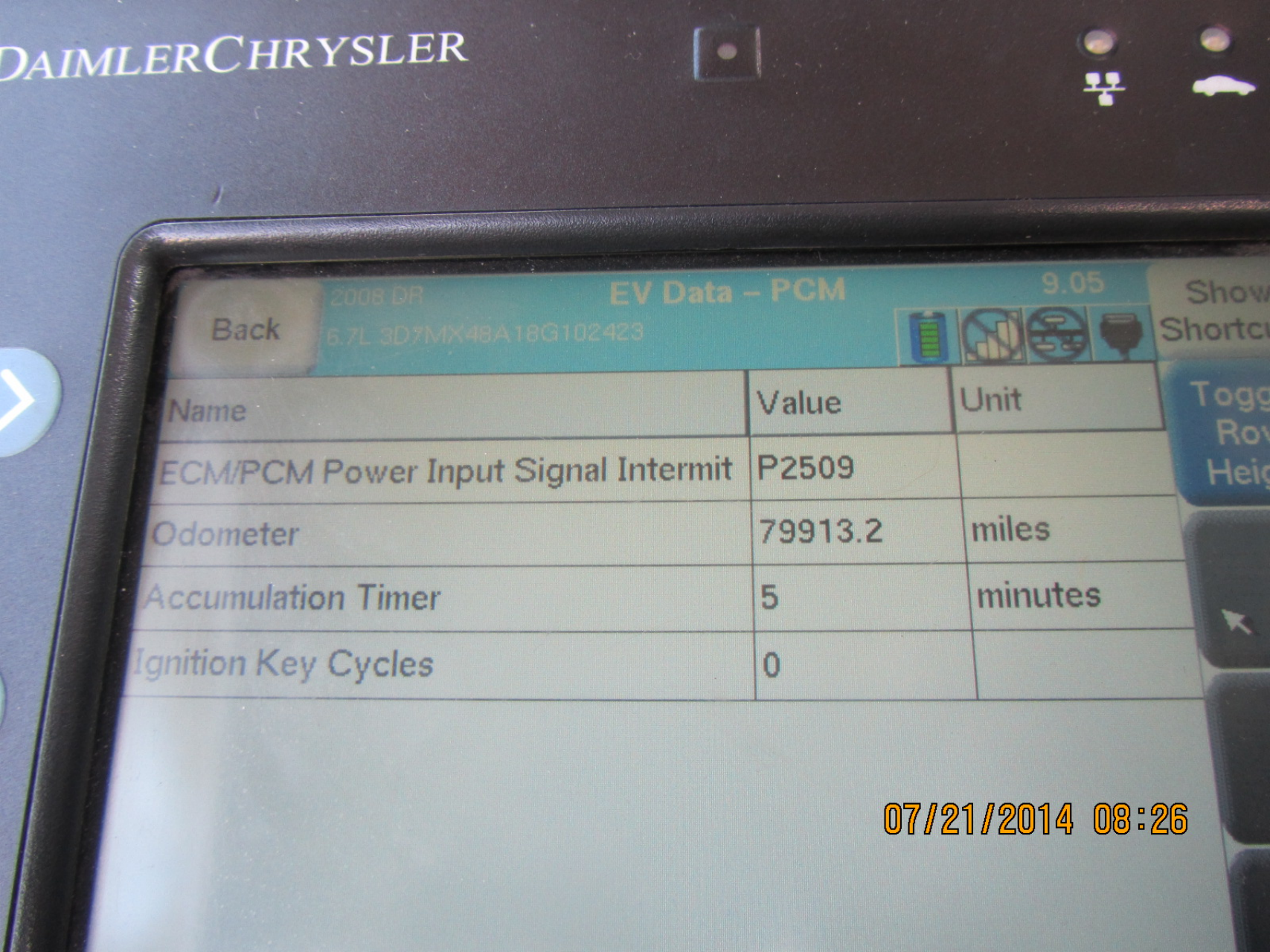

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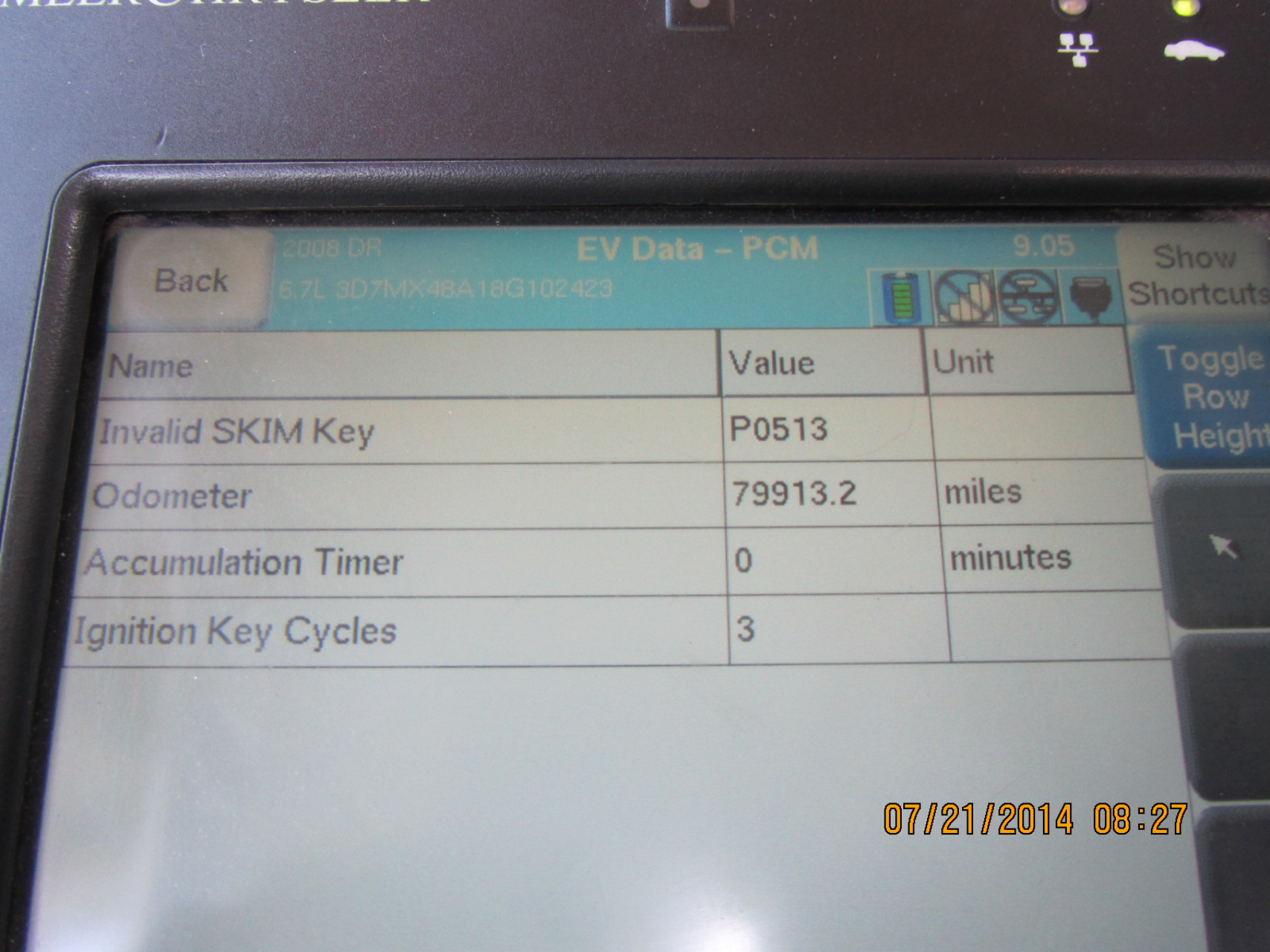

ECU View
Show Shortcuts
Controller Name
Active
DTCs
Bus
PCM
Powertrain Control Module
2
CAN C
TCM
Transmission Control Module
0
CAN C
ABS
Anti Lock Brakes
1
CAN C
AMP
Amplifier
0
CAN B
CCN
Instrument Cluster/Cabin Compartment
1
CAN B
EOM
Electronic Overhead
0
CAN B
HFM
Hands Free Module(cell phone)
1
CAN B
HVAC
07/21/2014 08:24


ECU View
9.05
Show Shortcuts
Controller Name
Active
DTCs
Bus
HFM
Hands Free Module(cell phone)
1
CAN B
HVAC
Heat, Ventilation and A/C
0
CAN B
ORC
Occupant Restraint
1
CAN B
RADIO
Radio
0
CAN B
SDAR
Satellite Radio
0
CAN B
TIPMCGW
Central Gateway
1
DIAG CAN C
WCM
Wireless Control
4
CAN B
07/21/2014 08:25

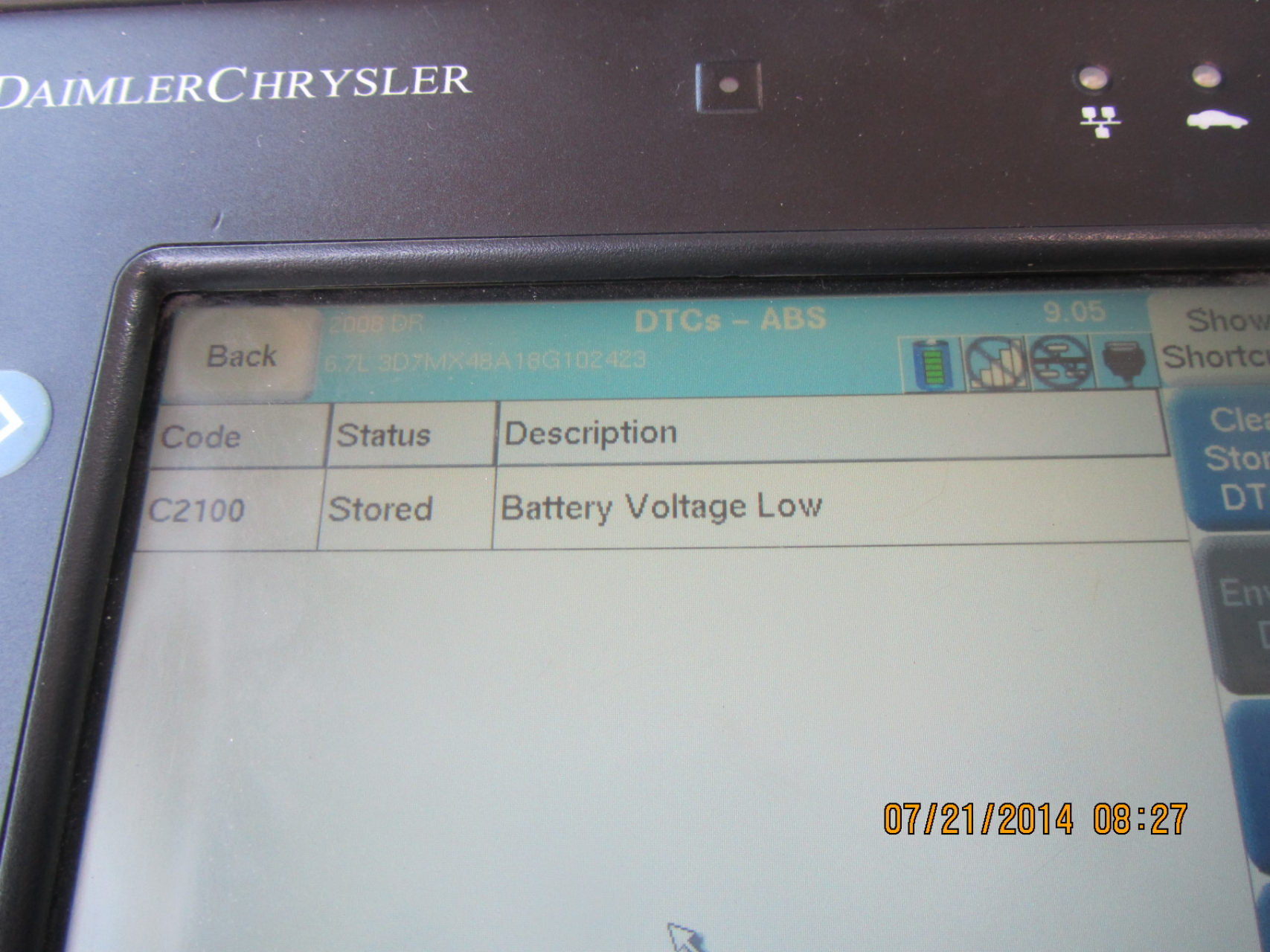

Back
ECU Overview – PCM
9.05
Show Shortcuts
Hardware Version: 00.03
Software Version: 62.08.07
Part Number: 62351435AZ
Country Code: USA
07/21/2014 08:25
Data Display
Actuators
Misc. Functions
More Options
View DTCs
Active: 1
Stored: 1
Pending: 0

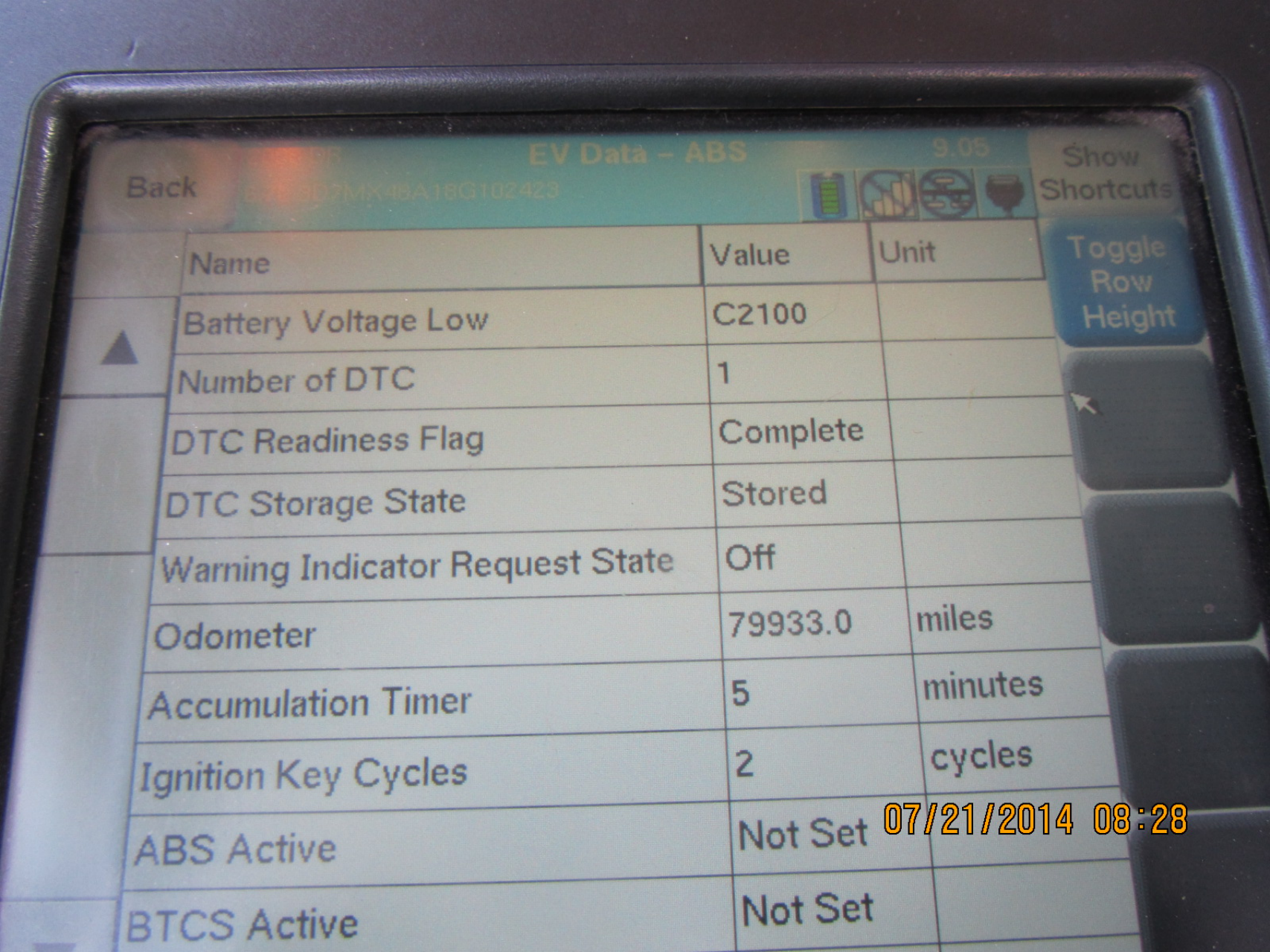

DAIMLERCHRYSLER
DTCs – PCM
9.05
Back
Show Shortcut
Code
Status
Description
P2509
Active
ECM/PCM Power Input Signal Intermittent
P0513
Stored
Invalid SKIM Key
07/21/2014 08:26


DAIMLERCHRYSLER
Back
2008 DR
6.7L 3D7MX48A18G102423
EV Data – PCM
9.05
Show
Shortcu
Name
Value
Unit
ECM/PCM Power Input Signal Intermit
P2509
Odometer
79913.2
miles
Accumulation Timer
5
minutes
Ignition Key Cycles
0
07/21/2014 08:26

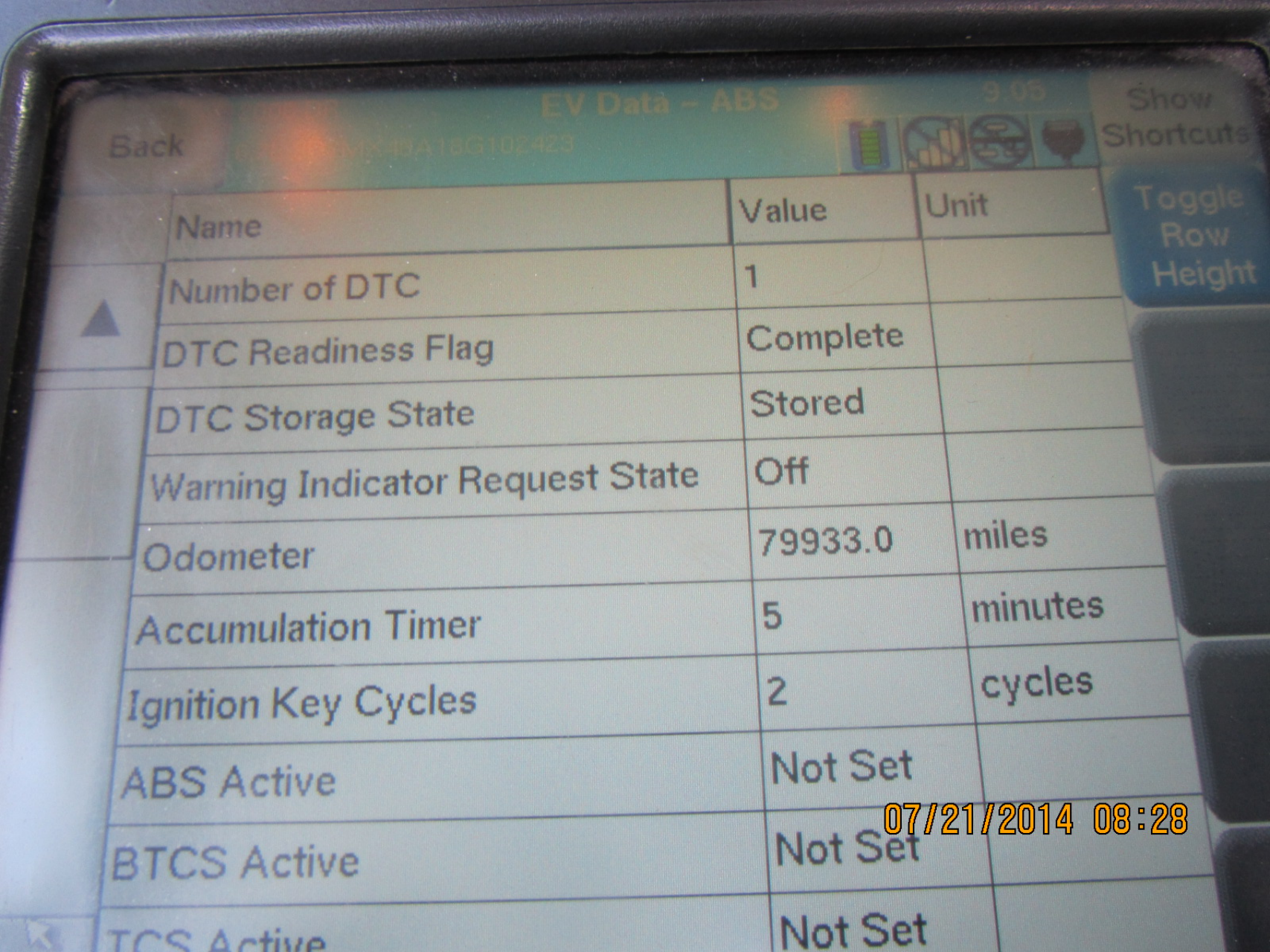

Back
2008 DR
6.7L 3D7MX48A18G102423
EV Data – PCM
9.05
Show Shortcuts
Name
Value
Unit
Invalid SKIM Key
P0513
Odometer
79913.2
miles
Accumulation Timer
0
minutes
Ignition Key Cycles
3
Toggle Row Height
07/21/2014 08:27


ECU Overview – ABS
9.05
Back
Show Shortcuts
Hardware Version: 81.34
Software Version: 52.45.53
Part Number: 55366224AN
Country Code: USA
Data Display
Actuators
Misc. Functions
More Options
View DTCs
Active: 0
Stored: 1
07/21/2014 08:27


DAIMLERCHRYSLER
Back
2008 DR
6.7L 3D7MX48A18G102423
DTCs – ABS
9.05
Code
Status
Description
C2100
Stored
Battery Voltage Low
07/21/2014 08:27



Name	Value	Unit
Battery Voltage Low	C2100	
Number of DTC	1	
DTC Readiness Flag	Complete	
DTC Storage State	Stored	
Warning Indicator Request State	Off	
Odometer	79933.0	miles
Accumulation Timer	5	minutes
Ignition Key Cycles	2	cycles
ABS Active	Not Set	
BTCS Active	Not Set	


EV Data – ABS
9:05
Back
Show Shortcuts
Toggle Row Height
Name
Value
Unit
Number of DTC
1
DTC Readiness Flag
Complete
DTC Storage State
Stored
Warning Indicator Request State
Off
Odometer
79933.0
miles
Accumulation Timer
5
minutes
Ignition Key Cycles
2
cycles
ABS Active
Not Set
BTCS Active
Not Set
TCS Active
Not Set
07/21/2014 08:28


RPM ×1000
3
4
5
MPH km/h
0
10
20
30
40
50
60
70
80
90
100
110
120
20
40
60
80
100
120
140
160
180
200
79935
0
40
110
200
140
245
07/21/2014 08:31


07/21/2014 08:35

07/21/2014 08:36


07/21/2014 08:38


07/21/2014 08:39

07/21/2014 08:39

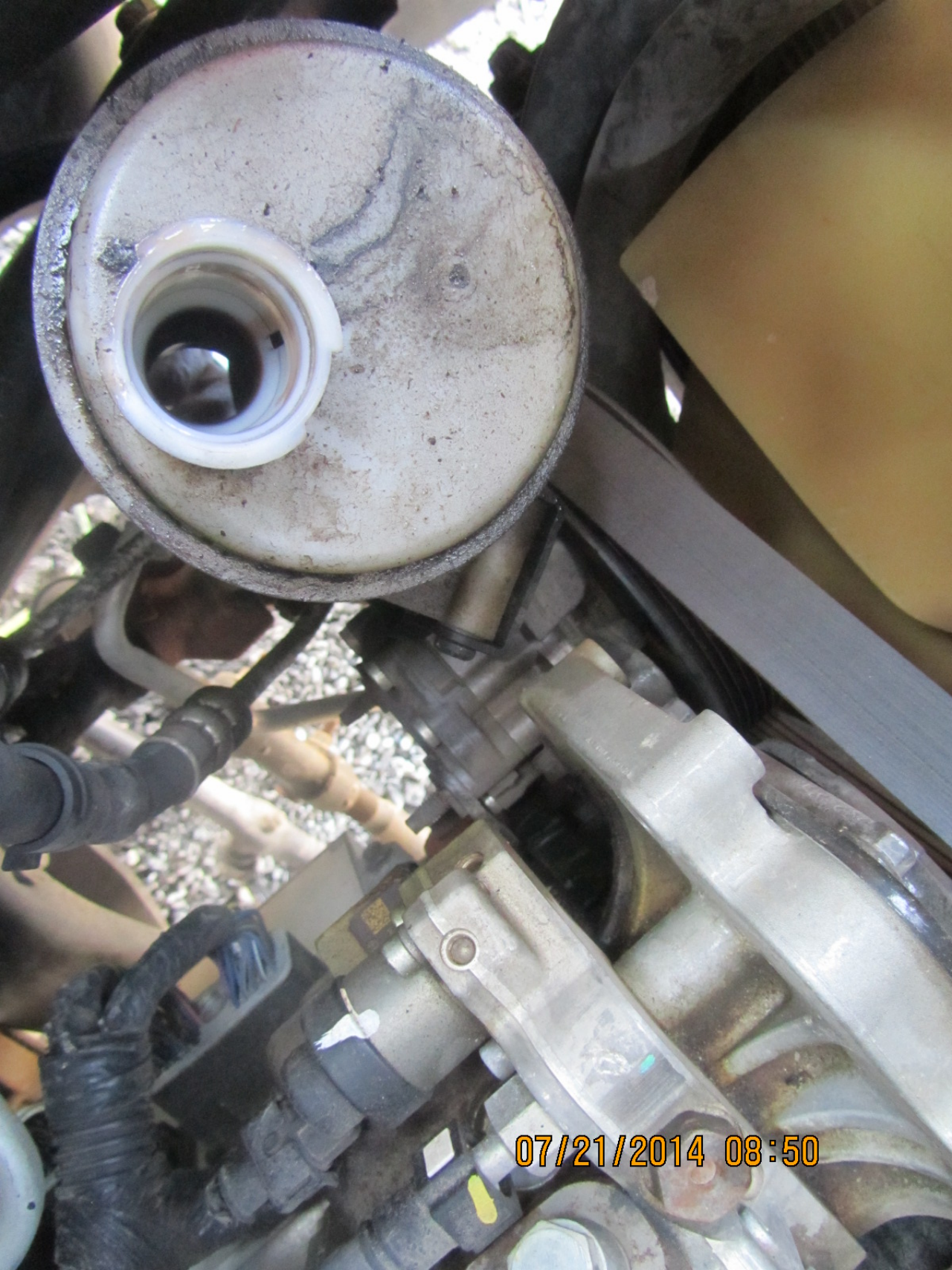

07/21/2014 08:40

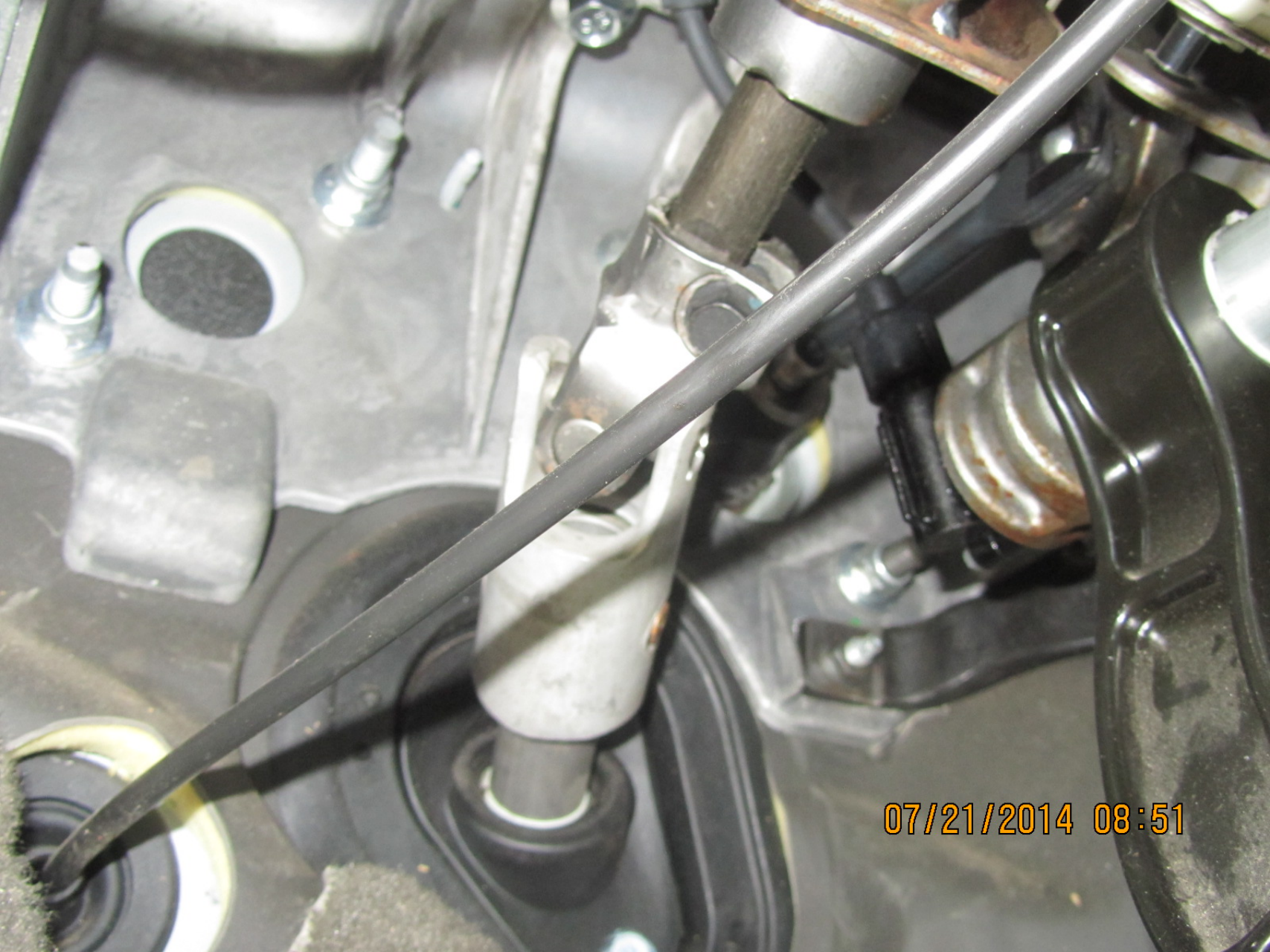

07/21/2014 08:41

07/21/2014 08:42

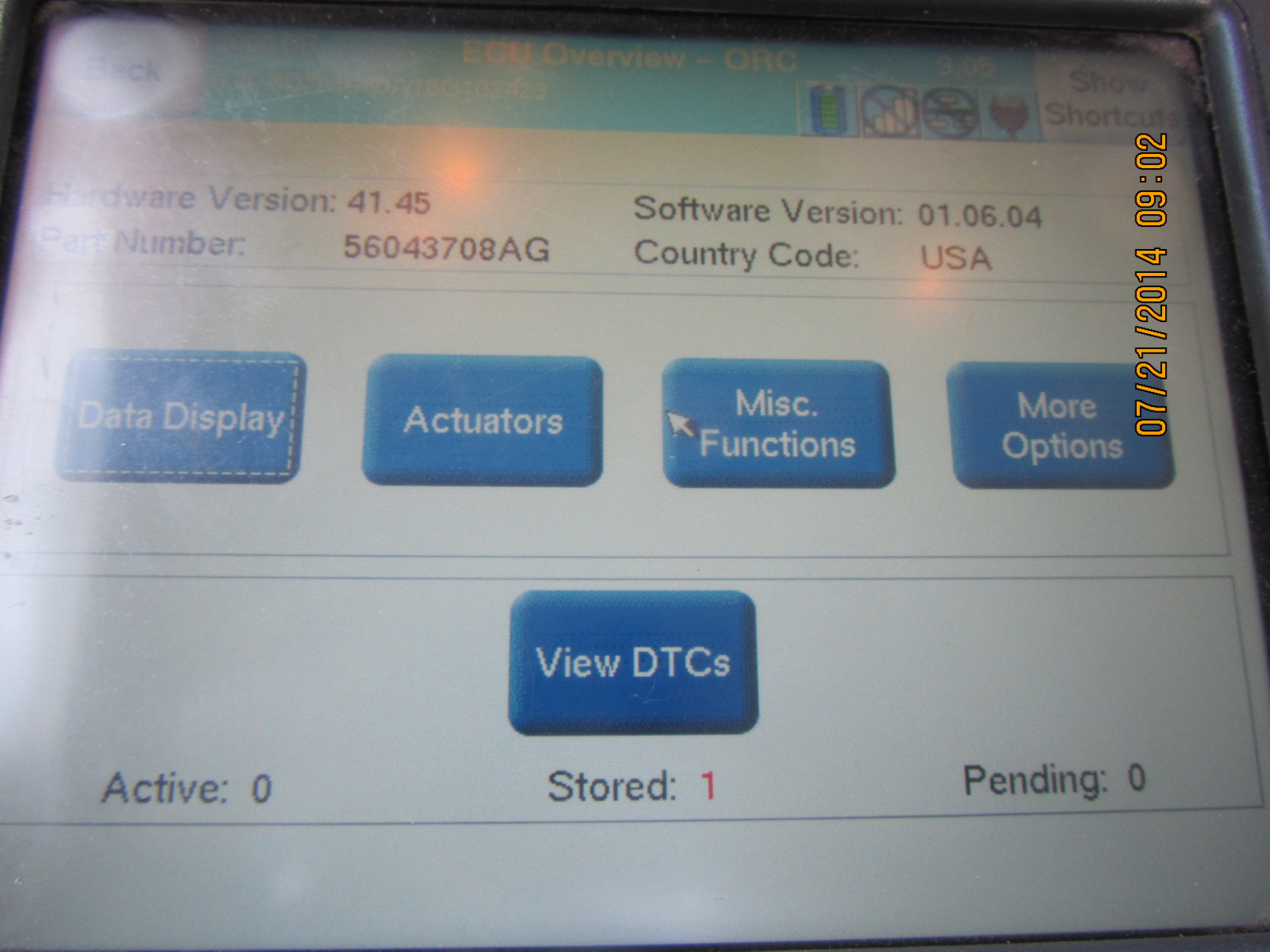

07/21/2014 08:43

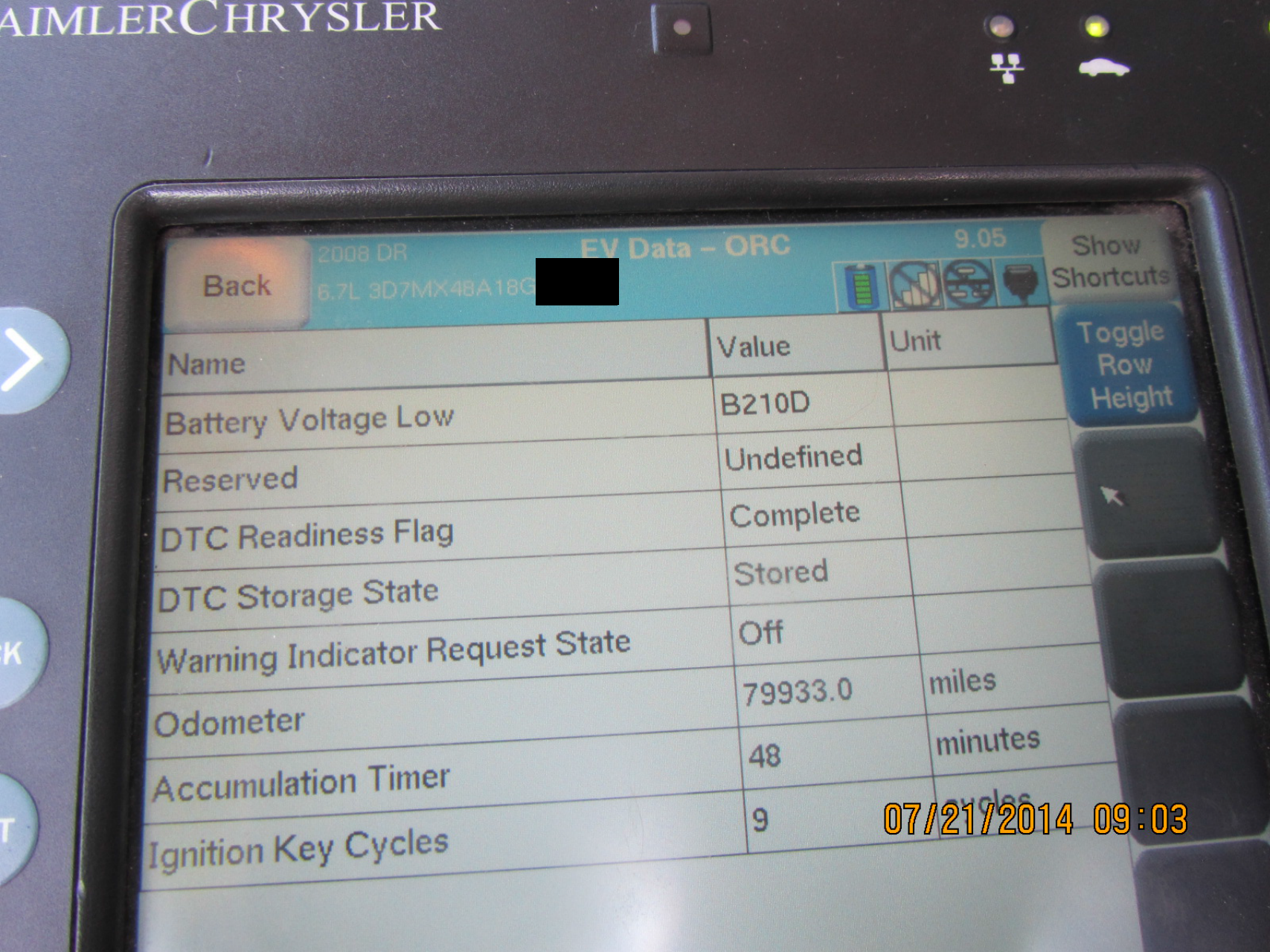

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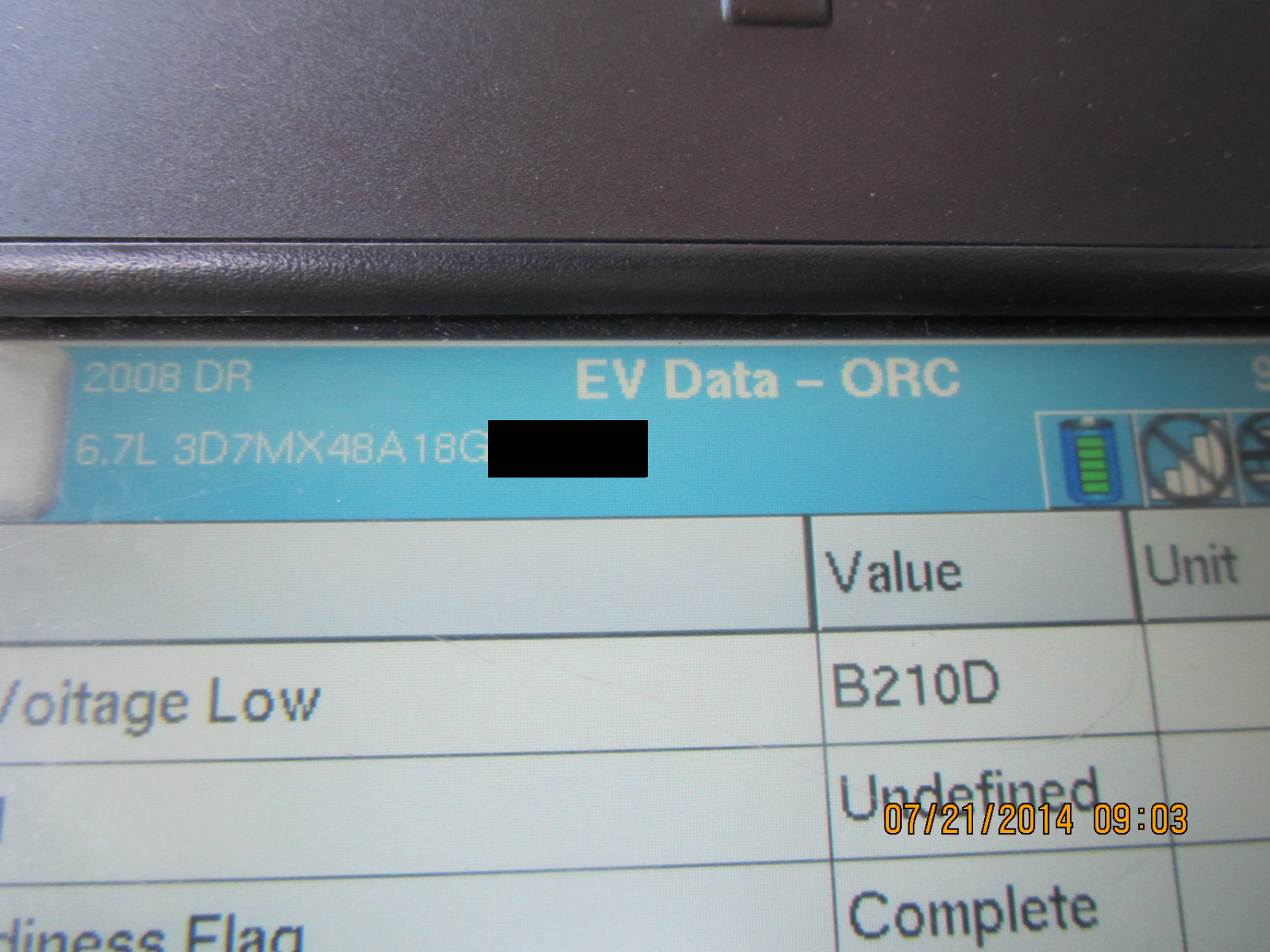

07/21/2014 08:50


07/21/2014 08:51


07/21/2014 08:55


Back
ECU Overview – ORC
9.05
Show Shortcuts
Hardware Version: 41.45
Part Number: 56043708AG
Software Version: 01.06.04
Country Code: USA
07/21/2014 09:02
Data Display
Actuators
Misc. Functions
More Options
View DTCs
Active: 0
Stored: 1
Pending: 0


AIMLERCHRYSLER
Back
2008 DR
6.7L 3D7MX48A18G
[redacted]
EV Data – ORC
9.05
Show Shortcuts
Toggle Row Height
Name
Value
Unit
Battery Voltage Low
B210D
Reserved
Undefined
DTC Readiness Flag
Complete
DTC Storage State
Stored
Warning Indicator Request State
Off
Odometer
79933.0
miles
Accumulation Timer
48
minutes
Ignition Key Cycles
9
07/21/2014 09:03


2008 DR
6.7L 3D7MX48A18G[redacted]
EV Data – ORC
Value
Unit
oltage Low
B210D
Undefined
07/21/2014 09:03
Complete


07/21/2014 09:05

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

06/09/14

POSTED DATE : 6/2/14

VIN (FIRST 9 DIGITS) 3D7LX39C9

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

INTEGRITY AUTOMOTIVE
1971 North Black Horse Pike
Williamstown, NJ. 08094
Phone - 856-629-6906 Fax - 856-629-6412
Doing the right thing when no one is looking

INVOICE
40452

MACS 807056 / 828078

INVOICE FROM HISTORY

Work Completed Date : 12/06/2010

Invoice Date : 12/06/2010
Print Date : 02/05/2014

[redacted]
Riverton, NJ
Cellular [redacted]
Cust ID : 13 Ref # :

2006 Dodge - Pickup R3500
5.9L, In-Line6, VIN (C), AUTO, 4 wheel disc
Lic # : [redacted] Odometer In :
Unit # : White
Vin # : **3D7LX39C96G**[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended
Tie Rod End es3625	1.00	99.64	99.64
Upper ball joint k7460	2.00	67.83	135.66
Lower Ball Joint k7467	2.00	73.73	147.46
Tie Rod End ds1464	1.00	187.40	187.40
Sway Bar Link k7453	1.00	113.02	113.02
Tie Rod End ds1463	1.00	188.93	188.93
Tie Rod End es3624	1.00	50.87	50.87
PENNZOIL OIL FILTER PZ-47	1.00	9.99	9.99
Diesel Oil 15w40	7.00	11.99	83.93
DRIVE LINE ADDITIVE & 75/140 GEAR OIL BGK-DL2-752	2.00	56.29	112.58
BG Deisel Care Kit 22932	1.00	25.00	25.00
link 68001734ab	2.00	50.00	100.00
bushing 52013697aa	2.00	13.00	26.00
TRACK BAR 52106795AE	1.00	310.00	310.00

Labor Description	Extended
3,000 Mile Maintenance Verify from customer when last major service was performed. Gather any other important vehicle information from customer. Change engine oil and filter. Lubricate chassis where possible. Top off all fluids. Reset oil life monitor if applicable. General visial inspection of tires, wiper blades, exhaust system, cooling system, steering components, complete brake system, suspension components and fluid leaks	8.95
Front & Rear Differential Service Remove Differential Cover,clean out axel housing and replace with proper fluid.	134.90
4 Wheel Alignment Inspect suspension components for wear. Adjust caster and camber if provided by manufacturer. Adjust toe-in. Center steering wheel while adjusting toe-in. Set rear wheel camber and toe-in, as prpvided by manufacturer. Road test.	89.99
BALL JOINT - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD - Upper & Lower,Both Sides	529.98
PROPELLER SHAFT - Removal & Installation - Two Piece Driveline,To Rear Axle,Rear,Shaft	77.09
TIE ROD &/OR ENDS - Inner & Outter	240.90
DRAG LINK - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD	173.45
CONTROL ARM SHAFT AND BUSHING - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD - Upper,Both Sides,Link/Coil Type	433.62
CONTROL ARM SHAFT AND BUSHING - Remove & Replace - [DOES NOT include alignment.] - R2500,R3500,4WD - Lower,One Side,Link/Coil Type	221.63

01.17.07 Copyright Mitchell 1 Invoic1

INTEGRITY AUTOMOTIVE
1971 North Black Horse Pike
Williamstown, NJ. 08094
Phone - 856-629-6906 Fax - 856-629-6412
Doing the right thing when no one is looking

INVOICE
40452

MACS 807056 / 828078

INVOICE FROM HISTORY

Work Completed Date : 12/06/2010

Invoice Date : 12/06/2010
Print Date : 02/05/2014

[redacted] -
Riverton, NJ [redacted]
Cellular [redacted]
Cust ID : 13 Ref # :

2006 Dodge - Pickup R3500
5.9L, In-Line6, VIN (C), AUTO, 4 wheel disc
Lic # : [redacted] Odometer In :
Unit # : White
Vin # : **3D7LX39C96G**[redacted]
Hat # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
				STABILIZER BAR BUSHING - Remove & Replace	110.81
				Deisel Fuel Service	144.54
				Clean fuel injections. Clean ICS/ASC motor, as required. Clean throttle body air intake. Visually inspect fuel lines and fuel rail. Pressure test fuel pump. Test and visually inspect fuel pump, pressure regulator, vacuum line and connections. Decarbonize intake manifold. Decarbonized combustion chamber and pistons. Test exhaust emission.	
				TRACK BAR - Remove & Replace	144.54

[Technicians : Salvatore, Joe]

Org. Estimate $4,173.94 Revisions $0.00 Current Estimate $ 4,173.94 Additional Cost Revised Estimate

[Payments - Company Vehicles - $4173.94]

Labor:	**2,310.40**
Parts:	**1,590.48**
Sublet:	**0.00**
Sub:	**3,900.88**
Tax:	**273.06**
Total:	**4,173.94**
Bal Due:	**$0.00**

Visit our new website: www.integrityautomotivenj.com

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is two years /24,000 miles Limited warranty on (A/C labor and Alignments 90 days, Road Hazard for tire warranty must be purchased)

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

01.17.07 Copyright Mitchell 1 Invoic1

CHRYSLER

IMPORTANT SAFETY RECALL

P14 / NHTSA 14V-154

This notice applies to your vehicle (VIN: **1J4RR4GG5BC515899**).

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

[redacted]

Riverton NJ [redacted]



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

If you [illegible]
receipts and/or other adequate proof of pay[illegible]
Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: [illegible]
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.

B-O-B & CHUCK EDDY
CHRYSLER DODGE Jeep.
4850 Mahoning Ave.
Youngstown, OH 44515
Phone: (330) 797-0336
(330) 792-5221

RO	VIN			DATE IN
95771	1 J 4 R R 4 G G 5 B C [redacted]	[redacted]		04/29/14
YEAR 2011	MAKE JEEP	MODEL GRAND CHER	COLOR BLACK	TIME IN 08:40
MILES IN 66902	MILES OUT 66904	FIRST USE 00/00/00	LISC.	CLOSED 04/30/14
SEE ALSO		RES. H: [redacted] BUS. W: ( ) -		WRITER 1188 BRANDON

1) CUSTOMER STATES CHECK ENGINE LIGHT ON, DRIVES OK	Labor		T38 10	95.00
**P0456 EVAP SMALL LEAK. RUN SMOKE TEST	52855827AB	(DETECTOR)	1	34.10
EISM LEAK REMOVE AND REPLACED EISM CLEANED	52129436AA	(SEAL)	1	4.95
CODES	4275086AD	(LABEL)	1	.00
	4318080AC	(FLUID)	2	13.00
	Total Labor			95.00
	Total Parts			52.05
(Tech:38) F	Total Repair (Customer)			147.05
2) CUSTOMER STATES CHECK BRAKES. CUSTOMER HEARS AIR RELEASE WHEN PRESSING BRAKES.	Labor		T38 25	243.45
**DEFECTIVE BOOSTER, REMOVE AND REPLACED	6500911	(RIVET)	6	37.20
BOOSTER ASSEMBLY. BLEED MASTER CYL,	4560182AC	(BOOSTER)	1	207.48
BLEED SYSTEM, BLEED ANTI LOCK BRAKE SYSTEM,	Total Labor			243.45
SERVICE FLUID	Total Parts			244.68
(Tech:38) F	Total Repair (Customer)			488.13
3) 23 PT. MULTI POINT INSPECTION	23PT		T38	
(Tech:38) A	(Internal)			
4) PCM FLASH	Warranty Claim			
**FLASHED PCM 18-19-06-N6	181906N6	FM	T38 2	
(Tech:38) A	(Warranty)			

Cash: 694.13

Next Service OCT '14 Lube-Oil-Filter

	W/C	INT.	CUSTOMER
Labor			338.45
Parts			296.73
Sublet			.00
Solvents/lub			13.54
Oil/Grease			.00
Sub Total			648.72
Tax		.00	45.41
Total (Cash)			694.13

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 or 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

95771 Customer Copy

Reynolds and Reynolds CC6616128 O (08/04)

335488/#65678/P14

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

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

Notification Code [P14]

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 Addres [redacted]

City Warren

State OH Zip Code [redacted]

Email Address [redacted]

[redacted]

Warren, OH [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

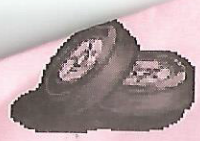
CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-07-19 12:57:20.221404
Files Not Recieved: 0

If you have any problems reading the attachment please let me know



KIMBALL SERVICE CENTER
100 S Walnut
Kimball, NE 69145
(308) 235-4676 / (308) 235-4677 Fax

CUSTOMER ORDER NO.	SOLD BY	DATE
		7-19-14

SOLD TO [redacted]

K
21495

Paid Credit Card

CASH	CHARGE	RECEIVED ON ACCOUNT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	LT 235/80R17		275 00
	312032142 Goodyear		
1	N.D Tire fee		1 00
		TAX	19 25
RECEIVED BY		TOTAL	$295 25

Thank You



KIMBALL SERVICE CENTER
100 S Walnut
Kimball, NE 69145
(308) 235-4676 / (308) 235-4677 Fax

CUSTOMER ORDER NO.	SOLD BY	DATE
		7/12/14

SOLD TO [redacted]

K
21403

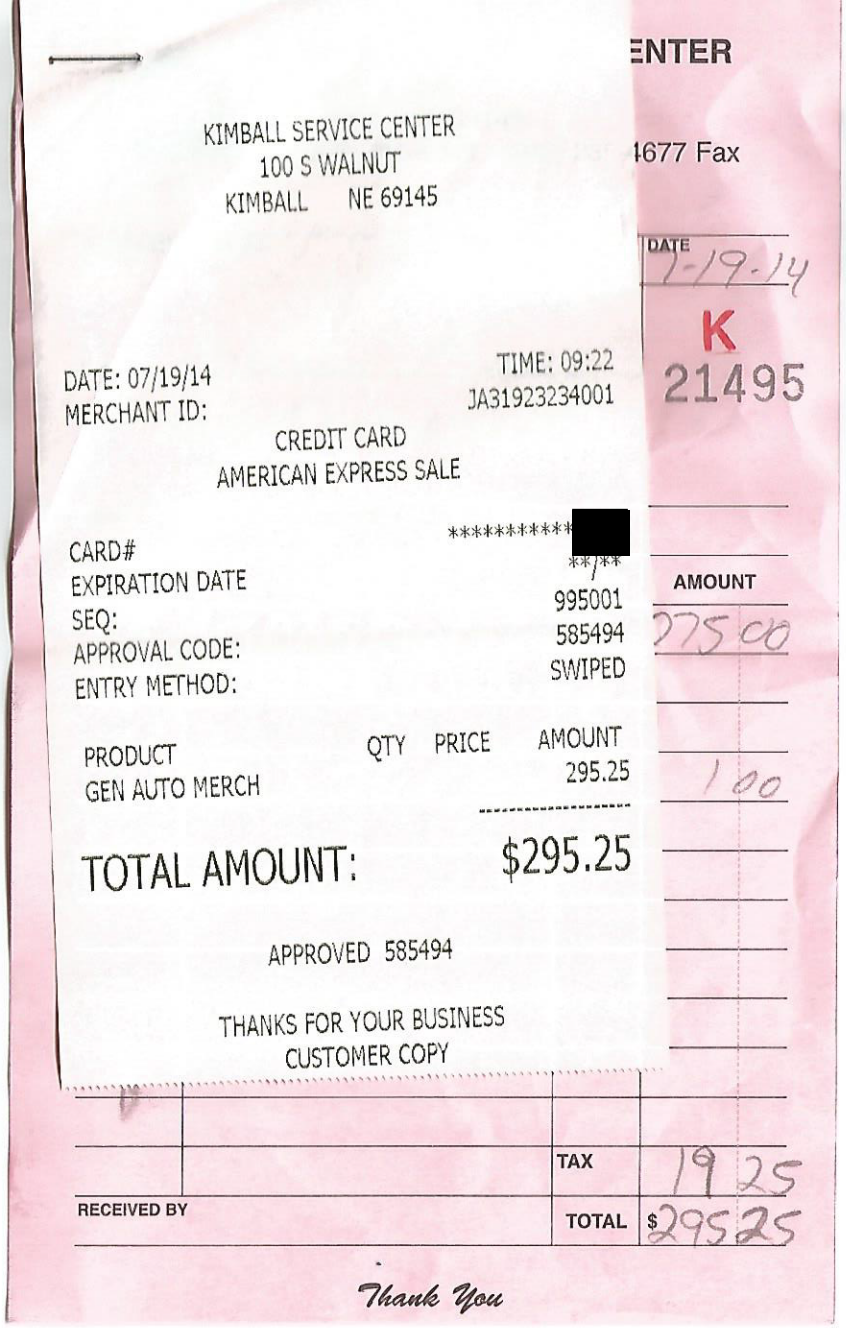
Paid Credit Card
Mileage 69194

CASH	CHARGE	RECEIVED ON ACCOUNT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
6	LT 235/80R17	275.00	1650 00
	Goodyear Duratrac		
	# 312032142		
6	NE tire fee	1.00	6 00
6	Tire Disposal	4.00	24 00
		TAX	117 18
RECEIVED BY		TOTAL	$1797.18

Thank You

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-07-25 21:19:20.095990
Files Not Recieved: 0



ENTER

KIMBALL SERVICE CENTER
100 S WALNUT
KIMBALL NE 69145

4677 Fax

DATE 7-19-14

K

21495

DATE: 07/19/14 TIME: 09:22
MERCHANT ID: JA31923234001

CREDIT CARD
AMERICAN EXPRESS SALE

CARD# **********[redacted]
EXPIRATION DATE **/**
SEQ: 995001
APPROVAL CODE: 585494
ENTRY METHOD: SWIPED

PRODUCT	QTY	PRICE	AMOUNT
GEN AUTO MERCH			295.25

TOTAL AMOUNT: $295.25

APPROVED 585494

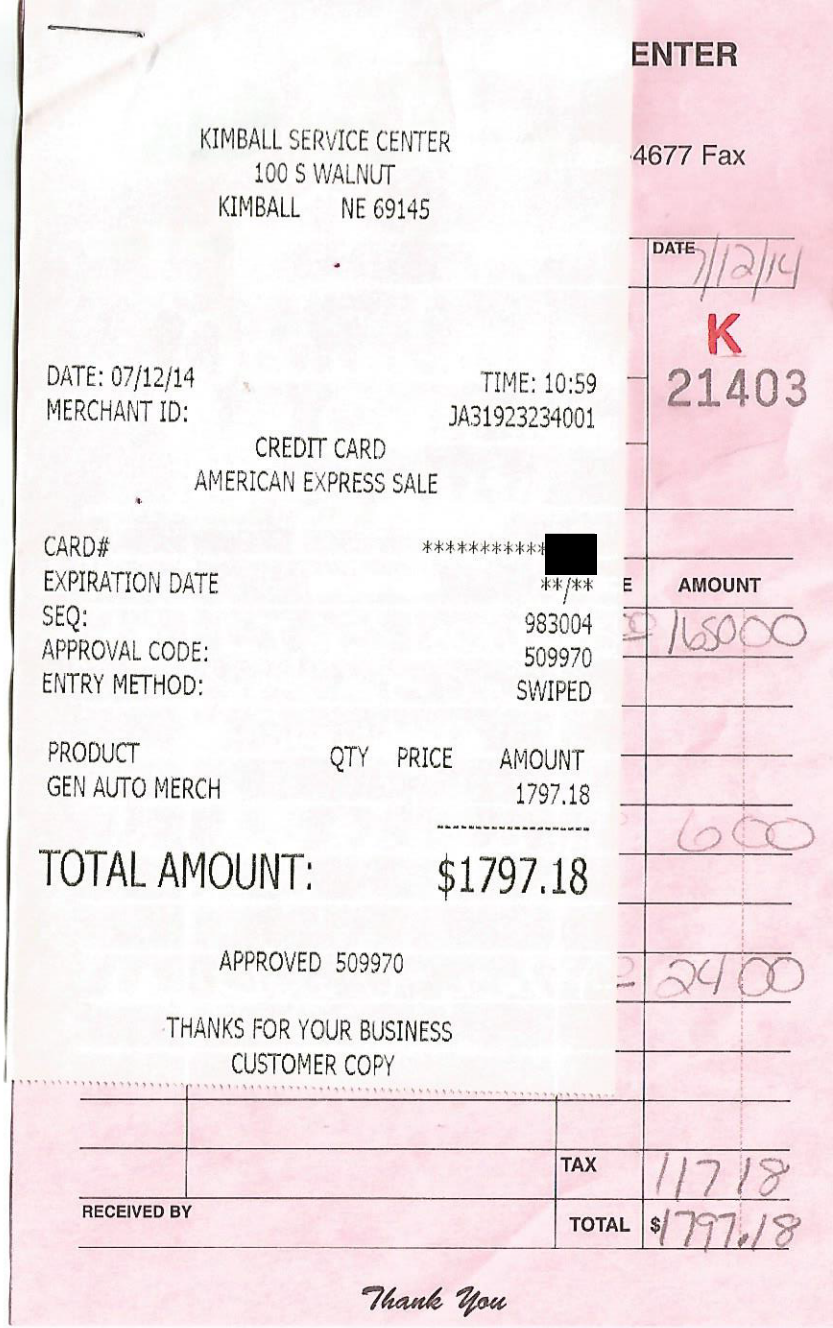
THANKS FOR YOUR BUSINESS
CUSTOMER COPY

AMOUNT
275 00
1 00

TAX 19 25
TOTAL $295 25

RECEIVED BY

Thank You



ENTER

KIMBALL SERVICE CENTER
100 S WALNUT
KIMBALL NE 69145

4677 Fax

DATE 7/12/14

K

21403

DATE: 07/12/14 TIME: 10:59
MERCHANT ID: JA31923234001

CREDIT CARD
AMERICAN EXPRESS SALE

CARD# **********[redacted]
EXPIRATION DATE **/**
SEQ: 983004
APPROVAL CODE: 509970
ENTRY METHOD: SWIPED

PRODUCT	QTY	PRICE	AMOUNT
GEN AUTO MERCH			1797.18

TOTAL AMOUNT: $1797.18

APPROVED 509970

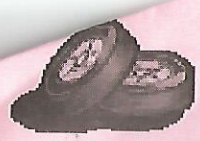
THANKS FOR YOUR BUSINESS
CUSTOMER COPY

AMOUNT
1650 00
6 00
24 00

TAX 117 18
TOTAL $1797.18

RECEIVED BY

Thank You



KIMBALL SERVICE CENTER
100 S Walnut
Kimball, NE 69145
(308) 235-4676 / (308) 235-4677 Fax

CUSTOMER ORDER NO.	SOLD BY	DATE
		7-19-14

SOLD TO [redacted]

K
21495

Paid Credit Card

CASH	CHARGE	RECEIVED ON ACCOUNT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
1	LT 235/80R17		275 00
	312032142 Goodyear		
1	N.D Tire fee		1 00
		TAX	19 25
RECEIVED BY		TOTAL	$295 25

Thank You



KIMBALL SERVICE CENTER
100 S Walnut
Kimball, NE 69145
(308) 235-4676 / (308) 235-4677 Fax

CUSTOMER ORDER NO.	SOLD BY	DATE
		7/12/14

SOLD TO [redacted]

K
21403

Paid Credit Card
Mileage 69194

CASH	CHARGE	RECEIVED ON ACCOUNT

QUANTITY	DESCRIPTION	PRICE	AMOUNT
6	LT 235/80R17	275@	1650 00
	Goodyear Duratrac		
	# 312032142		
6	NE tire fee	1@	6 00
6	Tire Disposal	4@	24 00
		TAX	117 18
RECEIVED BY		TOTAL	$1797.18

Thank You

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

06/11/14

POSTED DATE : 6/3/14

VIN (FIRST 9 DIGITS) 3D3LX39CX

VIN (LAST 8 DIGITS) 6G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR :

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

Left Outer Tie Rod Assembly

IMPORTANT SAFETY RECALL

N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

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

Dear: (Name)

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 components 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 CCCCCCCCCCCCCCCCCCCCCCCCCC

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.

Ashland Ford Chrysler

28715 US Highway 2
Ashland, WI 54806
(715) 682-8400

R/O	VIN				DATE IN
45119	3D3LX39CX6G[redacted]				12/14/12
YEAR	MAKE	MODEL	COLOR	[redacted]	TIME IN
2006	DODGE	RAM 3500 M	BLUE	ASHLAND WI [redacted]	13:02
MILES IN	MILES OUT	FIRST USE	LIC		CLOSED
191540	191540	00/00/00			12/15/12 10:25
SFF		RES	BUS.	CEL.	WRITER
		(715) 279-3941	(715) -	( ) -	RYAN

(1) REPLACE FRONT AXEL JOINTS PER MUNCHKIN REPLACED BOTH FRONT AXLE JOINTS FRONT BRAKE PADS AND RIGHT OUTER AND LEFT INNER TIE ROD END (Tech:03)	Labor	[03] 43	94.60	193.50
	Total Labor		94.60	193.50
	Total Repair (Customer)			193.50

	--C/P--	--W/C--	--INT--	-Total-	Gross
Labor Time	43	0	0	43	
Total Labor	193.50	.00	.00	193.50	51.1%
Total Parts	.00	.00	.00	.00	(N/A)
Total G/O/G	.00	.00	.00	.00	.0%
Total Sublet	.00	.00	.00	.00	.0%
Total R/O	193.50	.00	.00	193.50	(N/A)

W/C	INT		CUSTOMER
.00	.00	Labor	193.50
.00	.00	Parts	.00
.00	.00	Sublet	.00
		Warr Deduct	.00
.00	.00	Envm Fees	16.45
.00	.00	Oil/Grease	.00
.00	.00	Less Disc.	.00
.00	.00	Total	209.95
.00	.00	Tax	11.55
.00	.00	Tax2	.00
.00	.00	Tire Tax	.00
.00	.00	TOTAL (CASH)	221.50

Ashland
FORD CHRYSLER
HWY. 2 WEST • P.O. BOX 696 • ASHLAND, WI 54806 • 715-682-8400

117518	CHANDO	E1	P.O. #	[redacted]	DATE 10/10/13
				IRON RIVER WI [redacted]	

1	52122362AH	STEERING	372.00	256.45	256.45
1	68039930AA	ARM	43.10	32.71	32.71
1	5154661AC	DAMPER	123.00	93.17	93.17

Counterman 01

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

TERMS

No returns on electrical or special order items. Restocking charge applied on all merchandise returned for credit or refund. No returns after 30 days or without this invoice.

Freight	.00
Parts	382.33
State Tax	21.03
Cash Total	403.36

117518 File Copy

Reprint

WATDA Services, Inc. • 1-800-236-7872 ©2008 WI Auto & Truck 424278

Ashland Ford Chrysler
PO Box 696
28715 US Hwy. 2
Ashland, WI 54806

48321380O7

JUN 11



UNITED STATES POSTAGE
02 1P $
0002893204
MAILED FROM ZI

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

ATTN: Reimbursement

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP

2[redacted]

RECEIVED DATE:

06/11/14

POSTED DATE : 5-30-14

VIN (FIRST 9 DIGITS) 3D7KS28DX

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00088

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7KS28DX7G[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

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.

May 30, 2014

Chrysler Group LLC
PO Box 218008
Auburn Hills, MI 48321

RE: VIN # 3D7KS28DX7G[redacted]

Dear Customer Service Representative

We received your recall letter earlier this year and due to a family situation I was not able to contact you until now. I have enclosed a copy of a repair order for my Dodge Ram 2500 from June 24, 2013. As you can see the truck was towed to the shop because the right tie rod had come apart.
At the time of the repair we were informed the left tie rod had a recall but not the right so they would repair both and charge us for only one. I feel since the right tie rod actually broke it was defective and should have been covered under the recall. I don't understand how one side is covered and not the other, is the truck built differently on each side?
I am requesting you mail me a refund of the repairs I paid since both sides were defective and I feel these defective parts made caused additional breakdown of other parts on the vehicle.

Thank you for your attention in this matter.

[redacted]

Croton on Hudson, NY [redacted]

[redacted]

JJLG MOTORS, INC. DBA
CROTON AUTO PARK
1 Municipal Place (Route 129 Ext. at Rt. 9)
CROTON-ON-HUDSON, NEW YORK 10520
(914) 271-5100 · Fax: (914) 271-5581
Parts: (914) 271-5108 · Service: (914) 271-6900

CUSTOMER #: 44344

16495

INVOICE

[redacted]

CROTON ON HUDSON, NY [redacted]

PAGE 1

ALL PARTS NEW EXCEPT AS NOTED
N.Y.S. REGISTERED REPAIR SHOP NO. 709 0694

HOME: [redacted] CONT: [redacted]

BUS: CELL:

SERVICE ADVISOR: 76 SERGIO NUNES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BRGHT-SILV	07	DODGE RAM 2500	3D7KS28DX7G[redacted]	[redacted]	85133/85139	T0035

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV07 DL			17:00 21JUN13		0.00	CASH	24JUN13

R.O. OPENED	READY
10:10 10JUN13	13:27 24JUN13

OPTIONS: DLR:10 ENG:5.7 :
1)BEGIN-MILES=-0000000-END-MILES=-0000000

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A TOWED IN BY OWNER RT TIE ROS BROKEN, CK STEERING			
9996 RT TIE ROD END CAME APART, HAD TO REPALCE STEERING SHAFT WT TIRE RODS, TIRE RODS WERE ALREADY ON STEERING LINK AND DAMPER			
12 CP 2.50		275.00	275.00
1 52122362AH STEERING-STEERING	390.25	390.25	390.25
1 68039930AA ARM-PITMAN	59.46	59.46	59.46
1 5154661AC *DAMPER-STEERING	90.39	90.39	90.39
PARTS: 540.10 LABOR: 275.00 OTHER: 0.00 TOTAL LINE A:			815.10
B FREE VEHICLE SAFETY CHECK			
9020 FREE VEHICLE SAFETY CHECK			
12 CP 0.00		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
C** L16 RECAALL LEFT TIE ROD END			
CAUSE:			
3000 C/S COMPLETE OPEN RECALLS			
12 W 0.00			(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
D** C/S COMPLETE WHEEL ALIGNMENT			
1008 C/S COMPLETE WHEEL ALIGNMENT			
12 CP 1.00		89.95	89.95
PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE D:			89.95
E** BALL JOINTS			
9996 REPALCE WORN OUT BALL JOINTS			

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY OF LABOR AND PARTS 12 MONTHS, OR 12,000 MILES WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. THIS WARRANTY DOES NOT COVER LABOR RESULTING FROM MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT OR LACK OF REASONABLE AND PROPER MAINTENANCE. ALSO LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF CAR OR OTHER MATTERS NOT SPECIFICALLY INCLUDED, ARE NOT COVERED.

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 48 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.

DAILY STORAGE CHARGE $55.00

Thank you for this opportunity to serve you.

CUSTOMER SIGNATURE

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

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

CUSTOMER COPY

JJLG MOTORS, INC. DBA
CROTON AUTO PARK
1 Municipal Place (Route 129 Ext. at Rt. 9)
CROTON-ON-HUDSON, NEW YORK 10520
(914) 271-5100 · Fax: (914) 271-5581
Parts: (914) 271-5108 · Service: (914) 271-6900

CHRYSLER DODGE Jeep RAM EXPRESSLANE

ALL PARTS NEW EXCEPT AS NOTED

N.Y.S. REGISTERED REPAIR SHOP NO. 709 0694

CUSTOMER #: 44344

16495

INVOICE

PAGE 2

[redacted]

CROTON ON HUDSON NY [redacted]
HOME: 9[redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 76 SERGIO NUNES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BRGHT-SILV	07	DODGE RAM 2500	3D7KS28DX7G[redacted]	[redacted]	85133/85139	T0035

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV07 DD			17:00 21JUN13		0.00	CASH	24JUN13

R.O. OPENED	READY
10:10 10JUN13	13:27 24JUN13

OPTIONS: DLR:10 ENG:5.7
1)BEGIN-MILES=-0000000-END-MILES=-0000000

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		12	CP	4.40		484.00	484.00
2	5086672AC		BALLJOINT-UPPER		117.25	117.25	234.50
2	5086674AB		BALLJOINT-LOWER		130.38	130.38	260.76

PARTS: 495.26 LABOR: 484.00 OTHER: 0.00 TOTAL LINE E: 979.26

****

F** FT AXLE U JOINTS

9996 REPALCE FT WORN AXLE U-JOINTS

	12	CP	5.20		502.00	502.00
2	5086665AE		JOINT KIT	121.98	121.98	243.96

PARTS: 243.96 LABOR: 502.00 OTHER: 0.00 TOTAL LINE F: 745.96

****

Jeep RAM

EXPRESSLANE MOPAR FAST OIL CHANGES & MORE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY OF LABOR AND PARTS. 12 MONTHS, OR 12,000 MILES WHICHEVER COMES FIRST. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE SAME PERIOD. THIS WARRANTY DOES NOT COVER LABOR RESULTING FROM MISUSE, NEGLIGENCE, ALTERATION, ACCIDENT OR LACK OF REASONABLE AND PROPER MAINTENANCE. ALSO LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF CAR OR OTHER MATTERS NOT SPECIFICALLY INCLUDED, ARE NOT COVERED.

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 48 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.

DAILY STORAGE CHARGE $55.00

Thank you for this opportunity to serve you.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	1350.95
PARTS AMOUNT	1279.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2630.27
DEDUCTIBLE	0.00
SALES TAX	193.98
PLEASE PAY THIS AMOUNT	2824.25

CUSTOMER COPY

SALES DRAFT

CROTON AUTO PARK
1 MUNICIPAL PL
CROTON ON HUD, NY 10520
TERMINAL 3126123

329226165994
06/25/2013 10:32:55

[redacted]
XXXXXXXXXXX[redacted]
AUTH. TRANS. ID. 283176523851404
INVOICE 350Ø3 @@2
AUTH. CODE Ø5165C
AV. CODE NN
CARD CODE M

SALE TOTAL $2824.25

CUSTOMER COPY

[redacted]

Croton on Hudson, NY [redacted]

WESTCHESTER
JUN 2015
[illegible]

UNITED STATES POSTAGE
02 1P
0000947451
MAILED FROM Z

Chrysler Group LLC
PO Box 218008
Auburn Hills, MI 48321
Attn: Customer Service

JUN 11

48321800808

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP




2WD
4WD LOCK
4WD LOW
1
3
5
R
2
4






DISCOVERER
COOPER


COOPER
DISCOVERER STT



COOPER






PEPPER
BROS. WELDING, INC
304-532-0926











COOPER










DISCOVERER STT
COOPER


COOPER
DISCOVERER STT


PEPPER


PEPPER


West Virginia










4
5
0
10
20
30
40
50
60
70
80
90
100
110
120
MPH km/h
0
20
40
60
80
100
120
140
160
180
200
63522
0
40
140
200


3
4
5
RPM ×1000
0
10
20
30
40
50
60
70
80
90
100
110
120
MPH km/h
40
0
110
200
140
245














DISCOVERER STT
COOPER


COOPER
DISCOVERER
STT


PEPPER




4X4


4X4


4X4
SLT



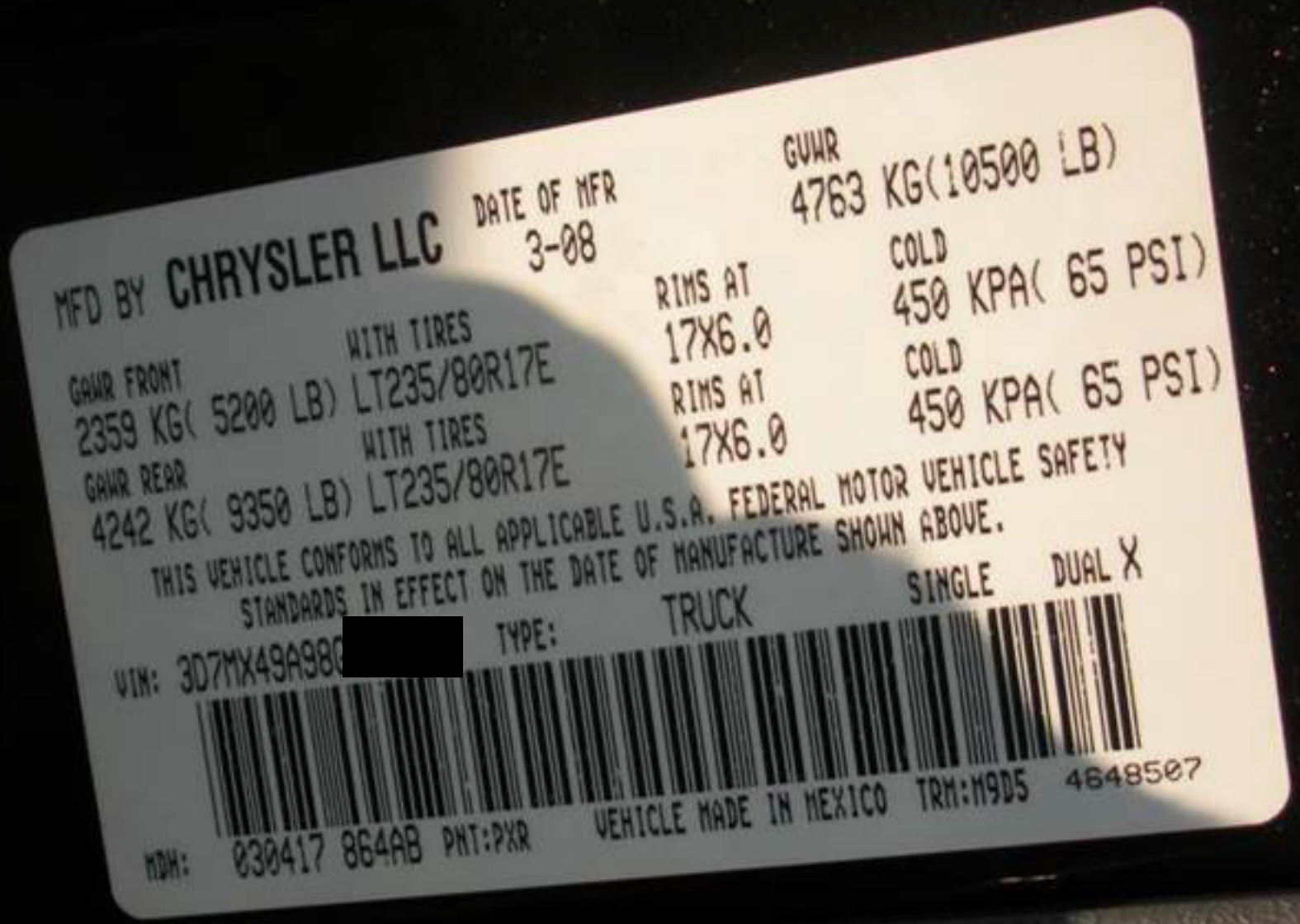

4X4






TIRE AND LOADING INFORMATION
SEATING CAPACITY – TOTAL 6 FRONT 3 REAR 3
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
1105 KG OR 2437 LB
TIRE
FRONT
REAR
SPARE
ORIGINAL TIRE SIZE
LT235/80R17E
LT235/80R17E
LT235/80R17E
COLD TIRE INFLATION PRESSURE
450 kPa / 65 PSI
450 kPa / 65 PSI
450 kPa / 65 PSI
SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION
8G203305


MFD BY CHRYSLER LLC
DATE OF MFR 3-08
GVWR 4763 KG(10500 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 U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D7MX49A98G [redacted] TYPE: TRUCK SINGLE DUAL X
MDH: 030417 864AB PNT:PXR VEHICLE MADE IN MEXICO TRM:M9DS 4648507



MFD BY CHRYSLER LLC
DATE OF MFR 3-08
GVWR 4763 KG(10500 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 U.S.A. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D7MX49A98[redacted] TYPE: TRUCK SINGLE DUAL X
MDH: 030417 864AB PNT:PXR VEHICLE MADE IN MEXICO TRM:M9D5 4648507




9
14

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-08-14 09:48:49.152645
Files Not Recieved: 0

Page 1 of

FAX COVER SHEET

Deskins Motors Co.
100 Deskins Drive
Pikeville, KY 41501

Phone (606) 437-1300 Fax (606) 437-5085
Extension- #329

Send To: LAUREL

Attention:

Office Location:

Fax Number: 801-736-3929

XX Urgent X_X Reply A.S.A.P. __Please Comment XX__Please Review __For You Information

Comments:

Date:

KENNETH INMAN
Towing Bill

DESKINS MOTOR CO INC
100 Deskins Drive
Pikeville, KY 41501

Janey Deskins
Service Manager
Toll Free: (888) 521-9065

Bus. Phone: (606) 437-1301
Fax: (606) 437-5085
www.deskinsmotors.com

JONES BODY SHOP
14261 HWY 550 E
P.O. BOX 181
LACKEY, KY 41643

[redacted]

ATTN: JANEY

INVOICE

Invoice Number: 9127
Invoice Date: Jul 29, 2014
Page: 1

Voice: 606-946-2455
Fax: 606-946-2451

[redacted]

Bill To:	Ship to:
[redacted]	[redacted]

Customer ID	Customer PO	Payment Terms
[redacted]		C.O.D.

Sales Rep ID	Shipping Method	Ship Date	Due Date
	UPS Ground		8/29/14

Quantity	Item	Description	Unit Price	Amount
		tow Dodge ram 350 from Hueysville to Heskins motors case #[redacted]		150.00

Subtotal	150.00
Sales Tax	
Total Invoice Amount	150.00
Payment/Credit Applied	
TOTAL	150.00

Check/Credit Memo No:

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-07-28 13:32:03.679549
Files Not Recieved: 0

[redacted]

[redacted]

[redacted]

EXTREME AUTO BODY & 24 HR TOWING
WRECKMASTER CERTIFIED FACILITY
1610 WEST WISCONSIN AVENUE
APPLETON, WI 54914
920-364-9024 Fax 920-5742648

Road Service

[redacted]

DATE 7-7-2014 TIME 6:30 A.M. (P.M.) REQUESTED BY Appleton PD P.O. NO.

NAME [redacted] PHONE [redacted]

[redacted]

CITY Appleton STATE WI ZIP [redacted]

LOCATION OF VEHICLE OWNER Franklin

YEAR, MAKE, MODEL 08 Dodge Ram 2500 COLOR Blk DRIVER

STATE [redacted] 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 Kolosso Chrysler Jeep

SECOND TOW 2445 W. College Ave

STORAGE FROM

_____ TO _____ DAYS @ $ _____

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO. _____

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

CC NO _____

OPERATOR'S SIGNATURE DATE

TRUCK NO.

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO [signature] DATE

TOWING CHARGE	150 00
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	25 00
LABOR CHARGE	
STORAGE	
SUB-TOTAL	175 00
TAX	8 75
TOTAL	183 75

5393

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

Thank You

PRODUCT 2525

Document Recieved from Customer
Cair Number: 25[redacted]
Date Received: 2014-08-11 13:05:52.068329
Files Not Recieved: 0

Dyree

[redacted]

[redacted]

EXTREME AUTO BODY & 24 HR TOWING
WRECKMASTER CERTIFIED FACILITY
1610 WEST WISCONSIN AVENUE
APPLETON, WI 54914
920-364-9024 Fax 920-5742648

Road Service

DATE 7-7-2014	TIME 6:30 A.M. (P.M.)	REQUESTED BY Appleton P.D	P.O. NO.
NAME [redacted]			PH [redacted]
A[redacted]		Reis	
CITY Appleton		STATE WI	ZIP [redacted]
LOCATION OF VEHICLE Oneida & Franklin			
YEAR, MAKE, MODEL 08 Dodge Ram 2500		COLOR Blue	DRIVER
STATE WI	LIC. PLATE NO. [redacted]	VEHICLE I.D. NO.	REGISTERED OWNER

[redacted]

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: Kolosso Chrysler Jeep
SECOND TOW: 2445 W. College Ave

STORAGE FROM

_____ TO _____ ____ DAYS @ $ _____

PAID BY

☒ CASH ☐ CHECK DRIVERS LIC. NO. _____

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

CC NO. _____

OPERATOR'S SIGNATURE _____ DATE _____

TRUCK NO. _____

AUTHORIZED SIGNATURE _____ DATE _____

VEHICLE RELEASED TO Reis DATE _____

TOWING CHARGE	150 00
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	25 00
LABOR CHARGE	
STORAGE	
SUB-TOTAL	175 00
TAX	8 75
TOTAL	183 75

5393

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

Thank You

PRODUCT 2525

Paid In Full 7-8-2014 Erich VA

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-07-31 18:29:17.748513
Files Not Recieved: 0

Here is the charge to tow vehicle to Cole Dodge in San Luis Obispo.

Santa Maria Towing



715 Century
Santa Maria, CA 93455
(805) 347-3300



9/3/14

FLATBED TOWING • MEDIUM DUTY • IMPOUNDS

DATE IN	DATE OUT	REQUESTED BY
9/23/14		

TYPE OF CALL	INSURANCE
Overtow	
REGISTERED OWNER/LEGALOWNER	POLICY #
STREET	CITY
PHONE #	DL#

YEAR	MAKE	MODEL	COLOR	PLATE NUMBER
	Dodge	3500	Silver	

LOCATION OF PICK UP: 1026 Maggie Ln

TAKEN TO: 3550 Blonde St

ADDITIONAL TOWING

Upon request you are entitled to receive a towing access notice

PO#

SPECIAL EQUIP	CREDIT CARD #	PAID BY
REMOVE DRIVE SHAFT ☐		VISA ☐ MASTER ☐
WINCHING ☐	ODO / AUTH # 170372	CASH ☐ BILL ☐
LABOR ☐	VIN#	

OF STORAGE DAYS @ DAY

SERVICE TIME	KEYS:
START	YES ☐ NO ☐
FINISH	TOWED MILES
TOTAL	DRIVER AR.
INVOICE # 16706	TRUCK # 11

TOW AUTHORIZATION
X [signature]

RECEIVED PERSONAL PROPERTY
X

RELEASED TO
X

TOWING	128
ADD'L TOWING OR GATE FEE	
MILEAGE	
STORAGE	
ADVANCE PAY	
LEIN SALE	
CERT. MAIL	
TOTAL	128

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

08/20/14

POSTED DATE : 8-8-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

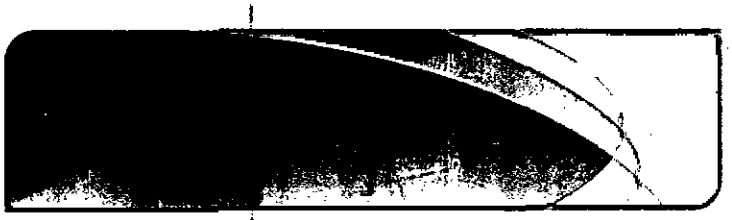
FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**



Smalley Contracting

1029 Tree Haven Drive
Adamsville, AL 35005
205-965-7586
smalleycontr@aol.com

08-06-2014

CHRYSLER SAFETY RECALL N62/NHTSA 13V-528

TO WHOM IT MAY CONCERN:

I received the above mentioned recall notice around the middle of June 2014. On July 26th I was driving the truck, when the RIGHT tie rod broke. (The recall was for the LEFT tie rod) I was traveling on a four lane highway, had the bed of the truck loaded down with debris from an old deck and pulling a 16 foot box trailer. When the tie rod broke I lost all steering ability and was going about 50 MPH and crossed the median into the on going traffic. By the grace of GOD, I did not hit anyone and when the truck came to a stop I was 3 feet from a ravine. (This could have been a deadly accident.) I operate 2 businesses and I cannot be without my truck. I elected to replace BOTH tie rods and the stabilizer, which was bent after crossing the median.

Enclosed is the copy for the parts and the alignment cost. It also cost me $85.00 for towing. My question to Chrysler is, will I be reimbursed for any or all the cost I incurred from this accident? Also, I think you should replace both tie rods for said truck owners.

I look forward to hearing from you regarding this matter.

Sincerely,

[redacted]

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: **3D7MS48C45G**[redacted]

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

Copy 1

FORESTDALE
WESTWOOD AUTO PARTS
1215 FORESTDALE BLVD.
BIRMINGHAM, AL 35214
205-798-2260

****
* INVOICE *
****

SOLD - TO
WE SELL FOR LESS
FORESTDALE STORE
THANKS FOR YOUR BUSINESS
AL 35214

SHIP - TO

TYPE INVOICE
CASH 09-228504
DATE
07/29/14 08:18

VIA:
PO#:
INS:

CUST#	BILLBY	SLS#	TERMS
000009	290	0	CASH SALE

-----QTYS----- ORDR	SOLD	B/O	LINE/PART	DESCRIPTION	LIST	U/PRICE	EXTENDED	T
1	1		QOG SBES3624	CHASSIS QOG	40.95	16.40	16.40	Y
1	1		QOG SBDS1463	CHASSIS QOG	70.18	41.34	41.34	Y
1	1		QOG SBES3625	CHASSIS QOG	48.50	19.03	19.03	Y
1	1		QOG SBDS1464	CHASSIS QOG	0.00	51.28	51.28	Y
1	1		MON SC2964	MAGNUM STEERING	63.81	41.06	41.06	Y

PD
V/ credit

MERCH	CORE	TAX	MISC	FREIGHT	TOTAL
169.11		13.53			182.64

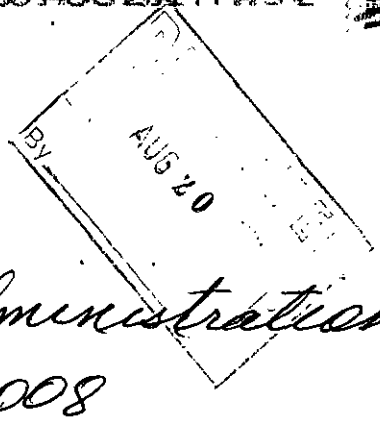
[redacted]

Adamsville AL [redacted]

BIRMINGHAM AL 350

08 AUG 2014 PM 3 L





Recall Administration 482
P.O. Box 218008
Auburn Hills, MI 48321-99

48321800808

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



design + build
Riemco
BUILDING COMPANY

Submitting for reimbursement on a recalled item that failed while waiting for parts from the dealership.

Case number: [redacted]

Last 8 digits of VIN: 7J[redacted]

Please call [redacted] with any questions

SIDE STREET GARAGE

F148083
734-475-2278
121 BUCHANAN ST • CHELSEA, MI 48118

DATE 6/23/14 — 38736

REPAIRS PERFORMED BY:
DAN HOFFENBECKER M 100783
~~BILL DEHN~~ M251459
DANH
ALL REPAIRS PROPERLY PERFORMED

Name [redacted]
Address [redacted] Apt. No.
City [redacted] Zip
Year Make Model 4x4 Ram 2500 H.D.
VIN No. [redacted]
Odometer 113559
Engine 5.7L
Trans. AT
Build Date: 4/07
License No.
PHONE Res. [redacted] Bus [redacted]
Estimate By: DN

I hereby authorize the above repair work to be done, along with the necessary material, and hereby grant you and/or your employ... vehicle herein described on streets, highways or elsewher... An express mechanic's lien is hereby acknowledged on a... full of repairs thereto. You will not be held responsible for l... vehicle in case of fire, theft, accident or any other cause ... a small print taketh away.
Authorized By X [redacted]

ESTIMATE AMOUNT $ 300
Revised Estimate $ TIME BY
Revised Estimate $

QTY.	PART NO. OR DESCRIPTION	PART	LABOR	
	QTS. OIL			
	OIL FILTER			
	QTS. ANTI FREEZE			
	QTS. TRANS. FLUID			
	PTS. BRAKE FLUID			
	PTS. GEAR LUBE			
	CLEANERS AND MATERIALS			
1	L.O. tie rod end 9979			
	NPA9956978			
	1. REPL. TIE ROD END, SAE'S		46 00	
	Replace L.O. tie rod end		73 00	
	Paid in full.			
	Thank you!			
	L PARTS 9979			

SUBLET REPAIRS

	RECLAMATION FEE	
	alignment	65 00
	TOTAL SUBLET REPAIRS	

RECOMMENDED SERVICE:
1. left outer tie rod end
2. Steering gear is leaking
3. all four ball joints are loose
4.
5.
6.

TOTAL LABOR	119 00
TOTAL PARTS	99 79
TOTAL SUBLET	65 00
SALES TAX	5 99
TOTAL AMOUNT	290 38

SIDE STREET GARAGE
121 BUCHANAN
CHELSEA, MI 48118
734-475-2278
413958001965744
Merchant ID: 395808965744
Ref #: 0001

Sale

XXXXXXXXXXXX[redacted]
[redacted] Entry Method: Swiped

Amount:	$	284.39
Tax:	$	5.99
Total:	$	290.38

06/24/14 10:11:33
Inv #: 000001 Appr Code: 024494
Transaction ID: 504175510033249
Approved: Online Batch#: 000260

Customer Copy
THANK YOU

07/30/2014 04:54 7344754254 RIEMCO PAGE 02/03
CUSTOMER COPY

SMITH'S SERVICE, INC.

24 Hr. Wrecker Service
General Automotive Repairs
Light & Heavy Duty Wrecker Service
11453 Jackson Rd. • Dexter, Michigan 48130
Ph. 734-475-8580 • Fax 734-475-0835

Customer's Order No.	Phone No.	Date
		6/20/14

Sold to: Riemco Development Inc

Address:

City:

Sold By	Cash	C.O.D.	Charge	On Acct.	Mdse. Retd.	Paid Out
Tom	X					

QTY.	Description	Price	Amount
13	miles Towed @ $4/mile		52 00
1	Hook up		65 00
	2007 Dodge RAM 2500 4x4		
	Broken Tie rod end		
	PO c/c		
	Auth #		
	020189		
	6/20/14		
	[redacted]	Tax	
		Total	117 00

All claim[redacted]mpanied by this bill.

Rec'd By

Thank You!

DUPLICATE

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



1-877-768-5076

1064

Attn Recall Reimbursement Center
P.O. Box 21-8007
Auburn Hills, MI 48321-8007

Recall Notice # N49

I called & spoke w/ Courtney at 800-853-1403
file # [redacted]

I had to Repair a left tie Rod end on my 2011 Dodge Ram — yesterday when it broke while driving — my truck had to be towed to Tires Plus & fixed See attached. I would like to be Reimbursed.

If you have any questions:

[redacted]

Holiday fa[redacted]

Vin # 3D7TT2CT7BG[redacted]

Current mileage 74043

Customer Invoice
101744
07/31/2014

TIRES PLUS
3732 US HIGHWAY 19
NEW PORT RICHEY, FL. 34652-6150

Service Advisor
04 JAMES
727 848.0515

[redacted]
HOLIDAY, FL [redacted]
[redacted]

2011 RAM 2500 LARAMIE [BLACK]
Lic #: [redacted] FL Vin #: 3D7TT2CT7BG[redacted]
In: 07/31/14 8:20AM Mileage: 74,043
Out: 07/31/14 4:44PM

Store # 427144 **RETAIL SALE** REG# MV 7617

Description	Rev Hist /Article #	T#	Qty	Unit Price	Extended Price	Job Total
COURTESY CHECK		04				
CHECK & ADVISE FRONT END IN QUESTION						
COURTESY CHECK	7046930	13TS	1	N/C	N/C	
TIE ROD ENDS (Left-Outer)	1	02				235.49
ES800532 OUTER TIE ROD END	7024465	13TN	1	98.99	98.99	
REMOVE & REPLACE TIE ROD &/OR ENDS ONE, OUTER	7023000	13TS	1	136.50	136.50	
TIRE ROTATION N/C	2	04				
TIRE ROTATION	7001121	13TS	4	N/C	N/C	
STANDARD OIL CHANGE UP TO 5 QTS	3	//				34.49
7.0 QTS.						
API - SAE 5W-20						
The Manufacturer recommends an Oil Change based on mileage of [Driving Conditions ALL] 8000 miles...See Owner's manual for specific requirements.						
TF4651 OIL FILTER	7057290	13TN	1	4.99	4.99	
5W20 SYNTHETIC BLEND UP TO 5 QTS	7023809	13TN	1	25.00	25.00	
ADDITIONAL OIL REQUIRED 2.0 QTS @ $0.50 PER 1/10 QTS	7008658	13TN	20	0.50	10.00	
USED OIL FILTER RECYCLING CHG (1)	7075051	13TN	1	2.50	2.50	
OIL CHANGE LABOR	7029718	13TS	1	5.00	5.00	
PRT-DISC Store Promotion	7001674	13T	1	10.95	10.95	
LBR-DISC Store Promotion	7001674	13T	-1	-2.05	-2.05	
3 YEAR ALIGNMENT RECHECK	3	77				
7046701 TP 3-YR ALIGNMENT RECHECK	7046701	13TS	1	N/C	N/C	
A/C PERFORMANCE CHECK WITH DYE	4,5	//				116.97
A/C SYSTEM DYE	7096547	13TN	1	10.00	10.00	
AIR CONDITIONING PERFORMANCE C	7023442	13TS	1	34.99	34.99	
R134A PER POUND	7095451	131N	2	35.99	71.98	
Donation		04				4.72
MEALS ON WHEELS DONATION	7003125	13NN	1	4.72	4.72	

Technician(s):
13 CLARENCE MEADOWS

Payment History:

CFNA	9298	430.00	09086
Total Tendered		430.00	

All CFNA purchase(s) through December 31, 2014 of $299 or more receive 6 month deferred interest, see www.CFNA.com for more details.

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Summary:

Parts	[illegible]
Labor	175.93
Shop Supp (1)	[illegible]
Sub-Total	[illegible]
Tax (7.00%)	27.82
Total	$430.00

Customer Invoice
101744
07/31/2014

TIRES PLUS
3732 US HIGHWAY 19
NEW PORT RICHEY, FL. 34652-6150

Service Advisor
04 JAMES
727 848 0551

[redacted]
HOLIDAY, FL [redacted]
[redacted]

2011 RAM 2500 LARAMIE [BLACK]
Lic #: [redacted] FL Vin #: 3D7T12CT7BG[redacted]
In: 07/31/14 8:20AM Mileage: 74,043
Out: 07/31/14 4:44PM

Store # 427144 **RETAIL SALE** REG# MV 7617

Descripti [redacted]	Rev Hist /Article #	T#	Qty	Unit Price	Extended Price	Job Total
	Revision History:	Rev Amt				Init
	1) 07/31/2014 08:32AM	357.14	BENNER, STEPHEN/M IN PERSON			
	2) 07/31/2014 08:37AM	0.00	BENNER, STEPHEN/M IN PERSON			
	3) 07/31/2014 08:39AM	-59.27	BENNER, STEPHEN/M IN PERSON			
	4) 07/31/2014 10:27AM	88.90	BENNER, STEPHEN/M IN PERSON			
	5) 07/31/2014 04:43PM	38.51	BENNER, STEPHEN/M IN PERSON			

All parts are new unless otherwise specified.

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

PLEASE TELL US ABOUT YOUR SERVICE EXPERIENCE TODAY!
Get $10 off your next total purchase of $25 or more and be entered into a drawing for $500 in services
Call 1-800-754-9817 or go to www.TiresPlusSurvey.com; Enter Code427144-101744
Offer expires 15 days from date of invoice. Good at all participating locations. Redemption code:

www.TiresPlus.com

See reverse side for Warranty Information

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

06/25/14

POSTED DATE : 6/18/14

VIN (FIRST 9 DIGITS) 3D3MX38L9

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 80000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D3MX38L09G[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 dealers receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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FHP AUTOMOTIVE
2907 LAKE FOREST RD #1
BOX 1772
TAHOE CITY CA 96145
530-721-1441
BAR# ARD00270954
FROM MUSCLE TO MODERN

4/28/2014 3:39 PM

Invoice #723

[redacted]
Truckee CA [redacted]

Day Phone : [redacted]

Vehicle : 2009 Dodge Truck Ram 3500HD 1 Ton - Pickup 6.7 L 408
VIN : 3D3MX38L09G[redacted]
Created : 4/25/2014 2:32:04 PM
Complete : 4/28/2014 3:13:28 PM
Invoiced : 4/28/2014 3:13:28 PM

Odometer In : 107925
Odometer Out : 107926

Labor/Notes

Code/Tech*	Description		Price
	CONCERN, CAUSE, AND CORRECTION		
	Vehicle not steering. Tie Rod End broken. Found manufacturer recall information, recall# 2696121. Recommends to replace both tie rod ends as well as adjusting sleeve.		
	TIE ROD &/OR ENDS - R&R	M	$150.00
	Replace both outer tie rod ends. Includes; Adjust toe-in.		

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1		Tie Rod End - Outer		$286.52	$286.52
1		Tie Rod End - Outer		$108.35	$108.35
1		Tie Rod Adjusting Sleeve - Front Susp		$40.64	$40.64

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

Labor		$150.00
Parts		$435.51
Sublet/Misc.		$0.00
Other Charges		$0.00
Charges		$0.00
Sales Tax	Tax @ $435.51 * 7.5000%	$32.66
	AX $618.17 Paid	$618.17

Approvals

Date - Time	Amount	Authorized By	Means	Employee
4/25/2014 3:39:28 PM	$618.17	Tibbles, John 925-989-5552	Phone	

Aspenwood Homes
& Architectural Millwork

P.O. Box 10063
Truckee, California 96162

RENO NV 895
13 JUN 2014 PM 2 T

JUN 25

Chrysler Customer Assistance
P O Box21-8007
Auburn Hills, MI 48321-8007
Attention: Reimbursement

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Chrysler Recall Center
Auburn Hills, Mi

Case # [redacted]

1-877-768-5076

Kenny Hansen

Custom & Conversion Specialist

785 443 1207

Work Order No: 14502

Name: [redacted] 5-16-14

Address: [redacted] Stephens, AR. [redacted]

Year: 2007 MAKE&MODEL: 3500 4x4 6.4 VIN: 3D6WH46A67G[redacted]

DESCRIPTION OF WORK REQUIRED

QTY	DESCRIPTION OF MATERIAL	COST
1	Tow To shop	65.00
	Left outer tie Rod End	73.90
	Ck & adjust Alignment	75
	Total Parts	
	Motor Oil qts	
	Antifreeze gal	
	Trans Fluid qts	
	Other	
	Total Fluids	

WORK NECESSARY	HRS
Tow To shop	
Rpr Left outer tie Rod End	
Ck & adj toe Alignment	
Tie Rod Broke at Bottom of	
Attaching stud Threads	
Fell off when driving	
on Road	
PAID CASH	
99	
328 5-19-14	
Total Hrs [redacted]	
X	
Labor 115	
Parts 73.90	
Fluids	
Tow Bill Outside Work 65.00	
Alignment Other 75.00	
Total Amount Due 328.90	

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

Work Authorized By: _____ Date: _____

Case # [redacted]

VIN # 3D6WH46A67G[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



To: Dodge Claims

FAX: 877-768-5076

Case # [redacted]

[redacted]

Bolivar Mo [redacted]

cell [redacted]

Case # [redacted]

B & B Wrecker Service, LLC

24 HOUR TOWING

Bob Barnhouse, Owner
417-326-6221 • 1605 E. Broadway, Bolivar, MO 65613

Agency _____

Driver 4130 Date 7-12-14

Name [redacted]

Address [redacted] Phone _____

City Bolivar State Mo Zip [redacted]

WRECKER SERVICE – From Bolivar

To Hubert Motors

Time of call _____ Mileage _____

MAKE	YEAR	MOTOR NO.	SERIAL NO.	LICENSE NO.

TOWING:	150	00
RECOVERY:		
WINCHING:		
CLEAN UP DEBRIS:		
DOLLIES:		
CAR HAULER:		
WHEEL LIFT OR SLING:		
LABOR:		
STORAGE:		
SALVAGE: TOW OR HAUL		
TOTAL	150	00

Rd Clear 5699 Thanks Chg

Account balances due by the 15th. 1½% monthly interest may be charged on past due accounts. Minimum service charge of $1.00. Not responsible for damage caused by faulty tires, bumper brackets, etc., or damage from unrighting, lifting & removing vehicles, etc., from precarious positions. We assume no responsibilities for loss or damage by theft or fire while storing or repairing this vehicle.

Rec'd by _____

ALL CLAIMS FOR SERVICE MUST BE ACCOMPANIED BY THIS BILL.

Had a recall on part had to be towed into Hubert Motors in Urbana, Mo.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-08-12 12:57:45.862325
Files Not Recieved: 0

case # [redacted]
Vin - AG[redacted]
we broke down out of town and had to have it towed and repaired. both receipts attached for your consideration. Thank you

6109 NE 127th AVENUE
VANCOUVER, WA 98682

№ 88478

ACTION TOWING

A DIVISION OF TOWING AND RECOVERY SERVICES, INC.

(360) 256-4581
WWW.ACTIONTOW.COM

BILL TO		DATE 7.26.19	PO#			RELEASED BY	
ADDRESS		CITY/STATE	RO#		DATE RELEASED		
YEAR/MAKE 19 Dodge	MODEL New 4x4	COLOR Gold	L [redacted]	STATE WA	START 1015	END	
VIN/UNIT#		KEYS YES NO	WHERE		REQ BY		
TOWED FROM Washougal MX Park		TOWED TO TOP Performance					
OWNER [redacted]		PHONE # 509 720 6461		RESP MI	TOW MI 17		
OWNER'S [redacted]		CITY/STATE Kennewick WA 99030		DRIVER 46	TRUCK 75		
COMMENTS Pulling [redacted] [redacted] 03/17		Tow 65	miles@ 35		107		
		Dollies 5 free	miles@				
ODO		Storage	days@				
POLICY / MEM #	INSURANCE CO	Retow	miles@				
		Recovery/Winching					
		Labor PO VIA					
		Paid Out 023749					
		Sub Total			107.00		
		Tax			8.99		
		TOTAL			115.99		

A $35.00 Fee will be charged to anyone whose check is returned.

I hereby authorize my agent to remit payment for this towing / service directly to TOWING AND RECOVERY SERVICES, INC. The towing / service invoice will be mailed directly to your agent. For proper consideration, it is mandatory that you report this incident to your agent immediately.

It is understood that if for any reason this claim is refused by my insurance company in part or in full, I will assume full responsibility for payment.

Caution: Some policies pay towing only to the closest repair facility.

Customer signature: X K. L.

Not responsible for theft or damage incurred beyond our control during recovery, towing and storage.

TOP PERFORMANCE AUTOMOTIVE INC
2119 SE 192nd. Ave
Camas, WA. 98607
Phone - 360-833-2281 Fax - 360-833-2284

INVOICE
76988
Org. Est. # 089679

INVOICE

Print Date : 07/26/2014

[redacted]
Rockford, WA [redacted]
Home [redacted]
Cust ID : 18090

2010 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : [redacted] - Odometer In : 84865
Unit # : Sand
Vin # : **3D7UT2CL6AG[redacted]**
Hat # : 622 Ref # :

Part Description / Number	Qty	Sale	Extended
OUTER TIE ROD END PROBLEM SOLVER - FRONT LEFT			
ES800532	1.00	68.69	68.69
Shop Supplies		7.50	7.50

Labor Description	Hours	Extended
TIE ROD &/OR ENDS - Remove & Replace - Left, Outer	0.90	76.50
Tech removed the damaged left outer tie rod end. Tech torqued all components to manufacturers specification. Tech greased the zerk fitting. Tech completed remaining repairs. Tech test drove the vehicle after all repairs and found the vehicle driving well at this time.		
Perform Vehicle Alignment	1.20	69.95
Tech performed preliminary inspection and measurements to steering angles on vehicle. Tech then made adjustments to all adjustable steering angles into the manufacturer's specified acceptable range. Tech then road tested the vehicle and found the vehicle road testing well at this time.		
NOTE: Factory specs are designed to have a slight drift to the right for safety reasons (falling asleep at the wheel), also, vehicle will drift if there is a high crown in the road.		
ALIGNMENTS HAVE 30 DAY WARRANTY		
NOTE: Tech set the alignment to current conditions. The upper and lower ball joints are a little loose. The alignment will need to be performed again when the ball joints are replaced.		
Alignment Coupon Discount $10.00 off labor		

TOP PERFORMANCE AUTO
2119 SE 192ND
CAMAS WA 98607
360-833-2281

07/26/2014 15:18:59
Merchant ID: XXXXXXXXXX6168
Device ID: 2707
Terminal ID: PD04.

CREDIT CARD
[redacted] SALE

CARD # XXXXXXXXXX[redacted]
TRANS # 012
Batch #: 0
Approval Code: 021407
ACI Code: E
TRANS ID: 004207788453220
Entry Method: Swiped
Mode: Online

SALE AMOUNT $230.50

CUSTOMER COPY

[Payments -]

Labor:	**146.45**
Parts:	**76.19**
Sublet:	**0.00**
Discount:	**-10.00**
Sub:	**212.64**
Tax:	**17.86**
Total:	**$230.50**
Bal Due:	**$230.50**

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

Signature _____ Date _____ Time _____

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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Tires LES SCHWAB
1717 W Charter Way
Stockton, CA 95206
209-465-4574

Store: 673
Invoice:
Salesperson: MichaelRGo

Work Order 67300052701

ARD00253348

Customer Information

Name: [redacted]
Address:
City, State, YALE, OK [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2011 DODGE 2500HD
Color: WHITE
Mileage: 1
License: [redacted]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	15672	TIE ROD END	$103.66	$0.00	$103.66

Parts Subtotal:	$103.66
Labor Subtotal:	$0.00
Sales Tax:	$9.33
Tire Tax:	$0.00
Invoice	**$112.99**

Payment Method: CREDIT Approval# Card# XXXXXXXXXXXX[redacted] **$112.99**

Wheel Position: LF

THANK YOU FOR YOUR BUSINESS

Authorized By:

[redacted] 06-25-14 05:56 PM K $112.99

Customer Signature [redacted]

AHN: [redacted]

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

Invoice Date/Time: 06-25-2014 06:01 PM

Tires LES SCHWAB

1717 W Charter Way
Stockton, CA 95206
209-465-4574

Store: 673
Invoice:
Salesperson: MichaelRGo

Work Order 67300052701

ARD00253348

Customer Information

Name: [redacted]
Address:
City, State, YALE, OK[redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2011 DODGE 2500HD
Color: WHITE
Mileage: 1
License: [redacted]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	15672	TIE ROD END	$103.66	$0.00	$103.66

Parts Subtotal:	$103.66
Labor Subtotal:	$0.00
Sales Tax:	$9.33
Tire Tax:	$0.00
Invoice	**$112.99**

Payment Method: CREDIT Approval# Card# XXXXXXXXXXXX[redacted] **$112.99**

Wheel Position: LF

THANK YOU FOR YOUR BUSINESS

Authorized By:

[redacted] 06-25-14 05:56 PM K $112.99

Customer Signature X [redacted]

CASE #
AHN: [redacted]

3D[redacted]UT2CL1BG[redacted]

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

Invoice Date/Time: 06-25-2014 06:01 PM

09/11/2014 16:07 9412058 PAGE 01/01

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

06/30/14

POSTED DATE : 6-23-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 6[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

amazon.com

Final Details for Order #102-1560774-4037049

Print this page for your records.

Order Placed: April 21, 2014
Amazon.com order number: [redacted]
Order Total: $349.37

Shipped on April 22, 2014

Items Ordered	Price
1 of: *Mopar 68039930AA Pitman Arm* Sold by: Mopar Express Parts (seller profile) Condition: New	$29.49
1 of: *03-08 Dodge Ram 2500/3500 Steering Linkage Upgrade Fixes-Death Wobble Oem Mopar* Sold by: Mopar Express Parts (seller profile) Condition: New	$267.87

Shipping Address:
[redacted]
ATASCADERO, CA [redacted]
United States

Shipping Speed:
Standard

Item(s) Subtotal:	$297.36
Shipping & Handling:	$52.01
Total before tax:	$349.37
Sales Tax:	$0.00
Total for This Shipment:	**$349.37**

Payment information

Payment Method:
Debit Card | Last digits: [redacted]
Gift Card

Billing address
[redacted]
ATASCADERO, CA [redacted]
United States

Item(s) Subtotal:	$297.36
Shipping & Handling:	$52.01
Total before tax:	$349.37
Estimated tax to be collected:	$0.00
Grand Total:	**$349.37**

To view the status of your order, return to Order Summary.

Please note: This is not a VAT invoice.

Conditions of Use | Privacy Notice © 1996-2014, Amazon.com, Inc. or its affiliates

612744#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 _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____

[redacted]

Atascadero, CA [redacted]

Ch
P.O
A.
A

48

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP




















ASSEMBLED IN USA




1-YEAR
EXTENSION
NEW JERSEY
NEW CAR DEALER
10
11
INSPECTION
Nº V- 0612936






LT265/70R17 121/118R


601 B7KP 00XX


LT265/70R17







Rugged Trail T/A


LT285/70R17 121/


FGOOO
DOT M5AH DR11 2407






DOT B7KP 00XX










ST205/70R15
WARNING:


121/118 R
AT 80 PSI
DOT B7KP 00XX

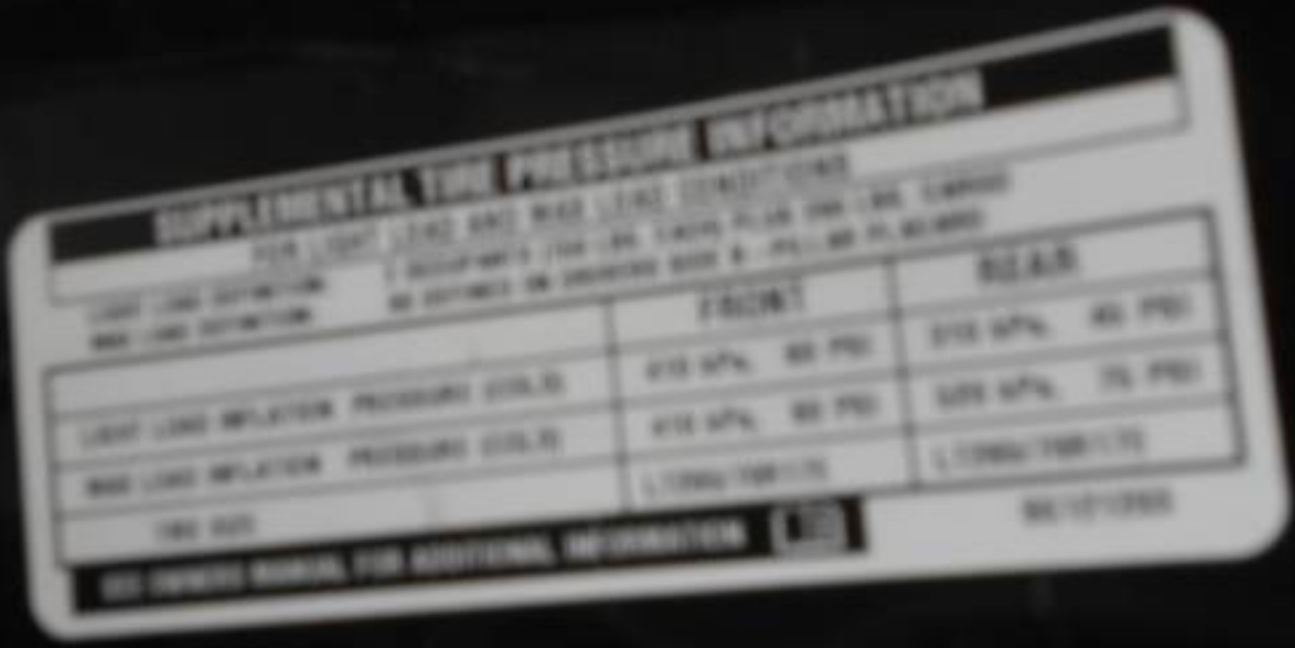

LT265/70R17 121/118




20
10
0
40
20
0
140
160
180
200
90
100
110
120
MPH km/h
40
0
110
200
140
245
96924


96924


CARGO
STOP
LIGHT
BRAKING
CFG
TruControl™
By Hopkins Mfg


SUPPLEMENTAL TIRE PRESSURE INFORMATION
FOR LIGHT LOAD AND HEAVY LOAD CONDITIONS
LIGHT LOAD DEFINITION
MAX LOAD DEFINITION
	FRONT	REAR
LIGHT LOAD INFLATION PRESSURE (COLD)	410 kPa 60 PSI	310 kPa 45 PSI
MAX LOAD INFLATION PRESSURE (COLD)	410 kPa 60 PSI	520 kPa 75 PSI
TIRE SIZE	LT285/70R17E	LT285/70R17E
SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION


MFD BY DAIMLERCHRYSLER CORPORATION
DATE OF MFR 7-07
GVWR 4582 KG(10100 LB)
GAWR FRONT 2359 KG(5200 LB) WITH TIRES LT265/70R17E
RIMS AT 17X8.0
COLD 410 KPA(60 PSI)
GAWR REAR 2813 KG(6200 LB) WITH TIRES LT265/70R17E
RIMS AT 17X8.0
COLD 520 KPA(75 PSI)
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D3MX38A08G[redacted] TYPE: TRUCK SINGLE X DUAL
MDH: 073015 864AA PNT:PXR VEHICLE MADE IN MEXICO TRM:M9D5 4648507


DODGE




VEHICLE EMISSION CONTROL INFORMATION
DaimlerChrysler Corporation
NO ADJUSTMENTS NEEDED
CAC 001 EGR 2H02S NAC OC PTOX TC
OBD CA II FUEL: ULS DIESEL
GROUP: 8CEXH06 7UXH
Cummins Inc.
OBD CA II FUEL: ULS DIESEL
This vehicle is certified by Cummins Inc. for DaimlerChrysler Corporation.
6802 6864AB






0
1
2
3
4
10
9
8
7
6


















DO NOT USE ON 17.5" DIAMETER RIMS






1-YEAR
EXTENSION
10
11











Tow Back to Shop (1)
Strap Tire Secure

Bring Truck into shop (.5)

Change Shifts (3.)
Remove Wheel Drive Hub

Move Truck (.5)

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Office DEPOT OfficeMax®

complimentary fax cover sheet

number of pages including cover sheet: 4

attention to: Dodge

date: 9-17-14

company:

from: [redacted]

phone #:

company:

fax #: 877-768-5076

senders phone #: [redacted]

comments: CASE # [redacted]

By sending this fax at Office Depot, inc., the sender agrees not to use this fax to: (I) transmit material whose transmission is unlawful, harassing, libelous, abusive, threatening, harmful, vulgar, obscene, pornographic or otherwise objectionable; (II) create a false identity, or otherwise attempt to mislead others as to the identity of the sender or the origin of this fax; (III) post or transmit any material that may infringe the copyright, trade secret, or other rights of any third party; (IV) violate any federal, state or local law in the location, or (V) conduct activities related to gambling, sweepstakes, raffles, lotteries, contests, ponzi schemes or the like.

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$1.49 local first page	$1.99 long distance first page	$7.99 international first page
833071	833081	833191
local additional page	long distance additional page	international additional page
456687	833091	833201
$1.29	$1.79	$3.99

Office Depot Store # 2462
7151 Dixie Hwy.
Clarkston, MI 48346
PH: (248) 625-5200 FX: (248) 625-7168
ods02642cpc@officedepot.com

Office DEPOT

Customer Number: **83933** Invoice No: **66426**

INVOICE

Milosch's PALACE
CHRYSLER DODGE JEEP RAM
4800 S. Lapeer Rd.
Lake Orion, Michigan 48359
(248) 276-6653
www.palacecj.com

[redacted]

PAGE 1

1[redacted]
BLOOMER, WI 5[redacted]
Home: Bus: Cell: [redacted]
Email:

SERVICE ADVISOR: 110 JODY TRUPIANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	07	DODGE RAM 2500	1D7KS28C87[redacted]		71146/ 171146	T6888

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07			17:00 05SEP14			CASH	05SEP14

DATE OF REPAIRS	CUSTOMER NOTIFIED DATE	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
17:09 02SEP14	15:40 05SEP14	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A *******TOWED IN ******* CUSTOMER STATES EVER SINCE RECALL#N62 WAS
DONE WHEN HITTING BUMPS THE TRUCK WANDERS A TON AND MAKES A LOT
OF CLUNKING AND POPPING NOISES. THE FRONT END FEELS VERY LOOSE.
PLEASE CHECK AND ADVISE
CAUSE: STEERING AND SUSPENSION REPAIRS
04 STEERING AND SUSPENSION REPAIRS
145 TRUPIANO,ANTHONY C LIC#: M235767
W40 0.00

[redacted]

PARTS: [redacted].00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: [redacted]
,,,,171146 FRT STEERING LINKAGE LOOSE AND WORN OUT NEC TO REMOVE AND
,,,,REPLACE PITMAN ARM, AND ENTIRE STEERING LINKAGE, LEFT AND RIGHT OUTER
,,,,TIE ROD ENDS, DRAG LINK AND TIE ROD END AT PITMAN ARM, AND STEERING
,,,,DAMPENER , REASSEMBLED AND RETESTED OK
****

B 16 POINT INSPECTION, INSPECT TIRES, OIL, COOLANT, BRAKE FLUID, P/S
FLUID, TRANS FLUID, WASHER FLUID, BELTS, HOSES, AIR FILTER,
COOLING SYSTEM, WIPER BLADES, AND EXTERIOR LAMPS
16P 16 POINT INSPECTION, INSPECT TIRES, OIL,
COOLANT, BRAKE FLUID, P/S FLUID, TRANS
FLUID, WASHER FLUID, BELTS, HOSES, AIR
FILTER, COOLING SYSTEM, WIPER BLADES, AND
EXTERIOR LAMPS
145 TRUPIANO,ANTHONY C LIC#: M235767
C 0.00

$PAID

CUSTOMER

Also See [redacted] 0.00 0.00

All repairs [redacted] ance with
x

All parts are new unless otherwise indicated.

Dealer Reg. No. F - 147576

THIS DEALERSHIP CHARGES FOR REPAIRS BASED ON A FLAT RATE HOUR AS PREDICTED BY A TIME STUDY GUIDE AND THEREFORE MAY NOT REFLECT THE ACTUAL HOURS WORKED.

A 10% charge of labor with a max. of $20.00 is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, solvent, rags, carburetor cleaner, towels, wire, etc. Also for the removal and recycling of hazardous waste, applicable hazardous waste items are gas, oil, grease, coolants, cleaning solvents, freon, etc.

DEALER CODE #	AUTHORIZATION #
TRANSIENT	

TOTAL ESTIMATE INCLUDING ADDITIONS

DIAGNOSIS-ESTIMATE $

PARTS	LABOR	TOTAL

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

x

Customer Copy

Customer Number: 83933 Invoice No: 66426

INVOICE

Miloscb's PALACE
CHRYSLER DODGE JEEP RAM
4800 S. Lapeer Rd.
Lake Orion, Michigan 48359
(248) 276-6653
www.palacecj.com

[redacted]

BLOOMER, WI [redacted]
Home: Bus: Cell: [redacted]
Email: 01JAN07

SERVICE ADVISOR: 110 JODY TRUPIANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	07	DODGE RAM 2500	1D7KS28C87J[redacted]		71146/ 171146	T6888

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07			17:00 05SEP14			CASH	05SEP14

DATE OF REPAIRS	CUSTOMER NOTIFIED DATE	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
17:09 02SEP14	15:40 05SEP14	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

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

,,,,171146 PERFORMED 16POINT INSPECTION

****

C** UPON INSPECTION FOUND THE FRONT AXLE TRACTION BAR WORN,AND THE
RIGHT FRONT AXLE SHAFT U JOINT LOOSE. NECESSARY TO REPLACE
CAUSE: STEERING AND SUSPENSION REPAIRS
04 STEERING AND SUSPENSION REPAIRS
145 TRUPIANO,ANTHONY C LIC#: M235767
C 3.00 315.00 315.00
1 52106795AE BAR-FRONT 282.00 282.00 282.00
1 PRE-464 U-JOINT 85.82 85.82 85.82

PARTS: 367.82 LABOR: 315.00 OTHER: 0.00 TOTAL LINE C: 682.82

,,,,171146 RT FRT AXLE SHAFT U JOINT WORN AND LOOSE AND FRT AXLE TRAC
,,,,BAR WORN 3.00 REMOVED AND REPLACED RT FRT AXLE SHAFT U JOINT
,,,,REASSEMBLED AND REMOVED AND REPLACED FRT AXLE TRAC BAR, NOTE ALSO
,,,,RECOMMENDED STEERING AND FRT BRAKES CUSTOMER DECLINED AT THIS TIME,
,,,,NOTE VEHICLE MAY STILL WANDER A LITTLE DO TO PLAY IN STEERING GEAR

****

D** ALIGN AS NEEDED
ALIGN PERFORM FT END ALIGNMENT
145 TRUPIANO,ANTHONY C LIC#: M235767
C 1.00 39.95 39.95

PARTS: 0.00 LABOR: 39.95 OTHER: 0.00 TOTAL LINE D: 39.95

,,,,171146 1.00 PERFORMED FRT END ALIGNMENT

****

EST: 105.00 02SEP14 17:09 SA: 110

EST: 847.95 03SEP14 18:17 SA: 110
CONTACT: JESSICA

CUSTOMER

~|

- Certification -
All repairs and parts listed were furnished in compliance with
x

All parts are new unless otherwise indicated.

Dealer Reg. No. F - 147576

THIS DEALERSHIP CHARGES FOR REPAIRS BASED ON A FLAT RATE HOUR AS PREDICTED BY A TIME STUDY GUIDE AND THEREFORE MAY NOT REFLECT THE ACTUAL HOURS WORKED.

A 10% charge of labor with a max. of $20.00 is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, solvent, rags, carburetor cleaner, towels, wire, etc. Also for the removal and recycling of hazardous waste, applicable hazardous waste items are gas, oil, grease, coolants, cleaning solvents, freon, etc.

DEALER CODE #	AUTHORIZATION #
TRANSIENT	

TOTAL ESTIMATE INCLUDING ADDITIONS

DIAGNOSIS-ESTIMATE $

PARTS	LABOR	TOTAL

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

x

Customer Copy

Customer Number: **83933** Invoice No: **66426**

INVOICE

Miloseh's PALACE
CHRYSLER DODGE JEEP RAM

[redacted]

BLOOMER, WI [redacted]

Home: **Bus:** **Cell** [redacted]

Email: EMAIL| |

4800 S. Lapeer Rd.
Lake Orion, Michigan 48359
(248) 276-6653
www.palacecj.com

SERVICE ADVISOR: **110 JODY TRUPIANO**

COLOR	YEAR	MAKE/MODEL	V/N	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	07	DODGE RAM 2500	1D7KS28C87J[redacted]		71146/ 171146	T6888

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN07			17:00 05SEP14			CASH	05SEP14

DATE OF REPAIRS	CUSTOMER NOTIFIED DATE	OPTIONS: ENG:5.9_Liter_Turbo_Diesel
17:09 02SEP14	15:40 05SEP14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

FACILITY REGISTRATION # F147576

YOU CAN NOW SCHEDULE YOUR VEHICLES SERVICE NE
ED ONLINE AT WWW.PALACECHRYSLERJEEP.COM. THAN
K YOU FOR YOUR BUSINESS AND HAVE A WONDERFULL
DAY. !!

CHRYSLER DODGE Jeep RAM

CUSTOMER

- Certification -
All repairs and parts listed were furnished in compliance with

x

All parts are new unless otherwise indicated.

Dealer Reg. No.
F - 147576

THIS DEALERSHIP CHARGES FOR REPAIRS BASED ON A FLAT RATE HOUR AS PREDICTED BY A TIME STUDY GUIDE AND THEREFORE MAY NOT REFLECT THE ACTUAL HOURS WORKED.

A 10% charge of labor with a max. of $20.00 is included for supplies used on your vehicle. Applicable supply items are nuts, bolts, washers, tape, pins, solvent, rags, carburetor cleaner, towels, wire, etc. Also for the removal and recycling of hazardous waste, applicable hazardous waste items are gas, oil, grease, coolants, cleaning solvents, freon, etc.

DEALER CODE #	AUTHORIZATION #
TRANSIENT	

TOTAL ESTIMATE INCLUDING ADDITIONS

DIAGNOSIS-
ESTIMATE
$

PARTS	LABOR	TOTAL

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 354.95
PARTS AMOUNT	$ 367.82
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ 0.00
TOTAL CHARGES	$ 722.77
LESS INSURANCE	$ 0.00
SALES TAX	$ 22.07
PLEASE PAY THIS AMOUNT	**$ 744.84**

x

Customer Copy

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-08-29 15:33:28.450026
Files Not Recieved: 0

here were the parts required for my truck. not including front end alignment. Any questions please call [redacted]

Milosch's PALACE
CHRYSLER DODGE JEEP RAM

3800 S. Lapeer Rd., Lake Orion, Michigan 48359
(248) 393-2222
www.palacecj.com

All payments are due in full in accordance with the payment terms stated herein. Balances not paid by the due date are subject to a late payment fee of the greater of (i) 2% per month compounded monthly (26.8% per year) or (ii) $5.00. In addition the customer is responsible for all costs of collection, including reasonable attorneys' fees and other fees incurred in the collection process. If the foregoing charges exceed the rate that may be lawfully charged, then such charges shall be calculated at the highest lawful rate.

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this parts(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
28 AUG 14		28 AUG 14		[redacted] 09:30:59

ACCOUNT NO. P97

PAGE 1 OF 1

SOLD TO
[redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	94		CASH	LAKE ORION,MI

ORD	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
-1	-1	0	68039640AD	266D00*STRUT-SUS	99.95	99.95	-99.95
1	1	0	68036940AD	009A01PACKAGE-ST	84.45	84.45	84.45
1	1	0	55276077AC	707D09HINGE-TAIL	10.20	10.20	10.20
1	1	0	55276076AD	711B07HINGE-TAIL	10.20	10.20	10.20
1	1	0	68034229AB	215D00ADJUSTER-D	65.45	65.45	65.45

PAID VISA

NO REFUNDS OR EXCHANGES WITHOUT THIS INVOICE.

ELECTRICAL ITEMS, SPECIAL ORDERED PARTS, ARE NON-RETURNABLE.

ALL AUTHORIZED RETURNS SUBJECT TO 20% HANDLING CHARGE.

CREDIT WILL NOT BE ISSUED WITHOUT INSPECTION OF ITEM OR WITHOUT THIS INVOICE.

NO RETURNS AFTER 10 DAYS.

NOW OPEN SATURDAYS 8AM - 2PM
****
****
ALSO VISIT US AT PALACECJ.COM
****

PARTS	57300	70.35
SUBLET	11002	
FREIGHT		0.00
SALES TAX		4.22
TOTAL		$74.57

Copyright 2000 ADP, Inc.

CUSTOMER COPY

Milosch's PALACE
CHRYSLER DODGE JEEP RAM

3800 S. Lapeer Rd., Lake Orion, Michigan 48359
(248) 393-2222
www.palacecj.com

All payments are due in full in accordance with the payment terms stated herein. Balances not paid by the due date are subject to a late payment fee of the greater of (i) 2% per month compounded monthly (26.8% per year) or (ii) $5.00. In addition the customer is responsible for all costs of collection, including reasonable attorneys' fees and other fees incurred in the collection process. If the foregoing charges exceed the rate that may be lawfully charged, then such charges shall be calculated at the highest lawful rate.

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this parts(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other incidental damages.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
27 AUG 14		27 AUG 14		[redacted] 15:51:25

ACCOUNT NO. P97

PAGE 1 OF 1

SOLD TO
[redacted]

SHIP TO

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	94		CASH	LAKE ORION,MI

ORD	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
1	1	0	68036726AC	202C00PACKAGE-ST	160.00	160.00	160.00
1	1	0	68039640AD	266D00*STRUT-SUS	99.95	99.95	99.95
1	1	0	68068152AA	BRACKET-DR	32.75	32.75	32.75
1	1	0	6508552AA	710A02STRIKER-LT	7.60	7.60	7.60
4	4	0	68084593AA	708D03CLIP-TAIL	1.75	1.75	7.00

PAID VISA

NO REFUNDS OR EXCHANGES WITHOUT THIS INVOICE.

ELECTRICAL ITEMS, SPECIAL ORDERED PARTS, ARE NON-RETURNABLE.

ALL AUTHORIZED RETURNS SUBJECT TO 20% HANDLING CHARGE.

CREDIT WILL NOT BE ISSUED WITHOUT INSPECTION OF ITEM OR WITHOUT THIS INVOICE.

NO RETURNS AFTER 10 DAYS.

NOW OPEN SATURDAYS 8AM - 2PM
****
****
ALSO VISIT US AT PALACECJ.COM
****

PARTS	57300	307.30
SUBLET	11700	
FREIGHT		0.00
SALES TAX		18.44
TOTAL		$325.74

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CUSTOMER COPY

Home Mail News Sports Finance Weather Games Groups Answers Screen Flickr Mobile More

Search Mail Search Web Home Jessica

Compose Delete Move Spam More

Inbox (127)
Drafts
Sent
Spam (630)
Trash
Folders
baby
bank
bankruptcy
coupon
heather scholarship
keith credit
me
mom footstone
Notes
PW
reciepes
rv
school
updated
Recent
Sponsored



Answers Now
12 Famous Celebrity Teen Moms

Available on IOS and Android
Text me a link

Order Confirmation from Thoroughbred Diesel

Thoroughbred Diesel Today at 2:22 PM
To Me

Date: 15-Aug-2014
Sold to:
[redacted]
United States
Shipped to:
[redacted]
ORTONVILLE M [redacted]
United States

Ordered: 1 **Shipped:** 1 BOR000951 Borgeson Dodge Steering Shaft $269.80
Ship Date:

Product Total: $269.80
Sales Tax: $0.00
Shipping: $0.00
Discount: $0.00
Surcharge: $0.00
Grand Total: $269.80
BalanceDue: $0.00
Thanks for your order!

- **NOTE**: Some items may ship separately if you ordered multiple items.
- **NOTE:** If you ordered a promotional item that is receiving a free gift, please allow 10-14 business days for delivery.
100%
- Tell our owner about your order experience good or bad, click here! Thoroughbred Diesel offers a 100% Customer Satisfaction Guarantee



Let's Get Social!
Give-A-Ways - Free Advice - Exclusive Sales

Reply, Reply All or Forward | More

Click to reply all



Aug 29: Obama Generously Gives Homeowners A Bailout

If you owe less than $625,000 on your home, use Obama's Refi Program. You'll be shocked when you see how much this dirty little secret can save you.

Select Your Age:

-20	30	40	50	60	70
20	31	41	51	61	71
21	32	42	52	62	72
22	33	43	53	63	73
23	34	44	54	64	74

Calculate New House Payment
LowerMyBills.com

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-08-19 20:55:58.710105
Files Not Recieved: 0

Please let me know you received the documents. My husband has made an apt at Gainesville, fl Dodge as requested for Thursday 8/21/14. Thanks, [redacted]

TOBY'S ALIGNMENT, INC.

2604 Peters St. • Palatka, FL 32177
Telephone: (386) 328-5490
#MV-56190
www.tobysalignment.com

W

M2 6236

INVOICE

Date 8-13-14 Time [redacted] ed By [redacted]

Customer's Name [redacted] Phone [redacted]

Address _____ City _____ State _____ Zip _____

Year/Make/Model of Vehicle Dodge Ram 3500 VIN # _____ Mileage 133098

Tag No. [redacted] Proposed Completion Date _____ Date Delivered _____

Name and Phone Number of Another Person Who May Authorize Repair Work

Proposed Method of Payment
☐ Cash ☐ Check ☑ Credit Card ☐ Charge

Customer's Description of Problem: _____

If a customer brings his/her own parts or diagnoses the problem, we do not guarantee the job or the diagnosis.

☐ I want old parts returned ☐ I do not want old parts returned SIGNED X: _____

PLEASE READ CAREFULLY. CHECK ONE OF THE STATEMENTS BELOW AND SIGN:
I UNDERSTAND THAT, UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE IF MY FINAL BILL WILL EXCEED $100.00

☐ I REQUEST A WRITTEN ESTIMATE. ☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

☐ 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.

SIGNED X: _____ DATE _____

Tires should be rotated every 6,000 miles to keep tire warranties valid.

TO KEEP YOUR FINAL BILL DOWN, SOME PARTS MAY BE RETURNED TO THE MANUFACTURER. ALL PARTS WILL BE NEW UNLESS OTHERWISE SPECIFIED.
* CODE: U = Used R = Rebuilt

QTY.	*	PARTS / TIRES	PRICE		DESCRIPTION OF WORK DONE	PRICE	
					Set the toe + Center (Cap) Steering WW		
						50	00
					Rotate tires		
						15	00
		NOTE: This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal *[s.559.904(4)]			(Center Caps are loose)		
		*The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state. *[s.403.718]			(May Fall OFF)		
		Total ➤			Charge for Estimate ➤		
					Total Parts ➤		
					Total ➤	65	00
					Sales Tax ➤		
					Pay This Amount ➤		

PLEASE READ: Ninety (90) day warranty on labor, applies only if malfunction occurs during proper usage of vehicle. Tires and parts subject to manufacturer's warranty. WE DO NOT GUARANTEE ROTORS AGAINST WARPING. Automotive repair prices shown are our current prices for the service. Prices are based on a flat rate or an hourly rate, or both. Due to space limitations we request that you pick up your vehicle at the promised completion time or within a reasonable time after notification that the repairs have been completed. Should you fail to pick up your vehicle within (3) working days after notification of its completion, a storage rate of $15.00 per day will be charged.

I hereby acknowledge receipt of an estimate and/or authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employee[redacted]ged on above car, truck or vehicle to secure the amount of repairs thereto. You w[redacted]rticles left in vehicle in case of fire, theft, accident or any other cause beyond your c[redacted]

Work Authorized X _____ Delivered to _____

AUTHORIZATION FO[redacted]horized by: X _____ ☐ By Phone ☐ In Person

DATE	TIME		DESCRIPTION OF ADDITIONAL PARTS/LABOR

MATCHETT & SONS, INC. (MV 2585)

298 S. County Rd. 21
Hawthorne, FL 32640
Ph. (352)481-2168 Fx. (352)481-2122

No. _____

REPAIR ORDER

PARTS CODE (CD): N-NEW U-USED R-REBUILT RC-RECONDITIONED
FW-FREE UNDER WARRANTY RW-REDUCED COST UNDER WARRANTY

QUAN.	CD	PART NO. DESCRIPTION	UNIT	AMOUNT
1		RF outer Tie Rod		149.84
1		LF Inner Tie Rod		138.97
1		Stabiler Shock		49.95
		SPECIAL REPAIRS		
		BROUGHT FORWARD		
		TOTAL PARTS		338.76

Date 8-12-14
Time Received A.M. P.M.

Name [redacted]
Proposed Completion Date

Address Apt. No.
City State Zip
PHONE Bus. Res.

Name of Additional Person Who May Authorize Repair Work
Phone
Phone when ready ☐ Yes ☐ No

Year-Make-Model 2006 RAM 3500
Engine Type ☐ 4 Cyl. ☐ 6 Cyl. ☑ 8 Cyl. ☐ Rot.
License Tag #
Cust. Order No.

Vehicle I.D. No.
Odometer-In 132,988
Odometer-Out
Estimator/Writer

Labor Charges:
☐ Flat Rate _____ ☐ Hourly Rate _____
☐ Both Apply

Estimate/Diagnostic Fee:
$_____ /or Hourly at $_____ Per Hour
☐ Cash ☐ Check ☐ Credit Card ☐ Charge

Unless otherwise provided by law, the seller (above named dealership) hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

REPAIR ORDER • LABOR INSTRUCTIONS	Serv. Tech.	Est. Time Hrs. 10's	Estimated Amount	Actual Amount
R&R Tie Rods & Shock & grease				115.00

SAVE REPLACED PARTS ☐ YES ☐ NO

We guarantee our service work for _____ days or _____ miles, whichever comes first.

DAILY STORAGE CHARGES: *$ _____ /DAY
*NO DAILY STORAGE CHARGES SHALL ACCRUE OR BE DUE AND PAYABLE FOR A PERIOD OF 3 WORKING DAYS FROM THE DAY CUSTOMER IS NOTIFIED OF WORK COMPLETION.

(E.g., the State of Florida requires a $1.00 fee to be collected for each new tire sold in the state [s.403.718], and a $1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]). *This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal.*

I WAIVE REASSEMBLY OF MY VEHICLE INITIAL: _____

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.

X _____
AUTHORIZED SIGNATURE

	Estimated Amount	Actual Amount
Estimated Cost of Repair Work		
Total Labor		
Total Parts		338.76
Repair Estimate Charges		
Shop Supplies		10.00
Sub Total		463.76
Tax		32.47
Gas		
TOTAL AMOUNT		496.23

PAID CARD TAKEN

PLEASE READ CAREFULLY, CHECK ONE OF THE STATEMENTS BELOW, AND SIGN:
I UNDERSTAND THAT UNDER STATE LAW, I AM ENTITLED TO A WRITTEN ESTIMATE, IF MY FINAL BILL WILL EXCEED $100.

☐ I REQUEST A WRITTEN ESTIMATE.

☐ 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.

SIGNED X _____ DATE _____

ST. JOHNS AUTO BODY

24 Hr. Towing and Recovery

386-328-4586

1805 St. Johns Ave.

Palatka, FL 32177

INVOICE # 516

DATE 8-11-14

Palatka

VENDOR # _____ B/L # _____

PO # _____

MOTOR CLUB _____

CUSTOMER'S NAME _____

POLICY # _____

ADDRESS _____

CITY _____

STATE _____ ZIP _____

PHONE _____

DRIVER'S NAME _____

VEHICLE MAKE Dodge MODEL 3500

YEAR 04 COLOR Red TAG 495 TKD

MILEAGE 132,824

V.I.N. 3D7MX48C44G289611

TOW AUTHORIZED BY: ☐ OWNER'S REQUEST ☐ FHP ☐ HP ☐ POSO ☐ CPD

VEHICLE HOLD DATE PLACED _____ HOLD RELEASED ON _____

AGENCY REQUESTING HOLD _____

NOT RESPONSIBLE FOR VEHICLE CONTENTS

TOW FROM 3424 Crill Ave

TOW TO Crill Ave Palatka

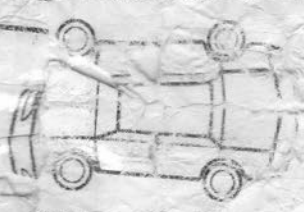
ENROUTE MILES _____ ENROUTE PER MILE _____

LOADED MILES 8 LOADED PER MILE _____

STORAGE FROM _____ TO _____

INSIDE RATE _____ OUTSIDE _____

NOTES Without Tow



DAMAGE RELEASE

I have been advised that my vehicle may be towed, stored, unplugged or left on unattended premises. I recognize the difficulty involved and agree not to hold the towing company or its employee(s) responsible for such damages should it occur.

Frank Yund

OWNER'S OR AUTHORIZED SIGNATURE

TRANSPORT	$
WINCH	$
DOLLY	$
LOCK OUT	$
TIRE CHANGE	$
JUMP START	$
ENROUTE MILEAGE	$
LOADED MILEAGE	$
LABOR	
SPECIAL EQUIP	$
RE-TOW	$
STORAGE	$
GATE FEE	$
ADMIN. FEE	$
OTHER	$
TOTAL DUE	$

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

09/29/14

POSTED DATE : 9-22-14

VIN (FIRST 9 DIGITS) 3D6WH46A3

VIN (LAST 8 DIGITS) 7a [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]
Hooksett, NH [redacted]
[redacted]

To Whom It May Concern:

I am writing in regards to a rod that broke on the front of my 3500 1-ton diesel truck while turning in my driveway. I bought new parts at Sanel Auto Parts to fix the broken rod because I rely on my truck as my daily work vehicle. I went back to Bonneville and Sons in Manchester, NH, where I purchased the truck new, to inquire if they had trouble with this particular part. They informed me that there is a recall on this part.

If possible, I would like a refund of the money for the parts that I purchased on my own. I fixed the truck prior to knowledge of the recall. I have attached a copy of the receipt.

If you have any questions regarding this statement, I can be reached at [redacted]

Thank yo[redacted]

SANEL AUTO PARTS CO.

PARTS PLUS HDA TRUCK PRIDE P&SE PAINT, BODY & EQUIPMENT

SANEL AUTO PARTS
21 DOW ST
MANCHESTER, NH 03101
603-625-6921

Invoice No. [redacted]

CUSTOMER NUMBER	Invoice NUMBER	Invoice DATE	PACKING SLIP	TERMS	WHSE
2775215	27CS6160	08/14/14	27SJ5496001	2 % 10TH NET 24TH	027

BILL TO:
[redacted]
HOOKSETT, NH [redacted]

SHIPPED TO:
[redacted]
HOOKSETT, NH [redacted]

Dept: 001 [redacted] Contact: / [redacted]

YOUR P.O. NUMBER	ORDER DATE	CSR	SHIPPED VIA	CARTONS	OPER
07 R3500 4X4 DRW	08/14/14, 14:27:55	270023	000001 Distant North 1	1	158

ITEM	DESCRIPTION	UNIT	ORDER QTY	BACK ORDERED	INV QTY	LIST PRICE	CORE PRICE	NET PRICE	NET CORE	EXT PRICE
BUY LOCALBUY27	269-1194 ADJ. SLEEVE Orig Order 27SJ5496	EA	1	0	1	37.48	0.00	30.43	0.00	30.43
BUY LOCALBUY27	269-6121 TIE ROD@RH CON Orig Order 27SJ5496	EA	1	0	1	263.90	0.00	194.04	0.00	194.04
BUY LOCALBUY27	269-3470 LH OUTER Orig Order 27SJ5496	EA	1	0	1	99.79	0.00	74.47	0.00	74.47

TOTAL PURCHASE	FREIGHT	TAX PCT	TAX AMT	INVOICE TOTAL	PAYMENTS	BALANCE DUE
298.94	0.00		0.00	298.94	0.00	298.94

Visit us at sanelautoparts.net and
Facebook.com/sanelautoparts

PAID by CHECK

VIP Summary Report

Dealer: 42762 - BONNEVILLE & SON INC **Date:** August 15, 2014 **Time:** 09:27:24

VIN: 3D6WH46A37G[redacted] **Dealer Entered Name:** SEAV **Dealer Entered Odometer:** 65,000 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with Chrysler Group LLC. All information provided is based on entries provided by DEALER.

Warning Messages

THIS VIN HAS AT LEAST ONE OPEN RECALL

THIS VIN HAS AT LEAST ONE OPEN CAIR

Vehicle Restrictions - No Vehicle Restriction

Vehicle Service Information

Year/Model:	2007 DODGE RAM 4X4 3500 REG CAB CHASSIS	**Last Odometer:**	38,826 miles on September 13, 2011
Body Style:	DC8L63	**In-Service Date:**	September 12, 2007
Engine:	ETJ-6.7L I6 Cummins Turbo Diesel Engine	**In-Service Odometer:**	175 miles
Transmission:	DG3-6-Spd Auto AISIN AS68RC Transmission	**Odometer Type:**	miles
Color 1:	PR4-Flame Red Clear Coat	**Car Line:**	X
Color 2:	QR4-Flame Red Clear Coat	**Build Date:**	April 12, 2007
Current Market Register:	U	**Hour:**	06
Book:	R [redacted]		

Vehicle Owner Information

Name:	[redacted]	**Preferred Name:**	[redacted]
Address:	[redacted]	**City:**	HOOKSETT
State/Province:	NH	**Postal Code:**	[redacted]
Country:	USA	**Language Preference:**	
Telephone-Home:	[redacted]	**Telephone-Business:**	
Fax:		**Original Owner:**	[redacted]

Recall Information

Incomplete Recall

Recall Number	Description	Part Number	Launch Date
N62	LEFT OUTER TIE ROD ASSEMBLY	CBUEN491AA	December 13, 2013

Complete Recall

Recall Number	Description	Launch Date	Repair Date
H34	DASH SHIELD	January 20, 2009	May 12, 2009
H46	STEERING LINKAGE	April 27, 2009	April 6, 2010
J19	CALIFORNIA EMISSIONS WARRANTY ADDEMDUM	August 14, 2009	August 11, 2009

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

BASED ON TIME AND MILEAGE ENTERED - NO WARRANTY TOWING COVERAGE IS AVAILABLE.

Service Procedure

NOTE: The initial steering linkage inspection process (Section A. of the service procedure) can be done by write-up personnel in the write-up area. Vehicles found with the steering linkage shown in Figure 1 can be immediately returned to the customer. See the "Completion Reporting and Reimbursement" section of this recall for special claims processing information.

A. Inspect Steering Linkage Type

1. Look under the front of the vehicle and inspect the steering linkage at the steering damper mounting point:

   - If the steering damper mounts to the tie rod tube as shown in Figure 1, the steering linkage does not require replacement. Return the vehicle to the customer.

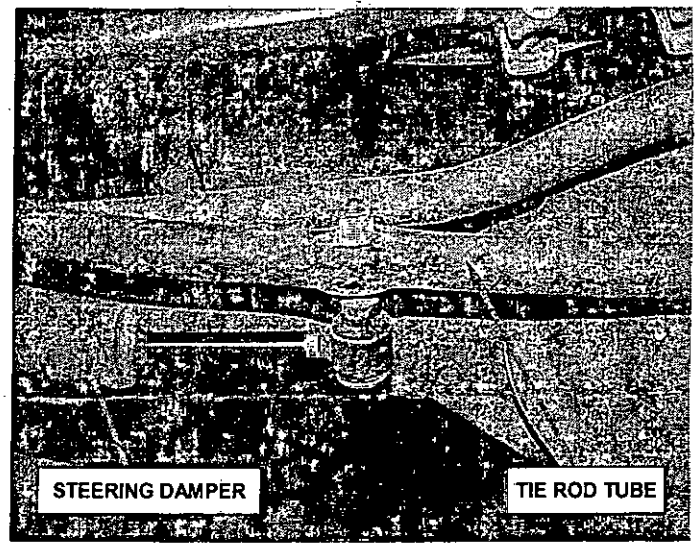


Figure 1 – Steering Linkage

   - If the steering damper mounts to the tie rod tube as shown in Figure 2, the steering linkage must be replaced. Continue with **Section B. Replace Steering Linkage.**

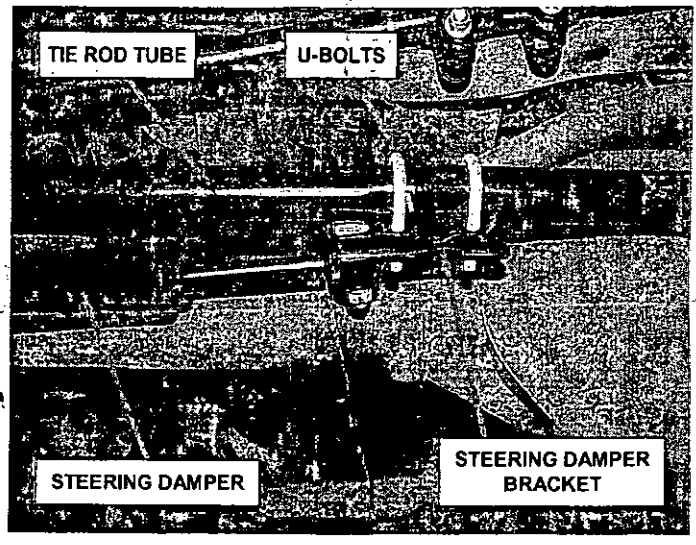


Figure 2 – Steering Linkage

THIS IS THE ONE I PUT BACK ON

CERTIFIED MAIL™

[redacted]

Hooksett, N.H. [redacted]

[redacted]

UNITED STATES POSTAL SERVICE

48321

SEP 88 1000

By

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

ATTENTION: REIMBURSEMENT

48321 80021

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-08-20 08:40:00.461885
Files Not Recieved: 0

Attached please find receipt for work performed on our 2008 Dodge Ram 2500 for repairs for a broken tie rod which is paid in full. We had repairs done by a third party as we were left stranded on the side of the road in another town and had to have it towed to a nearby mechanic we had no choice. We were not aware of any recalls on this vehicle and have not received anything on it in the mail. I was advised by a co-worker to check the internet for recalls and that is how I was made aware that there had been recalls on this particular item. I am attaching my paid invoice for your consideration in reimbursement for repairs for this Dodge/Chrysler defect. I am sure it will be handled in good faith.

Thank You,

[redacted]

WALLER COUNTY PAINT & BODY
40793 FM 1488 Rd.
Hempstead, Texas. 77445
Phone - 979-921-0209 Fax - 979-921-0506

INVOICE
17099

INVOICE

Print Date : 08/19/2014

[redacted]
Houston, TX [redacted]
Home [redacted]
Cust ID : 4697

2008 Dodge - Pickup R2500 - 6.7L, In-Line6 (408CI)
Lic # : [redacted]
Unit # : GRAY
Vin # :
Hat # :
Odometer In : 119334
Odometer Out : 119335
Ref # :

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
STEERING DAMPER RS5412	1.00	83.98	83.98	TIE ROD BROKEN TIE ROD &/OR ENDS - Remove & Replace - R2500,R3500,4WD One - [Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models.	67.50
RIGHT OUTER TIE ROD DS1463	1.00	129.24	129.24	STEERING DAMPENER - Remove & Replace - R2500,R3500,4WD	37.50
				SET TOE SET TOE	45.00

Org. Estimate $ 380.81 Revisions $ 0.00 Current Estimate $ 380.81

Labor:	150.00
Parts:	213.22
Sublet:	$0.00
Sub:	363.22
Tax:	17.59
Total:	380.81
Bal Due:	$0.00

[Payments - Check (#5522) - $380.81]

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

Signature _____ Date _____ Time _____

Written By: MAHONEY, DEBBIE - Technicians : Please Select, ; GARCIA, JAMES

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

WALLER COUNTY PAINT & BODY
40793 FM 1488
HEMPSTEAD, TX 77445
PH.# 979-921-0906

Work Order: R000008
Date 8/19/14 12:05 PM

Dodge/Ram Truck, SUV & Rear Wheel Drive Van : 1500/2500/3500 Pickup 4X4 (1994-) : 2500 : 2007-08 : Regular/Quad Cab

Front : Left

Actual	Before	Specified Range
-0.1°		-0.3° 0.8°
		3.6° 4.6°
0.14°		0.05° 0.15°

Camber	
Caster	
Toe	
SAI	
Included Angle	
Turning Angle Diff.	

Front : Right

Actual	Before	Specified Range
0.2°		-0.3° 0.8°
		3.6° 4.6°
0.15°		0.05° 0.15°

Front

	Actual	Before	Specified Range
Cross Camber	-0.3°		-0.5° 0.5°
Cross Caster			-0.5° 0.5°
Cross SAI			
Total Toe	0.29°		0.10° 0.30°
Cross Turn Diff.			

Rear : Left

Actual	Before	Specified Range
-0.4°		
-0.02°		

Camber	
Toe	

Rear : Right

Actual	Before	Specified Range
0.1°		
0.01°		

Rear

	Actual	Before	Specified Range
Cross Camber	-0.5°		
Total Toe	-0.01°		
Thrust Angle	-0.01°		-0.20° 0.20°

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-09-05 10:42:51.313834
Files Not Recieved: 0

275 Auto Mall Dr.
Henderson NV, 89014
Direct Phone (702) 558-3800
fax# 702-567-3029

TOWBIN DODGE

FAX

TO: ATTN: Leah

FAX: 801 736-3929 PAGES: 5

PHONE: DATE: 9/4/14

RE: Case # CC: [redacted]

☒ URGENT ☐ FOR REVIEW ☐ REPLY ☐ RECYCLE

FROM: [redacted] Direct Phone Number

Total Expenses/Costs

Greenwood Motors - South County Chrysler (Repairs/Car Rental) $636.35

Comfort Inn Hotel (2 addt'l nights stay/Aug. 16th + 17th) $302.40

Meals ($7.00 brkfst, $10.00 lunch, $20.00 dinner) for 2 days $222.00
for 3 people (John, Melissa + Hayley)

Total $1,160.75



SOUTH COUNTY CHRYSLER JEEP DODGE RAM
6600 CHESTNUT STREET • GILROY • CA 95020
www.greenwoodmotors.com
408.848.3155

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

BAR # ARD085717 EPA # CAD 981983885

CUSTOMER NO. 90275	ADVISOR JIM MCMAHON	527	TAG NO. 150	INVOICE DATE 08/18/14	INVOICE NO. CHCS117301
[redacted]			40,131	RO/CSR RED/	INVOICE NO.
HENDERSON, NV [redacted]	VEHICLE/MODEL/ENGINE 11/DODGE TRUCK/3500/MEGA 160.5WB 4X4			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 3 D 7 3 Y 3 H L 1 B G [redacted]			RECORD CHANGE NO.	PRODUCTION DATE
	P.O. NO.	P.O. NO.		P.O. DATE 08/14/14	
CUSTOMER PHONE [redacted]	BUSINESS PHONE	ACCOUNT #			MO: 40136

JOB# 1 CHARGES

LABOR

[redacted]

CUSTOMER THE STEERING WHEEL IS WAY OFF AND THE VEHICLE PULLS HARD RIGHT / SERVICE ADVISOR NOTED BOTH FRONT TIRES ARE WORN BALD ALMOST TO THE CORD ON THE OUTER EDGES, FURTHER PARKING LOT INSPECTION AND CUSTOMER DISCUSSION FOUND THE VEHICLE HAD AN N49 RECALL PERFORMED AT TOMBIN DODGE IN NEVADA AND THE LEFT SIDE OUTER TIE ROD SLEEVE HAD WORKED ITSELF ALMOST ALL THE WAY OFF THE TIE ROD WHICH WOULD HAVE CAUSED IMEDIATE STEERING LOSS AT ANY GIVEN TIME - PLEASE ADVISE
ALIGNED VEHICLE, FOUND THRUST ANGLE OFF BY 2 TENTHS OF A DEGREE BUT CAN NOT FIND ANY SIGNS OF DAMAGE OR BENT
RECOMMEND TAKING THE VEHICLE TO A FRAME SHOP FOR FURTHER INSPECTION AS THE REAR END IS NON ADJUSTABLE

E090992
1997

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	25310	62352	08/15/14	MOUNT AND BALENCE 2 TIRES		392.00
					TOTAL - SUBLET	392.00

JOB# 1 TOTALS

LABOR	129.95
SUBLET	392.00
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL	521.95

JOB# 2 CHARGES

LABOR

[redacted]

SUBLET	PO#	VEND INV#	INV.DATE	DESCRIPTION		
	25304	201403	08/18/14	RENTAL CAR		114.40
					TOTAL - SUBLET	114.40

JOB# 2 TOTALS

SUBLET	114.40
JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL	114.40

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $180.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF $822.00 (+TAX) ON 08/16/14 AT 10:00am
BY JOHN AUTHUR PURKEY COMMENTS CUSTOMER OKD FRONT TIRES AND ALIGNMENT
APPROVED REVISED ESTIMATE (# 2) OF $936.35 (+TAX) ON 08/18/14 AT 04:49pm
BY JOHN AUTHUR PURKEY COMMENTS CUSTOMER REQUESTED A RENTAL
COMMENTS
702-818-7850

Autoflow Software For Business (800) 455-5844



SOUTH COUNTY CHRYSLER JEEP DODGE RAM
6600 CHESTNUT STREET • GILROY • CA 95020
www.greenwoodmotors.com
408.848.3155

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

BAR # ARD085717 EPA # CAD 981983885

CUSTOMER NO.	ADVISOR		DO NO.	INVOICE DATE	INVOICE NO.
90275	JIM MCMAHON	527	150	08/18/14	CHCS117301
[redacted]	LICENSE NO.		MILEAGE 40,131	COLOR RED/	STOCK NO.
HENDERSON, NV [redacted]	YEAR/MAKE/MODEL 11/DODGE TRUCK/3500/MEGA 160.5WB 4X4			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 3D73Y3HL1BG[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. NO.		P.O. DATE 08/14/14	
RESIDENCE PHONE [redacted]	BUSINESS PHONE	COMMENTS			MO: 40136

TOTALS----------

TOTAL LABOR...	129.95
TOTAL PARTS...	0.00
TOTAL SUBLET...	506.40
TOTAL G.O.G...	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	636.35

[ ] CASH [ ] CHECK CK NO. [ ] [ ] VISA [ ] M/C [ ] AM EX [ ] DEBIT

THANK YOU FOR YOUR BUSINESS!

VISIT US AT WWW.GREENWOODMOTORS.COM

CUSTOMER SIGNATURE

American Solutions For Business (800) 325-3973 - 1/14/2014



BY CHOICE HOTELS

Comfort Inn (CA164)

1818 El Camino Real
Redwood City, CA 94063-2111
(650) 599-9636
GM.CA164@choicehotels.com

[redacted]

SANDY VALLEY, NV [redacted]

Account: [redacted]
Date: 8/18/14
Room: 219 8GM
Arrival Date: 8/14/14
Departure Date: 8/18/14
Check In Time: 8/14/14 7:26 PM
Check Out Time: 8/18/14 10:08 AM
Rewards Program ID: [redacted]
You were checked out by: szarag
You were checked in by: sGANES
Total Balance Due: 0.00

[redacted]

8/14/14	Visa Payment	XXXXXXXXXXXX[redacted]	(473.76)
8/15/14	Room Charge	#219 BARBRE, MELISSA	153.00
8/14/14	City / County Tax		18.36
8/15/14	Room Charge	#219 BARBRE, MELISSA	135.00
8/15/14	City / County Tax		16.20
8/16/14	Room Charge	#219 BARBRE, MELISSA	135.00
8/16/14	City / County Tax		16.20
8/17/14	Room Charge	#219 BARBRE, MELISSA	135.00
8/17/14	City / County Tax		16.20
8/18/14	Visa Payment	XXXXXXXXXXXX[redacted]	(151.20)

[redacted]

Room Charge		558.00
City / County Tax		66.96
Visa Payment		(624.96)
	Balance Due:	0.00

This rate is eligible for partner rewards. If this rate is changed, you may no longer be entitled to Choice Privileges points.

If payment by credit card, I agree to pay the above total charge amount according to the card issuer agreement.

X _____

choiceprivileges

Congratulations. You are earning Choice Privileges Points for this stay.

Thank you for your stay. Visit ChoiceHotels.com/VerifiedReviews to post your comments about your recent experience (Click the 'Write a Review' button)

Mile One

Now you drive:
www.mileone.com

CHRYSLER

HERITAGE CHRYSLER DODGE JEEP RAM
OWINGS MILLS
11212 Reisterstown Road
Owings Mills, Maryland 21117
(410) 356-1800

Jeep

RAM

CUSTOMER NO	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
623752	RYAN MCGUIRK 1087	7045	08/13/14	CJCS307097

[redacted]
MARIOTTSVILLE, MD [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
	[redacted]	82,463	DK CHARCOAL	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
11/JEEP/GRAND CHEROKEE/4DR 4WD LARED	01/31/12	26,379

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 J 4 R R 4 G G 9 B C [redacted]		09/01/10

R. O. NO.	P. O. NO.	R. O. DATE
		08/11/14

RESIDENCE PHONE [redacted] BUSINESS PHONE

COMMENTS

MO: 82463

LABOR & PARTS

J# 1 60D0Z — ELECTRICAL LVL A — TECH(S):3696 — WARRANTY

C/S HORN NOT WORKING
INSTALLED HORN
R&R FRONT FACA R&R GRILL R&R HORN

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	68214395-AA	HORN NONE 08035		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

J# 2 94C0Z — INTER/EXTER BODY MEC — TECH(S):3696 — WARRANTY

C/S DRIVER SIDE SEAT FRAME IS COMING APART AGAIN. WAS FIXED
LAST TIME HERE
23132506
RESCRED AND REPLACED SEAT BELT COVER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	4	6500911	RIVET NONE 23043		WARRANTY
JOB # 2	1	1GS47DX9-AD	COVER SEAT 23049		WARRANTY
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 60D0Z1 — ELECTRICAL REP #1 — TECH(S):3696 — WARRANTY

C/S TIRE LIGHT BLINKING SENSORS WERE REPLACED LAST TIME
22140102
REPLACED LEFT REAR TPMS SENSOR

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	56029398-AB	SENSOR TIRE 17023		WARRANTY
			JOB # 3 TOTAL PARTS		0.00
			JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 60D0ZM — VEHICLE CHECK SHEET — TECH(S):3696 — INTERNAL

COMPLIMENTARY VEHICLE INSPECTION
DONE LAST TIME
MOPAR SERVICE EXCELLENCE
COMPLETED

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

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # 1	EW2	CHRYS POLICY DEDUCTIBLE	307097	WARRANTY
JOB # 1	EWD	FACT WARR DEDUCTIBLE	307097	100.00
			TOTAL - MISC	100.00

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

LOSS / DAMAGE DISCLAIMER

Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

Star Form 182 Rev. 4/10

CUSTOMER COPY

(CONTINUED ON NEXT PAGE)

12:59pm

Mile One
Now you drive.
www.mileone.com

CHRYSLER

HERITAGE CHRYSLER DODGE JEEP RAM
OWINGS MILLS
11212 Reisterstown Road
Owings Mills, Maryland 21117
(410) 356-1800

Jeep

RAM

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
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[redacted]
MARIOTTSVILLE, MD [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
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VEHICLE I.D. NO	SELLING DEALER NO.	PRODUCTION DATE
1 J 4 R R 4 G G 9 B C [redacted]		09/01/10

R.T.B. NO	P.O. NO.	R.O. DATE
		08/11/14

RESIDENCE PHONE [redacted] BUSINESS PHONE [redacted]

COMMENTS

MO: 82463

TOTALS.....

Thank you for choosing HERITAGE CHRYSLER-JEEP-DODGE
Your complete satisfaction is our number one priority.
You may receive a call or email from Chrysler
regarding your service visit today. If, for any reason you
cannot respond that you were "Completely Satisifed" please
contact Brent Ivie, HERITAGE CHRYSLER-JEEP-DODGE Director.

WE ARE NOW SERVICING ALL DOMESTIC MODEL VEHICLES. PLEASE
CHECK WITH YOUR SERVICE ADVISOR FOR DETAILS.

Please share your email address with us:

My Service Advisor discussed my repairs and charges

CUSTOMER SIGNATURE

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	100.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**100.00**

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

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"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

09/05/14

POSTED DATE : 9-2-14

VIN (FIRST 9 DIGITS) 3D7UT2CL0

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00056000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

[redacted]
Luxemburg, WI [redacted]
August 27, 2014

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

To whom it may concern:

I recently had an extremely close call and costly experience regarding a recall repair on my 2011 Dodge Ram 2500 truck. I am requesting reimbursement for this repair.

On May 16, 2014, I took the truck in to the Gandrud Service Center in Green Bay, WI for the inspection of a recall repair on the left tied rod ball stud (recall #49). At this time it was determined that it needed to be replaced and Gandrud was placing the order for the replacement parts.

On August 18th we left the truck with one of our friends [redacted]- owner of Auto Aces in Green Bay, WI) to be taken in for new tires. When he was pulling the truck out of the garage the tie rod ball stud broke. At this time he called all the Dodge dealers in the area to try to get it in for the recall repair, he was told the parts were at a minimum 4 months out and they would not be able to repair it because no parts were available. We cannot be without this truck as we need it to get back and forth to work so we told him to repair it.

On 8/23/14 I called the recall center at Chrysler directly and was told by Alisha to submit a reimbursement request for the emergency repair. In this request she told me to include the following:

- Repair order: see enclosed documentation which includes information from Gandrud Service Center & also Auto Aces.
- Mileage at the time of repair: The mileage on the truck when we took it in for the inspection was 37,171 and at the time of repair it was 40,790 (see enclosed documentation from Gandrud and Auto Aces).
- My contact information: My full name and address is listed at the top of this letter. My home phone number is [redacted]

I have enclosed the original work order from Gandrud Service Center for the inspection (indicating the parts were ordered), the original recall notice, and also the invoice from Auto Aces for the repair. Based on my calculations the **total cost of the repair was $356.02** (this includes the parts, labor, and 5.5% tax)

Please call me with any questions on this,

Sincerely,

[redacted]

Enclosure

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7UT2CL0BG**[redacted]

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

GANDRUD

DODGE CHRYSLER Jeep RAM

2300 Auto Plaza Way
Green Bay, WI 54302
www.gandrud.com
(800).242-2858 TOLL FREE
(920) 468-1212 Sales and Service
(920) 468-3677 Body Shop
(920) 469-4980 Parts

CUSTOMER NO.	ADVISOR	TAG NO.	DATE OFFERED BACK	INVOICE NO.
37350	CHRIS THOMA 190	2991	05/16/14	DOCS381820

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO
[redacted] LUXEMBURG, WI [redacted]			37,169		
	YEAR/MAKE/MODEL: 11/DODGE TRUCK/2500/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO: 3D7UT2CL0BG[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E NO	P.O. NO.		R. O. DATE: 05/16/14	
RE: [redacted]	BUSINESS PHONE	COMMENTS			MILEAGE OUT: MO: 37171

LABOR & PARTS

J# 1 30DOZA2 **LOF TRUCK DIESEL TECH(S):209 30.00
CHANGE ENGINE OIL AND FILTER. LUBRICATE CHASSIS TOP OFF
FLUID LEVELS AND SET TIRE PRESSURES.
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	5083285-AA	FILTER EN 09057006	17.20	17.20
JOB # 1	12	68026607-AA	OIL 15W40 1081090	3.19	38.28
			JOB # 1 TOTAL PARTS		55.48
			JOB # 1 TOTAL LABOR & PARTS		85.48

J# 2 30DOZRT **ROTATE TIRES TECH(S):209 17.00
ROTATE TIRES,SET TIRE PRESSURES. INSPECT TIRES,WHEELS
DRIVE AXLE BOOTS AND SEALS
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
			JOB # 2 TOTAL PARTS		0.00
			JOB # 2 TOTAL LABOR & PARTS		17.00

PAID
MAY 16 2014
GANDRUD MOTOR

J# 3 08DOZ **LIGHT, REPAIR TECH(S):209 0.00
CUSTOMER STATES TIRE LIGHT IS ON AND PRESSURES ARE OK.
SET TIRE PRESSURE TO CORRECT PRESSURES AND TEST DROVE.
EVERYTHING OK

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

J# 4 35DOZN49 RECALL N49 TECH(S):209 WARRANTY
PERFORM RECALL N49--LEFT OUTER TIE ROD ASSEMBLY
LEFT OUTER TIE ROD END STUD ON SOME VEHICLES MAY FRACTURE
UNDER CERTAIN DRIVING CONDITIONS.
ORDERED PARTS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	0	CBUEN491-AA	PACKAGE 0 19027003		WARRANTY
PART ON SPECIAL ORDER					
			** QUANTITY 1 IS SPECIAL ORDERED **		
			JOB # 4 TOTAL PARTS		0.00
			JOB # 4 TOTAL LABOR & PARTS		0.00

J# 5 31DOZ23 23PT INSPECTION TECH(S):209 INTERNAL
23 POINT INSPECTION
PERFORM COURTESY MULTI-POINT VEHICLE INSPECTION
INCLUDES COMPLETE VISUAL VEHICLE INSPECTION
PERFORMED COURTESY INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE

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

GANDRUD

DODGE CHRYSLER Jeep RAM

2300 Auto Plaza Way
Green Bay, WI 54302
www.gandrud.com
(800) 242-2858 TOLL FREE
(920) 468-1212 Sales and Service
(920) 468-3677 Body Shop
(920) 469-4980 Parts

CUSTOMER NO.	ADVISOR	TAG NO.	DATE OFFERED BACK	INVOICE NO.
37350	CHRIS THOMA 190	2991	05/16/14	DOCS381820

	LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
[redacted] LUXEMBURG, WI [redacted]			37,169	/	

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
11/DODGE TRUCK/2500/		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3D7UT2CL0BG[redacted]		

F.T.E. NO	P.O. NO.	R. O. DATE	
		05/16/14	

R [redacted]	BUSINESS PHONE	COMMENTS	MILEAGE OUT
			MO: 37171

JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	SS	SHOP SUPPLIES		4.22
JOB # 2	DSS	SHOP SUPPLIES		-1.52
			TOTAL - MISC	2.70

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $150.00 (+TAX)

COMMENTS----------
DROP OFF

RECOMMENDATIONS----------
NO RECOMMENDATIONS AT THIS TIME.

TOTALS----------

TOTAL LABOR....		47.00
TOTAL PARTS....		55.48
TOTAL SUBLET...		0.00
TOTAL G.O.G....		0.00
TOTAL MISC CHG.		4.22
TOTAL MISC DISC		-1.52
TOTAL TAX.....		5.79
TOTAL INVOICE $		**110.97**

****
*Gandrud Dodge/Chrysler and your vehicle manufacturer are *
*very interested in your opinion. You may receive a survey *
*regarding this service visit. Our goal is to provide *
"Excellent" customer service that you are "Very Satisfied"
with. If we have not succeeded in doing so, please contact
*us. Thank You! *
*
*Mopar Part Warranty on parts 12-months unlimited miles *
*(excludes seals and gaskets) and 12-month 12,000 miles on *
*labor if parts installed in our Service Department *
****

Please sign below for release of vehicle to your care.

_____
CUSTOMER SIGNATURE

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

DPS-056645 Dealer Product Services 800-888-2910 Rev. (2/11)

GANDRUD

DODGE CHRYSLER Jeep RAM

2300 AUTO PLAZA WAY
GREEN BAY, WI 54302
(920) 965-2784
www.gandrud.com

23-POINT VEHICLE CHECKUP

[redacted] 190 11 2500

Customer Name | Phone | Service Advisor | Vehicle Year/Model

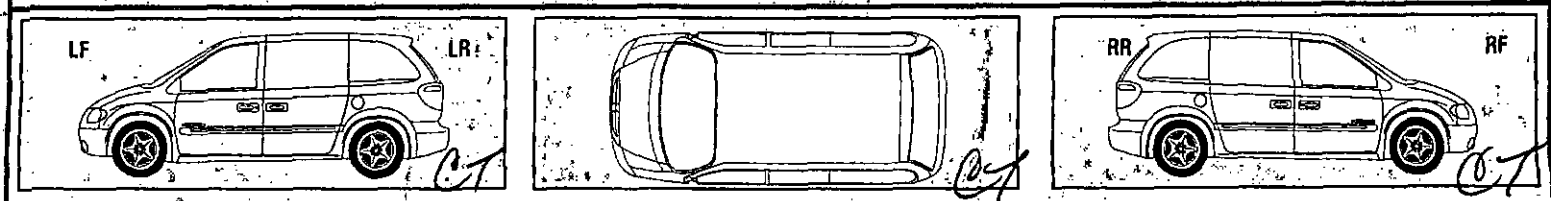
37769 38180 5-16-14

VIN Number | Mileage | Date

* CUSTOMER ACKNOWLEDGED ANY/ALL DAMAGE LISTED BELOW X [redacted]

SIGNATURE

○ CHECKED AND OK ○ MAY REQUIRE FUTURE ATTENTION ◉ REQUIRES IMMEDIATE ATTENTION



16-POINT VEHICLE CHECKUP

LEFT FRONT TIRE ○○○
Pressure 65 lbs
Wear Pattern 9
Tread Depth 9/32nds

LEFT REAR TIRE ○○○
Pressure 65 lbs
Wear Pattern 8
Tread Depth 8/32nds

RIGHT REAR TIRE ○○○
Pressure 70 lbs
Wear Pattern 8
Tread Depth 8/32nds

RIGHT FRONT TIRE ○○○
Pressure 70 lbs
Wear Pattern 8
Tread Depth 8/32nds

FLUIDS	LEVEL
○○◉ ENGINE OIL	Empty — Full
○○◉ COOLANT	Empty — Full
○○◉ BRAKE	Empty — Full
○○◉ POWER STEERING	Empty — Full
○○◉ TRANSMISSION	Empty — Full
○○◉ WIPER WASHER	Empty — Full

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

BELTS ○○◉
Serpentine Power Steering
Other

HOSES ○○○
Radiator Hoses Heater Hoses
Power Steering Hoses Air Conditioning Hoses

AIR FILTER ○○○

COOLING SYSTEM Mixture/Leaks ○○○

WINDSHIELD WIPERS & BLADES ○○○

LAMPS Head Lamps Tail Lamps Brake ○○○
Turn Signal Lamps • Parking Lamps • Fog Lamps • License Plate Lamp

BATTERY Volts _____ CCA _____ ○○○

23-POINT VEHICLE CHECKUP (INCLUDES ITEMS LISTED ABOVE)

FRONT BRAKES ○○○
Left Front
Right Front

SHOCKS/STRUTS ○○◉
Front
Rear

TRANSFER CASE ○○○ ☐ N/A — Empty — Full

DIFFERENTIAL ○○◉ ☐ N/A — Empty — Full

CV JOINT BOOTS ○○○
Left Front ☐ N/A
Right Front ☐ N/A

REAR BRAKES ○○○
Left Rear
Right Rear

STEERING COMPONENTS ○○◉

U-JOINTS ☐ N/A ○○◉

SUSPENSION ○○◉
Front
Rear

EXHAUST SYSTEM ○○○

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

COMMENTS / RECOMMENDATIONS

M&B HOLDINGS ENTERPRISES, LLC
DBA AUTO ACES - OF APPLETON
APPLETON, WI. 54914
Phone - 920-830-8757 Fax - 920-830-8773
2212 W.Wisconsin Ave Appleton, WI 54914

INVOICE
[redacted]
Org. Est. # 154338

INVOICE

Print Date : 08/20/2014

[redacted]
Seymour, WI [redacted]
Office [redacted] cell
Cust ID : 7832

2011 RAM - Pickup 2500 - 6.7L, In-Line6 (408CI)
Lic # : - WI
Unit # :
Vin # : 3D7UT2CL0BG[redacted]
Hat # :
Odometer In : 40790
Odometer Out : 40790
Ref # :

Part Description / Number	Qty	Sale	Extended
LT285/70R17 Yokohama YOK01292	4.00	229.00	916.00
VALVE STEM & WHEEL WEIGHT STEM/WEIGHT	4.00	0.00	0.00
TIRE DISPOSAL DIS	4.00	0.00	0.00
Inner Tie Rod End ES800558	1.00	69.99	69.99
Inner Tie Rod End ES800375	1.00	87.45	87.45
Outer Tie Rod End ES800532	1.00	80.02	80.02
Sway Bar Link - Front Suspension 2653226	2.00	79.99	159.98

Labor Description	Extended
CLIENT REQUESTS 1. REPLACE TIRES 2. ALIGNEMENT 3. CHECK FRONT END PARTS	0.00
MOUNT & BALANCE 4 TIRES w/PURCHASE Removed Tire(s) Condition: Ok ( ) Cupped ( ) Uneven Wear ( )	0.00
TIE ROD &/OR ENDS - Remove & Replace - [Includes: Adjust toe-in on all models. DOES NOT include R&I rack & pinion gear. Manufacturer recommends removal of rack & pinion steering gear when replacing inner tie rod ends on some models. If removal of rack & p	100.00
FOUR WHEEL TOTAL ALIGNMENT	79.99

Inspection Results: Required (R), Suggested (S), Notes (N)
1n Broken left outer tie rod end and loose right inner tie rod end - replaced: tie rod end @ pitman arm, left outer and Right inner @ drag link
2n Replaced 4 tires
3n Replaced loose sway bar links

SPECIAL NOTE: steering parts are under recall from the dealer, called for info no parts are available. (6 months) Repaired as needed, recommend dealer follow up for reimbursement.

Org. Estimate $ 89.03 Revisions $ 0.00 Current Estimate $ 89.03

Labor:	**179.99**
Parts:	**1,313.44**
Sublet:	**$0.00**
Sub:	**1,493.43**
Tax:	**74.67**
Total:	**1,568.10**
Bal Due:	**$1,568.10**

[Payments -]

12/12,000 warranty most services WWW.AUTOACESONLINE.COM

Signature _____ Date _____ Time _____

Written By: Buck, Brian - Technicians : Teske, Anthony

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

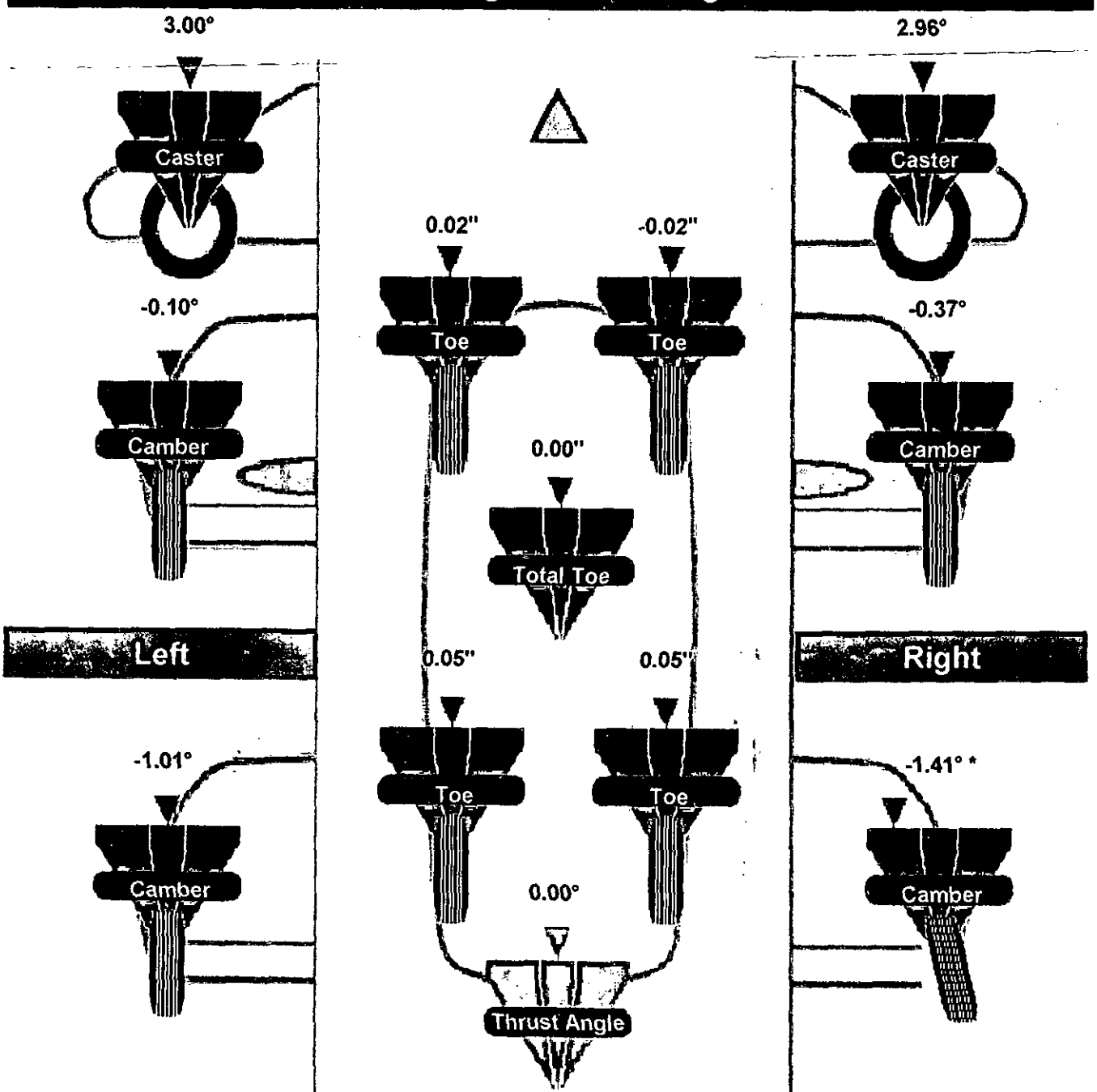
Auto Aces

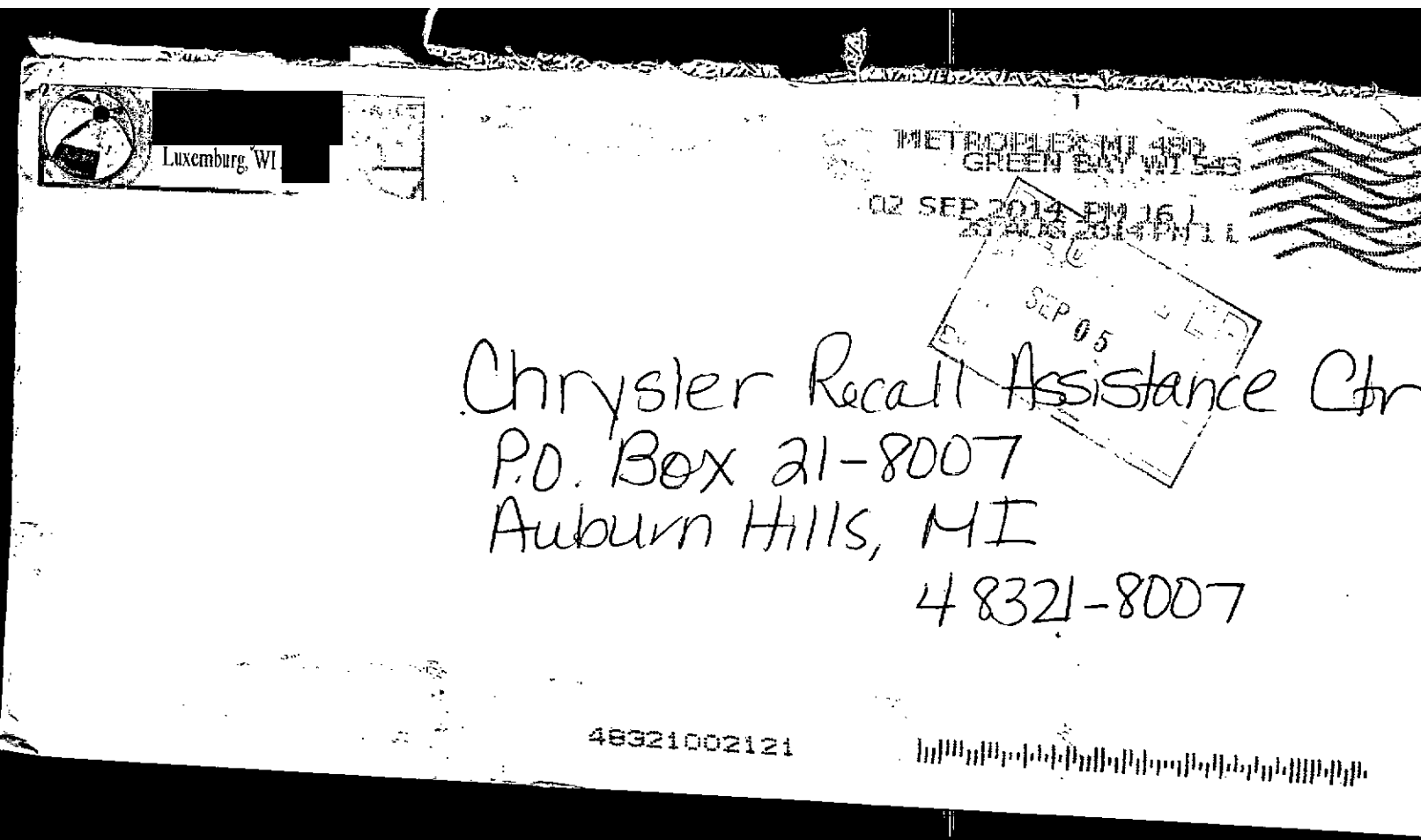
2212 W Wisconson
Appleton, WI 54914
Your Problem Solved!
Phone Number: 920-830-8757
Fax Number:

Customer:
Company:
License NO:
Odometer:
Vehicle:
MITSUBISHI, 2001, DIAMANTE, 16" Wheels

Date: 8/20/14
VIN
Technician:
Order NO:

Final Alignment Readings




Luxemburg, WI [redacted]
METROPLEX MI 480
GREEN BAY WI 543
02 SEP 2014 PM 16
SEP 05
Chrysler Recall Assistance Ctr
P.O. Box 21-8007
Auburn Hills, MI
48321-8007
48321002121

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-10-08 16:57:12.704993
Files Not Recieved: 0

Print this page

Transaction Details

Merchant Name:	AUTO ACES - APPLET
Transaction Date:	Friday, 08/22/2014
Posted Date:	Saturday, 08/23/2014
Amount:	$1,568.10
Category:	Gas/Automotive
Details:	Automotive Service
Appears on your statement as:	AUTO ACES - APPLET APPLETON WI 54914 USA

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



[redacted]
LAS VEGAS, NV [redacted]

			[redacted]	9/03/13	[redacted]
				T-50	9/03 10:08
			919	52921	
Year	Make	Unit	Body	Engine Code	Service Writer
2007	DODGE TRUC	1500 WC SLT 4	D86881	22A-5.7L V8	Angel Mendo
[redacted]		Color	[redacted]	Delivery Date	In Service Date
1D7KS18D37J[redacted]		BRIGHT SIL		9/19/13	11/27/07
C7726A					

Email: tonasbritt06@yahoo.com ARB#: BRITTO05

DAIMLERCHRYSLER 1852818 or 3/03/16 Bed 3

#1 - 76P: METAL REPAIRS C
INFINITY C

#2 - 77E: REFINISH REPAIRS C

#3 - 78B: MECHANICAL REPAIRS C

#4 - 78DO: BODY SUBLET C

Original Estimate: 5.00

CO#	RO#	Date	Miles	Service Writer	Tech	Time	Total
CAI	6317078	3/04/14	52019	*VOIDED REPAIR ORDER			.00
CAI	6317079	3/04/14	52019	*VOIDED REPAIR ORDER			.00
CAI	6317086	3/04/14	52019	Jorey Coleman			269.80
		S ECSC: CSC EXPRESS LUBE OIL AND FILTER			695	.30	
		I MPI: PERFORM MULTI POINT INSPECTION				.80	
		C C59: REAR AXLE SERVICE, FLUID EVACUATION AND REFI				.80	
							75.00
CAI	6301285	10/17/13	49549	ANTHONY SALINAS			
		C 1BDO: DRIVABILITY			534	.00	
		C MPI: PERFORM MULTI POINT INSPECTION				.00	
		C CSDIAG: $99.00 DIAGNOSIS FEE PER ISSUE FOR INITIAL			534	1.00	
							20.00
CAI	6296168	9/10/13	48819	Dominique Morrison			
		S ECSC: CSC EXPRESS LUBE OIL AND FILTER			595	.30	
		C E2: EXPRESS LANE TIRE ROTATION			585	.40	
		I MPI: PERFORM MULTI POINT INSPECTION				.00	
							.00
CAI	6281801	8/29/13	47262	Dominique Morrison			
		W LPWI: LIFETIME POWERTRAIN WARRANTY INSPECTION			524	.20	
		W MPI: PERFORM MULTI POINT INSPECTION				.00	
							.00
CAI	6274931	8/02/13	45661	Dominique Morrison			
		S CSC: CSC			598	.00	
		I E: EXPRESS LANE VEHICLE INSPECTION				.00	

*** MORE HISTORY AVAILABLE ***

5.00

Customer Signature

[redacted]
LAS VEGAS, NV [redacted]

Year	Make	Model
2007	DODGE TRUC	1500 MC SLT 4
Vehicle Identification Number		**Color**
3D7KS19D37G[redacted]		BRIGHT SIL

C2328A

Email: [redacted] AR#: BRIT

DAIMLERCHRYSLER 1052018 or 3/0

#1 - 76B: METAL REPAIRS
INFINITY


CHAPMAN
COLLISION CENTER
BODY SHOP LABOR RATES
BODY/FRAME.....$50.00 Per Hour
PAINT.....$50.00 Per Hour
MECHANICAL.....$110.00 Per Hour
PAINT MATERIALS.....$35.00 Per Hour
STORAGE.....$40.00 Per Day
ADMIN FEES.....$100.00

CLARK COUNTY BUSINESS LICENSE

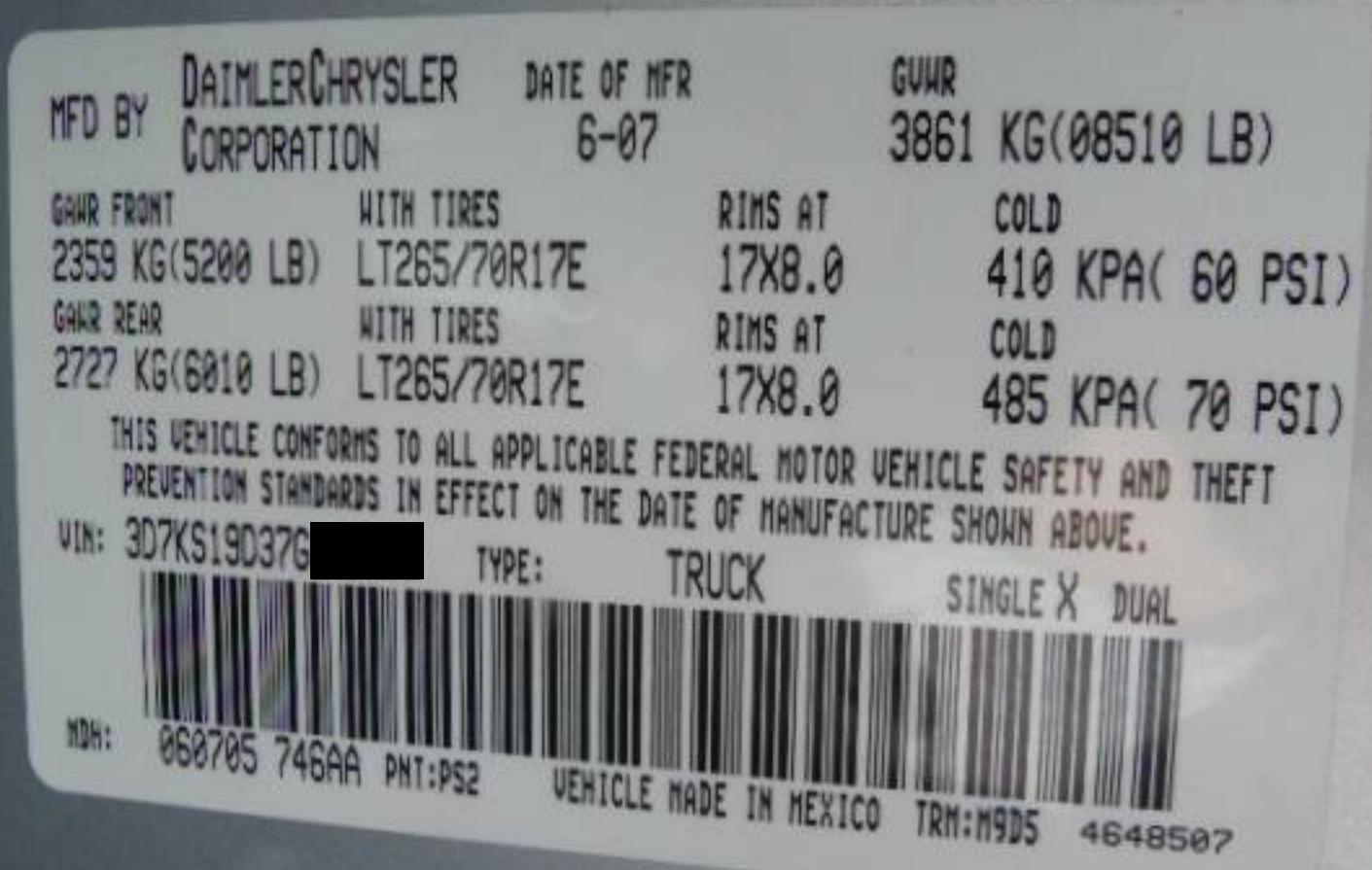
POST IN A CONSPICUOUS PLACE AT THE BUSINESS LOCATION



DISCLAIMER

Please See Reverse Side For Additional Information

DEPARTMENT OF BUSINESS LICENSE


MFD BY DAIMLERCHRYSLER CORPORATION
DATE OF MFR 6-07
GVWR 3861 KG(08510 LB)
GAWR FRONT 2359 KG(5200 LB)
WITH TIRES LT265/70R17E
RIMS AT 17X8.0
COLD 410 KPA(60 PSI)
GAWR REAR 2727 KG(6010 LB)
WITH TIRES LT265/70R17E
RIMS AT 17X8.0
COLD 485 KPA(70 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: 3D7KS19D37G[redacted]
TYPE: TRUCK
SINGLE X DUAL
MDH: 060705 746AA PNT:PS2
VEHICLE MADE IN MEXICO
TRM:M9D5
4648507



TIRE AND LOADING INFORMATION

SEATING CAPACITY – TOTAL 6 FRONT 3 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
906 KG OR 1999 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	LT265/70R17E	LT265/70R17E	LT265/70R17E
COLD TIRE INFLATION PRESSURE	410 kPa, 60 PSI	485 kPa, 70 PSI	485 kPa, 70 PSI

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION

7G838033


MPH km/h
120
P R N D 2 1
56963




ugged Tra


gged Tr


LT265/70R17 121/118Q
Trail


LT265/70R17




























HEMI
5.7 LITER


5602


Rugged Trail T/A




GOOD
DOT M3AH DR11 2007


CHAPMAN
LAS VEGAS · HENDERSON






BLUE
MAN
GROUP




Rugged


RU99




Goodrich
DOT
TREAD PLIES: POLYESTER
SIDEWALL PLIES: POLYESTER

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

10/01/14

POSTED DATE : 9-25-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 00000000

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

September 24, 2014

Chrysler Customer Care

PO Box 8004

Auburn Hills, Michigan 48321-8004

Re: Recall Claim #[redacted]

To whom it may concern:

We received a notice in January of the recall on our 2010 Dodge pickup. We called the local dealer, Home Town Toyota in Weiser, ID immediately to request to take it in for a change of the faulty left tie rod. They informed us they had many to do and were only given limited new parts, so it would be awhile before they could get to our vehicle. They put us on a list and said they would call when they got to our name. We received a follow-up notice from Chrysler about the recall in June. Once again we called the local dealership. At that time they made an appointment for us to bring the Dodge in for a replacement left tie rod on July 7th. However, on June 29th that left tie rod went out on us while driving home from work late that evening. The next morning we had to call a tow truck and have it hauled to Weiser to the dealer. They replaced the tie rod and we were able to drive the truck home. However, we had a towing bill in the amount of $305.65 for that service. We were informed by the dealer that Chrysler would cover that expense due to it being a recall. The bill remained unpaid, so we finally had to pay the bill ourselves on September 3, 2014. The local dealer instructed us to write you a letter of explanation and send copies of the bill and a receipt of our payment before you would reimburse us for this charge. Please find both of those items enclosed. We appreciate your prompt response in resolving this issue and getting the funds to us. Thank you.

Sincerely yours,

[redacted]

Indian Valley, ID [redacted]

[redacted]

549-8229
Att: Matt
Service



STEVE'S AUTOMOTIVE
2909 HIGHWAY 95
PO BOX 40
CAMBRIDGE, ID 83610
(208) 257-3614

ROAD SERVICE

TIME OF CALL	DATE IN	DATE OUT	TIME START	TIME FINISH	REQUESTED BY	P.O. / CASE #	OFFICER NAME
9:16 P.M.	6/29/14		10:16 P.M.	12:30 A.M.	owner		

NAME [redacted] PHO[redacted]

ADDRESS [redacted]

CITY Indian Valley STATE [redacted] ZIP

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
2010	Dodge 3500	white	61,000	

MARKER PLATE # 2A17607 STATE ID VIN # 3D73Y3CL9AG[redacted] REGISTERED OWNER [redacted]

LOCATION OF VEHICLE 1.5 miles mundy Gulch Rd west

TOWED TO Hometown

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	PHONE #

RELEASED BY	DATE	PHONE #

REASON FOR TOW
- ☐ ACCIDENT
- ☑ BREAK DOWN
- ☐ ABANDONED
- ☐ UNREGISTERED
- ☐ NO START
- ☐ OUT OF GAS
- ☐ FLAT TIRE
- ☐ FIRE LANE
- ☐ LOCK OUT
- ☐ NO TRESPASS
- ☐ TOW ZONE
- ☐ ARREST
- ☐ STOLEN
- ☐ IMPOUNDED
- ☐ SNOW REMOVAL
- ☐ _____

TYPE OF TOW
- ☐ SLING/HOIST
- ☑ FLAT BED/RAMP
- ☐ WHEEL LIFT
- ☐ _____

TOWED PER ORDER OF
- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☑ OWNER OF CAR
- ☐ DEALER

SPECIAL EQUIPMENT USED
- ☐ WINCH
- ☐ FLARES
- ☐ DOLLIES
- ☐ SCOTCH BLOCKS
- ☐ RAMPS
- ☐ _____
- ☐ SNATCH BLOCKS
- ☐ _____

OTHER SERVICES
- ☐ SWEEP
- ☐ FIRST AID
- ☐ REMOVE AXLE
- ☐ SECURE LOOSE PARTS

METHOD OF PAYMENT
☐ CASH ☐ CHECK DRIVER'S LIC. # _____
☐ ☐ ☐ EXP. DATE _____
CREDIT CARD # _____

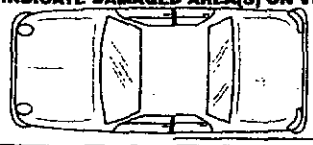
AU[redacted] DATE
X

DR[redacted] DATE 6/29/14

PERSONAL'S TAKEN BY	DATE	PHONE #

VEHICLE STORAGE TIME
FROM _____ TO _____ _____ DAYS @ $_____

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT ☑ Y ☐ N
RADIO ☑ Y ☐ N

MILEAGE
FINISH 335,024
START 334,977
TOTAL 47

LABOR TIME
FINISH _____
START _____
TOTAL _____

EXTRA PERSON
FINISH _____
START _____
TOTAL _____

TOWING CHARGE	80	00
MILEAGE	195	65
LABOR		
EXTRA PERSON		
SPECIAL EQUIPMENT	20	00
STORAGE		
A-H-	20	00
SUBTOTAL		
TAX		
TOTAL	305	65

DRIVER # 20 TRUCK # 2

3047

responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

©2011 GSC Specialty Brands, LLC.

THANK YOU!
PRODUCT 6764-3

Nick
Attn: Customer Service Rich
Call 349-3310
Cost
Chry Cust. Ass Cntr
PO 21-8004
Auburn Hills, Mich
48321-8004

Cross Country
800 853-1403
3
Tie Rod
Case [redacted]

STEVE'S AUTOMOTIVE _MAC
2909 HIGHWAY 95
CAMBRIDGE ID 83610

DATE: 09/03/14 TIME: 14:41
MERCHANT ID: JA16251292001

CREDIT CARD
VISA SALE

CARD# **********[redacted]
EXPIRATION DATE
SEQ: 143002
APPROVAL CODE: 613014
AVS RESPONSE: AVS+Z
CARD VER. RESPONSE: M
ENTRY METHOD: KEYED
KEYED TYPE: CARD PRESENT

PRODUCT	QTY	PRICE	AMOUNT
GEN AUTO MERCH			305.65

TOTAL AMOUNT: $305.65

APPROVED 613014

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

[redacted]
Indian Valley, ID [redacted]

BOISE ID 837
25 SEP 2014 PM 1 L

RECEIVED
OCT 01
BY

Chrysler Customer Care
PO Box 21-8004
Auburn Hills, Michigan 48321-8004

48321+8004

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

07/23/14

POSTED DATE : 7-17-14

VIN (FIRST 9 DIGITS) 3D73X3HK1

VIN (LAST 8 DIGITS) BG [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

07/15/14

Dodge/Ram Inc.
Chrysler Recall Assistance Center
PO Box 21-8007
Auburn Hills, Mi 48321-8007

To whom it may concern,

I purchased a 2011 RAM 3500 truck in early June, 2014 from CHRIS LEITH PRE-Owned. I was not made aware of an incomplete recall on this truck (that is a major problem). This open recall issue is N49. Specifically speaks to the Left Tie Rod breaking loose. This happened while my entire family and I were driving on vacation during the 4th of July, 2014 in N. Myrtle Beach, SC. As a result, we (5 people and 2 dogs) were without transportation during our vacation. I would have never thought this would happen after just buying this truck. To later find out the issue was related to a known and documented recall that has been posted since Dec, 2013 angered me to no end. Your company put my entire family and likely those driving around us at risk!! This could've had a much worse ending.

I am so anxious to get this over that I'm simply requesting an immediate response and reimbursement for the following:

$129.37 (Rental car fee – note I used my corporate and AAA discount and turned the car in early to keep this cost as low as possible). We still were w/o any transportation of our own at times during our vacation

$20.00 Shuttle Fee. I paid $20.00 to a shuttle to come pick us up and drive us to the NABER Dodge Dealership in Shallotte, NC to pick up our truck.

At this time, I am not requesting reimbursement for the additional nights stayed at beach ($428.57 for two extra nights – 4th of July is the most expensive week at beach). Nor am I asking at this time for any compensation for the inconvenience, stress and risk your company caused my family. This ruined my vacation!

Please remedy this situation immediate by reimbursing me the cost stated above.

I would like a reply within 1 week of receiving this letter at either: [redacted]

Regards,
[redacted]
Ram 3500
Vin: 3D73Y3HL1BG[redacted]

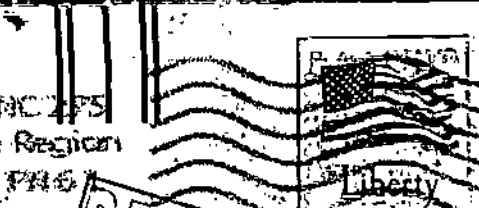
DODGE/RAM INC.
Chrysler Recall Assist. Center
POBOX 21-8007
Auburn Hills, MI 48321-8007

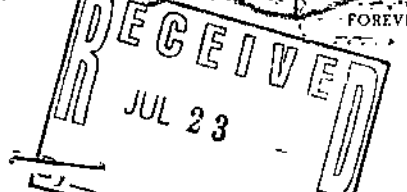
Raleigh, NC

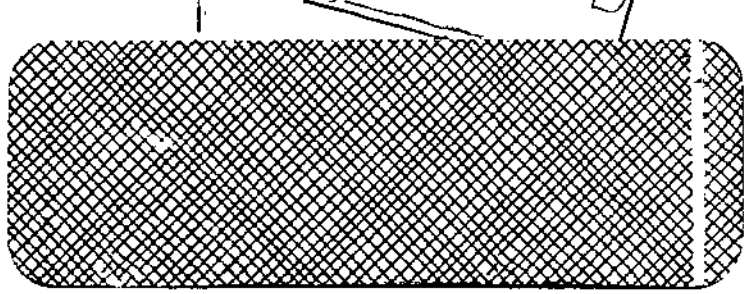
City State Zip

☐ Please check box if address has changed

RALEIGH NC 275
Research Triangle Region
17 JUL 2014 PM 6







48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-09-18 13:01:51.714915
Files Not Recieved: 0

ATTENTION: ELIZABETH

CASE # [redacted]

LEES SUMIT DODGE (
1051 SE OLDHAM (
LEE'S SUMMIT, MO (.

TERMINAL ID: 001116904
MERCHANT #: 434243043803

VISA
#xxxxxxxxxxxx[redacted]
SALE
BATCH: 001309 INVOICE: 257139
DATE: SEP 04, 14 TIME: 18:41
SQ: 008 AUTH NO: 184412

TOTAL $1041.03

CUSTOMER COPY

ATTENTION: ELIZABETH
CASE # [redacted]

Number: 201239 Invoice No: 257139

INVOICE

DUPLICATE 1

LEE'S SUMMIT

[redacted]

Chrysler Dodge Jeep RAM

1051 S.E. Oldham Pkwy
Lee's Summit, MO 64081
816-525-9825 · FAX 816-251-2049
www.lsdcj.com

[redacted]
BUCKNER, MO
Home: [redacted]
Email:

SERVICE ADVISOR: 6791 JEFFREY W SNYDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MINERAL-GR	06	DODGE RAM 2500	3D7KS28C46G[redacted]		123717 / 123717	T385

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR06			17:00 29AUG14		0.00	CASH	04SEP14

R.O. OPENED	BOOKED	OPTIONS: STK:D617 ENG:5.9_LITER_TURBO_DIESEL TRN:A
15:23 29AUG14	09:59 04SEP14	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A RECALL N62 LEFT TIE ROD END			
30 FRONT SUSPENSION			
6923 W 0.00			(N/C)
123717 INSPECTED /PASSED			
**********			
B C/R REPAIR TO RIGHT TIE ROD END DUE TO BROKEN			
30 FRONT SUSPENSION			
6923 C 3.60		330.00	330.00
LC COUPON LABOR		-25.00	-25.00
PC PARTS COUPON		-25.00	-25.00
1 52122362AL STEERING-STEERING	381.00	381.00	381.00
1 68039930AA ARM-PITMAN	57.00	57.00	57.00
1 5154661AC *DAMPER-STEERING	149.00	149.00	149.00
3 6505623AA NUT-HEX LOCK	4.00	4.00	12.00
1 6502835 NUT-HEX FLANGE LOCK	3.00	3.00	3.00
123717 REPLACED TIE ROD END ASSEMBLY DUE TO RIGHT SIDE BROKEN ALSO SET TOE			
**********			
C PERFORM FREE MULTIPOINT VEHICLE INSPECTION			
CAUSE: INSPECTION			
MULTI PERFORM FREE MULTIPOINT VEHICLE INSPECTION			
6923 C 0.00		0.00	0.00
**********			
D** CUSTOMER REQUESTS LUBE, OIL, AND FILTER SERVICE			
CAUSE: SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE CHANGED OIL & FILTER, CHECK ALL FLUID LEVELS AND TIRE PRESS.			
LOF CUSTOMER REQUESTS LUBE, OIL, AND FILTER SERVICE			
6923 C 0.40		27.35	27.35
LC COUPON LABOR		-5.05	-5.05
PC PARTS COUPON		-5.05	-5.05
1 5083285AA FILTER-ENGINE OIL	17.30	17.30	17.30
12 68055893AA OIL 15W40	3.89	2.95	35.40
**********			

Disclaimer of Warranties

All expressed warranties, if any, by a manufacturer or supplier other than LEE'S SUMMIT CHRYSLER DODGE JEEP RAM are theirs, not LEE'S SUMMIT CHRYSLER DODGE JEEP RAM, unless otherwise provided in writing on the face of this order or in a separate writing furnished to Customer by LEE'S SUMMIT CHRYSLER DODGE JEEP RAM.

X _____
Customer Signature

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

Copyright 2013 ADP, Inc. - RMF SERVICE INVOICE - AS/SC - 09/04/08

Customer Copy

Number:201239

Invoice No: 257139

INVOICE

DUPLICATE 1

LEE'S SUMMIT

Dodge Jeep RAM

1051 S.E. Oldham Pkwy
Lee's Summit, MO 64081
816-525-9825 · FAX 816-251-2049
www.lsdcj.com

[redacted]

BUCKNER, MO [redacted]

Home: [redacted]

Email:

SERVICE ADVISOR: 6791 JEFFREY W SNYDER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
MINERAL-GR	06	DODGE RAM 2500	3D7KS28C46G[redacted]		123717 / 123717	T385

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31MAR06			17:00 29AUG14		0.00	CASH	04SEP14

R.O. OPENED	BOOKED	OPTIONS: STK:D617 ENG:5.9_LITER_TURBO_DIESEL TRN:A
15:23 29AUG14	09:59 04SEP14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER							35.74

ATTENTION: ELIZABETH

CASE: [redacted]

Disclaimer of Warranties

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X _____

Customer Signature

DESCRIPTION	TOTALS
LABOR AMOUNT	$ 357.35
PARTS AMOUNT	$ 654.70
GAS, OIL, LUBE	$ 0.00
SUBLET AMOUNT	$ 0.00
MISC. CHARGES	$ -24.36
TOTAL CHARGES	$ 987.69
LESS INSURANCE	$ 0.00
SALES TAX	$ 53.34
PLEASE PAY THIS AMOUNT	**$ 1041.03**

Copyright 2013 ADP, Inc. DMF SERVICE INVOICE - XSISC - 0808088

Customer Copy

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



[redacted]
Spokane, Wa [redacted]
[redacted]

Fax

To:	chrysler Recall Asst. Center	From:	Dick Tiffany
Ref	P.O. BOX 21-8007 Auburn, MI 48321-8007		Pages 2
		CC:	

" Urgent " For Review " Please Comment " Please Reply, " Please Recycle

I am requesting reimbursement for this repair which was done as an emergency - truck was towed to closest service available.

My 07 Ram 2500 Diesel Vin# 1D7KS28C07J[redacted]

If you have questions, please call [redacted]

Thank you

EXPERT ALIGNMENT & BRAKE CO.

2126 N. ATLANTIC • SPOKANE, WASHINGTON 99205
(509) 328-7593

073704

NAME [redacted] HOME PHONE [redacted] DATE 8/28/14

ADDRESS WORK [redacted] TIME-IN

CITY STATE ZIP APPOINTMENT DATE & TIME TIME PROMISED

YEAR & MAKE 06 Dodge MODEL Diesel COLOR LICENSE NO. [redacted] ODOMETER 79815 AIR COND. YES ☐ NO ☐ ENGINE

CARRY OUT | CASH | CHECK | B.A.C. | CHG | ROA | TERMS | ACCOUNT NUMBER | PURCHASE ORDER NO.

QTY	TIRES - SIZE & DESCRIPTION - WHEELS	SERVICE BY	PL#	UNIT PRICE	EXTENSION
1	SERVICE PKG. ☐ FLAT SERVICE ☐				
2					
3					
4					
5					
6					
7	New Tires 125 FT lbs				

QTY	MECHANICAL SERVICES	PART #	UNIT PRICE	EXTENSION
1	1 WHEEL ALIGNMENT Outer Left Tod end snapped off			3680
2	1 YES - MOOG - Life Time Part -			
3	800532			
4	LT outer Tierod end	Parts		9000
5		Labor		7500
6				
7	* Clunk = Sway Links			
8	SLIGHT * Clunk in STRG Slight on Turns			
9	* Ball Joints .0120 Vertical wear			
10	Slight Lateral Play @ Top Ball Joint			
11				
12	ok 1yr / 10K			
13				

INSPECTION
YES ☐ NO ☐

ALIGNMENT READING

	BEFORE L	BEFORE R	AFTER L	AFTER R
CASTER	✓	✓		
CAMBER	-⅛	-⅛		
TOE				1/16

•Driving on any tire that does not have the correct inflation pressure is dangerous and will cause tire damage.
•Failure to check lugnut torque within 50 miles after wheel installation may result in wheel damage or loss of wheel.

X _____
CUSTOMER SIGNATURE
SERVICE COPY

SPECIAL INSTRUCTIONS:

LOT#



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

SERVICE REPORT		
TIRE PRESSURE	BEFORE	AFTER
FRONT		
REAR		
SPARE		

LUG TORQUE	FT LBS	TSP	CCD
FRONT			
REAR			

RIDE CHECK	TSP	CCD

TAGS REMOVED	INITIAL
TIRES MARKED	
TIRES BADGED	
VALVES PROTRUDE	
WHEEL COVERS	
MISSING OR DAMAGED PARTS	

PLEASE REMIT TO ADDRESS OF PURCHASE INDICATED ABOVE

MECH. LABOR	1683
MECH. PARTS	
TIRES & WHEELS	
CREDIT ☐TIRE ☐MECH	
SUB TOTAL	16.66
TAX	1.62
DOWN PAYMENT	
NET TOTAL	208.28

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Mon Sep 08 11:49:11 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

broken tie rod

Comments:

I would like to inform you of the trouble I am currently having. I have been on a waiting list for the left tie rod recall. Last night it broke on my truck. I am currently out of a vehicle and have a 2011 Ram sitting in my driveway that I can't drive. I am getting the run around on trying to get it fixed. I don't understand why I will not be provided with a replacement vehicle while mine is currently out of comisssion due to a defect. I have been on the phone for over 2 hours and talked to I don't even know how many people by now and the truck is still sitting in the driveway. I am extremely disapointed in the service I have been recieiving. I really need this fixed asap as I do not have a vehicle to drive and it sounds like I will not be getting a replacement.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Sat Sep 13 02:20:48 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the RAM Customer Assistance Center.
Please accept our sincere apologies for the delayed response to your email.
Our records show that you have contacted us by telephone and we have addressed your concern.
We have updated your file to reflect the latest information you provided in the email message.

If your concerns have not been addressed, or you have other concerns, please email or contact the Chrysler Group Customer Care Center by telephone at, 1-866-RAM-INFO (726-4636)].
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).
Sincerely,
Victoria
Customer Service Representative
Jeep Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

Recall Information - Ram Brand Site
Brief Description:
broken tie rod
Comments:
I would like to inform you of the trouble I am currently having. I have been on a waiting list for the left tie rod recall. Last night it broke on my truck. I am currently out of a vehicle and have a 2011 Ram sitting in my driveway that I can't drive. I am getting the run around on trying to get it fixed. I don't understand why I will not be provided with a replacement vehicle while mine is currently out of comisssion due to a defect. I have been on the phone for over 2 hours and talked to I don't even know how many people by now and the truck is still sitting in the driveway. I am extremely disapointed in the service I have been recieiving. I really need this fixed asap as I do not have a vehicle to drive and it sounds like I will not be getting a replacement.

VIN:

BG[redacted]

Mileage:

50000

Servicing Dealer:

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Bigfork

State:

MT

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-09-15 14:34:32.439745
Files Not Recieved: 0

attn.Diana, this is the receipt for the recalled part the dealer made me pay for! The reason for two dealer info is I contacted both!They both said it would be two or three week for the repair to be started!Thanks [redacted]

ALL AMERICAN HYUNDAI OF MIDLAND
3801 WEST WALL ST
MIDLAND, TX 79703
915-522-3130

TXMIDDGECC
00173400095081029940 20

Date: 09/05/2014 03:09:41 PM

CREDIT CARD SALE

CARD NUMBER: **********[redacted] S
TRAN AMOUNT: $190.23
APPROVAL CD: 568932
RECORD #: 000
CLERK ID: rp88670
SALES TAX: $0.00
DESCRIPTION: 224339

Customer Copy

ALL AMERICAN CHRYSLER JEEP DODGE OF MIDLAND #124

3801 WEST WALL STREET · MIDLAND, TX 79703
PHONE: (432) 522-3115
PARTS FAX: (432) 522-3139

REMIT PAYMENT TO: LITHIA MOTORS PAYMENT PROCESSING
P.O. BOX 1647 · MEDFORD, OR 97501-0249

POSITIVELY NO EXCHANGES WITHOUT THIS TICKET
NO REFUNDS ON SPECIAL ORDERS
T NO REFUNDS AFTER 30 DAYS
E 20% HANDLING CHARGE ON ALL RETURNED PARTS
R **NO RETURNS ON ELECTRICAL PARTS**
M REFUND ON PURCHASES PAID BY CHECK ARE
S REFUNDED AFTER CHECK CLEARS
PRICES SUBJECT TO CHANGE WITHOUT NOTICE

NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE
I am the person or agent acting on behalf of the person, who is obligated to pay for the repair of the motor vehicle subject to the repair agreement. I understand that the vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If payment for the repair of the motor vehicle by a check, money order or a credit card transaction is stopped, dishonored because of insufficient funds, no funds, or because the maker or drawer of the order or the credit card holder has no account or the account upon which it is drawn or credit card account has been closed.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
05 SEP 14		05 SEP 14	05 SEP 14	224339 13:07 PT

SOLD TO
ACCOUNT NO. 99
TAX ID#
CASH RETAIL

(999)999-9999

SHIP TO
060L
CASH RETAIL

PAGE 1 OF 1

SHIP VIA	SLSM.	B/L NO.	TERMS	F.O.B.
	88670		CASH	MIDLAND TX

ORD.	SHIP	B.O.	PART NUMBER		DESCRIPTION	LIST	NET	AMOUNT
1	1	0	CBUEN491AC	070D	PACKAGE- 22	174.82	174.82	174.82
			Part number		CBUEN491AC		replaces	CBUEN491
1	1	0	CBUEN492AA	060L	NUT 28	0.91	0.91	0.91

CHRYSLER Jeep DODGE

PAID
SEP 05 2014
By VISA

R.P.

If legal action becomes necessary to collect payment for the above parts or any additional parts authorized by the customer, the prevailing party shall be entitled to recover reasonable attorney's fees and costs incurred in such collection action, including any appeal.

X
Received By

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

PARTS	175.73
SUBLET	
FREIGHT	0.00
SALES TAX	14.50
TOTAL	$190.23

CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

08/06/14

POSTED DATE : 8-2-14

VIN (FIRST 9 DIGITS) 3D7MX49C8

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7MX49C87C[redacted]

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

Dear [redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

Chrysler, Jeep, Dodge, Ram, SRT and Mopar are registered trademarks of Chrysler Group LLC.
[illegible] used under license by Chrysler Group LLC.

GABLE

DODGE, CHRYSLER, JEEP INC.

2444 State Route 7 - Cobelskill, NY 12043
(518) 234-1075 Fax(518) 234-1087 www.gableautostores.com

CHRYSLER DODGE Jeep RAM

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

Those parts and accessories that are not supplied or marketed by General Motors are not warranted by General Motors, nor are they warranted by the selling dealer. Ask your parts representative for specific warranty information on those products.

Parts installed by dealer and service work are warranted for 12 months/12 000 miles. Over the counter parts are warranted for 12 months. See written warranty for specific details. Parts damaged due to abuse, misuse, neglect, alteration or accident, or which have been improperly lubricated, repaired, or installed, or used in applications for which they were either not designed or approved by manufacturer are not covered.

91496DUN

[redacted]
FREMONT NC [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7MX49C87G[redacted]	133898	04/24/14	91496

YEAR	MAKE	MODEL	COLOR	TAG NO.
07	DODGE	RAM 3500 M	RED	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		- -	- -		00/00/00	439	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE
88.00	00/00/00		133898	04/24/14	00/00/00

[ ] CASH [ ] CHECK [ ] CHECK NO.

[ ] VISA [ ] MASTERCARD [ ] CHARGE

THANK YOU FOR YOUR BUSINESS !!

NYS DMV REG # 7079139

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com STEERING/SUSPENSION/customer states right outer tie rod end broke						
Cor found seering linkage broken - replaced steering linkage						
	45		A84		C	176.00
		52122362AH	STEERING STEER	1	C	372.00
		6505623AA	NUT HEX LOCK	3	C	6.75
		5154661AC	DAMPER STEER	1	C	119.00
		68039930AA	ARM PITMAN	1	C	43.10
		6502835	NUT HEX FLANGE	1	C	1.70
			Line Total.....			718.55
B +						
Com CUSTOMER REQUESTS 4 WHEEL ALIGNMENT						
Cau 4 WHEEL ALIGNMENT						
Cor performed alignment						
	45CHZ06		A84		C	129.95
			Line Total.....			129.95

CUSTOMER COPY - PAGE 01 Printed: 04/24/2014 @ 11:35

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

CHILTON LABOR OPERATIONS GUIDE USED TO CALCULATE FLAT RATE TIMES

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.

GABLE

DODGE, CHRYSLER, JEEP Inc.

2444 State Route 7 - Cobleskill, NY 12043
(518) 234-1075 Fax(518) 234-1087 www.gableautostores.com

CHRYSLER DODGE Jeep RAM

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

Those parts and accessories that are not supplied or marketed by General Motors are not warranted by General Motors, nor are they warranted by the selling dealer. Ask your parts representative for specific warranty information on those products.

Parts installed by dealer and service work are warranted for 12 months/12,000 miles. Over the counter parts are warranted for 12 months. See written warranty for specific details. Parts damaged due to abuse, misuse, neglect, alteration or accident, or which have been improperly lubricated, repaired, or installed, or used in applications for which they were either not designed or approved by manufacturer are not covered.

91496DUN

[redacted]
FREMONT NC [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7MX49C87G[redacted]	133898	04/24/14	91496

YEAR	MAKE	MODEL	COLOR	TAG NO.
07	DODGE	RAM 3500 M	RED	00000

CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
		- -	- -		00/00/00	439	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV.DATE
88.00	00/00/00		133898	04/24/14	00/00/00

[ ] CASH [ ] CHECK [ ] CHECK NO.

[ ] VISA [ ] MASTERCARD [ ] CHARGE

THANK YOU FOR YOUR BUSINESS !!

NYS DMV REG # 7079139

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
					Labor	305.95
					Parts	542.55
					Sales Tax	67.88
					TOTAL-CUST-CRCARD	916.38

PAID

CUSTOMER COPY - PAGE 02 Printed: 04/24/2014 @ 11:35

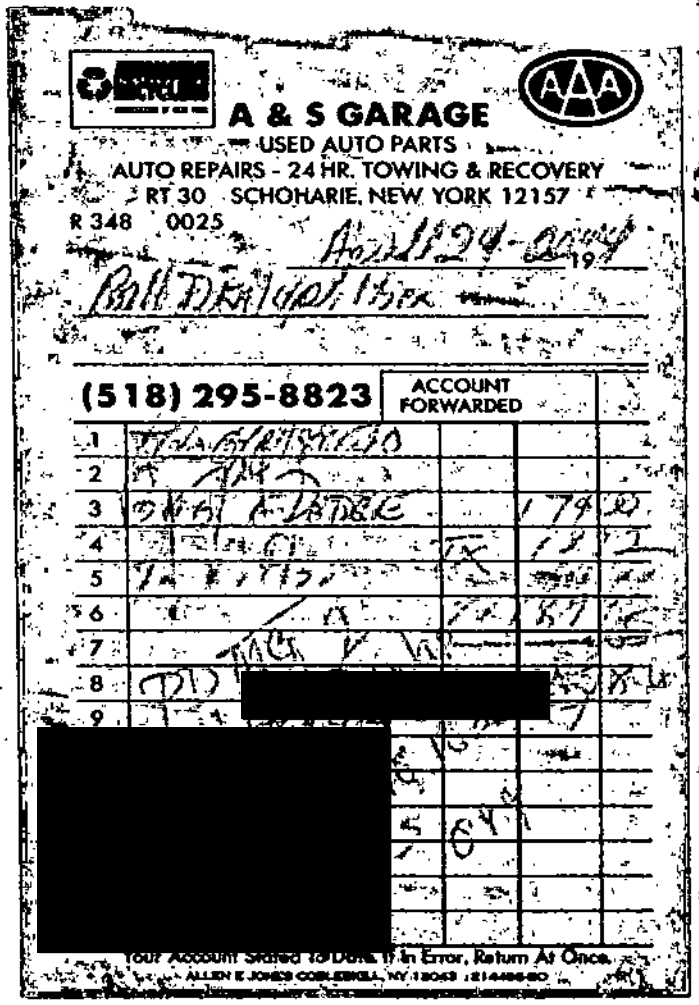
STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

CHILTON LABOR OPERATIONS GUIDE USED TO CALCULATE FLAT RATE TIMES.

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.



A & S GARAGE

USED AUTO PARTS

AUTO REPAIRS - 24 HR. TOWING & RECOVERY

RT 30 SCHOHARIE, NEW YORK 12157

R 348 0025

(518) 295-8823

ACCOUNT FORWARDED

Your Account Stated Is Correct If Not In Error, Return At Once.

[redacted]

Fremont NC. [redacted]

RALEIGH NC 275
Research Triangle Region
02 AUG 2014 PM 4 L
11

AUG 07

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

ATTN. Reimbursement

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

09/05/14

POSTED DATE : 8-28-14

VIN (FIRST 9 DIGITS) 000000000

VIN (LAST 8 DIGITS) 6G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000002

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

HUMMEL TIRE & WHEEL

260 SOUTH FORTUNA BLVD.
FORTUNA, CA 95540-2736
(707) 725-4120
BAR #ARD00240567

Invoice# [redacted]
Aug 4, 2014 12:45 P
Order # 235134

(707) 726-7831

Sold to [redacted]
FORTUNA CA [redacted]

Ship to

Code	Make	Mileage	License	Phone	P.O. #	Cashier	Sales Rep
DOTSOK	06 RAM 3500 4X4	113,866	8G04239	[redacted]		96	Art Tiller

Product Code	Description	Stat	Mech	Quantity	Each	F.E.T.	Amount
XSP	10 MOPAR STEERING LINKAGE KIT			1.0	469.35		469.35
XS	STEERING STABILIZER			1.0	170.13		170.13
ZZSVMISCFE	LABOR TO INSTALL			1.0	70.00		70.00
ZZALFE	FRONT END ALIGNMENT			1.0	79.00		79.00
ZZZAIR	AIR PRESSURE SET TO 60 PSI			4.0	.00		

836.44: On Account

THANK YOU FOR YOUR BUSINESS

HOPE TO SEE YOU AGAIN SOON

HUMMEL TIRE & WHEEL
260 S FORTUNA BLVD
FORTUNA, CA 95540-2736
707-725-4120

6/4/2014 4:54 PM

SALE

TERMINAL ID:	OM13263001
STORE ID:	60033
COMPANY ID:	GOOD
SEQUENCE #:	000319
BATCH #:	40
CARD TYPE:	SWIPED-VISA
ACCOUNT #:	[redacted]
EXP DATE:	**/**
TOTAL SALE:	$ 836.44
APPROVAL CODE:	07130A

CUSTOMER COPY

I AGREE TO PAY ABOVE AMOUNT ACCORDING TO CARD ISSUER AGREEMENT (MERCHANT AGREEMENT IF CREDIT VOUCHER).

Labor 149.00 Parts 639.48 FET .48 SubTotal 788.48 7.50% Tax 47.96

Customer agrees to pay amount due on or before the d[illegible] CHARGE of 1.5% per month or a minimum charge of $1.00 will be made on past due amounts. In the event of commencment of suit to enforce payment the undersigned agrees to pay such additional sum as collection/attroney fees as the court may adjudge reasonable.

Items Sold 8

Terms NET 30 DAY

Total: $836.44

Amt Paid

Bal Due 836.44

Due Date Sep 10, 2014

Disc Amt .00

X

08/04/2014 Print Name

635253/#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number)

[redacted]

Notification Code

N62

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

☐ My vehicle was inspected and found to be ok.

☒ My vehicle was repaired.

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

☐ scrapped ☐ stolen ☐ exported

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

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

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

Date of sale: _____

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

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

_____

City _____

State _____ Zip Code _____

Email Address _____



[redacted]
Fortuna, CA [redacted]

Attn.
Reimbursement

Chr
P.
Ar

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



TO; CHARLENE/DODGE RAM

877-768-5076

FROM; [redacted]

REF: BANK STMT

HERE IS THE STMT THAT SHOWS IT WAS PD BY VISA/DEBIT IN THE AMOUNT OF $65.00.

ANY FURTHER QUESTIONS PLEASE CALL.

THANK YOU

[redacted]

REF. # [redacted]

[redacted]

BROADWAY BANK
We're here for good.

Welcome to Online Banking

Sign Off
Sign Off

Accounts
Overview
History
Online Activity
Statements

Transactions
Funds Transfer
Bill Payment
Recurring

Services
Messages
Address Change
Check Reorder
Other Services
Travel Notification (debit card)

Preferences
Account
Alerts
Security
User
Manage Users
User Rights
Bill Payment
Mobile
Custom Settings

Account History for StarChecking -[redacted]

This page provides a list of transaction items for your individual accounts. Choose an account from the drop-down list and click 'Submit' to view the detailed history for that account

Account Details

Available Balance	$3.45	Previous year-to-date interest amount	$0.00
Current Balance	$69.97	Year-to-date interest amount	$0.00
		Accrued Interest	$0.00

Account: [redacted] Display Spreadsheet (xls)

Search Submit

Pending

Sorted By: Post Date — Newest on top	Debit	Credit	Balance
VISA EL NOPALITO MEXICA 10/14/14	$6.65		
VISA DQ-44 #14752 10/14/14	$7.57		
VISA EL NOPALITO MEXICA 10/14/14	$13.29		
POS WM SUPERCENTER # 10/14/14	$25.72		
VISA EL NOPALITO MEXICA - [redacted] 10/13/14	$13.29		
Subtotal:	**$66.52**	**$0.00**	

Posted

Sorted By: Post Date — Newest on top	Debit	Credit	Balance
EFT VISA RF#[redacted] 10/08 BUFFALO WILD WINGS GRI LIVE OAK,TX CARD#2638 10/8/14	$18.81		$69.97
CHECK 10/6/14 (Check #2529)	$381.63		$88.78
EFT VISA RF[redacted] 10/06 GRANZIN'S MEAT MARKET NEW BRAUNFELS,TX CARD#2638 10/6/14	$19.43		$470.41
EFT VISA RF#[redacted] 10/06 WAL-MART #0865 NEW BRAUNFELS,TX CARD#2638 10/6/14	$14.59		$489.84
EFT VISA RF#[redacted] 10/05 DOLLAR GENERAL 110 ENC NEW BRAUNFELS,TX CARD#2638 10/6/14	$9.20		$504.43
EFT VISA RF#[redacted] 0/05 SHELL OIL 91002364426 NEW BRAUNFELS,TX CARD#2638 10/6/14	$20.45		$513.63
EFT VISA RF#[redacted] 10/04 Chester's Hamburgers UniversalCity,TX CARD#2638 10/6/14	$12.31		$534.08
EFT VISA RF[redacted] 0/04 Taqueria Guadalajara New Braunfels,TX CARD#2638 10/6/14	$45.66		$546.39
SPNG FIN WEB PAY LOAN W-PAY[redacted] 10/3/14	$171.99		$592.05
Checks In The Ma PURCHASE[redacted] 10/3/14	$33.44		$764.04
EFT VISA RF[redacted] 10/03 LOWE'S #1625 SAN ANTONIO,TX CARD#2638 10/3/14	$30.48		$797.48
EFT VISA RF#4[redacted] 10/03 MCDONALD'S F22796 SAN ANTONIO,TX CARD#2638 10/3/14	$8.66		$827.96
USAA.COM PAYMNT CREDIT CRD[redacted] 10/2/14	$30.00		$836.62
CAPITAL ONE ONLINE PMT [redacted] 10/2/14	$62.00		$866.62
MORTGAGE PYMT - DOVENMUEHL[redacted] 10/2/14	$1,347.13		$928.62
DSRM Natl Bank PAYMENT 1204788 10/2/14	$200.00		$2,275.75
EFT VISA RF[redacted] TEJAS CAFE SAN ANTONIO,TX CARD#2638 10/2/14	$10.53		$2,475.75
EFT VISA R[redacted] 10/02 ACADEMY LTD	$43.26		$2,486.28

[redacted] 10/14/2014

EFT POS RF#128132 09/26 WM SUPERCENTER # NEW BRAUNFELS,TX CARD#[redacted] 9/26/14	$17.49		$76.93
EFT VISA RF#[redacted]09/25 EL NOPALITO MEXICA NEW BRAUNFELS,TX CARD#[redacted] 9/25/14	$6.65		$94.42
EFT VISA RF#[redacted] 09/25 EL NOPALITO MEXICA NEW BRAUNFELS,TX CARD#[redacted] 9/25/14	$4.28		$101.07
EFT VISA RF#[redacted] 09/24 SAMS CLUB #8262 SAN ANTONIO,TX CARD#[redacted] 9/24/14	$60.00		$105.35
EFT VISA RF#[redacted] 09/24 MCDONALD'S F22796 SAN ANTONIO,TX CARD#[redacted] 9/24/14	$7.79		$165.35
EFT VISA RF#[redacted] 09/24 Biff Buzbys Burgers LIVE OAK,TX CARD#[redacted] 9/24/14	$15.77		$173.14
CHECK 9/22/14 (Check #[redacted])	$485.93		$188.91
ONEMAIN FIN PAYMENTS[redacted] 9/22/14	$239.25		$674.84
EFT VISA RF#[redacted]09/21 SHELL OIL [redacted]NEW BRAUNFELS,TX CARD#[redacted] 9/22/14	$20.83		$914.09
EFT WTH RF#[redacted] 09/20 1525 S SEGUIN AVE NEW BRAUNFELS,TX CARD#[redacted] 9/22/14	$62.00		$934.92
EFT VISA RF#[redacted] 09/20 LOWE'S #2812 NEW BRAUNFELS,TX CARD#[redacted] 9/22/14	$7.85		$996.92
EFT VISA RF#[redacted] 09/20 MCDONALD'S F22796 SAN ANTONIO,TX CARD#[redacted] 9/22/14	$6.93		$1,004.77
EFT WTH SERVICE CHARGE RF[redacted] 9/22/14	$1.50		$1,011.70
ATM SURCHARGE REIMBURSEMENT 9/22/14		$1.50	$1,013.20
CHECK 9/19/14 (Check #2528)	$128.50		$1,011.70
CHECK 9/19/14 (Check #2526)	$381.63		$1,140.20
EFT VISA RF#[redacted] 09/19 EL NOPALITO MEXICA NEW BRAUNFELS,TX CARD#[redacted] 9/19/14	$9.00		$1,521.83
EFT VISA RF#[redacted] 09/19 SAMS CLUB #8262 SAN ANTONIO,TX CARD#[redacted] 9/19/14	$57.15		$1,530.83
EFT VISA RF#[redacted] 09/19 WHATABURGER 318 Q26 NEW BRAUNFELS,TX CARD[redacted] 9/19/14	$28.05		$1,587.98
EFT VISA RF#[redacted] 09/18 LOWE'S #1625 SAN ANTONIO,TX CARD#[redacted] 9/18/14	$30.87		$1,616.03
USAA.COM PAYMNT P&C[redacted] 9/17/14	$147.74		$1,646.90
WELLS FARGO DLR FEE & PMTS[redacted] 9/17/14	$570.93		$1,794.64
EFT VISA RF#[redacted] 09/16 LEISSNER AUTO PARTS IN NEW BRAUNFELS,TX CARD#[redacted] 9/16/14	$57.10		$2,365.57
EFT WTH RF#[redacted] 09/16 13429 NACOGDOCHES RD SAN ANTONIO,TX CARD#[redacted] 9/16/14	$60.00		$2,432.67
EFT VISA RF#[redacted] 09/16 GRANZIN BAR -B-QUE NEW BRAUNFELS,TX CARD#[redacted] 9/16/14	$12.77		$2,492.67
EFT POS RF#[redacted] 09/15 DOLLAR GENERAL NEW BRAUNFELS,TX CARD#[redacted] 9/15/14	$10.95		$2,505.44
EFT VISA RF#[redacted] 09/15 HARBOR FREIGHT TOOLS 4 NEW BRAUNFELS,TX CARD[redacted] 9/15/14	$36.77		$2,516.39
EFT VISA RF#[redacted] 09/14 HEB GAS #380 NEW BRAUNFELS,TX CARD#[redacted] 9/15/14	$68.99		$2,553.16
EFT VISA RF#[redacted] 09/14 TJS BURGERS & MORE NEW BRAUNFELS,TX CARD[redacted] 9/15/14	$40.03		$2,622.15
EFT VISA RF#[redacted] 09/14 SQ *STORM TOWING NEW BRAUNFELS,TX CARD[redacted] 9/15/14	$65.00		$2,662.18
AMERICAN FIRE PR DIRECT DEP[redacted] 9/15/14		$2,727.10	$2,727.18
EFT VISA RF#[redacted] 09/12 LAGUNA MADRE #1 SAN ANTONIO,TX CARD#[redacted] 9/12/14	$10.65		$0.08
EFT VISA RF#[redacted] 09/11 TEJAS CAFE SAN ANTONIO,TX CARD#[redacted] 9/11/14	$9.66		$10.73
CHECK 9/9/14 (Check #2525)	$35.00		$20.39
CHECK 9/9/14 (Check #2523)	$60.00		$55.39
CHECK 9/9/14 (Check #2522)	$60.00		$115.39
EFT VISA RF#[redacted]09/09 GRANZIN'S MEAT MARKET NEW BRAUNFELS,TX CARD#[redacted] 9/9/14	$21.08		$175.39
CHECK 9/8/14 (Check #2524)	$381.63		$196.47
EFT VISA RF#[redacted] 09/08 DOLLAR GENERAL 110 ENC NEW BRAUNFELS,TX CARD#[redacted]			

[redacted]

10/14/2014

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-09-26 12:17:55.309618
Files Not Recieved: 0

REF#[redacted]

Please see my receipts for the repair to my truck, you can read in the notes in my file as to the previous talks i have had with your employees.

[redacted]

[redacted]

New Braunfels, TX[redacted]

[redacted]

[redacted]

NAPA AUTO PARTS

STORE

800006212
LEISSNER AUTO PARTS INC.
270 E. SAN ANTONIO ST.
NEW BRAUNFELS TX 78130
(830)620-6272 METRO 606-6272, TX
(830) 620-6272

Time: 12:13 Date: 09/15/2014 Page: 1/1

Employee: 1 , TROY
Sales Rep: 41 , Salesman
Accounting Day: 12

SOLD TO

1
Cash Sale
Thank You For Shopping At
Napa Auto Parts
TX

Anticipated Time:
Attention:
Tax Exemption:
PO#:
Terms: BY TENTH

Part Number	Line	Description	Quantity	Price	Net	Total	
269-3740	NCP	LEFT OUTER T/ROD END	1.00	99.79	61.9900	61.99	T

Subtotal	61.99
TAXTABLE 1 8.2500%	5.11
Total	**67.10**
Visa	67.10

Invoice Number 454111

ALL G

acc

LEISSNER AUTO PARTS INC
830-620-6272
270 EAST SAN ANTONIO ST
NEW BRAUNFELS, TX 78130

Terminal : GPC00261622
Processor ID: CARNET
Client ID: 133609000010001

Sale

09-15-14 12:13:52
TRAN ID: 128

VISA XXXXXXXXXX[redacted]

AUTH: 313103

Total: $ 67.10

NO SIGNATURE REQUIRED

Customer Copy

Storm Towing
4235 fm 78, McQueeney TX 78123
Phone: (830) 542-2096 | Fax: (830) 557-4157

Sale Invoice

Invoice #14-01525

Printed 9/13/2014

Call #	01525
Driver	Fidencio Vasquez
Driver TDLR#	14211
Truck	07F450
Truck TDLR#	0006452678002IM
Date/Time Requested	9/13/2014 @ 10:23 AM
Date/Time Departure	9/13/2014 @ 10:23 AM
Date/Time Completed	9/13/2014 @ 10:23 AM

Tow From discount tire on loop 337, nb
Tow To 2395 ridge rock, nb

Year	Make	Model	Color	VIN	Plate	Odometer
2010	Dodge	Ram Pickup 2500	-	3D7TT2CT4AG[redacted]	[redacted]	-

Charge Description	Quantity	Price	Line Total
HookUp	1	$65.00	$65.00
		Grand Total	**$65.00**
		Amount Due:	**$65.00**

Storm Towing appreciates your business; if you have any questions regarding this invoice, please contact us at 830-542-2096

Signature:

View photos for this tow online at [redacted]

TDLR# 0006452678C **VSF#** 06474111vsf

You may direct all complaints to Texas Department of Licensing & Regulation at P.O. Box 12157, Austin TX 78711 or call 800-803-9202 or through the website http://www.tdlr.texas.gov/complaints or email to enforcement@tdlr.texas.gov.

Created with Towbook Management Software | www.towbook.com

DISCOUNT TIRE

PAGE 1 OF 2 FRM# 1086961

DATE: 09-13-2014 TIME: 8:03 AM

CUSTOMER INFORMATION	VEHICLE INFORMATION	STORE LOCATION
[redacted] NEW BRAUNFELS TX [redacted] (H) [redacted]	2010 DODGE RAM 2500 REG CAB SLT MILEAGE: 30,795 PLATE # [redacted] TORQUE SPECS: 140	TXS 21 2656 LOOP 337 NEW BRAUNFELS TX 78130-8503 PHONE: 830-387-7909 475 ROY G MILLER II WORK ORDER# _____

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT
11775	NRM	2	LT285 /70 R17 121S E1 OWL COP DISCOVERER ATP		.00	220.00	440.00
WARRANTY: MILEAGE- 55,000 SEE REVERSE SIDE FOR WARRANTY DETAILS							
COMMENT:			BOLT PATTERN: 8-165.1				
COMMENT:			INFLATION F:60 R:70				
80017	NRM	2	CERTIFICATES FOR	REFUND, REPLACEMENT	.00	28.50	57.00
80224	NRM	2	WASTE TIRE	DISPOSAL FEE	.00	2.50	5.00
80219	NRM	2	INSTALLATION &	LIFETIME SPIN BALANCING	.00	16.00	32.00
86666	NRM	2	LIFETIME ROTATION	REPAIRS INCLUDED	.00	.00	.00
80400	NRM	1	FREE ROTATION & REBALANCE		.00	.00	.00
86607	NRM	2	VS950 TQ12 T10 RUBBER TPMS RBK VALVE KIT VS950		.00	7.50	15.00
COMMENT:			2x fronts new to rear bal all 4				
COMMENT:			oe wheels; no locks				
COMMENT:			has all caps				
COMMENT:			tpms light off				
COMMENT:			spare dot need				

Since you have purchased fewer than four tires (or wheels), we will mount the new tires on the rear of your vehicle for best safety and handling.
The tire and/or wheel you have chosen is different from the original equipment provided with your vehicle and may change its handling or stability characteristics.
Further information is available from your Discount Tire salesperson.

Signature on file

DISCOUNT TIRE

DATE: 09-13-2014 TIME: 8:03 AM

CUSTOMER INFORMATION	VEHICLE INFORMATION	STORE LOCATION
[redacted] NEW BRAUNFELS TX [redacted] (H) [redacted]	2010 DODGE RAM 2500 REG CAB SLT MILEAGE: 30,795 PLATE # [redacted] TORQUE SPECS: 140	TXS 21 2656 LOOP 337 NEW BRAUNFELS TX 78130-8503 PHONE: 830-387-7909 475 ROY G MILLER II WORK ORDER# _____

CODE	CC	QTY	SIZE	DESCRIPTION	F.E.T.	PRICE	AMOUNT

Promotion Type: DEFERRED/NO INT IF PD IN FULL
Promotion Period: 06 MONTHS
Promotional APR: 26.99%
Purchase APR: 26.99%
No Interest Charges will be assessed if the promotional purchase balance is paid in full within the Promotional Period stated above. If the promotional purchase balance is not paid in full by the end of the Promotional Period, interest will be imposed from the date of purchase at the Purchase Annual Percentage Rate (APR) stated above. Minimum monthly payments are required. Regular account terms apply to non-promotional purchases and, after promotion ends, to promotional purchase.
For any questions regarding your account contact GE Capital at 866.396.8254.
Payments can be made online for free at www.gogecapital.com or remit payment directly to GE Capital, P.O. Box 960061, Orlando, FL 32896-0061.
Payments cannot be made at a store location.

SUBTOTAL:	549.00
TAX:	37.97
TOTAL:	586.97
TC 206 XXXXXXXXXXXX 7756 A# 013958 CAR CARE 1:	586.97
TENDERED:	586.97

Signature on file

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-10-14 13:28:11.395452
Files Not Recieved: 0

Charlene

REF[redacted]

here is the paper work from the bank showing proof that the $65 was pd for.

TO; CHARLENE/DODGE RAM

877-768-5076

FROM; [redacted]

REF: BANK STMT

HERE IS THE STMT THAT SHOWS IT WAS PD BY VISA/DEBIT IN THE AMOUNT OF $65.00.

ANY FURTHER QUESTIONS PLEASE CALL.

THANK YOU

[redacted]

[redacted]

REF. #

[redacted]

BROADWAY BANK
We're here for good.

Welcome to Online Banking

Sign Off
Sign Off

Accounts
Overview
History
Online Activity
Statements

Transactions
Funds Transfer
Bill Payment
Recurring

Services
Messages
Address Change
Check Reorder
Other Services
Travel Notification (debit card)

Preferences
Account
Alerts
Securily
User
Manage Users
User Rights
Bill Payment
Mobile
Custom Settings

Account History for StarChecking - [redacted]

This page provides a list of transaction items for your individual accounts. Choose an account from the drop-down list and click 'Submit' to view the detailed history for that account

Account Details

Available Balance	$3.45	Previous year-to-date interest amount	$0.00
Current Balance	$69.97	Year-to-date interest amount	$0.00
		Accrued Interest	$0.00

Account: [redacted] Display Spreadsheet (xls)

Search Submit

Pending

Sorted By: Post Date	Newest on top	Debit	Credit	Balance
VISA EL NOPALITO MEXICA 10/14/14		$6.65		
VISA DQ-44 #14752 10/14/14		$7.57		
VISA EL NOPALITO MEXICA 10/14/14		$13.29		
POS WM SUPERCENTER # 10/14/14		$25.72		
VISA EL NOPALITO MEXICA - [redacted] 10/13/14		$13.29		
	Subtotal:	$66.52	$0.00	

Posted

Sorted By: Post Date	Newest on top	Debit	Credit	Balance
EFT VISA RF#[redacted] 10/08 BUFFALO WILD WINGS GRI LIVE OAK,TX CARD#[redacted] 10/6/14		$18.81		$69.97
CHECK 10/6/14 (Check #2529)		$381.63		$88.78
EFT VISA RF#[redacted] 10/06 GRANZIN'S MEAT MARKET NEW BRAUNFELS,TX CARD#[redacted] 10/6/14		$19.43		$470.41
EFT VISA RF#[redacted] 10/06 WAL-MART #0865 NEW BRAUNFELS,TX CARD#[redacted] 10/6/14		$14.59		$489.84
EFT VISA RF#[redacted] 10/05 DOLLAR GENERAL 110 ENC NEW BRAUNFELS,TX CARD#[redacted] 10/6/14		$9.20		$504.43
EFT VISA RF#[redacted] 10/05 SHELL OIL 91002364426 NEW BRAUNFELS,TX CARD#[redacted] 10/6/14		$20.45		$513.63
EFT VISA RF#[redacted] 10/04 Chester's Hamburgers UniversalCity,TX CARD#[redacted] 10/6/14		$12.31		$534.08
EFT VISA RF#[redacted] 10/04 Taqueria Guadalajara New Braunfels,TX CARD#[redacted] 10/6/14		$45.66		$546.39
SPNG FIN WEB PAY LOAN W-PAY [redacted] 10/3/14		$171.99		$592.05
Checks In The Ma PURCHASE [redacted] 10/3/14		$33.44		$764.04
EFT VISA RF#[redacted] 10/03 LOWE'S #1625 SAN ANTONIO,TX CARD#[redacted] 10/3/14		$30.48		$797.48
EFT VISA RF#[redacted] 10/03 MCDONALD'S F22796 SAN ANTONIO,TX CARD#[redacted] 10/3/14		$8.66		$827.96
USAA.COM PAYMNT CREDIT CRD [redacted] 10/2/14		$30.00		$836.62
CAPITAL ONE ONLINE PMT [redacted] 10/2/14		$62.00		$866.62
MORTGAGE PYMT - DOVENMUEHL [redacted] 10/2/14		$1,347.13		$928.62
DSRM Natl Bank PAYMENT [redacted] 10/2/14		$200.00		$2,275.75
EFT VISA RF#[redacted] 10/02 TEJAS CAFE SAN ANTONIO,TX CARD#[redacted] 10/2/14		$10.53		$2,475.75
EFT VISA [redacted] 10/02 ACADEMY LTD		$43.26		$2,486.28

[redacted]

10/14/2014

EFT POS RF#128132 09/26 WM SUPERCENTER # NEW BRAUNFELS,TX CARD# [redacted] 9/26/14	$17.49		$76.93
EFT VISA RF# [redacted] 09/25 EL NOPALITO MEXICA NEW BRAUNFELS,TX CARD# [redacted] 9/25/14	$6.65		$94.42
EFT VISA RF# [redacted] 09/25 EL NOPALITO MEXICA NEW BRAUNFELS,TX CARD# [redacted] 9/25/14	$4.28		$101.07
EFT VISA RF# [redacted] 09/24 SAMS CLUB #8262 SAN ANTONIO,TX CARD# [redacted] 9/24/14	$60.00		$105.35
EFT VISA RF# [redacted] 09/24 MCDONALD'S F22796 SAN ANTONIO,TX CARD# [redacted] 9/24/14	$7.79		$165.35
EFT VISA RF# [redacted] 09/24 Biff Buzbys Burgers LIVE OAK,TX CARD# [redacted] 9/24/14	$15.77		$173.14
CHECK 9/22/14 (Check #2527)	$485.93		$188.91
ONEMAIN FIN PAYMENTS [redacted] 9/22/14	$239.25		$674.84
EFT VISA RF# [redacted] 09/21 SHELL OIL 91002364426 NEW BRAUNFELS,TX CARD# [redacted] 9/22/14	$20.83		$914.09
EFT WTH RF# [redacted] 09/20 1525 S SEGUIN AVE NEW BRAUNFELS,TX CARD# [redacted] 9/22/14	$62.00		$934.92
EFT VISA RF# [redacted] 09/20 LOWE'S #2812 NEW BRAUNFELS,TX CARD# [redacted] 9/22/14	$7.85		$996.92
EFT VISA RF# [redacted] 09/20 MCDONALD'S F22796 SAN ANTONIO,TX CARD# [redacted] 9/22/14	$6.93		$1,004.77
EFT WTH SERVICE CHARGE RF# [redacted] 9/22/14	$1.50		$1,011.70
ATM SURCHARGE REIMBURSEMENT 9/22/14		$1.50	$1,013.20
CHECK 9/19/14 (Check #2528)	$128.50		$1,011.70
CHECK 9/19/14 (Check #2526)	$381.63		$1,140.20
EFT VISA RF# [redacted] 09/19 EL NOPALITO MEXICA NEW BRAUNFELS,TX CARD# [redacted] 9/19/14	$9.00		$1,521.83
EFT VISA RF# [redacted] 09/19 SAMS CLUB #8262 SAN ANTONIO,TX CARD# [redacted] 9/19/14	$57.15		$1,530.83
EFT VISA RF# [redacted] 09/19 WHATABURGER 318 Q26 NEW BRAUNFELS,TX CARD# [redacted] 9/19/14	$28.05		$1,587.98
EFT VISA RF# [redacted] 09/18 LOWE'S #1625 SAN ANTONIO,TX CARD# [redacted] 9/18/14	$30.87		$1,616.03
USAA.COM PAYMNT P&C [redacted] 9/17/14	$147.74		$1,646.90
WELLS FARGO DLR FEE & PMTS [redacted] 9/17/14	$570.93		$1,794.64
EFT VISA RF# [redacted] 09/16 LEISSNER AUTO PARTS IN NEW BRAUNFELS,TX CARD# [redacted] 9/16/14	$67.10		$2,365.57
EFT WTH RF# [redacted] 09/16 13429 NACOGDOCHES RD SAN ANTONIO,TX CARD# [redacted] 9/16/14	$60.00		$2,432.67
EFT VISA RF# [redacted] 09/16 GRANZIN BAR -B-QUE NEW BRAUNFELS,TX CARD# [redacted] 9/16/14	$12.77		$2,492.67
EFT POS RF# [redacted] 09/15 DOLLAR GENERAL NEW BRAUNFELS,TX CARD# [redacted] 9/15/14	$10.95		$2,505.44
EFT VISA RF# [redacted] 09/15 HARBOR FREIGHT TOOLS 4 NEW BRAUNFELS,TX CARD# [redacted] 9/15/14	$36.77		$2,516.39
EFT VISA RF# [redacted] 09/14 HEB GAS #380 NEW BRAUNFELS,TX CARD# [redacted] 9/15/14	$68.99		$2,553.16
EFT VISA RF# [redacted] 09/14 TJS BURGERS & MORE NEW BRAUNFELS,TX CARD# [redacted] 9/15/14	$40.03		$2,622.15
EFT VISA RF# [redacted] 09/14 SQ *STORM TOWING NEW BRAUNFELS,TX CARD# [redacted] 9/15/14	$65.00		$2,662.18
AMERICAN FIRE PR DIRECT DEP [redacted] 9/15/14		$2,727.10	$2,727.18
EFT VISA RF# [redacted] 09/12 LAGUNA MADRE #1 SAN ANTONIO,TX CARD# [redacted] 9/12/14	$10.65		$0.08
EFT VISA RF# [redacted] 09/11 TEJAS CAFE SAN ANTONIO,TX CARD# [redacted] 9/11/14	$9.66		$10.73
CHECK 9/9/14 (Check #2525)	$35.00		$20.39
CHECK 9/9/14 (Check #2523)	$60.00		$55.39
CHECK 9/9/14 (Check #2522)	$60.00		$115.39
EFT VISA RF# [redacted] 09/09 GRANZIN'S MEAT MARKET NEW BRAUNFELS,TX CARD# [redacted] 9/9/14	$21.08		$175.39
CHECK 9/8/14 (Check #2524)	$381.63		$196.47
EFT VISA RF# [redacted] 09/08 DOLLAR GENERAL 110 ENC NEW BRAUNFELS,TX CARD# [redacted]			

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



CAIR: [redacted] 9/15/14

Jennifer Phillips

From: Mike Driehorst
Sent: Monday, September 15, 2014 7:38 AM
To: Chrysler Top Care Team Group
Cc: Ed Garsten
Subject: Fwd: Left Tie Rod Assembly Recall Problem

Please see below details from an owner we first heard about this weekend.
Thanks,
Mike

Mike Driehorst
Chrysler Digital Media
Chrysler Group
248-701-0367
@Chrysler

Begin forwarded message:

From: [redacted]
Date: September 15, 2014 at 7:26:58 AM EDT
To: <mike.driehorst@chrysler.com>
Cc: [redacted]
Subject: Left Tie Rod Assembly Recall Problem

Mike,

Hi, I'm the Twitter user who goes by @[redacted] Thanks for reaching out to try to help us. We really appreciate it.

Our vehicle VIN is 3D73Y3CL9BG[redacted] We received a recall notice for the left tie rod assembly issue early this year. In March we contacted South County Dodge in St. Louis, Missouri to ask for relief. At the time, they told us there were no parts available so our names would have to go on a waiting list. I expressed our concerns about the wait to the dealer because we were leaving for vacation in about a month, and would be pulling a 12,000 pound trailer with our family in the truck, but they told us nothing could be done other than to be put on the waiting list. The dealer did not offer to inspect our vehicle to determine if we had a problem.

While we were on vacation, the recall part came in, but we could not get the work done because we were out of town on our vacation. When we returned we were unable to find a good time to take it in and drop it off so the situation rode for a bit until we received another recall notice, which to us meant our part was probably sent back for restocking anyway, meaning we would start all over again. The reality is that although some of the delay is on us, we were driving on a dangerous faulty assembly since 2011 and this could have happened at any time before the recall or after the recall when we were chasing down unavailable parts. The idea that our family has been at risk for 3.5 years is a much weightier prospect than any delay on our end.

Yesterday after coming home from a camping trip (again with the family in the car and the 12,000 pound camper behind) we were backing a light utility trailer around a corner when the left tie rod snapped

from the wheel and damaged the side wall of the tire, so that also need replacing. It also bent a plate that covers the front brake disc. We don't really know if that is a cosmetic issue (and if it is we don't care about that being repaired) or if it is a functional problem.

Our position is that we were ready and willing to have this work done earlier this year when it was most convenient for us and were put off by the dealer, were not offered an inspection, and had to chase down the recall. This put our family into serious jeopardy. While we understand that the recall was a wide-reaching one and it might have seemed reasonable on the dealer's part to assume we were not included, the fact is that now we know we did have a problem and only missed a break on the interstate with the weight behind us and kids and dogs in the truck by approximately 3 hours yesterday.

What we need from Chrysler now is for the vehicle to be towed to South County Dodge, followed by the tie rod assembly repair and two replacement tires for the front (I believe they are Michigan LTX M/S2 tires and we should have a matched set for even wear), as well as inspection of the brake disc cover and any repair that would need to be done in that regard, all at Chrysler's expense. Will you be able to help us with that? We really appreciate it.

Thanks,

[redacted]

CAIR: [redacted] 9/15/14

Jennifer Phillips

From: Mike Driehorst
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To: Chrysler Top Care Team Group
Cc: Ed Garsten
Subject: Fwd: Left Tie Rod Assembly Recall Problem

Please see below details from an owner we first heard about this weekend.
Thanks,
Mike

Mike Driehorst
Chrysler Digital Media
Chrysler Group
248-701-0367
@Chrysler

Begin forwarded message:

From: [redacted]
Date: September 15, 2014 at 7:26:58 AM EDT
To: <mike.driehorst@chrysler.com>
Cc: [redacted]
Subject: Left Tie Rod Assembly Recall Problem

Mike,

Hi, I'm the Twitter user who goes by @[redacted]. Thanks for reaching out to try to help us. We really appreciate it.

Our vehicle VIN is 3D73Y3CL9BG[redacted]. We received a recall notice for the left tie rod assembly issue early this year. In March we contacted South County Dodge in St. Louis, Missouri to ask for relief. At the time, they told us there were no parts available so our names would have to go on a waiting list. I expressed our concerns about the wait to the dealer because we were leaving for vacation in about a month, and would be pulling a 12,000 pound trailer with our family in the truck, but they told us nothing could be done other than to be put on the waiting list. The dealer did not offer to inspect our vehicle to determine if we had a problem.

While we were on vacation, the recall part came in, but we could not get the work done because we were out of town on our vacation. When we returned we were unable to find a good time to take it in and drop it off so the situation rode for a bit until we received another recall notice, which to us meant our part was probably sent back for restocking anyway, meaning we would start all over again. The reality is that although some of the delay is on us, we were driving on a dangerous faulty assembly since 2011 and this could have happened at any time before the recall or after the recall when we were chasing down unavailable parts. The idea that our family has been at risk for 3.5 years is a much weightier prospect than any delay on our end.

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Thanks,

[redacted]

Mfr #: [redacted] 9/17/14

Jennifer Phillips

From: Mike Driehorst
Sent: Tuesday, September 16, 2014 8:03 PM
To: Jill Carter; Jennifer Phillips
Subject: Fwd: Left Tie Rod Assembly Recall Problem

FYI on the below from Mrs Bonebrake.

Mike Driehorst
Chrysler Digital Media
Chrysler Group
248-701-0367
@Chrysler

Begin forwarded message:

From: [redacted]
Date: September 16, 2014 at 7:14:09 PM EDT
To: Mike Driehorst <mike.driehorst@chrysler.com>
Cc: [redacted]
Subject: RE: Left Tie Rod Assembly Recall Problem

Hi Mike, so we have another problem. Apparently South County Dodge has been unable to find the 5 minutes required to actually look at the sheared-off tie rod and determine whether it is the recalled part. [redacted] know that it is, and have evidence photos to prove it. Do we need to copy them to you so this can get done? According to our dealer, they just have a terribly difficult time working in things like this. Seriously?

Furthermore, we have now been without our truck for 24 hours and when [redacted] inquired about a loaner car we were told that we need Chrysler's approval. Is this something you can do for us? [redacted] works full time and I need to be able to haul our children around. While we have been happy with the responsiveness Chrysler corporate has provided, the fact is that South County Dodge (once again) is woefully lacking. They haven't even bothered to just LOOK at the truck in the past 24 hours. The service adviser in charge of our vehicle left at 4 p.m. and there is apparently no paperwork on his desk about it.

We need some intervention here because this is getting ridiculous.

Thanks,

[redacted]

From: Mike Driehorst [mailto:mike.driehorst@chrysler.com]
Sent: Monday, September 15, 2014 7:25 AM
To: [redacted]
Cc: [redacted]
Subject: RE: Left Tie Rod Assembly Recall Problem

[redacted]

Thank you for the details and I'm so glad no one was hurt. I sent your email to our Top Care team this morning. While I'm in communications and do not have customer service authority, I can serve as your insider's voice until Top Care contacts you. The typical turnaround is about two days. If anything comes up, please let me know, or let me know if you don't hear from someone by mid tomorrow.
-Mike

Mike Driehorst
Editorial Director - Online Media
Chrysler Digital Media
Chrysler Group LLC
mike.driehorst@Chrysler.com
Mobile: 248-701-0367
Twitter: http://www.Twitter.com/Chrysler
Facebook: https://www.facebook.com/ChryslerGroup

From [redacted]
Sent: Monday, September 15, 2014 7:27 AM
To: Mike Driehorst
Cc: [redacted]
Subject: Left Tie Rod Assembly Recall Problem

Mike,

Hi, I'm the Twitter user who goes by @[redacted] Thanks for reaching out to try to help us. We really appreciate it.

Our vehicle VIN is 3D73Y3CL9BG[redacted]. We received a recall notice for the left tie rod assembly issue early this year. In March we contacted South County Dodge in St. Louis, Missouri to ask for relief. At the time, they told us there were no parts available so our names would have to go on a waiting list. I expressed our concerns about the wait to the dealer because we were leaving for vacation in about a month, and would be pulling a 12,000 pound trailer with our family in the truck, but they told us nothing could be done other than to be put on the waiting list. The dealer did not offer to inspect our vehicle to determine if we had a problem.

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Thanks,

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

10/03/14

POSTED DATE : 9-24-14

VIN (FIRST 9 DIGITS) 3D7UT2HL3

VIN (LAST 8 DIGITS) AG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Dennis Peterson

From: CAC_Case_Manager@chrysler.com
Sent: Wednesday, September 17, 2014 11:10 AM
To: [redacted]
Subject: Chrysler Update Case#: [redacted]

Dear Customer:

Case #: [redacted]
VIN: **3D7UT2HL3AG**[redacted]
Vehicle Description: DODGE RAM LARAMIE 4X4 2500 MEGA CAB PICKUP

Hello [redacted] Here is all of the information that you need to submit documents for reimbursement consideration: M
Customer Care Attn: Reimbursement PO Box 21-8007 Auburn Hills, MI 48321 Phone number: 800-853-1403 Pleas
information: First Name Last Name Address Phone Number Vehicle Identification Number (VIN) Invoice for repair
you, Alissa

To reply to this email, please use the link below:
[redacted]

Sincerely,
ALISSA
Customer Assistance Center

CUSTOMER #: 3773

37295

INVOICE

DUPLICATE 1
PAGE 1

GILL AUTO GROUP

CHRYSLER Jeep DODGE RAM BUICK GMC Cadillac

www.gillautogroupmadera.com
1100 S. Madera Avenue · Madera, California 93637
(559) 674-5661

SERVICE DEPT. HOURS:
MONDAY - FRIDAY 7:30 AM to 5:30 PM

[redacted]
KERMAN, CA [redacted]
HOME: [redacted]
BUS: CELL:

SERVICE ADVISOR: 140 PHIL CRAIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	10	DODGE RAM 250	3D7UT2HL3AG[redacted]		92072/92072	T4008

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
17JUL10 IS 17JUL10 DD		17JUL2010	17:00 17SEP14			CASH	18SEP14

R.O. OPENED	BOOKED	OPTIONS:
08:12 17SEP14	12:54 18SEP14	ENG:6.7_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PERFORM RECALL N49
CAUSE: RECALL N49
RC REPLACED LEFT FRONT TIE RODS, DID NOT ALIGN
DUE TO NEEDING UPPER AND LOWER BALL JOINTS
AND BOTH FRONT HUB ASSEMBLIES
59 WC
1 CBUEN492AA NUT (N/C)
1 CBUEN491AC RECALL N49 PACKAGE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)
FOUND LEFT FRONT TIE ROD BROKEN AT END, VEHICLE WAS TOWED IN,
REPLACED LEFT FRONT TIE ROD ASSEMBLY
****

B UNABLE TO TURN VEHICLE, STEERING CAME LOOSE
SUSP NEEDS LOWER AND UPPER BALL JOINTS, FRONT HUB
NEARINGS HAVE PLAY, DECLINED
59 WC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)
****

EST: 1.00 17SEP14 08:12 SA: 140

NEEDS EGR SERVICE, UPPER AND LOWER BALL JOINTS, BOTH FRONT HUB BEARINGS, DIESEL INJECTION SERV ICE, FUEL FILTER, AIR FILTER, BOTH FRONT ROTORS HAVE SURFACE CRACKS, DECLINED

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

X _____

If you cannot grade your Service Experience as "COMPLETELY SATISFIED", Please call our Service Manager at (559) 674-5661. THANK YOU!

FOR PARTS & SERVICE WORK, WE ACCEPT:

VISA MasterCard American Express Card DISCOVER

Thank you for this opportunity to serve you.
It is our aim to perform all the repairs requested to your complete satisfaction.
If you have any questions pertaining to the repairs listed on this invoice, please contact our Service Dept. Manager.

WE APPRECIATE YOUR BUSINESS!!!

BE SURE TO CHECK OUT OUR PARTS DEPARTMENT'S FULL SELECTION OF ACCESSORIES FOR YOUR VEHICLE - OR AS GREAT GIFT IDEAS!!

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

Notice to Consumer: Please read important information on back.

BAR # ARD00261085 EPA # CAL00172373

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

AAA Auto Club
National Auto Club
Commercial Rates

CA# 442112

EIN# 46-3938196

INTERSTATE TOWING SERVICE

Invoice # 1590

24 HR. (559) 935-2126
(559) 935-0793
FAX (559) 935-6041

1175 West Elm Ave.
P. O. Box 708
Coalinga, CA 93210

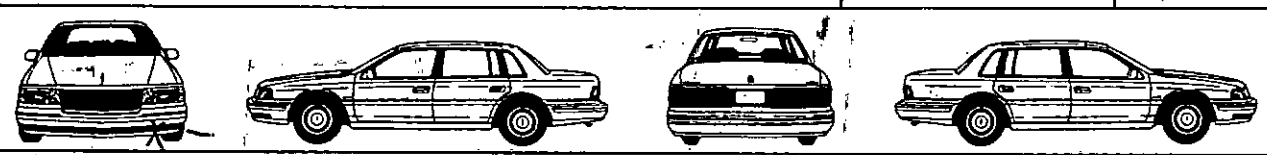
InterstateTow1966@att.net

Name: [redacted]		Date: Sep 16/14		P.O.#	
Address: [redacted]		Driver: Mik		Keys: Yes ☐ No ☐	Time Received: 7:34
City: Kerman	State: CA	Zip Code: [redacted]	Unit#	Total Miles: 12/75	Time on Location: 8:01
Make: Dodge	Model: Ram 3500	Year: 10	Color: Wht	Plate: 8Z51054	Time Clear: 10:31
VIN# 3D7UT2HL3AG [redacted]		Mileage: 92072			Total Time: 3
Location: EB 198 @ 3 Conwell		Towed To: 1100 S Madera Ave Madera			

Jump Start ☐ Flat Tire ☐ Gas ☐ Wreck ☐ Flatbed ☒ Skates ☐

Lock Out ☐ RV Flat Tire ☐ Diesel ☐ Extraction ☐ Wrecker ☐ Dolly ☐

Comments or Instructions			
Dispatched to tow. winched veh onto flatbed secured for tow	Advance Charges		
	Towing Charge	420	00
	FLAT RATE		
	Roadside Service Charge		
	Labor Charge		
	Storage Charge		
	PD CC.		
Signature	Total	420	00



Type or Damage (B = Bent, D = Dent, S = Scratch)
D/S 360

☐ Front End Tow ☐ Dolly Tow
☐ Rear End Tow ☐ Wheel Lift
☐ Sling Tow ☒ Flat Bed

Remarks
Brkn. Lft. tie rod

Driver [redacted] Station

Memb

I hereb [illegible] responsibility for any resulting damage.
We ca [illegible] faulty tires, bumper brackets, etc.
Not responsible for articles left in vehicle.

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

[redacted]

5121079755161517 EXPIRATION DATE CHECKED

10/15

[redacted]

The issuer of the card identified on this item is authorized to pay the amount shown as TOTAL upon proper presentation. I promise to pay such TOTAL (together with any other charges due thereon) subject to and in accordance with the agreement governing the use of such card.

QTY.	CLASS	DESCRIPTION	PRICE	AMOUNT
		Flat Rate tow		420 00

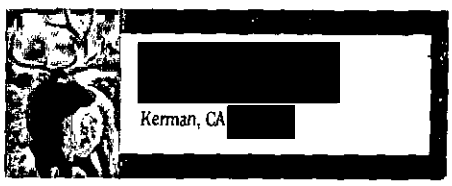
DATE Sep 16/14	AUTHORIZATION 017904	SUB TOTAL	420 00
REFERENCE NO.	SERVER Mike	TAX	
ID-FOLIO / CHECK NO. / LIC. NO. STATE / REG./DEPT / CLERK		TIP / MISC.	
5101927		TOTAL	420 00

SALES SLIP COPY

RETAIN THIS COPY FOR YOUR RECORDS

$420 00

Towing



[redacted]
Kerman, CA [redacted]

FRESNO CA 935
24 SEP 2014 PM 2 L

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

48321002121

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



09/18/2014 13:42 STAPLES 0774 PAGE 01

STAPLES

copy&print

Self-Serve Fax Cover Sheet

To: ATTN: REIMBURSEMENT CTR

Fax #: 877-768-5876

Date: 9/18/14

Number of Pages (Including Cover): 5

From: [redacted]

Phone [redacted]

Reply Fax #:

Urgent ☐ Confidential ☐ Confirm 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

7/13 blzsvc

[redacted]

that was easy.®

Cor replace stabilizer ,etc.....1.2 hr.
perform FEA ,center str, whl. and test drive -ok 1.2 hr

	A01			C	276.48
6505623AA	NUT	-HEX	3	C	12.15
52122362AL	STEERING	STEER	1	C	378.00
68039930AA	ARM	-PITM	1	C	46.53
5154661AC	DAMPER	STEER	1	C	128.16
		Line Total.....			841.32

Sept 14 2014

B +
Com Customer Requests Perform Recall Notice
n62
Cor vehicle has correct style steering. does not fall under recall.
0 RECALL A01
Line Total.....

9/15 14 2083 2

CUSTOMER COPY - PAGE 01 Printed: 09/15/2014 @ 09:39

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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

Susquehanna Chrysler Dodge Jeep Ram

950 Hellam St (US Rt. 462)
Wrightsville, PA 17368
(717) 252-2412
www.susqauto.com

44633WRI

[redacted]
YORK PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7KS29D08G[redacted]	69346	09/15/14	44633 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
08	DODGE	RAM SXT 4	BRIGHT SIL	00000

CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
35429		[redacted]	- -		09/15/09	JT	CASH

CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV. DATE	
	00/00/00		69346	09/08/14	05/27/08	EZA-5.7L V8 HEMI ENG

PARTS ARE NEW UNLESS OTHERWISE INDICATED. WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

PROMISE TIMES ARE VALID FOR MAINTENANCE WORK ONLY. RENTAL VEHICLES MUST BE RETURNED THE SAME DAY REPAIRS ARE COMPLETE.

LINE	OP CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

C +
Com Customer States Perform State Inspection
Cor Completed State Inspection 0.5 hr.
tires-10/32
brakes f-8/32 r-14/32
NOTE: need current insurance card to finish insp.

PSI	A01			C	28.00
Code Misc Charge	Inv#/Info	Days	Hours		
STATE INSP STICKER				1.0 C	2.00
			Line Total.....		30.00

D +
Com Customer States Perform State Emissions Inspection
Cor Completed State Emissions Inspection

EMI	A01			C	38.48
Code Misc Charge	Inv#/Info	Days	Hours		
MCI PHONE CHARGE				1.0 C	1.47
			Line Total.....		39.95

E +
Com Customer States Perform 4 Wheel Alignment
Cor Completed 4 Wheel Alignment

4WA	A01			C	84.95
			Line Total.....		84.95

CUSTOMER COPY - PAGE 02 Printed: 09/15/2014 @ 09:39

STATEMENT OF DISCLAIMER

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

Susquehanna Chrysler Dodge Jeep Ram
950 Hellam St (US Rt. 462)
Wrightsville, PA 17368
(717) 252-2412
www.susqauto.com

44633WRI

[redacted]
YORK PA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO
3D7KS29D08G[redacted]	69346	09/15/14	44633 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
08	DODGE	RAM SXT 4	BRIGHT SIL	00000

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
35429		[redacted]	- -		09/15/09	JT	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00		69346	09/08/14	05/27/08	EZA-5.7L V8 HEMI ENG

PARTS ARE NEW UNLESS OTHERWISE INDICATED. WE GUARANTEE OUR SERVICE WORK FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST.

PROMISE TIMES ARE VALID FOR MAINTENANCE WORK ONLY. RENTAL VEHICLES MUST BE RETURNED THE SAME DAY REPAIRS ARE COMPLETE.

LINE	OP.CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT

Warranty Claim Type: W Authorization Code:

Labor	427.91
Parts	564.84
Sales Tax	59.78
Misc Charge	3.47
TOTAL-CUST-CRCARD	1056.00

CUSTOMER COPY - PAGE 03 Printed: 09/15/2014 @ 09:39

STATEMENT OF DISCLAIMER

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CUSTOMER SIGNATURE

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



VIN 3D7KS29D08G103498



TITLE 6802038350

COMMONWEALTH OF PENNSYLVANIA
VEHICLE EMISSIONS INSPECTION REPORT

Test Date/Time: 09/13/2014 @ 10:28

VEHICLE INFORMATION

Year:	2008	Make:	DODGE	Model:	RAM 2500
VIN:	3D7KS29D08G[redacted]	Engine Size (cc):	5700	Cylinders:	8
Odometer:	69346	GVWR:	8800	Estimated Test Weight:	00000
License:	[redacted]	Inspection Type:	INITIAL	Record Number:	5286
County:	YORK				

EMISSIONS CONTROL SYSTEMS VISUAL/FUNCTIONAL INSPECTION

Air Inj. System:	**PASS**	Catalytic Converter:	**PASS**	Fuel Cap Integrity:	**PASS**
EGR System:	**PASS**	Evaporative Control System:	**PASS**		
PCV System:	**PASS**	Fuel Inlet Restrictor	**PASS**		

OBD EMISSIONS INSPECTION

MIL BULB KOEO:	**N/A**	OBD FAULT CODE RESULT:	**N/A**
MIL BULB KOER:	**N/A**	OBD READINESS RESULT:	**N/A**
MIL COMMAND STATUS:	**N/A**	OBD-I/M CHECK RESULT:	**N/A**

OVERALL TEST RESULTS: **PASSED**

Emissions Control Systems Visual/Functional Inspection: **PASS**
OBD Emissions Inspection: **N/A**
Sticker: **IM44743754**
TIN: **574433459**

RETAIN THIS DOCUMENT FOR YOUR RECORDS.

Vehicle tested in accordance with Pa. Code Title 67, Chapter 177

EMISSIONS INSPECTION STATION

STATION #:	P643	INSPECTOR NAME:	DANIEL D HINKLE
STATION NAME:	SUSQUEHANNA DODGE CHRYSLER JEEP	EQUIPMENT #:	ES008626
ADDRESS:	950 HELLAM STREET		
	WRIGHTSVILLE PA 17368		
PHONE:	(717) 252-2412	SOFTWARE VERSION:	[redacted]

VEHICLE EMISSIONS INSPECTION QUESTIONS: For additional information, please contact the Customer Hotline at (800) 265-0921.

Inspector's Signature: [redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Chrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request
Fax: 586-497-2112

Customer Name/Payee: [redacted]

Requestor PROFS ID: tlp1

CAIR Number [redacted]

Zone Number: 70

District Number: G

Amount: $ 289.18

Date faxed: 9-21-14

Total pages inc. this cover: 3

Frank's TIRE FACTORY

[redacted]

INVOICE
1021564

2612 MAIN STREET, UNION GAP, WA 98903
Remit to: PO BOX 3116
Phone : 509-248-3523 Fax :509-248-9662

961-8702

SALESMAN: JF
DATE: 9/10/2014
PO #: 1

SOLD TO

YAKIMA DODGE

1710 S 1ST STREET
YAKIMA, WA 98903
H: 509-248-1300
M: - -
W: - -

VEHICLE

Mileage 0
Tag
VIN
Engine
Veh #
Misc

Fr Inf
Rr Inf

PART NO.	DESCRIPTION	MECH	QTY	PRICE	AMOUNT
C51714	LT285/70R17 121 S CPR DISCOVERER A/T3 EPLY OWL		1	271.95	271.95

Total Recommended Items 0.00

WASHINGTON STATE TIRE T/	1.00
SALES TAX	0.00
TOTAL	272.95
VISA	272.95
AMOUNT DUE	0.00

FRANK'S TIRE FACTORY UNION GAP
2612 MAIN ST
UNION GAP, WA 98903
(509) 248-3523

Merchant ID: 800051295835 Ref #: 0012

Sale

[redacted]
VISA Entry Method: Swiped

Total: $ 272.95

09/10/14 16:45:12
Inv #: 000012 Appr Code: 203640
Approv: Online BatchN: 000233

Customer Copy

THANK YOU FOR YOUR BUSINESS!

Received By: _____

Time In: 10:21am Time Out: 04:45pm



- [x] FRUITVALE TIRE CENTER
1556 FRUITVALE BLVD., YAKIMA, WA 98902
452-5324 • 452-6264
- [ ] WHOLESALE TIRE MART
216 SO. 2ND AVE., YAKIMA, WA 98902
453-5083 • 1-800-572-8774
- [ ] MATTAWA TIRE CENTER
PORT OF MATTAWA • 932-5600
- [ ] ELLENSBURG TIRE CENTER
400 W. UNIVERSITY WAY, ELLENSBURG, WA 98926
925-1041 • 962-2332
- [ ] WALNUT TIRE CENTER
402 W. WALNUT ST., YAKIMA, WA 98902
452-7669 • 452-9863

CUSTOMER COPY

SOLD TO

DATE 9/10/14

ADDRESS HOME PHONE

CITY STATE ZIP WORK PHONE

VEHICLE YEAR AND MAKE Dodge 2Arm

VEHICLE NUMBER

CASH	CHARGE	C.O.D.	MDSE RTN	ON ACCT	PAID OUT	SOLD BY	P.O. NUMBER	TERMS NET DUE 30 DAYS	LICENSE NO.	STATE	ODOMETER
X											

PRODUCT CODE	QTY ORDERED	QTY SHIPPED	DESCRIPTION	UNIT PRICE	F.E.T.	EXT. TOTAL
		1	Diagnostic Fee			15 00

SUB TOTAL	15 00
SALES TAX	1 23
TIRE TAX	
TOTAL	16 23

Quality You'll Recognize
Service You'll Trust

COOPERTIRES

NET 10th OF THE MONTH

X
I HAVE READ AND AGREE WITH THE TERMS AS STATED ON BACK OF INVOICE

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

09/22/14

POSTED DATE : 9-16-14

VIN (FIRST 9 DIGITS) 3D7KS28AB

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 0000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

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

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

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

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

Date of sale: _____

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

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

First Name [redacted]
Last Name
Street Addre
City Salt Lick
State Kentucky Zip Code [redacted]
Email Address

241211/#65946/N62

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

POSTAGE WILL BE PAID BY ADDRESSEE

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

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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

PRESORTED
STANDARD
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA

*******AUTO**5-DIGIT 40330 1/676
7G[redacted] N62
[redacted]
CARLISLE, KY [redacted]

241211/#65946/N62

NOBODY BEATS A

CHAMPION

CHRYSLER Jeep DODGE RAM

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

0101ICHCS153002

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
52953	STEVEN DARE 775	1395	01/16/13	CHCS153002
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 84,144		COLOR: RED/	STOCK NO.
CARLISLE, KY [redacted]	YEAR / MAKE / MODEL: 07/DODGE TRUCK/RAM 2500/QUAD 140.5WB		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 3D7KS28A37G[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 01/15/13	
RESIDENCE PHONE: [redacted]	BUSINESS PHONE	COMMENTS: MO: 84145		

LABOR & PARTS

J#:1 103CHZ5 STEERING CONCERN HOURS: 5.00 TECH(S): 764 503.01

CHECK AND ADVISE LOST STEERING CONTROL (STEERING ARM BROKE)
INSPECTION FOUND TRAILING ARM BROKEN, INNER AND OUTER TIE RODS, DAMPNER, AND PITMAN ARM BENT
REPLACED AND RETEST OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	2	6505623-AA	NUT HEX L 19015005	4.20	4.20	8.40
JOB # 1	1	52122362-AH	STEERING 19027003	451.50	451.50	451.50
JOB # 1	1	68039930-AA	ARM PITMA 19027002	64.63	62.50	62.50
JOB # 1	1	5154661-AC	DAMPER ST 19030006	160.20	125.00	125.00
			JOB # 1 TOTAL PARTS			647.40
			JOB # 1 TOTAL LABOR & PARTS			1150.41

J#:2 00CHZ01 MPI INSPECTION HOURS: 0.00 TECH(S): 764 0.00

CHAMPION COURTESY VEHICLE INSPECTION
COMPLETED MULTI-POINT INSPECTION

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

J#:3 02CHZ19 NEW TIRE(S) HOURS: 2.00 TECH(S): 764 60.00

MOUNT TIRES IN BED ON FACTORY WHEELS SUPPLIED BY CUSTOMER
HAS TO BAD LUG NUTS ON RT REAR (SUPLLIED BY CUST)
COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 3 TOTAL PARTS			0.00
			JOB # 3 TOTAL LABOR & PARTS			60.00

J#:4 03CHZ37 4 WHEEL ALIGNMENT HOURS: 1 TECH(S): 764 99.95

CUSTOMER REQUESTED 4 WHEEL ALIGNMENT.
COMPLETED 4 WHEEL ALIGNMENT. WARRANTY FOR ALIGNMENTS IS 2 HOURS FROM TIME OF CUSTOMER PICK-UP. CUSTOMER IS TO CALL THE SERVICE DEPARTMENT @ 317-872-6200 EXT. 1105 TO EXPRESS A CONCERN. THANK YOU, SERVICE MANAGER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
			JOB # 4 TOTAL PARTS			0.00
			JOB # 4 TOTAL LABOR & PARTS			99.95

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

COMMENTS
TOW IN
01-15 1230 GAVE STATUS TO OWNER
01-15 1405 GAVE BRIAN EST ON AUTH HOLD NOW

DISCLAIMER OF WARRANTIES

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

Another quality design by GRAPHIC RESOURCES, INC. 317-865-9200 1-800-792-3311

NOBODY BEATS A
CHAMPION
CHRYSLER Jeep DODGE RAM

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

0101ICHCS153002

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INV
52953	STEVEN DARE 775	1395	01/16/13	CHCS153002
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
CARLISLE, KY [redacted]	YEAR / MAKE / MODEL: 07/DODGE TRUCK/RAM 2500/QUAD 140.5WB	84,144	RED/	
	VEHICLE I.D. NO.: 3D7KS28A37G[redacted]		DELIVERY DATE / SELLING DEALER NO.	DELIVERY MILES / PRODUCTION DATE
	P.T.E. NO. / P.O. NO.		R.O. DATE: 01/15/13	

CELL: [redacted]

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
859-473-2546		MO: 84145

COMMENTS----------
01-15 1455 BRIAN OK-D REPAIRS TO FINISH 01-16 MID
01-16 840 GAVE STATUS TO CHRISTIAN HE ASKED US TO CALL DANNY AT 859-391-7084. DID AND L/M.

TOTALS----------

**********IMPORTANT**********
* WE THANK YOU FOR ALLOWING US TO SERVICE YOUR *
* VEHICLE TODAY AND HOPE YOU HAD A CHAMPION *
* VISIT. ANY FEEDBACK YOU WOULD LIKE TO SHARE *
* PLEASE FEEL FREE TO CALL JEFF KLEIN AT *
* 317-872-6200 EXT 2009. YOU MAY RECIEVE A SURVEY *
* FROM CHRYSLER AND OUR GOAL IS TO RECIEVE ALL *
* 10'S. PLEASE INITIAL TO ACKNOWLEDGE THE *
* FOLLOWING QUESTIONS AS THEY ARE VERY IMPORTANT*
* *
* DO YOU UNDERSTAND ALL THE WORK PERFORMED ON *
* YOUR VEHICLE YES NO *
*
* DID YOU RECEIVE A COPY OF YOUR VEHICLE *
* INSPECTION REPORT YES NO *

TOTAL LABOR....	662.96
TOTAL PARTS....	647.40
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	24.99
TOTAL MISC DISC	0.00
TOTAL TAX.....	47.07
TOTAL INVOICE $	**1382.42**

CUSTOMER SIGNATURE

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

DISCLAIMER OF WARRANTIES

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

Another quality design by GRAPHIC RESOURCES, INC. 317-885-9200 1-800-[illegible]

[redacted]

Salt Lick, KY [redacted]

LEXINGTON KY 405

16 SEP 2014 PM 3 T

SEP 22

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

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Tue Sep 30 17:28:05 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

---

recall

Comments:

---

i have been waiting for 9months and counting to get a recall done on my 2006 dodge ram 2500 it is the left tie rod ball recall n62/nhtsa 13v-528 i have called two different dealers when the recall came out and they tell me they can not get the parts to fix it and that i am on a wait list i haul a camper with my family and do not like the idea of this tie rod possibly breaking and me losing control with my camper and family on board please let me know if you can help me with this

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Tue Oct 07 17:56:57 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]r,
Thank you for contacting the RAM Customer Assistance Center.
I do apologize for the inconvenience. I can imagine how frustrating this must be for you and I can understand your safety concerns as well.
Chrysler is working diligently with our dealerships to have parts available for this repair.
The recall has now been finalized and we have started manufacturing the parts so they are now available. Due to the volume of customer?s that may need this recall completed in your area, your dealership must start a waiting list so customers can have this recall done in a timely manner using a first come first serve basis. We suggest that you keep in touch with the parts department at your dealership for updates on part availability as well, until the part does become available. Once the part is available, the dealership will contact you to book an appointment to have the recall completed.
In the meantime, we suggest that you follow the recommended towing guidelines for towing capacity if you must tow with your vehicle until the recall is completed.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,
Myranda
Customer Service Representative
RAM Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

Recall Information - Chrysler Brand Site
Brief Description:
recall
Comments:
i have been waiting for 9months and counting to get a recall done on my 2006 dodge ram 2500 it is the left tie rod ball recall n62/nhtsa 13v-528 i have called two different dealers when the recall came out and they tell me they can not get the parts to fix it and that i am on a wait list i haul a

camper with my family and do not like the idea of this tie rod possibly breaking and me losing control with my camper and family on board please let me know if you can help me with this

VIN:
6J[redacted]
Mileage:
85000
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
middletown springs
State:
VT
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



P.O. Box 21-8007

Auburn Hills, Michigan 48321-8007

Ref. [redacted]

SERVICE TIRE AND BATTERY
615 NORTH AVE
FRONT ROYAL, VA 22630
540-635-9123

Merchant ID: 990131385
Term ID: 9264

Sale

MSTRCARD
XXXXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000005
09/30/14 07:58:53

InvH: 00000001 Appr Code: 015152

Total: $ 1,380.36

Customer Copy

THANK YOU

Chrysler Recall Assistance Center
P.O. Box 21-8007
Auburn Hills, Michigan 48321-8007

Ref. [redacted]

SERVICE TIRE AND BATTERY
615 NORTH AVE
FRONT ROYAL, VA 22630
540-635-9123

Merchant ID: 990131385
Term ID: 3264

Sale

MSTRCARD
XXXXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000005
09/30/14 07:58:53

Inv#: 00000001 Appr Code: 015152

Total: $ 1,380.36

Customer Copy

THANK YOU

SERVICE TIRE & BATTERY

615 N. ROYAL AVENUE , FRONT ROYAL, VA 22630
Phone :540-635-3148 Fax :

INVOICE NO. **1031886**

SOLD TO	VEHICLE
[redacted] FORT VALLEY, VA [redacted]	2009 DODGE RAM 2500 Mileage: 61473 Tag: [redacted] VIN: 3D7KS29L59G[redacted] Vehicle No:

DATE	TERMS	P.O. NO.	SALESMAN
9/30/2014			KWG

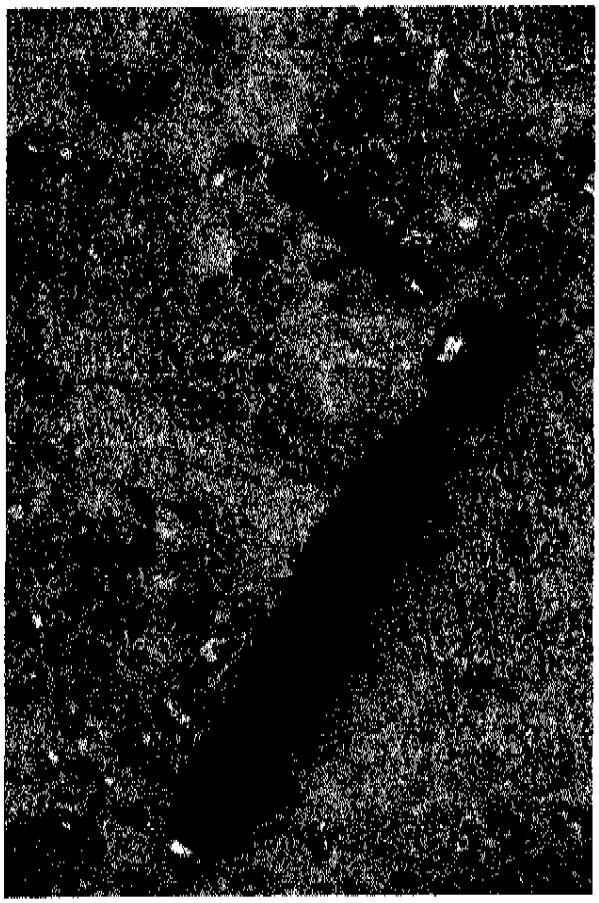
PART NO.	DESCRIPTION	MECH	QTY	PRICE	AMOUNT
PCH 401 2403	TIE ROD END		1	99.99	99.99
PCH 410 1099	TIEROD END		1	280.59	280.59
1	FREIGHT		1	14.73	14.73
	MECHANIC LABOR		1	130.00	130.00
	TOW BILL		1	155.00	155.00
	ALIGNMENT (2 WHEEL)		1	79.95	79.95

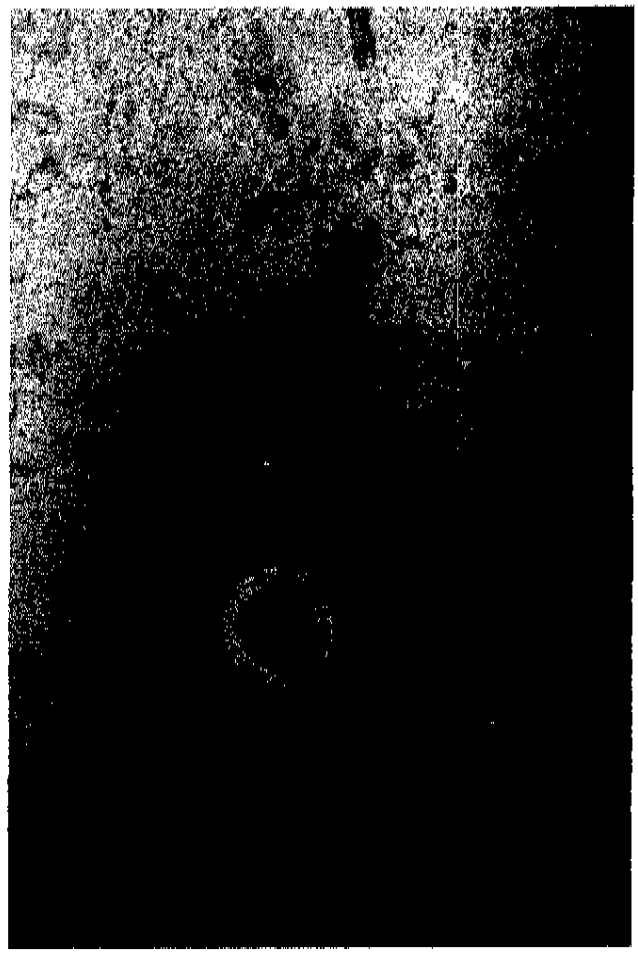
5%SHOP FEE	19.77
SALES TAX	20.95
TOTAL	800.98
MASTERCARD	800.98
AMOUNT DUE	0.00

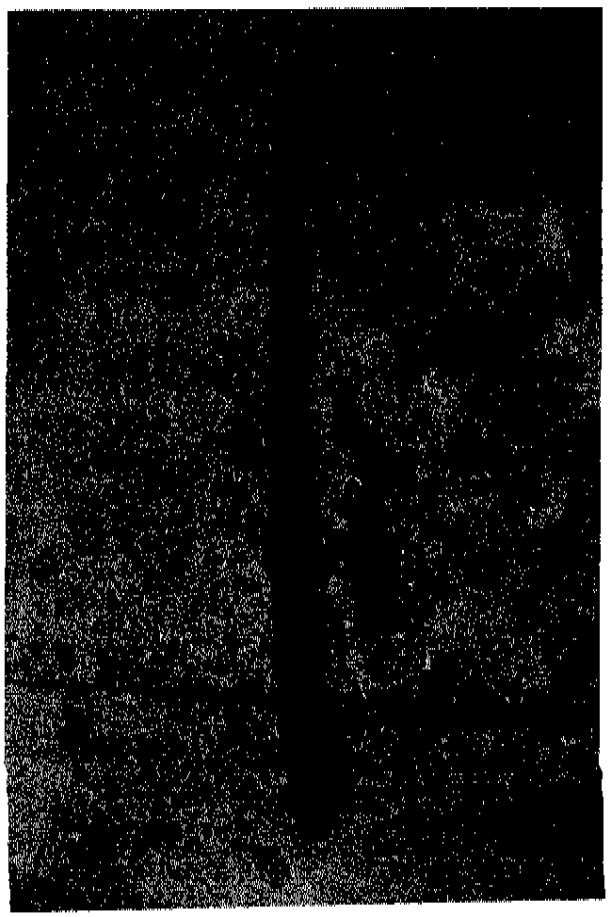
Received By: _____

Time In: 01:44pm

Time Out: 08:11am









RECEIVED DATE:

10/08/14

POSTED DATE : 10-3-14

VIN (FIRST 9 DIGITS) 3D7KS29L5

VIN (LAST 8 DIGITS) 9G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Chrysler Recall Assistance Center
P.O. Box 21-8007
Auburn Hills, Michigan 48321-8007

Ref. [redacted]

SERVICE TIRE AND BATTERY
615 NORTH AVE
FRONT ROYAL, VA 22630
540-635-3123

Merchant ID: 990131385
Term ID: 3264

Sale

MSTRCARD
XXXXXXXXXXXX[redacted]
Entry Method: Swiped
Apprvd: Online Batch#: 000005
09/30/14 07:58:53

Inv#: 00000001 Appr Code: 015157

Total: $ 1,380.36

Customer Copy

THANK YOU

SERVICE TIRE & BATTERY

615 N. ROYAL AVENUE , FRONT ROYAL, VA 22630
Phone :540-635-3148 Fax :

INVOICE NO. **1031886**

SOLD TO	VEHICLE
[redacted] FORT VALLEY, VA [redacted]	2009 DODGE RAM 2500 Mileage: 61473 Tag: LEGMANN VIN: 3D7KS29L59G[redacted] Vehicle No:

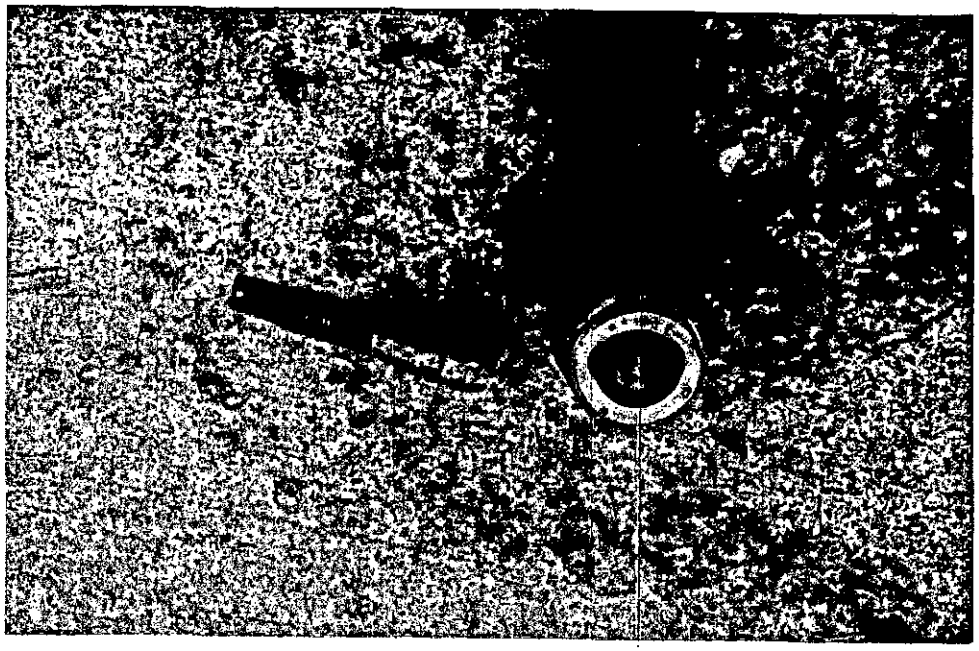
DATE	TERMS	P.O. NO.	SALESMAN
9/30/2014			KWG

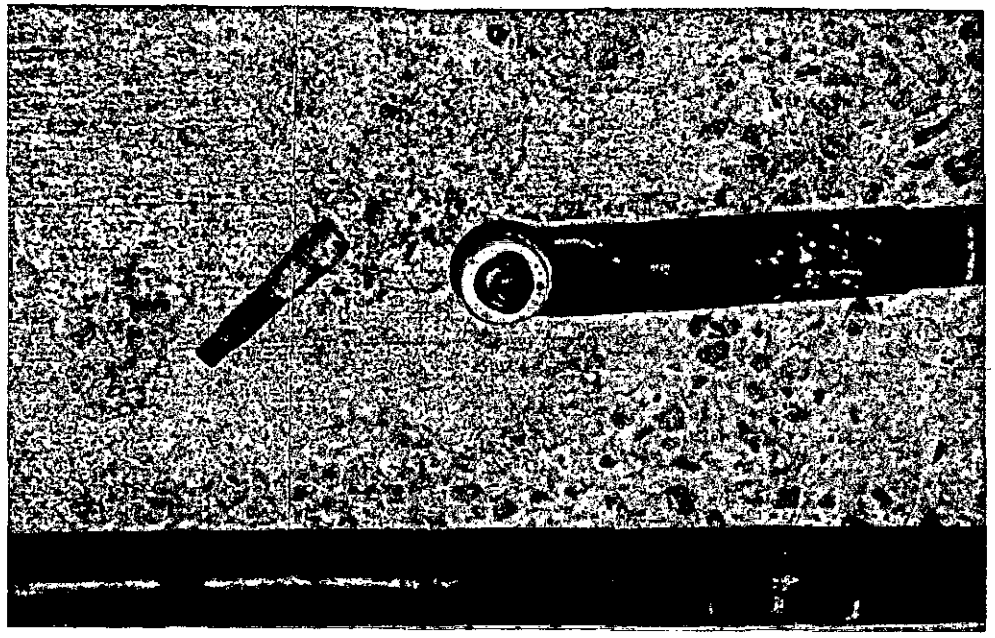
PART NO.	DESCRIPTION	MECH	QTY	PRICE	AMOUNT
PCH 401 2403	TIE ROD END		1	99.99	99.99
PCH 410 1099	TIEROD END		1	280.59	280.59
1	FREIGHT		1	14.73	14.73
	MECHANIC LABOR		1	130.00	130.00
	TOW BILL		1	155.00	155.00
	ALIGNMENT (2 WHEEL)		1	79.95	79.95
				5%SHOP FEE	19.77
				SALES TAX	20.95
				TOTAL	800.98
				MASTERCARD	800.98
				AMOUNT DUE	0.00

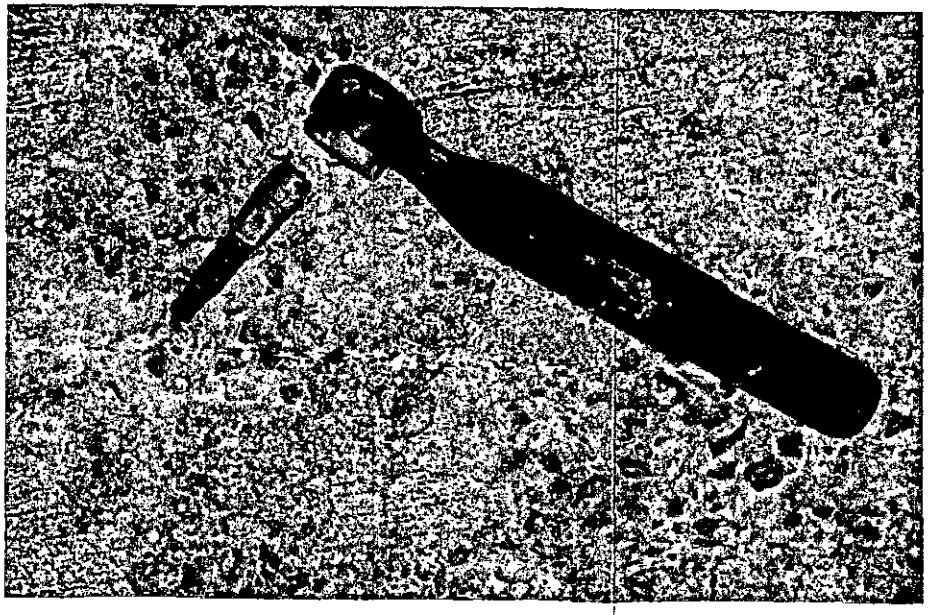
Received By: _____

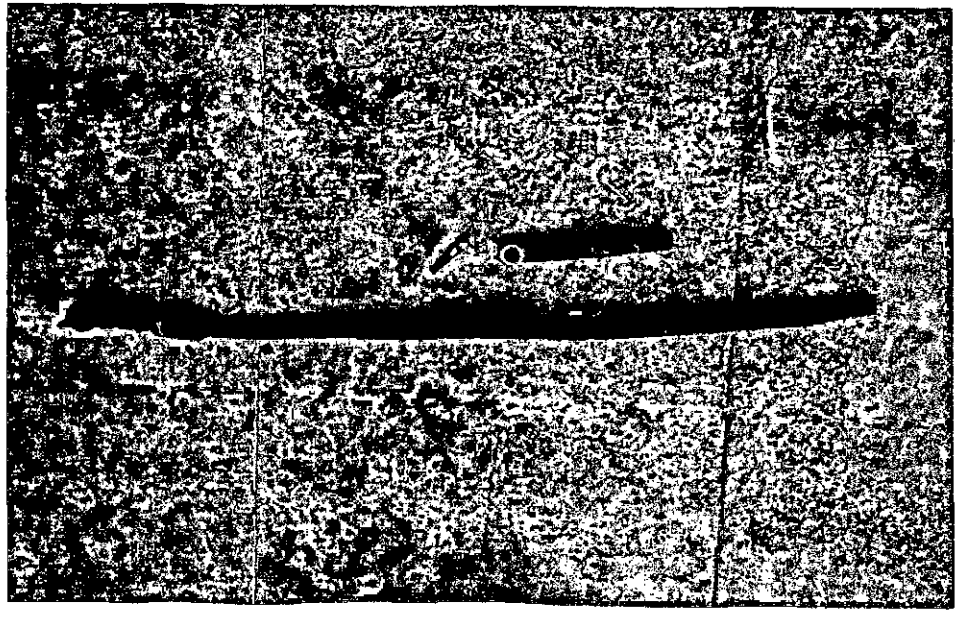
Time In: 01:44pm

Time Out: 08:11am









[redacted]
Fort Valley, Va 2[redacted]

[redacted]

RETURN RECEIPT REQUESTED

Chrysler Recall Assistance Center
P.O. Box 21-8007
Auburn Hills, Michigan 48321-8007

UNITED STATES POSTAGE
02 1P $ 0
0001681264 OCT
MAILED FROM ZIP C

48321-8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

10/23/14

POSTED DATE : 10-18-14

VIN (FIRST 9 DIGITS) 3D7KS28A1

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Friday, October 17, 2014

Chrysler Customer Service Center
PO Box 21-8007
Aubur Hills, MI 48321

Re: Recalls N46 and N62

From [redacted]
Angleton, Texas [redacted]

To Whom It May Concern,

Enclosed please find your recall letter for Tie Rods and Steering Linkage as well as mechanic's invoice detail for these parts being fully replaced with Mopar Parts.

I spoke to customer service on 10-06-2014 while my truck was in the shop having these exact items replaced. I was told to send in the receipt for services rendered and that I would be reimbursed for the work associated with the recall items.

Please respond back in writing to the above referenced address or email correspondence to [redacted] and update me as to the status of this request.

If you have any questions, I can be reached at [redacted]

Thank you and I look forward to your response.

Very Truly Yours,

[redacted]

CC File

Ernie's Mobile Service

10/09/2014

512 S. 17th
West Columbia, Tx 77486
(979)345-5680

Invoice #17610

[redacted]

2007 DODGE R 2500-3500 4x4 PICK-UP

Tag [redacted] Mileage: 231,428
ID: 3D7KS28A17G8[redacted]

Labor	Tech	Hours	Rate	Amount
R & R STABILIZER OR SWAY BAR BUSHINGS	FRED HARF	1.00	$65.00	$65.00
R & R TIE ROD ENDS	FRED HARF	3.50	$65.00	$227.50
R & R LOWER TRAILING ARMS	FRED HARF	3.00	$65.00	$195.00
				$487.50

Part No.	Parts	Quantity	Each	
	OUTER TIE ROD(LEFT) MOPAR	1.00	$98.08	$98.08
	TIE ROD END SLEEVE	2.00	$14.16	$28.32
	OUTER TIE ROD END (LEFT) MOPAR	1.00	$45.77	$45.77
	STABILIZER END LINK	2.00	$21.79	$43.58
	INNER TIE ROD (RIGHT) MOPAR	1.00	$35.96	$35.96
	OUTER TIE ROD (RIGHT) MOPAR	1.00	$35.96	$35.96
				$287.67

Subtotal	**$775.17**
Tax	$0.00
Total	**$775.17**

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 we will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond our control. Upon signing this repair order it is accepted as a complete and comprehensive description of the estimated repair work to be done on this vehicle.

DATE 10/8/14 SIGNED [redacted]

CHRYSLER

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

This notice applies to your vehicle (VIN: **3D7KS28A17G[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): J35

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

PRESORTED
STANDARD
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

*******AUTO**5-DIGIT 77422 1/1064
7C [redacted] N62 361730
[redacted]
SWEENY, TX [redacted]

361730/#65946/N62

FARMERS

[redacted]
Angleton, Texas [redacted]

HOUSTON TX
18 OCT '14
PM 3 L

RECEIVED
OCT 23
BY

Chrysler Customer Service Center
PO Box 21-8007
Aubur Hills, MI 48321

48321800707

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassist@chrysler.com
Date: Mon Oct 06 17:18:23 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

How do I obtain reimbursement for towing expenses?

Comments:

On 10/1/14 we incurred towing expenses when our 2010 Dodge Ram2500 had a left tie rod break while driving. We have been waiting over 6 months for our dealership to have the part available. The vehicle was not drivable and had to be towed at our expense. Not only is this recall N49 a very dangerous situation, but doubly frustrating when customers must wait unreasonable amounts of time for availability. Luckily we were no injured when this part failed while driving, but the result could have very easily been tragically different.

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Tue Oct 14 19:43:57 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [redacted]
Thank you for contacting the RAM Customer Assistance Center.
We regret to hear the concerns you experienced with the tie rod repairs. Our records show that you have contacted us by telephone and we have addressed your concern. We have updated your file to reflect the latest information you provided in the email message.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Eileen
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 - Chrysler Brand Site
Brief Description:
How do I obtain reimbursement for towing expenses?
Comments:
On 10/1/14 we incurred towing expenses when our 2010 Dodge Ram2500 had a left tie rod break while driving. We have been waiting over 6 months for our dealership to have the part available. The vehicle was not drivable and had to be towed at our expense. Not only is this recall N49 a very dangerous situation, but doubly frustrating when customers must wait unreasonable amounts of time for availability. Luckily we were no injured when this part failed while driving, but the result could have very easily been tragically different.

VIN:
3D7UT2CL
Mileage:
79600
Servicing Dealer:

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Waynesville

State:

NC

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Tue Oct 14 20:10:47 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance ([redacted])
<HTML>
<BODY>
While I appreciate the response to my previous email, my real question is 'How do I obtain reimbursement for the towing expense incurred by my when the recalled tie rod failed before a part was made available to me?' It is unfair and unreasonable to expect an owner to absorb this expense when we had repeatedly tried to get the part fixed and taken care of. There is no way the truck was drivable after it broke while on the road and the only way to get it to the Dodge dealership was by towing. Any help with getting this expense reimbursed is greatly appreciated. Thanks [redacted]
 On Tue, Oct 14, 2014 at 7:44 PM, customerassist <customerassist@chrysler.com> wrote:
<blockquote class="gmail_quote" style="margin:0 0 0 .8ex;border-left:1px #ccc solid;padding-left:1ex">Dear [redacted]

Thank you for contacting the RAM Customer Assistance Center.

We regret to hear the concerns you experienced with the tie rod repairs.
Our records show that you have contacted us by telephone and we have
addressed your concern. We have updated your file to reflect the latest
information you provided in the email message.

Thank you again for your email. Should you require additional
assistance, or have any new information to provide, please reply to this
email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Eileen

Customer Service Representative
RAM Customer Assistance Center

For any future communications related to this email, please refer to the
following information:
REFERENCE NUMBER: [redacted]

EMAIL CASE NUMBER: [redacted]
REPLY LINK: <a
href="http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[redacted]
&"
target="_blank">http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[redacted]
237L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site
Brief Description:
How do I obtain reimbursement for towing expenses?
Comments:
On 10/1/14 we incurred towing expenses when our 2010 Dodge Ram2500 had a
left tie rod break while driving. We have been waiting over 6 months
for
our dealership to have the part available. The vehicle was not drivable
and had to be towed at our expense. Not only is this recall N49 a very
dangerous situation, but doubly frustrating when customers must wait
unreasonable amounts of time for availability. Luckily we were no
injured
when this part failed while driving, but the result could have very
easily
been tragically different.

VIN:
3D7UT2CL
Mileage:
79600
Servicing Dealer:

Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]n
Address 1:
[redacted]
Address 2:

City:
Waynesville
State:
NC
Zip:
[redacted]
Email:
bnc.walton@gmail.com
Home Phone:
<a href="tel:[redacted] value="+1[redacted]
</blockquote>

</BODY>
</HTML>

From: customerassist@chrysler.com
To: [redacted]
Date: Wed Oct 15 14:14:08 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance [redacted]
Dear [redacted],
Thank you for contacting the RAM Customer Assistance Center.
In regards to your request for towing reimbursement. After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative when you contacted by phone.
We're sorry we cannot provide a more favorable reply.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,
Eileen
Customer Service Representative
RAM Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

While I appreciate the response to my previous email, my real question is 'How do I obtain reimbursement for the towing expense incurred by my when the recalled tie rod failed before a part was made available to me?' It is unfair and unreasonable to expect an owner to absorb this expense when we had repeatedly tried to get the part fixed and taken care of. There is no way the truck was drivable after it broke while on the road and the only way to get it to the Dodge dealership was by towing.
Any help with getting this expense reimbursed is greatly appreciated.
Thanks
[redacted]
On Tue, Oct 14, 2014 at 7:44 PM, customerassist <customerassist@chrysler.com> wrote:
Dear [redacted]

Thank you for contacting the RAM Customer Assistance Center.

We regret to hear the concerns you experienced with the tie rod repairs.
Our records show that you have contacted us by telephone and we have

addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Eileen

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 - Chrysler Brand Site
Brief Description:
How do I obtain reimbursement for towing expenses?
Comments:
On 10/1/14 we incurred towing expenses when our 2010 Dodge Ram2500 had a left tie rod break while driving. We have been waiting over 6 months for our dealership to have the part available. The vehicle was not drivable and had to be towed at our expense. Not only is this recall N49 a very dangerous situation, but doubly frustrating when customers must wait unreasonable amounts of time for availability. Luckily we were no injured when this part failed while driving, but the result could have very easily been tragically different.

VIN:

3D7UT2CL

Mileage:

79600

Servicing Dealer:

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

Waynesville

State:

NC

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-10-08 22:43:02.383032
Files Not Recieved: 0

WOOD & FULLERTON STORES LLC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
5855 GATEWAY DR ON HWY 9
ALPHARETTA, GA 30004
(770)754-0905
FEDERAL TAX ID# 208105373
WFMW@BELLSOUTH.NET

TIRE & SERVICE NETWORK
GOODYEAR
DUNLOP TIRES
KELLY TIRES

INVOICE M-115819

07/23/14 07/23/14
02:15 PM 02:15 PM
TERR: 7785
NONSIG: 197253

PAGE: 01

BILL TO: [redacted]
CUMMING, GA [redacted]

PHONE 1..... ([redacted] EXT.
PHONE 2.....
DATE REQUESTED 07/23/14
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 030 / 030
PRIOR INVOICE. 115814

VEH YEAR/MAKE. 11 DODGE
VEHICLE MODEL. RAM 2500 4WD DIESEL
VEHICLE COLOR. RED
LICENSE/STATE. [redacted] / GA
ODOMETR IN/OUT 047979 / 47980
VEHICLE ID #.. 3D7UT2CL0BG[redacted]

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
778500005	V	01	00638	0 GA	023403	HDC 8881

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
030	068	078-157	R	1	ALIGNMENT (REF THRUST ANGLE-NO REAR ADJ)	.00	69.99	69.99

LIKE US ON FACEBOOK FOR GREAT DEALS AND INFORMATION
FACEBOOK/WOOD FULLERTON GOODYEAR

PARTS TOTAL.....	.00
LABOR TOTAL.....	69.99
MISC SHOP SUPPLIES.	5.60
SUB TOTAL.....	75.59
SALES TAX.....	.39
CHARGED AMOUNT	75.98
TAXABLE AMOUNT	5.60

X----------
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL $75.98

TREAD L/F..... 11/32 TREAD R/F..... 11/32 TREAD R/R..... 12/32 TREAD L/R..... 12/32

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

Work Order ID _____

Name _____

Address _____

City _____

Telephone _____

First Reg. _____

Vehicle (VIN) _____

License _____

Mileage _____

Technician _____ Date 2014–July–23 12:46a.m.

Dodge/Ram Truck, SUV & Rear Wheel Drive Van

1500/2500/3500 Pickup 4X4 (1994–) : 2500 : 2010–12 : Box Off

Left Front					Right Front			
Actual	Before	Specified Range			Actual	Before	Specified Range	
0.0°	0.0°	–0.3°	0.8°	Camber	0.0°	–0.1°	–0.3°	0.8°
4.9°	4.9°	3.3°	4.3°	Caster	5.4°	5.4°	3.3°	4.3°
0.11°	0.77°	0.05°	0.15°	Toe	0.10°	0.63°	0.05°	0.15°
. . . . .	. . . . .	. . . . .	. . . . .	SAI	. . . . .	. . . . .	. . . . .	. . . . .
. . . . .	. . . . .	. . . . .	. . . . .	Included Angle	. . . . .	. . . . .	. . . . .	. . . . .
. . . . .	. . . . .	. . . . .	. . . . .	Turning Angle Diff.	. . . . .	. . . . .	. . . . .	. . . . .

	Front			
	Actual	Before	Specified Range	
Cross Camber	0.1°	0.1°	–0.5°	0.5°
Cross Caster	–0.5°	–0.5°	–0.5°	0.5°
Total Toe	0.21°	✱ 1.40°	0.10°	0.30°

Left Rear					Right Rear			
Actual	Before	Specified Range			Actual	Before	Specified Range	
–0.1°	–0.1°	. . . . .	. . . . .	Camber	0.1°	0.0°	. . . . .	. . . . .
0.26°	0.24°	. . . . .	. . . . .	Toe	–0.23°	–0.26°	. . . . .	. . . . .

	Rear			
	Actual	Before	Specified Range	
Total Toe	0.03°	–0.02°	. . . . .	. . . . .
Thrust Angle	0.25°	0.25°	–0.30°	0.30°

WOOD & FULLERTON STORES LLC

OWNED AND OPERATED BY A PROUD GOODYEAR INDEPENDENT DEALER
5855 GATEWAY DR ON HWY 9
ALPHARETTA, GA 30004
(770)754-0905
FEDERAL TAX ID# 208105373
WFMW@BELLSOUTH.NET

TIRE & SERVICE NETWORK
GOODYEAR
DUNLOP TIRES
KELLY TIRES

INVOICE M-116938

09/26/14 09/26/14
01:23 PM 02:18 PM
TERR: 7785
NONSIG: 197253

PAGE: 01

BILL TO: [redacted]
CUMMING, GA [redacted]

PHONE 1..... [redacted] EXT.
PHONE 2.....
DATE REQUESTED 09/26/14
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 030 / 030
PRIOR INVOICE. 115819

VEH YEAR/MAKE. 11 DODGE
VEHICLE MODEL. RAM 2500 4WD DIESEL
VEHICLE COLOR. RED
LICENSE/STATE. [redacted] / GA
ODOMETR IN/OUT 51473 / 51473
VEHICLE ID #.. 3D7UT2CL0BG[redacted]

ACCOUNT #	COB	TC	CUST#	TYPE/STATE	AUTHORIZATION	CREDIT CARD NO.
778500005	V	01	00638	0 GA	026461	HDC 8881

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
030		312-014-142-0 312-173-320-0	R	2	LT265/70R17 121Q E WRL DURATRAC BSL TL QY 1 (1) MDAHA91V2514 QY 1 (2) MDAHA91V2814	259.99	.00	519.98
030	103	041-263	R	2	NEW VALVE STEM	3.00	.00	6.00
030	103	044-275 FOR THE LIFE OF THE TIRE	R	2	WHEEL BALANCE - AUTO - LIFETIME	3.95	9.00	25.90
030	001	093-110	R	2	GA CERTIFIED TIRE CARRIER DISPOSAL FEE	.00	3.00	6.00
030	001	092-205 QY 2	R	2	ROAD HAZARD (SONSIO) (1) 367785011195 (2) 367785011196 This is your list of Road Hazard Registration No(s). You MUST Present this invoice when requesting Road Hazard Protection Service. PRO-RATED TIRE REPLACEMENT AND FREE FLAT REPAIRS FOR THE LIFE OF THE ORIGINAL TREAD UP TO A MAX OF 36 MONTHS FROM THE DATE OF PURCHASE. CALL 1-800-445-2146 FOR ASSISTANCE. PLEASE SEE THE TERMS AND CONDITIONS FOR COMPLETE DETAILS.	25.99	.00	51.98
014	001	047-100	R	1	REPLACE REARS AND ROTATE TIRES	.00	.00	.00
014	001	047-100	R	1	60PSI IN FRONT TIRES,70PSI IN REARS	.00	.00	.00

LIKE US ON FACEBOOK FOR GREAT DEALS AND INFORMATION
FACEBOOK/WOOD FULLERTON GOODYEAR

PARTS TOTAL.....	585.86
LABOR TOTAL.....	24.00
MISC SHOP SUPPLIES.	.48
SUB TOTAL.....	610.34
SALES TAX.....	37.41
CHARGED AMOUNT	649.75
STATE TIRE FEE	2.00
TAXABLE AMOUNT	534.36

X----------
CUSTOMER AUTHORIZATION FOR TOTAL

INVOICE TOTAL $649.75

TREAD L/F..... 15/32 TREAD R/F..... 15/32 TREAD R/R..... 11/32 TREAD L/R..... 11/32

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

10/15/14

POSTED DATE : 10.10.14

VIN (FIRST 9 DIGITS) 3D7UT2CL9

VIN (LAST 8 DIGITS) BG [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

Logan's Alignment & Brake Service, Inc.

4920 W. 65th Street
Little Rock, AR 72209
Phone: 501-568-6020

Invoice

Date	Invoice #
10/9/2014	5400

Bill To

NAT
7123
LITT

Catter [redacted]

P.O. Numb

Project

Quantity		Price Each	Amount
		59.95	59.95T
		95.00	95.00T
		40.00	40.00T
		9.00%	17.55

Little Rock, Ark.

[redacted]

[redacted]

VIN 3D7UT2CL9BG[redacted]

2011 Dodge Turbo Diesel 2500

Left front tie rod recall.

Little Rock, AR 72209

[redacted]

Toll Free:
Fax: 501-
Cell:

[redacted]

ger

Total $212.50

NATIONAL HVAC SERVICE

National HVAC Service
7123 Interstate 30
Suite 53
Little Rock, AR 72209

UNITED STATES POSTAGE
02 1P $0
0003971961 00
MAILED FROM ZIP

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

48321$8007

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Thu Oct 09 20:12:54 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Recall information

Comments:

I purchased this vehicle used from a small dealership on 10/4/2014. On 10/5/2014 while in a Walmart parking lot, I was approaching a stop sign and heard a load pop, and my steering wheel pulled very sharply to the right. Come to find out, the left tie rod sheered cleanly off. I have found through my own research that there is an open recall for this malfunction for my year model of truck. The guys at les schwab say it is pretty common. I could not get the truck to a Dodge dealership, as I didn't even own it 24 hrs, and I live too far away from one. My question is, what is the protocol for filling a claim for damage due to a faulty part? It cause some front end suspension damage, totaling about $897 in damage. I'm looking for more information on how I can file a claim, or get some assistance, as it was the faulty part that failed.

Thank you in
advance,

Jeremy

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri Oct 17 13:30:51 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear J[redacted]
Thank you for contacting the RAM Customer Assistance Center.
We?re sorry to hear that you had this experience. We can certainly take a look into reimbursement consideration.
In order to process this request, we require original proof of payment and repair order. You have three options to submit this request.
You may mail us the information to the recall reimbursement center for review and reimbursement consideration. The second option would be to fax the information in. Lastly, option three would be that we can send you a document request link for you to scan the documents into your computer and you can send them via email.
Once you have decided how to submit this request, please reply to the email by clicking the link bellow to request the information.
You should also take your vehicle to your dealer for a free inspection for the recall repair. It is possible that the recall may still need to be completed on the vehicle.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Ashley
Customer Service Representative
RAM Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
Recall information
Comments:
I purchased this vehicle used from a small dealership on 10/4/2014. On 10/5/2014 while in a Walmart parking lot, I was approaching a stop sign and heard a load pop, and my steering wheel pulled very sharply to the right. Come to find out, the left tie rod sheered cleanly off. I have found through my own research that there is an open recall for this malfunction

for my year model of truck. The guys at les schwab say it is pretty common. I could not get the truck to a Dodge dealership, as I didn't even own it 24 hrs, and I live too far away from one. My question is, what is the protocol for filling a claim for damage due to a faulty part? It cause some front end suspension damage, totaling about $897 in damage. I'm looking for more information on how I can file a claim, or get some assistance, as it was the faulty part that failed. Thank you in advance, Jeremy

VIN:
7J[redacted]
Mileage:
177815
Servicing Dealer:
Les Schwab
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Polson
State:
MT
Zip:
[redacted]
Email:
[redacted]
Work Phone:
[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Mon Oct 20 00:22:51 EDT 2014
Subject: Reply to Chrysler Group LLC ([redacted])
Reply Comments:

Please provide the link where I can scan the necessary documents into my Conley and send them to you for confusion confusion consideration.

From: customerassist@chrysler.com
To: [redacted]
Date: Mon Oct 20 13:13:16 EDT 2014
Subject: Re: Reply to Chrysler Group LLC ([redacted])
Dear [redacted]
Thank you for your recent email. I am pleased to send you the document request link.
I have sent you the link to the email address you have been utilizing to correspond with us.
Please be aware that the link can only be opened once; however, the link expires in 7 days if not opened.
If the link does not work, please reply to this email so we can resend the link. If you have any questions or concerns, please contact us back and we can review your case further.
Sincerely,
Ashley
Customer Service Representative
RAM Customer Assistance Center
Original Message Follows:

Comments:
Please provide the link where I can scan the necessary documents into my
Conley and send them to you for confusion confusion consideration.

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-10-21 20:03:23.106350
Files Not Recieved: 0

Attached is the invoice from Les Schwab for all of the necessary work that had to be done after the left tie rod snapped. My mother's name is on the account, as I was visiting her when it happened. I am an authorized user on her account, which allowed me to charge her account. I was going about 15-20 mph when it snapped, which is what caused the ball joints and bushings to have to be replaced as well. Please let me know if you need anything else to support this.

Tires LES SCHWAB

36030 Memory Ln
Polson, MT 59860
406-883-1099

Store: 910
Invoice: [redacted]
Salesperson: Nicholas D B

Work Order 91000062782

Customer Information

Name: [redacted]
Address:
City, State, POLSON, MT [redacted]
Phone: [redacted]

Vehicle Information

Vehicle: 2007 DODGE RAM 2500 PICKUP
Color: GOLD
Mileage: 178054
License: TEMPMT

Comments: Approved By: angela.

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
2	14654	FA2215E BALL JOINT	$140.08	$0.00	$280.16
2	239231	FA2214E BALL JOINT	$142.42	$0.00	$284.84
2	13657	REPLACE BALL JOINT 4WD CHRYSLER 1 SIDE	$121.50	$0.00	$243.00
1	259671	FA7704 TRAK BAR BUSHING	$35.19	$0.00	$35.19
1	13534	INSTALL TWO BUSHINGS SAME ARM	$80.00	$0.00	$80.00
1	15812	AL3 THRUST ALIGNMENT-DOM/IMP	$0.00	$0.00	$0.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	$56.25	$0.00	$56.25
1	162932	ES3625 TIE ROD END	$51.12	$0.00	$51.12
1	13606	TIEROD END PASS/LT - INSTALLATION	$19.50	$0.00	$19.50

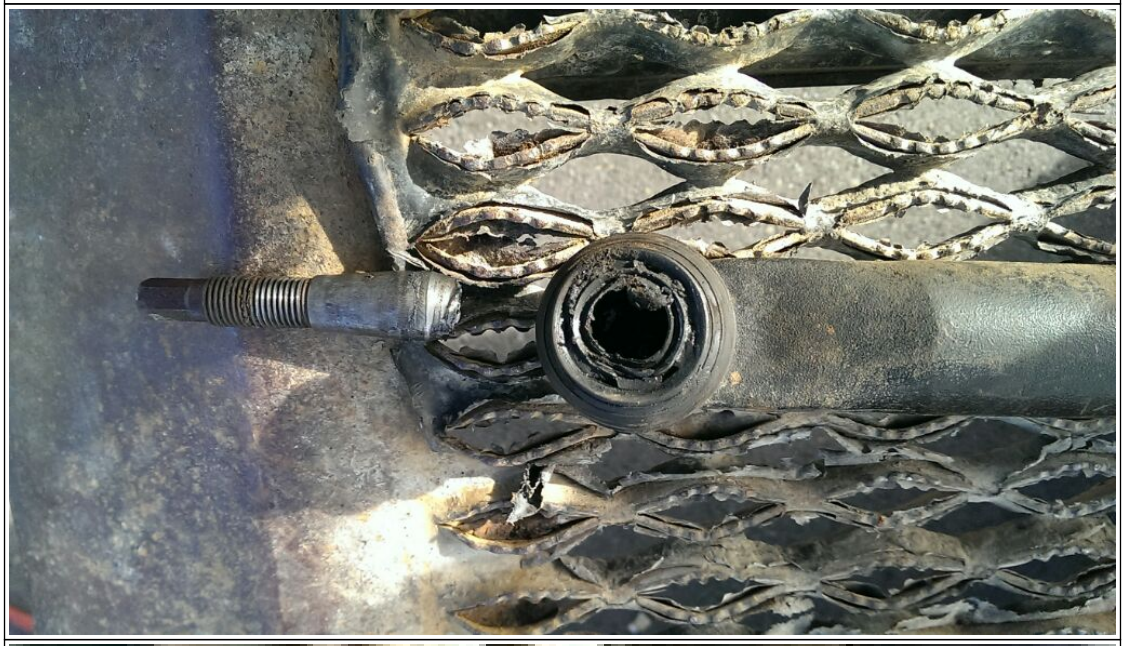
Parts Subtotal:	$651.31
Labor Subtotal:	$398.75
Sales Tax:	$0.00
Tire Tax:	$0.00
Invoice	**$1,050.06**

Payment Method: CUST CHG:Acc# 910-01590 **$1,050.06**

THANK YOU FOR YOUR BUSINESS

Invoice Date/Time: 10-10-2014 06:07 PM

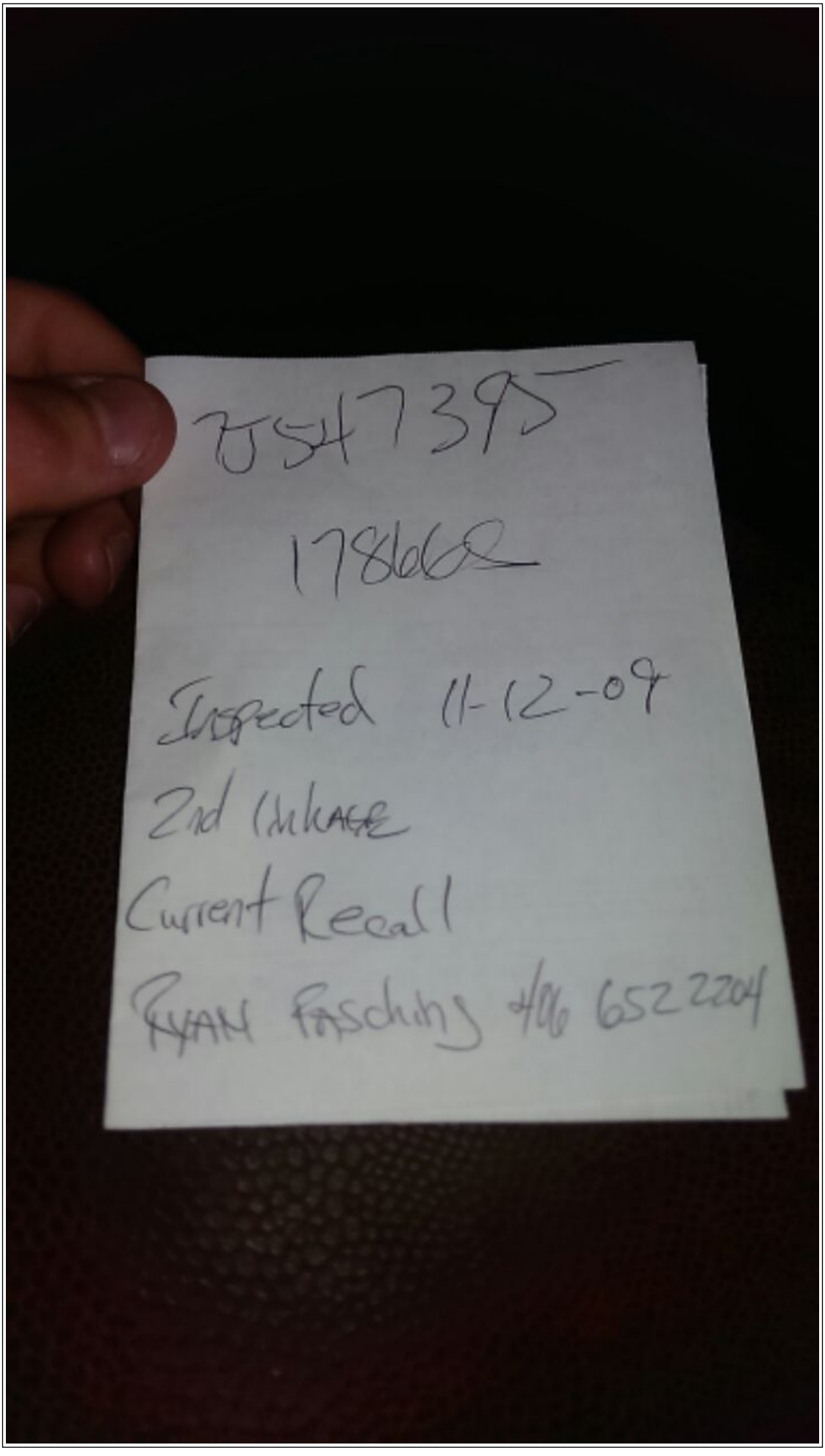






Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-10-24 19:44:47.325448
Files Not Recieved: 0

This is the note Ryan made and handed to me. He stated that the inspection in 2009 showed a certain type of linkage that was different from the one that broke (and the one causing the damage I am trying to file a claim for), and that it was the second linkage that failed. He also performed a visual check of my current linkage and stated that it, the third linkage, also needed to be replaced under recall because it still isn't the correct part.


TJS47395
178662
Inspected 11-12-09
2nd Linkage
Current Recall
RYAN Fasching 406 652 2204

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



EAST VALLEY RV SPECIALISTS

Service Invoice: 47101

Name	[redacted]
Addr.	MESA, AZ [redacted]
Phone	[redacted]
B- Name	
B-Addr.	
B-Phone	
Coach Data	
V.I.N. #	3D3MX49A38G[redacted]

Inv. Date	08/20/14	Year	2008
S.O. Date	08/18/14	Make	DODGE
QC'd by	BBURG	Model	RAM 3500
Salesman	BBURG	Color	
Division	MR	Miles	93502
		Lic.#	[redacted] AZ

Service Description	Hrs.	LabS
TAG# 7101 8/20/14 KELSY 800-853-1403 #3 SENDING FILE TO GOODWILL FOR PROCESSING		
REPLACE STEERING GEAR PER CHRYSLER RECALL. #27 CUSTOMER WAS TOWED IN WITH LEFT FRONT TIE ROD END BROKE OFF OF STEERING KNUCKLE. REPLACE ALL FRONT END STEERING COMPONENTS PER DODGE RECALL BULLETIN N49 - NHTSA 13V-259		120.00
FRONT END ALIGNMENT ON A TRUCK CHASSIS.#27		96.00

FAX# 877-768-5076

ATTN: CASE# [redacted]

Qty	Part Number	Part Description	Price
1	68039930-AA	PITMAN ARM	43.10
1	5154661-AC	DAMPER-STEERING STABILIZ	119.00
3	6505623-AA	LOCK NUT	6.75
1	52122362-AL	STEERING RECALL KIT	350.00

	Additional Items		Sublet or Add'l Services	
1	MISC ITEMS	6.50		
	DISPOSAL CHARGE			
	Total Items	6.50	Total Sublets	0.00

RECOMMENDATIONS

t service due on: ???

Totals	
Labor	216.00
Parts	518.85
Supplies	10.80
Sublets	0.00
Addl. Items	6.50
Subtotal	752.15
Tax	0.00
Total	752.15

5355188
EAST VALLEY RV SPECIAL
10020 E APACHE TRAIL
APACHE JCT, AZ 85120
(480)380-3801

Ref #: 0004

Sale

Entry Method: Swiped

[redacted]
XXXXXXXXXXXX
DISCOVER

12:12:31
Appr Code: 014570
BatchN: 000025
$ 752.15

10/14/14
Inv #: 0000004
Approvd: Online
Total:

Term ID: 002
Shift #: 2

I agree to pay above total amount according to card issuer agreement (Merchant agreement if credit voucher)

[redacted]

THANK YOU!

us a call immediately.

e that I have authorized the repair work described above. I agree that you are not responsible for loss or damage to the vehicle or articles the vehicle in case of fire, theft, or any other cause beyond the shop's control. I agree that the shop is or was not responsible for delays ed by parts availability. I acknowledge that any additional work that was required was performed at my expense with my permission at or over the phone unless I have agreed to grant the shop such latitude. I granted you and your employees permission to operate the le for testing and inspection. An express mechanic's lien was ack airs from the . Any telephone authorizations listed on this invoice are accordin

anks for your business.
We appreciate your patronage.

[redacted]

10/14/2014 12:09 FAX 001/001

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



To:	**Chrysler Safety Recall N49**	From:	[redacted]
Fax:	**877-768-5076**	Pages:	**4**
Phone:		Date:	**10/28/2014**
Re:	**Repair Receipt claim Submission**	cc:	

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

Comments: Please find comments of my conversation with Lynn & Jake. They can be found on case #[redacted]

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7KS28L69G**[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 CHEVROLET 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.

GLENWOOD SPRINGS, CO 81601
(970) 945-6561

Employee: 31 , Vanessa
Sales Rep: 0 , Salesman
Accounting Day: 12

SOLD TO
1000
PREFERRED Cash Customer
CO

Anticipated Time:
Attention:
Tax Exemption:
PO#:
Terms: NET 15

Part Number	Line	Description	Quantity	Price	Net	Total	
		2009 Dodge Truck Ram 2500 Mega Cab 3/4 Ton - Pi 5.7 L					
2693740	NCP	Tie Rod End - Outer	1.00	99.79	58.4700	58.47	T

Subtotal	58.47
TAXTABLE 6 8.6000%	5.03
Total	63.50
Visa	63.50

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

I agree to pay total amount according to card issuer agreement.

CUSTOMER COPY

Y OCR 500001242126806O

Y 126806 Invoice Number

GLENWOOD AUTO023037
970-945-6561
3024 GLEN AVE
GLENWOOD SPRINGS, CO 81601

Terminal : GPC0023047J
Processor ID: CARDNET
Client ID: 571360101001

Sale

15:38:39

12/12/14
TRAN ID: 29422

VISA XXXXXXXXXXXX[redacted]

AUTH: 612183

Total: $ 63.50

NO SIGNATURE REQUIRED

Customer Copy

INVOICE

BIG O TIRES #6070
100 SOUTHSIDE DRIVE
BASALT, CO 81621
(970) 927-3038

BIG O TIRES

Visit us on the web at: www.bigotires.com

Invoice No: 006070-118321 *Page 1*
Order No: 118321
Date: 10/13/2014 Time: 09:21 AM
Started by: MIGUEL MONDRAGON
Invoiced by: MIGUEL MONDRAGON

Vehicle Information Year: 2009 Make: DODGE TRUCK
Model: RAM 2500 PICKUP Color: GOLD
License: [redacted] Odometer: 76,121
Engine: 6-408 6.7L Dsl VIN: 3D7KS28L69G[redacted]
Unit: Driver:
Tire Pressure Front: 0 Rear: 0 Torque:

Customer Instructions Save Old Parts? No

Cust.: [redacted]
Address: [redacted]
City, State, Zip: BROOMFIELD, CO [redacted]
Home: [redacted] Work: Cell:

Bill To:

Item	Description	Qty	Price	Total
LAB AL2	THRUST ANGLE ALIGNMENT **90 DAYS OR 4000 MILES WARRANTY**	1.00	49.99	49.99

BIG O TIRES 6070
100 SOUTHSIDE DR
BASALT CO 81621

DATE: 10/13/14 TIME: 09:21
MERCHANT ID: KL0501225[redacted]
CREDIT CARD
VISA SALE

CARD#: ++++ [redacted]
EXPIRATION DATE: ++++
SEQ: 303806
APPROVAL CODE: 013112
ENTRY METHOD: Swiped

PRODUCT QTY PRICE AMOUNT
GEN MERCHANI 52.72

TOTAL AMOUNT: $52.72

APPROVED 013112

THANKS FOR YOUR BUSINESS

CUSTOMER COPY

Invoice Summary

Payment	
Type	**Amount**
VISA	$52.72

Invoice Totals	
Parts	0.00
FET	0.00
Core Chg	0.00
Labor	49.99
Waste Disposal	0.00
Shop Supplies	2.50
Sales Tax	0.23
Total:	**52.72**

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

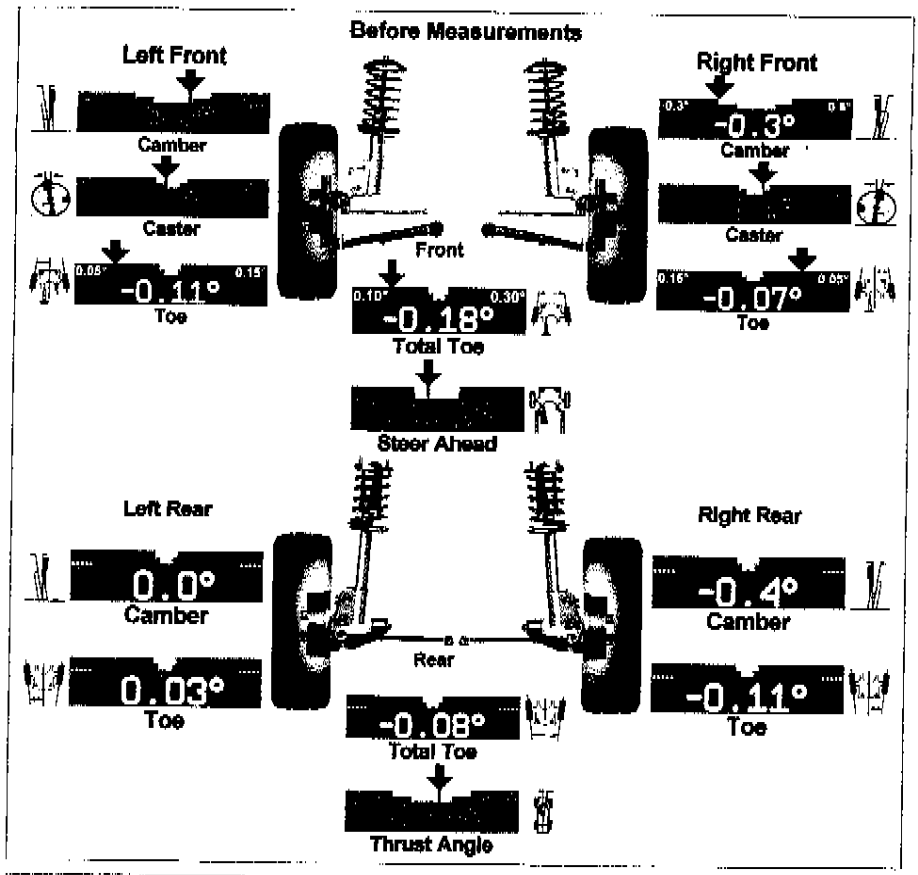
Customer Signature _____

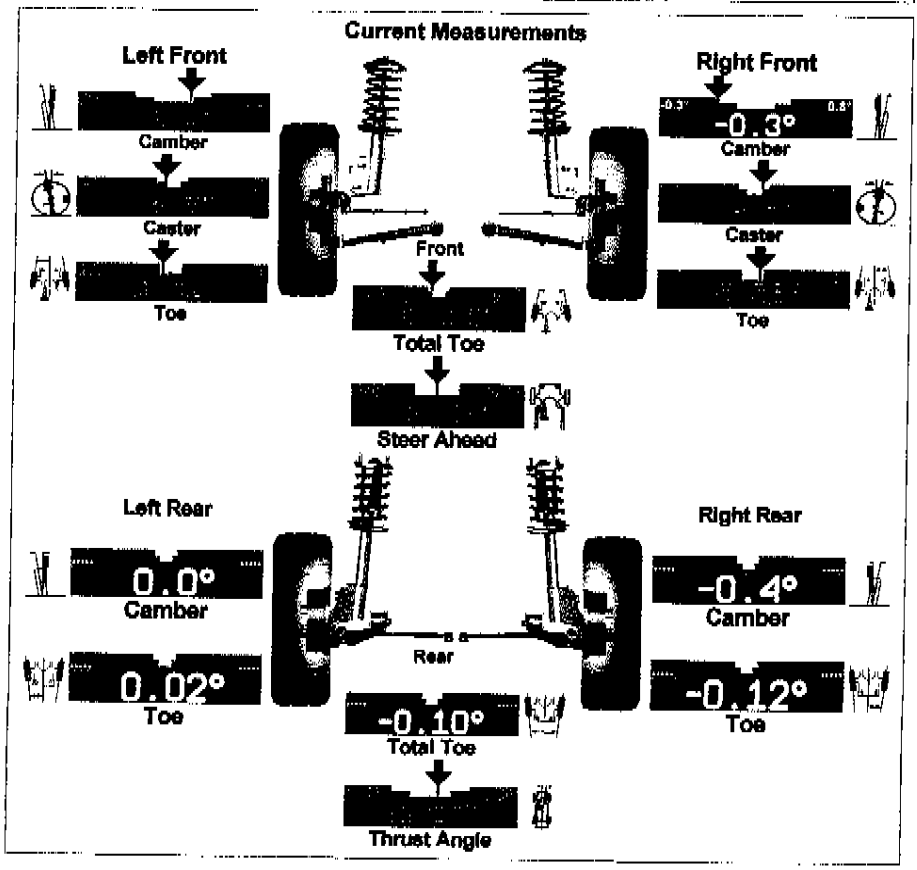
(Version: bolasinv9 - 20130918)

Work Order: R000007
VIN: 3D7KS28L69G[redacted]
Year: 09
Date 10/13/14 9:43 AM

3D7KS28L69G[redacted]

Dodge / Ram / SRT 2009 Ram 2500 4X4





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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

10/13/14

POSTED DATE : 10-4-14

VIN (FIRST 9 DIGITS) 3D7KS28A6

VIN (LAST 8 DIGITS) 8G[redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CUSTOMER #: 13703 10733D

Berthod MOTORS INC.

SALES AND SERVICE

400 27th Street
GLENWOOD SPRINGS, COLORADO 81601
PHONE 970-945-7466
www.berthodmotors.net

[redacted]

INVOICE

CARBONDALE, CO [redacted]

PAGE 1

HOME: [redacted]

BUS: CELL: SERVICE ADVISOR: 72 JUSTIN PAUL PFALZGRAFF

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GOLD	08	DODGE RAM 2500	3D7KS28A68[redacted]	806SLX	94383/94383	T643

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 DD			17:00 16SEP13		0.00	CASH	21SEP13

R.O. OPENED	BOOKED	OPTIONS: DLR:UNKNOWN ENG:6.7_Liter_Turbo_Diesel
16SEP13	21SEP13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THAT TIE ROD FELL OFFAND DAMAGED TIRE WAS TOWED IN			
600 TRANSMISSION/AXLE			
40 CPT		287.50	287.50
1 68001734AB LINK KIT-STABILIZER BAR	76.61	76.61	76.61
1 68038054AD PACKAGE-OUTER END	111.28	111.28	111.28
SUBL TOW IN; GLENWOOD SHELL; #31654:			
CPT		320.10	320.10
REPLACED OUTER TIE RODS AND INSTALLED SPARE TIRE AND WHEEL.			
REPLACED LEFT SIDE SWABAR LINK. ALIGNED WEHICLE			
**********			
CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER			14.38

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

SHOP SUPPLY COSTS: We have added a charge equal to 5% of the total cost of labor not to exceed $12.00, in the Misc. Charges amount for shop supplies used in connection with this repair.

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	287.50
PARTS AMOUNT	187.89
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	320.10
MISC. CHARGES	14.38
TOTAL CHARGES	809.87
LESS INSURANCE	0.00
SALES TAX	16.16
PLEASE PAY THIS AMOUNT	826.03

Section 25-17-202, Colorado Revised Statutes [redacted]

To: Chysler Group

From: Seth Hollar

Re: Refund/Recall Case [redacted] vin # 3d7ks28a68g[redacted]

Date: Sept 22, 2014

Hello,

I am attaching receipts for a refund for work performed on my Dodge Ram 2500. This has been a mjor hassle. Not only have I had an out of pocket expense, I also missed work. I demand a full refund.

I am asking to reimbursed for a total of $1,391

Berthoud Motors	$826
New tire	$165
New Rim	$100
Day of work	$300

My address is :

[redacted]

Lahaina, HI.[redacted]

[redacted]

Thank You,

[redacted]

CHRYSLER

Left Tie Rod

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

This notice applies to your vehicle (VIN: **3D7KS28A68G[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.

+ Insurance ACT

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.

ME Com

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

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

PRESORTED
STANDARD
U.S. POSTAGE
P A I D
PERMIT #2655
DETROIT, MI

IMPORTANT!
SAFETY RECALL NOTICE

[IMPORTANT SAFETY RECALL INFORMATION]

U.S. Department of Transportation

Issued in Accordance With Federal Law

NHTSA
www.nhtsa.gov

*********AUTO**3-DIGIT 816 1/617
8G2[redacted] N49 183195
[redacted]
CARBONDALE, CO 8[redacted]

183195/#65946/N49

[redacted]

Lahaina HI

[redacted]

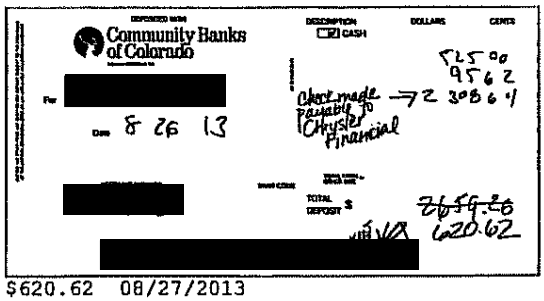
HONOLULU HI 968

09 OCT 2014 PM 1 1

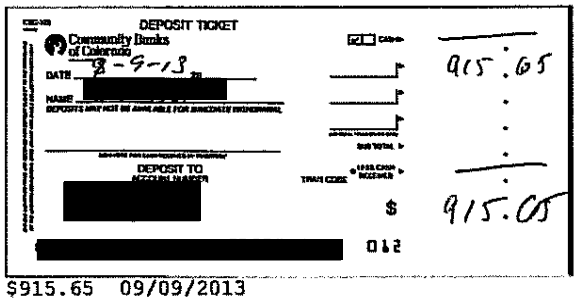
RECEIVED
OCT 13
By

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

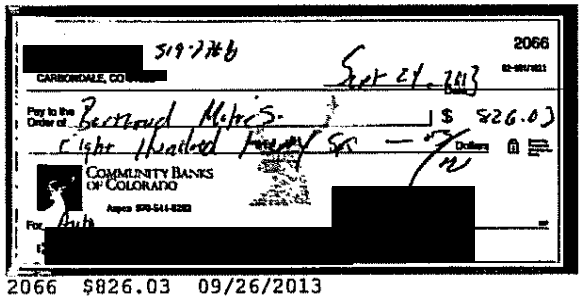
48321800707



$620.62 08/27/2013



$915.65 09/09/2013



2066 $826.03 09/26/2013

TO: Shalana

FROM: [redacted]

DATE: 11-3-14

RE: # [redacted]

LAMA

VIN #

3D7KS28A68

G[redacted]

7205036

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-10-28 12:27:48.534826
Files Not Recieved: 0

DODGE TOWN INC.
1120 E. OMAHA
RAPID CITY, SD 57701
PHONE: 605-343-2896 (800-363-4386) FAX: 605-341-3156

facsimile transmittal

TO: Shari FAX: 801-736-3929

FROM: DODGE TOWN INC. DATE: 10/27/14

RE: [redacted]

CC:

☐ U[redacted] Please Recycle

From Dodge Town

thanks
Clayton

DODGE TOWN INC.

"Where Good Feelings Go With Honest Dealings"

1120 East Omaha Street
RAPID CITY, SOUTH DAKOTA 57701
Phone (605) 343-2896

SHOP HOURS
MONDAY-FRIDAY
7:30 AM - 6:00 PM
SATURDAY
7:30 AM -1:00 PM

R/O	VIN			DATE IN
27208	3D7UT2CL6BG[redacted]	[redacted]		10/14/14
YEAR	MAKE	MODEL	COLOR	TIME IN
2011	DODGE	RAM 2500	BLACK O	08:05
MILES IN	MILES OUT	FIRST USE	LISC.	CLOSED 15:02
40701	40701	00/00/00	SD SCHAEFFE	10/27/14
SEE ALSO			BLACK HAWK SD [redacted]	WRITER 2709 CLAYTON
			Hi[redacted]	

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

(1) CUSTOMER STATES TRUCK TURNS OVER BUT WON'T ST ART
JUST HAD MID STATE CAMPER PUT IN 5 WHEEL WIRI NG
TESTED SYSTEM, NO CODES, TRANSFER PUMP NOT RU NNING, CONTACTED TECH HOT LINE
REPLACED AND PROGRAMMED ECM
(21-8911 DAVE K-) A

Warranty Claim
Labor T21
(F)RL089741AA (MODULE) 1
.....(Warranty).....

(2) FREIGHT
FREIGHT TO GET ECM HERE

(52-3700 CHRIS N.-) A

Labor T52 .00
PREPAID FR 27208 95300040 35.00
Total Sublet 35.00
Total Repair (Customer)..... 35.00

(3) TRUCK STARTS AND STALLS OUT

(21-8911 DAVE K-) A

Labor T21 25 230.00
(F)RL692318AJ (MODULE) 1 894.00
Total Labor 230.00
Total Parts 894.00
Total Repair (Customer)..... 1124.00

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this merchandise. 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 merchandise.
ALL PARTS NEW ORIGINAL EQUIPMENT UNLESS OTHERWISE SPECIFIED
X

THE ABOVE NOMINAL CHARGE FOR SHOP SUPPLIES IS APPLIED TO EACH SERVICE INVOICE T COVER 1.) SHOP SUPPLIES AND 2.) HANDLING AND DISPOSAL OF HAZARDOUS WASTE MATERI ALS (SEE REVERSE SIDE FOR FURTHER EXPLANATION)

	W/C	INT.	CUSTOMER
Labor		.00	230.00
Parts		.00	894.00
Sublet		.00	35.00
Shop Supply/		.00	12.00
Oil/Grease		.00	.00
Sub Total		.00	1171.00
Tax		.00	70.26
Total (Cash)		.00	1241.26

27208

Customer Copy
Labor Rate 92.00

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



HUDSON VALLEY
CHRYSLER DODGE Jeep RAM
200 Auto Park Place
Newburgh, NY 12550
Main 845-562-4100
Parts 845-562-4116
Service 845-562-4380
Sales 888-745-8341
www.hudsonvalleychryslerdodgejeepram.com

CUSTOMER #: 533230

349188

INVOICE

PAGE 1

[redacted]
MONTGOMERY, NY [redacted]
HOME: [redacted]
BUS: CELL:

REGISTRATION NUMBER:

SERVICE ADVISOR: 818 ERWIN RAMOS

COLOR	YEAR	MAKE/MODEL	V.I.N	LICENSE	MILEAGE IN / OUT	TAG
WHITE	08	DODGE RAM 3500	3D6WH46D48G[redacted]		71076/71076	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 IS 01JAN08 DD			18:00 25OCT14			CASH	25OCT14

R.O. OPENED	READY	OPTIONS: ENG:5.7_LITER_SMPI
12:29 25OCT14	12:33 25OCT14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A PERFORM N62 RECALL
CAUSE: TECH PERFORMED INSPECTION FOUND PARTS NEEDED TO BE REPLACED
31 RECALLS
7 WC 0.00 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CUSTOMER HAD PARTS REPLACED AT PRIVATE GARAGE DUE TO FAILURE OF COMPONENTS
NO PARTS REPLACED AT THIS TIME

****

Case #
[redacted]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Manner of Authorization
$	$			☐ In Person ☐ Via Telephone ☐ Via Fax/E-mail
Revised Estimate $	$			☐ In Person ☐ Via Telephone ☐ Via Fax/E-mail

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you had the opportunity to inspect the vehicle and received or inspected any replaced parts as requested by you before paying this Invoice. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***SHOP SUPPLY COSTS:** We have added a charge equal to $ 0 to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS INSTALLED ARE NEW AND ALL BODY PARTS ARE NEW OEM UNLESS OTHERWISE INDICATED.

PARTS RETURN WAIVER: I hereby waive the return of any replaced parts. INITIALS

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Ken's Service Station, Inc.

2231 Route 208
Montgomery, NY 12549
(845) 457-5800 845-457-1693

Case #

Invoice

DATE	INVOICE NO.
10/24/2014	21389

BILL TO

[redacted]
[redacted]
Montgomery, NY [redacted]
[redacted]

VEHICLE INFORMATION

Dodge Ram 3500
Mi: 71,032

NYS Facility ID # 7058597

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
00	*Steering Kit*	1	375.00	375.00T
00	*Pitman Arm*	1	63.00	63.00T
00	*Steering Damper*	1	119.00	119.00T
Fr End Ali...	*Front End Alignment*	1	59.95	59.95T
Towing	*Tow vehicle from Otisville to Montgomery shop for repair*	1	75.00	75.00T
Labor	*Labor*	2	80.00	160.00T

I have recieved the goods or services as described.

Signature

Subtotal	$851.95
Sales Tax (8.125%)	$69.22
Balance	$921.17

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-11-18 10:45:26.543389
Files Not Recieved: 0

OLE OLSON'S TOWING and Recovery Service

420 41st STREET SE
MINOT, ND 58701-5132
PHONE (701) 852-2525
OLSON'S OWL WRECKER

SERVICE CALL

No. 097665

BILL TO

DATE 10/30/14

OWNER OR DRIVER [redacted] PHONE # [redacted]

ADDRESS CITY ST ZIP

☐ CASH ☐ CHARGE ☐ CHECK # ☒ CREDIT CARD # XXXX [redacted]

P.O. # R.O. # IMPOUND # Auth 001340

YEAR 11 COLOR Brown MAKE Dodge MODEL Ram 2500 HD

LIC. [redacted] STATE ND VIN 3D7UT2CL9BG[redacted]

UNIT # VEHICLE MILEAGE 48032

LOCATION PICKED UP 412 2nd Ave SW Surrey VEHICLE TOWED TO Devil's Lake Chrystler

DESCRIPTION OF SERVICE				AMOUNT	
☐ SLING TOW ☐ WHEEL LIFT TOW ☒ UNDERLIFT TOW ☐ FLAT BED TOW ☐ SERVICE CALL ☐ WINCH ☐ JUMP START ☐ ACC. TOW ☐ IMP. TOW ☐ REPO ☐ STUCK ☐ ROPE ☐ LOCKOUT ☐ GOA				90	00
122 MI. - 2	@ $ 5.00		☒ TOWED MILE ☒ EMPTY MILE ☐ RUNNING MILE ☐ LOADED MILE	600	00
MI. -	@ $		☐ TOWED MILE ☐ EMPTY MILE ☐ RUNNING MILE ☐ LOADED MILE		
WRECKER	HRS @ $	/HR	☐ EMPTY ENROUTE ☐ LOADING ☐ EMPTY RETURN ☐ TOWING		
WRECKER	HRS @ $	/HR	☐ EMPTY ENROUTE ☐ LOADING ☐ EMPTY RETURN ☐ TOWING		
WRECKER	HRS @ $	/HR	☐ EMPTY ENROUTE ☐ LOADING ☐ EMPTY RETURN ☐ TOWING		
WRECKER RECOVERY	HRS @ $	/HR			
WRECKER RECOVERY	HRS @ $	/HR			
☐ CLEANUP DEBRIS ☐ COVER EXHAUST ☐ OUTSIDE TOW BILL ☐ AIR UP SYSTEM ☐ UPRIGHT ☐ ATTEMPT TO JUMP ☐ DOLLY DOWN & PULL TRACTOR OUT ☐ CHAIN UP REARENDS					
☐ REMOVE DRIVELINE ☐ TIE UP DRIVELINE ☐ PREVIOUS TOW ☐ CHANGE TIRE ☐ PULL START ☐ HOOKUP RELIEF TRACTOR ☐ TRACTOR FOR TRAILER ☐ BACK OFF BRAKES ☐ CAR DOLLIES					
			FSC	86	30
R+R Driveshaft				90	00
				866	30

TIME FINISHED					
TIME UNLOADED	MILEAGE FINISHED		DRIVER LK		
TIME LOADED	MILEAGE UNLOADED		UNIT # 77	CODE WLF	KEYS In it
TIME ARRIVE	MILEAGE LOADED		ANY DAMAGE NOTED Fierod L Side, MDS		
TIME DISPATCHED	MILEAGE START				
TOTAL TIME	TOTAL MILEAGE	TOWED MILEAGE	X		

JM

VITTORE
WHEELS • TIRES • SUSPENSION

INVOICE NO.
1364210

DATE
11/6/2014

162 NORTH CHERRY STREET, ASHEBORO, NC 27203
PHONE: 336-629-2225 FAX: 336-629-5911

SHIP TO	BILL TO
[redacted] Minot, ND [redacted] [redacted]	[redacted] ,

DUE DATE	PAYMENT TYPE	P.O. NO.	SALESMAN
	VT		CMB / CMB

PART NO.	DESCRIPTION	ORDERED	SHIPPED	PRICE	AMOUNT
XD79589080212N	18X9 XD HOSS CHROME 8x6.5 -12MM	1	1	235.00	235.00
5181235	LT35X1250/R18 123 Q PROC XTREME AT 10PLY BW	4	4	318.75	1275.00
TOTAL	TOTAL PRICE INCLUDES SHIPPING COSTS!	1	1		
AIR !	AIR ! KEEP PROPER INFLATION AT ALL TIMES!	1	1		
	Devils Lake Chrysler 302 4th Street NW Devils Lake ND 58301Attn: Jim				
	FEDEX TRACKING # 062296170142859 (TIRES) 622773646942 (WHEEL)				

.

SALES TAX	0.00
TOTAL	1510.00
VIRTUALTERMINALPAYPALC	1510.00
AMOUNT DUE	0.00

Received By: _____

WE APPRECIATE YOUR BUSINESS!

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-11-18 11:51:49.351735
Files Not Recieved: 0

LAND YACHTS, INC
1414 Commerce Lane
Jupiter, FL 33458
MV-25804
561-745-0242 / Fax 745-1725
landyachtsinc@bellsouth.net

Attn: Lawrence

INVOICE

DATE	INVOICE #
10/31/2014	17185

CUSTOMER INFORMATION	RV INFORMATION
[redacted] Jupiter, FL [redacted]	2010 Dodge Ram 2500 Vin #3D7UT2HL1AG[redacted]

P.O. #	AUTHORIZATION #

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
Labor	Service call to vehicle.	2	119.00	238.00T
Labor	Remove, furnish and install new tie rod end. Adjust and test drive.	1.5	119.00	178.50T
S/O	ES800532 - Tie Rod End	1	109.56	109.56T

Case # [redacted]

Sales Tax (6.0%)	$31.56
Total	$557.62

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-11-19 15:52:46.111133
Files Not Recieved: 0

LAND YACHTS, INC
1414 Commerce Lane
Jupiter, FL 33458
MV-25804
561-745-0242 / Fax 745-1725
landyachtsinc@bellsouth.net

Attn: Lawrence

INVOICE

DATE	INVOICE #
10/31/2014	17185

CUSTOMER INFORMATION	RV INFORMATION
[redacted] Jupiter, FL [redacted]	2010 Dodge Ram 2500 Vin #3D7UT2HL1AG [redacted]

P.O. #	AUTHORIZATION #

ITEM	DESCRIPTION	QTY	RATE	AMOUNT
Labor	Service call to vehicle.	2	119.00	238.00T
Labor	Remove, furnish and install new tie rod end. Adjust and test drive.	1.5	119.00	178.50T
S/O	ES800532 - Tie Rod End	1	109.56	109.56T
	Case # [redacted]			
			Sales Tax (6.0%)	$31.56
			Total	$557.62

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP

2[redacted]

RECEIVED DATE: 10/30/14

POSTED DATE : 10.17.14

VIN ((FIRST 9 DIGITS)) 1D7RS28A2

VIN((LAST 8 DIGITS)) 7J [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR: 00000000

NON – SCANABLE ITEMS : CIRCLE ONE

NO YES

Wild Diesel, LLC

1847 W 2100 S
West Haven, UT 84401

Invoice

Date	Invoice #
3/18/2013	71397

Bill To	Ship To
[redacted]	

P.O. Number	Terms	Rep	Ship	Via	F.O.B.	Project
			3/18/2013			

Quantity	Item Code	Description	Price Each	Amount
	Labor	Install customers own supplied updated steering and fuel filter	100.00	100.00
	Parts	Alignment (TDS. 17th Wall AVE.)	75.00	75.00
		07 Dodge miles 89364 Lic # [redacted] vin # 1D7KS28A27J[redacted] GW		
		Sales Tax	6.85%	11.99

See Reverse for Terms and conditions. Sign Below

Total $186.99

DAVIS

CHRYSLER DODGE JEEP
647 South Main Brigham City, UT 84302
Phone: (435) 723-3456 Toll Free: (800) 948-1670
www.davisautogroup.com

SOLD TO	SHIPPED TO
CASH SALE	

RETURN POLICY: No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit. No returns after 15 days.

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

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal		3/14/13	[redacted] 1

SHIP VIA	SALESPERSONS NAME
Customer Pickup	TIM MOYERS

QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
2	68061634AA : ELEMENT: FUEL FILTER	LISE	50.50	45.00	90.00

DAVIS CHRSYLER
DODGE JEEP
647 S MAIN ST
BRIGHAM CITY, UT 84302

70054498
000010175912

TERMINAL I.D.:
MERCHANT #:

VISA
[redacted]
SALE
BATCH: 000621 INV:014309
ARN: 30732340221 3 AUTH:014609

MAR 14, 13 17:29

$629.67

TOTAL

DAVID H JENSEN

(435) 723-3456
Thank You!
Have a Nice Day!

CUSTOMER COPY

DATE PRINTED	3/14/13	TIME	17:29:21

PARTS DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m. Mon - Fri
Closed Saturday & Sunday

Thank You!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICES OR EQUIPMENT	90.00
SHIPPING	
C.O.D. CHARGE	
SALES TAX OR TAX I.D.	5.85
DEPOSIT ON CONTRACT	
TOTAL	95.85
VISA/MC: 014609	95.85

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)945-1028

DAVIS

CHRYSLER DODGE JEEP
647 South Main Brigham City, UT 84302
Phone: (435) 723-3456 Toll Free: (800) 948-1670
www.davisautogroup.com

SOLD TO	SHIPPED TO
[redacted] WILLARD, UT [redacted]	

RETURN POLICY: No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit. No returns after 15 days.

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

YOUR PURCHASE ORDER	TERMS	INVOICE DATE	INVOICE NUMBER / PG.
Verbal	Payment Due Upon Receipt	3/14/13	5014309 1

SHIP VIA	SALESPERSONS NAME
Customer Pickup	TIM MOYERS

QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT
1	68039930AA : ARM: PITMAN	L18J	46.25	46.25	46.25
1	52122362AH : STEERING: STEERING	UP	359.00	359.00	359.00
1	5154661AC : DAMPER: STEERING	L18A	92.50	92.50	92.50
1	6502835 : NUT: HEX FLANGE LOCK	L17H	3.49	3.49	3.49

DATE PRINTED	3/14/13	TIME	17:29:32

PARTS DEPARTMENT HOURS
8:00 a.m. to 6:00 p.m. Mon - Fri
Closed Saturday & Sunday

Thank You!

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICES OR EQUIPMENT	501.24
SHIPPING	
C.O.D. CHARGE	
SALES TAX OR TAX I.D.	32.58
DEPOSIT ON CONTRACT	
TOTAL	533.82
VISA/MC 014609	533.82

(C) 2003 ARKONA, Inc. - Dealership Application Group (800)645-1028

-548888#63094/N62

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

VIN (Last 8 Characters of Vehicle Identification Number) [7J[redacted]2]

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: 16 Jun 2010

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 Willard

State OH Zip Cod[redacted]

Email Address [redacted]


WILLARD UT
OCT 30

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

11/03/14

POSTED DATE : 10-27-14

VIN (FIRST 9 DIGITS) 3D7KS28L3

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : 000000220

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D7KS28L39G[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 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.

APPLY
Code
(check one if
is unknown.
new owner's
owner's name
as changed):
usiness

October 27, 2014

[redacted]

Red Boiling Springs, TN [redacted]

Left tie rod on my truck broke. Had replaced at a cost of $382.79.

When tie rod broke it went into rim and damaged rim. Rim had to be replaced at a cost $265.00.

Total cost of 647.79

Was 60 miles from home when broke. Required two trips totaling 240 miles. one to pick up stranded wife another next day to get truck. 240 miles at .50 per mile equals $120.00.

Total requested $767.79

[redacted]

Firestone

BRIDGESTONE

An Affiliated Dealer

111 Indian Lake Boulevard
Hendersonville, Tennessee 37075
(615) 824-9005

INVOICE #187027

SPRINGS, TN 37150

Estimate: 223246
Date: 12/07/13
Payment: CK

ense #: DODGE
t #: DODGE
d. Date:
#:

Mileage In: 66139
Mileage Out: 66139
Time Due:
Date Due: 12/06/13

Technician ID: State ID# 022173

INCOMING ---------- TECHNICIANS COMMENTS ----------

PUT CUSTOMER'S ON PUT CUSTOMER'S PARTS ON

Price	Qty	Total
45.00	1	45.00
215.99	1	215.99
TOTAL PARTS		260.99

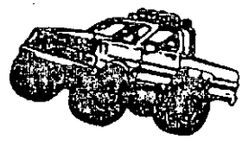
SERVICES

Tech	Description	Amount
JT	ALIGNMENT	69.99
	TOTAL SERVICES/LABOR -->	69.99

BRIDGESTONE/FIRESTONE WE APPRECIATE YOUR
FUTURE CAR CARE NEEDS.
ACT MIKE OR JAMIE AT 824-9005

SERVICES/LABOR	69.99
PARTS	260.99
SHOP SUPPLIES	19.40
SUB TOTAL	350.38
STATE TAX	32.41
TOTAL	382.79

HENDERSONVILLE
Firestone



Tompkinsville Auto Salvage, Inc.

794 Radio Station Rd., P.O. Box 308, Tompkinsville, KY 42167

270-487-0016 or 888-482-0016

"Late Model Auto & Truck Salvage and Late Model Rebuilders"

No Returns On
No Retu
No L
20% Restu
All C
Carb & F

KATRA

REFERENCE #
P.O.
OR

SOLD TO
[redacted]
TOMPKINSVILLE, KY [redacted]
[redacted]

SHIP TO
Cash

SALESMAN	TYPE OF SALE	TAX CODE
SPO	COUNTER SALE	KY

QUANTITY	PART NUMBER AND DESCRIPTION
	5/8 0.1878 10-Wheel
	VIN# 1D7KS28C96J236538; PO#15402; Requested:2000
	RAM/Van; DODGE 2500 PICKUP 05-09 17x8, alum, exc. Powe
	Wagon; polished finish; W:92507

Thank You For your purchase!

				Discount	.00
Cash	.00	Check	.00	Sub Total	250.00
Charge	.00	C/Card	265.00	Taxable	250.00
D/Card	.00				

RECEIVED BY _____ All Claims **MUST** Include This Invoice.

TOMPKINSVILLE AUTO SAL
794 RADIO STATION ROAD
TOMPKINSVILLE, KY 42167

TERMINAL ID.: 70653298
MERCHANT #: 788780000606

[redacted] EXP:##/## SWIPED

SALE
BATCH: 000010 INV: 000003
Jan 20, 14 08:39
RRN: 402014402070 AUTH: 937670
TRAN SEQ #: 000067

TRANSACTION ID: 0120MD0D9K3HW

APPROVAL 937670

[redacted] PAID

KONNIE H BROWN

CUSTOMER COPY

TAX	[illegible]
TOTAL	[illegible]

[redacted]
Red Boiling Springs, TN [redacted]

NASHVILLE TN 370

27 OCT 2014 PM 7 L

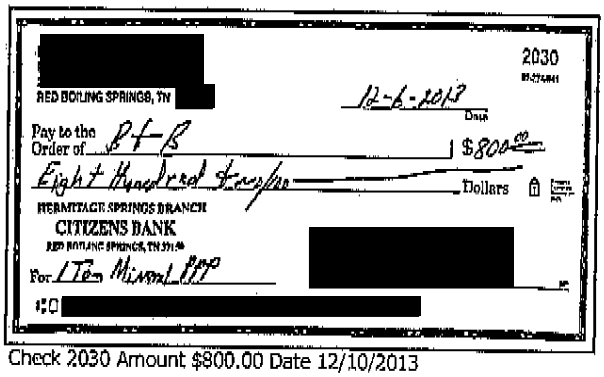


RECEIVED
By

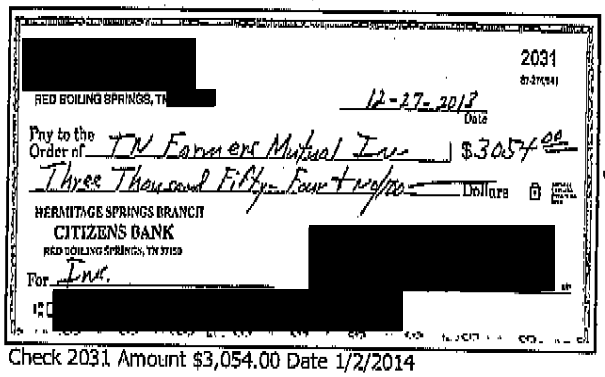
Chrysler Customer Assistance
P O Box 21-8007
Auburn Hills, MI 48321-8007

48321800707

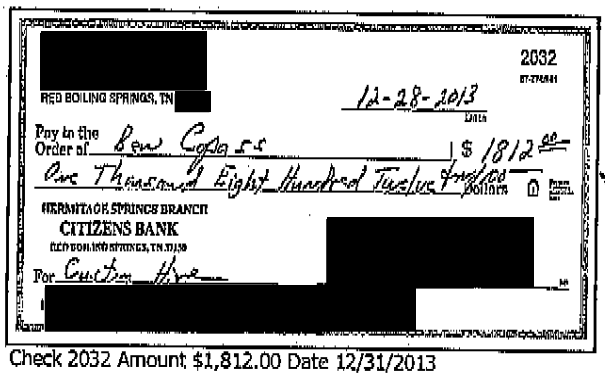
Case # [redacted] Attn: Jasmine


RED BOILING SPRINGS, TN [redacted] 2030
12-6-2013
Pay to the Order of B+B $800.00
Eight Hundred & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Tax Mitigation
[redacted]

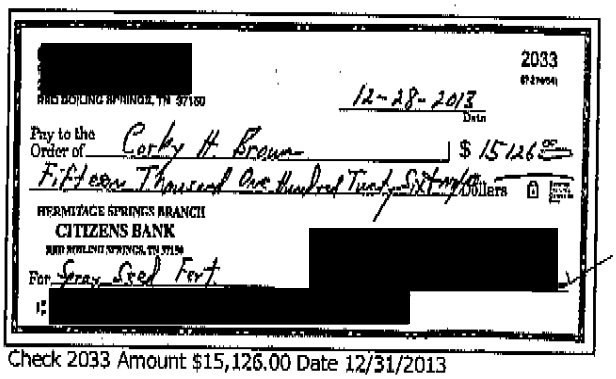
Check 2030 Amount $800.00 Date 12/10/2013


RED BOILING SPRINGS, TN [redacted] 2031
12-27-2013
Pay to the Order of TN Farmers Mutual Ins $3054.00
Three Thousand Fifty-Four & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Ins.
[redacted]

Check 2031 Amount $3,054.00 Date 1/2/2014

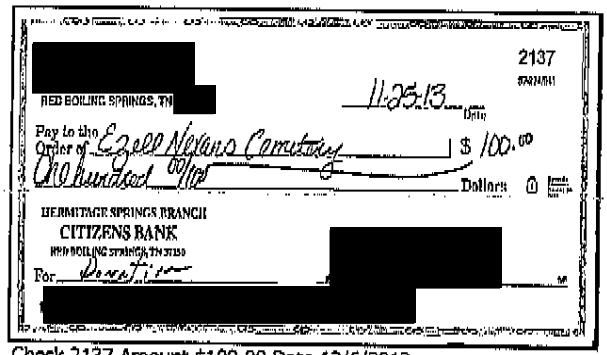

RED BOILING SPRINGS, TN [redacted] 2032
12-28-2013
Pay to the Order of Ben Cope ES $1812.00
One Thousand Eight Hundred Twelve & 00/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Custom Hse
[redacted]

Check 2032 Amount $1,812.00 Date 12/31/2013

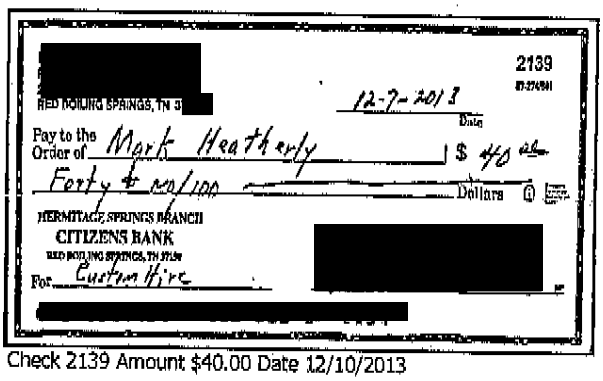

RED BOILING SPRINGS, TN 37150 2033
12-28-2013
Pay to the Order of Corky H Brown $15126.00
Fifteen Thousand One Hundred Twenty-Six & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Spray Seed Fert
[redacted]

Check 2033 Amount $15,126.00 Date 12/31/2013

877-768
5876

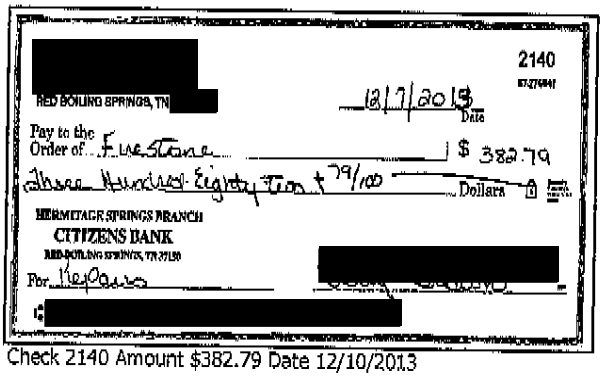

[redacted] RED BOILING SPRINGS, TN [redacted] 2137
11-25-13
Pay to the Order of Ezell Nelans Cemetery $100.00
One Hundred 00/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Donation
[redacted]

Check 2137 Amount $100.00 Date 12/6/2013

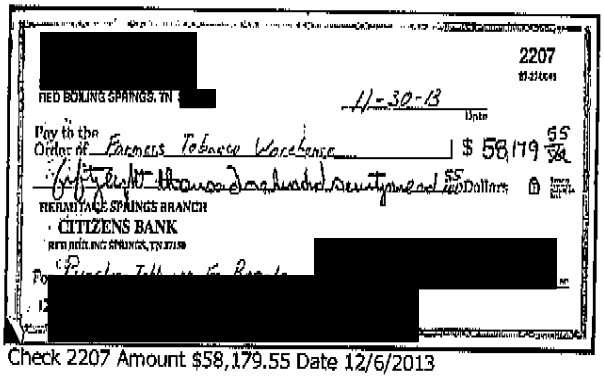

[redacted] RED BOILING SPRINGS, TN [redacted] 2139
12-7-2013
Pay to the Order of Mark Heatherly $40.00
Forty & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Custom Hse
[redacted]

Check 2139 Amount $40.00 Date 12/10/2013

[redacted]

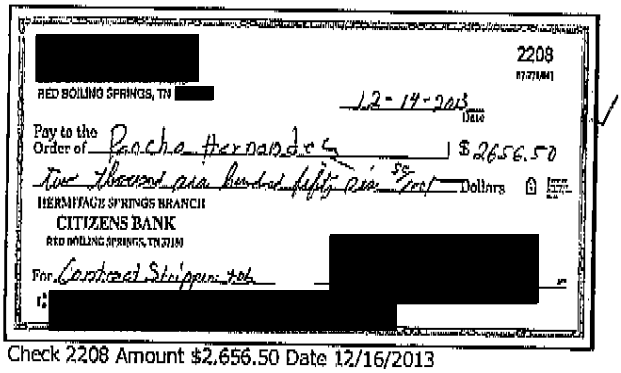

[redacted] RED BOILING SPRINGS, TN [redacted] 2140
12/7/2013
Pay to the Order of Firestone $382.79
Three Hundred Eighty-Two & 79/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Repairs
[redacted]

Check 2140 Amount $382.79 Date 12/10/2013

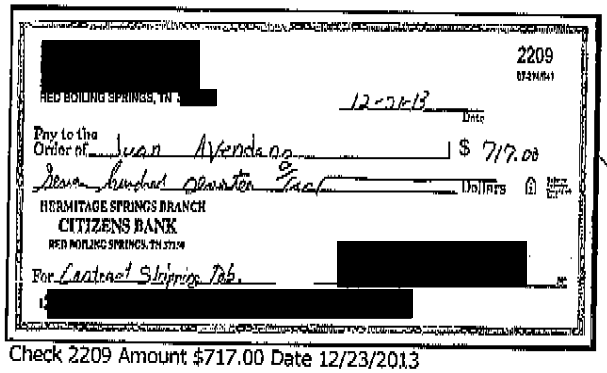

[redacted] RED BOILING SPRINGS, TN [redacted] 2207
11-30-13
Pay to the Order of Farmers Tobacco Warehouse $58,179.55
Fifty-Eight Thousand One Hundred Seventy-Nine & 55/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For [redacted]
[redacted]

Check 2207 Amount $58,179.55 Date 12/6/2013

From:

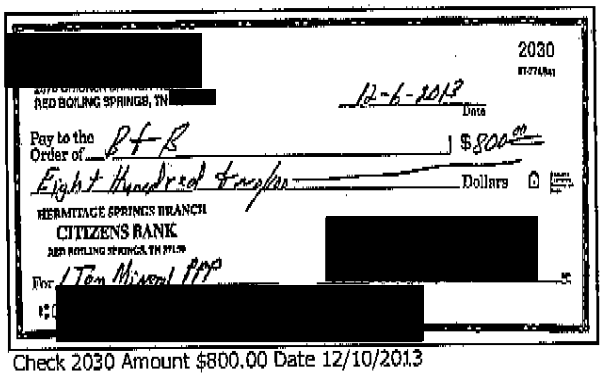

[redacted] RED BOILING SPRINGS, TN [redacted] 2208
12-14-2013
Pay to the Order of Pancho Hernandez $2656.50
Two Thousand six hundred fifty-six & 50/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Contract Stripping Feb
[redacted]

Check 2208 Amount $2,656.50 Date 12/16/2013

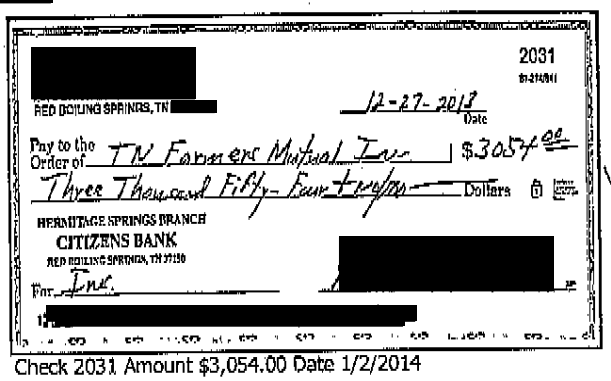

[redacted] RED BOILING SPRINGS, TN [redacted] 2209
12-20-13
Pay to the Order of Juan Avendano $717.00
Seven hundred seventeen & 00/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Contract Stripping Feb.
[redacted]

Check 2209 Amount $717.00 Date 12/23/2013

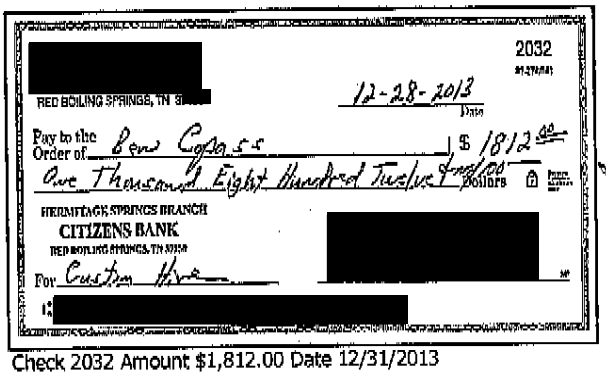
Case # [redacted] Attn: Jasmine


2030
RED BOILING SPRINGS, TN [redacted]
12-6-2013 Date
Pay to the Order of R+R $800.00
Eight Hundred & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Ten Mineral App
[redacted]

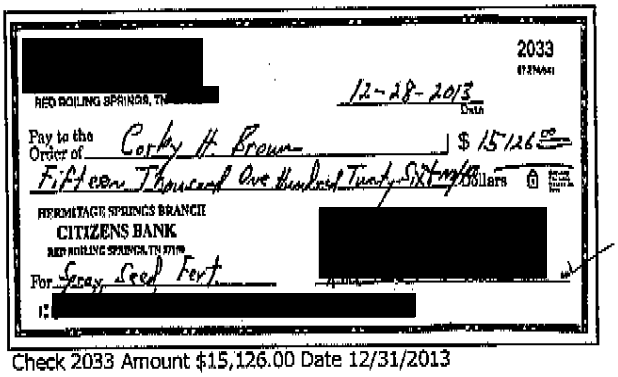
Check 2030 Amount $800.00 Date 12/10/2013


2031
RED BOILING SPRINGS, TN [redacted]
12-27-2013 Date
Pay to the Order of TN Farmers Mutual Ins. $3054.00
Three Thousand Fifty-Four & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Ins.
[redacted]

Check 2031 Amount $3,054.00 Date 1/2/2014

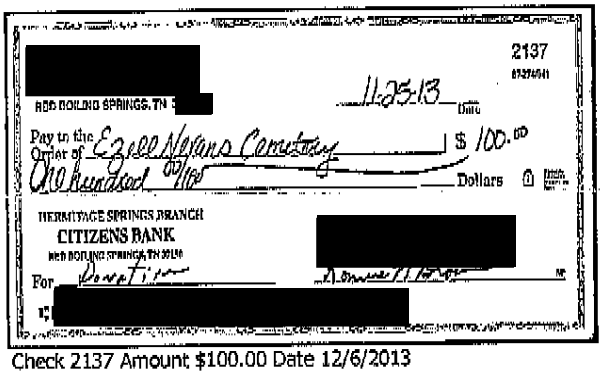

2032
RED BOILING SPRINGS, TN [redacted]
12-28-2013 Date
Pay to the Order of Ben Copass $1812.00
One Thousand Eight Hundred Twelve & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Custom Hire
[redacted]

Check 2032 Amount $1,812.00 Date 12/31/2013

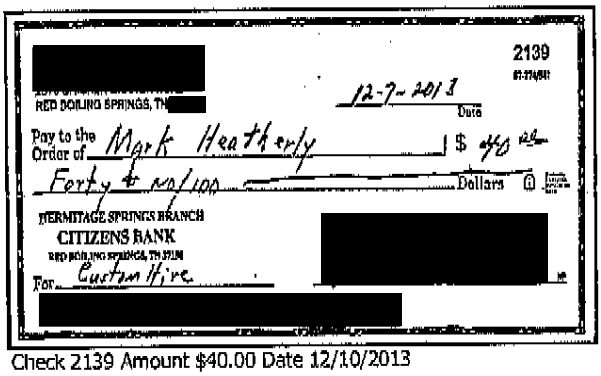

2033
RED BOILING SPRINGS, TN [redacted]
12-28-2013 Date
Pay to the Order of Corky H. Brewer $15126.00
Fifteen Thousand One Hundred Twenty-Six & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Spray, Seed, Fert.
[redacted]

Check 2033 Amount $15,126.00 Date 12/31/2013

877-768
5876


2137
RED BOILING SPRINGS, TN [redacted]
11-25-13 Date
Pay to the Order of Ezell Nevans Cemetery $100.00
One Hundred & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Donation
[redacted]

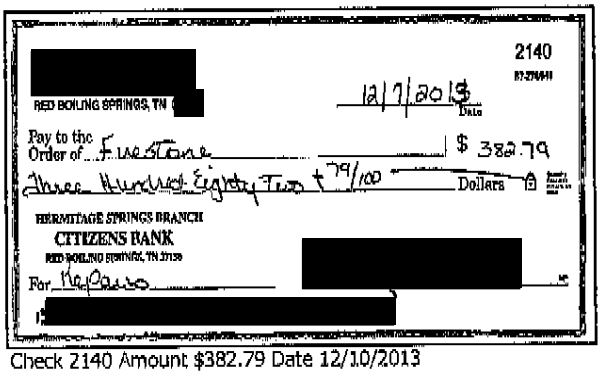
Check 2137 Amount $100.00 Date 12/6/2013


2139
RED BOILING SPRINGS, TN [redacted]
12-7-2013 Date
Pay to the Order of Mark Heatherly $40.00
Forty & no/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Custom Hire
[redacted]

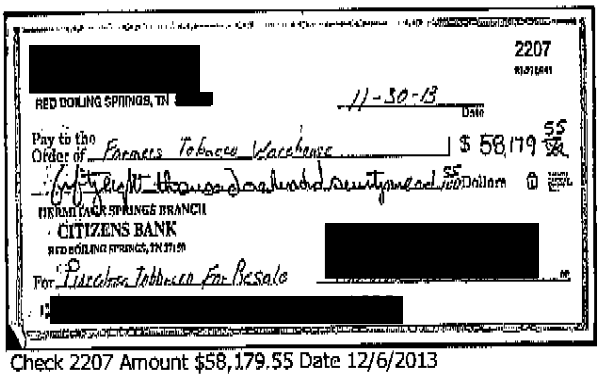
Check 2139 Amount $40.00 Date 12/10/2013

[redacted]

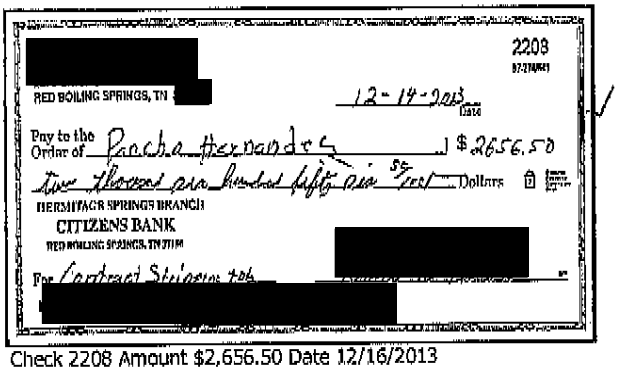
From:


2140
RED BOILING SPRINGS, TN [redacted]
12/7/2013 Date
Pay to the Order of Firestone $382.79
Three Hundred Eighty-Two & 79/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Repairs
[redacted]

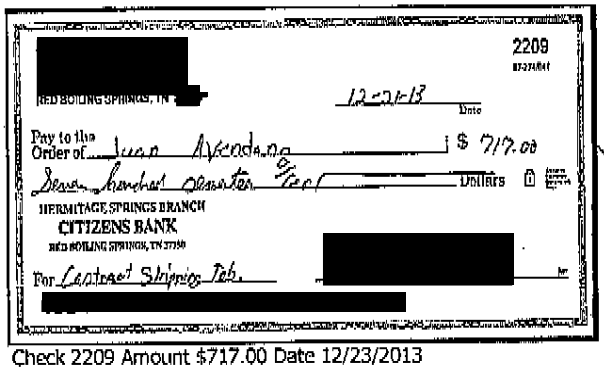
Check 2140 Amount $382.79 Date 12/10/2013


2207
RED BOILING SPRINGS, TN [redacted]
11-30-13 Date
Pay to the Order of Farmers Tobacco Warehouse $58,179.55
Fifty-Eight Thousand One Hundred Seventy-Nine & 55/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Purchase Tobacco For Resale
[redacted]

Check 2207 Amount $58,179.55 Date 12/6/2013


2208
RED BOILING SPRINGS, TN [redacted]
12-14-2013 Date
Pay to the Order of Pacha Hernandez $2656.50
Two Thousand Six Hundred Fifty-Six & 50/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Contract Shipping Feb.
[redacted]

Check 2208 Amount $2,656.50 Date 12/16/2013


2209
RED BOILING SPRINGS, TN [redacted]
12-21-13 Date
Pay to the Order of Juan Avendano $717.00
Seven Hundred Seventeen & 00/100 Dollars
HERMITAGE SPRINGS BRANCH
CITIZENS BANK
RED BOILING SPRINGS, TN 37150
For Contract Shipping Feb.
[redacted]

Check 2209 Amount $717.00 Date 12/23/2013

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS



RECEIVED DATE:

11/21/14

POSTED DATE : 11.14.14

VIN (FIRST 9 DIGITS) 3D7MX48A6

VIN (LAST 8 DIGITS) 7G [redacted]

FIRST NAME: [redacted]

LAST NAME :

CAIR : [redacted]

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

XFINITY Connect [redacted]

+ Font Size -

Receipt for Roadside Assistance

From : customer care <customer_care@crosscountry-auto.com> Wed, Oct 08, 2014 08:24 AM

Subject : Receipt for Roadside Assistance

To : [redacted]

Below is the details of your roadside service

Customer Receipt

Customer Name: Brian Shifflett

Billing Address
[redacted]
Stuarts Draft, VA - [redacted]
Telephone:

Vehicle Information
Make: 2007 - Dodge
Model: Ram Pickup
VIN: 3D7MX48A67G[redacted]
Plate: **Color:** White

Service Detail
Towing From:
2499 Lee Jackson Hwy
Staunton, VA - 24401
Towing Destination: Elliott Chrysler Dodge Jeep Ra
Problem: Tow
Service Date: 09/02/2014 - 11:12 AM EDT **CCAS Dispatch#:** (540)569-0465
Service Admin. by: CROSS COUNTRY MOTOR CLUB

Payment Information
Credit Card#: **********[redacted] **Card Type:** [redacted]
Cost of Service: $191 **Confirmation #:** [redacted]

For concerns regarding this service, please call: 1-800-528-9416

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

Confidentiality Note: This e-mail message and any attachments may contain confidential or privileged information. If you are not the intended recipient, please notify me immediately by replying to this message and destroy all copies of this message and any attachments. Thank you.

milage 56000 JACOB

56122

CASE # [redacted]

Accident was caused By Tie Rod Broke (Recall)

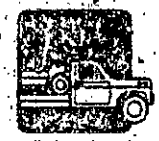
Any ques. call [redacted]

THANKS

CASE # [redacted]

CONNER'S TOWING SERVICE

H. Dale Moran 24 Hr. Towing



Garage
Rt. 2
STAUNTON, VA 24401

Mailing Address
335 Guthrie Rd.
STUARTS DRAFT, VA 24477

(540) 337-3941

DATE 9/11/14 | TIME | A.M. P.M. | [redacted]

LOCATION OF VEHICLE Rt 610 - W of Steele's Tavern

NAME | PHONE

ADDRESS | ZIP

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

YEAR 08 | MAKE / MODEL / COLOR Dodge RAM 3500 (W) | DRIVER

STATE VA | LIC. NO. BRS 5747 | VEHICLE ID. NO. 3D7MX48A67G [redacted]

- [ ] SLING/HOIST TOW
- [ ] WHEEL LIFT
- [x] FLAT BED/RAMP
- [ ] START
- [ ] LOCK OUT
- [ ] FLAT TIRE
- [ ] OUT OF GAS
- [x] WRECK
- [ ] RECOVERY
- [ ]

SPECIAL EQUIPMENT
- [ ] SINGLE LINE WINCHING
- [ ] DUAL LINE WINCHING
- [ ] SNATCH BLOCKS
- [ ] SCOTCH BLOCKS
- [ ] DOLLY
- [ ]

VEHICLE TOWED TO 2499 Lee Jackson Hwy - S Gaston

REMARKS
Warner Truck out of Ditch & Haul to Shop
Tow Trl. to Home
Chg

MILEAGE CHARGE	350 00
TOWING CHARGE	
LABOR CHARGE	175 00
STORAGE CHARGE	
TOTAL	525 00

OPERATOR'S SIGNATURE

AUTHORIZED SIGNATURE

Road Service

PRODUCT 613

16211

[redacted]
Stuarts Draft VA [redacted]

Chrysler Co
PO 21-8007
Auburn Mich

48321-0807