

AQ14-003

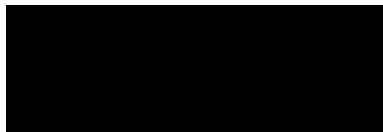
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

03/17/14

POSTED DATE:

2-28-14

VIN (FIRST 9 DIGITS)

3D7KS29CX

VIN (LAST 8 DIGITS)

6G

FIRST NAME:

LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

To whom it may concern,

While Driving left tie rod end broke, damaging rotors, tire, and rim. Truck had to be towed more than 45 miles away. Any questions please call me on my cell, [REDACTED] My mailing address is [REDACTED] [REDACTED] Thornton, PA [REDACTED]. Attached are the receipts for the damages for the 2006 Ram 2500, Vin Number 3D7KS29CX6G [REDACTED]

MAR 17

my mailing address

Thornton, PA

cell

Most Wanted
Towing & Recovery
PO Box 1156
New De 19701
(302) 528-5080

Job Work Order

ESTIMATE (VALID FOR 30 DAYS)

DATE 9/11/13	<input type="checkbox"/> SERVICE <input type="checkbox"/> INSTALL	<input type="checkbox"/> WILL CALL <input type="checkbox"/> DELIVER	PHONE
NAME [REDACTED]			MAKE
			MODEL
			SERIAL
ITEM TO BE SERVICED		NATURE OF SERVICE REQUEST	

QTY.	PART #	DESCRIPTION OF PARTS OR MATERIALS	PRICE	AMOUNT
		Tow from Thornton ND Drops off at loading edge Newark De	\$295.	
		Black Dodge Ram 2500 Mega cab Vin 3d7Ks29cx66 [REDACTED]		
LABOR PERFORMED			TOTAL MATERIALS	
Paid Cash			TAX	
			TOTAL LABOR	
			TOTAL AMOUNT	\$295

DATE DANTED	DEFECT	RECORDED BY
ESTIMATES ARE FOR LABOR ONLY. NO SERIAL NO. REQUIRED. WE WILL NOT BE RESPONSIBLE FOR LOSS OR DAMAGE CAUSED BY FIRE, THEFT, TESHING, OR ANY OTHER CAUSE BEYOND OUR CONTROL.		
AUTHORIZED BY:		Job Work Order TRIPLICATE

LEADING EDGE AUTO & PERFORMANCE

20 Brookhill Drive Newark, DE 19702

Date 9/13/2013
Invoice # 2703

Bill To



PAID

Ship To

Thornton, PA

P.O. #

Terms

Ship Date 1/28/2014

Due Date 1/28/2014

Other

Item	Description	Qty	Price	Amount
Parts & Labor	2006 Ram 2500 Pickup 3D7KS29CX6G Diagnosed and replaced broken left outer tie rod end. Had to purchase all new drag link to fit new tie rods. Replaced drag link, both outer tie rods, sleeves, and steering damper with kit from Chrysler.		957.00	957.00
Parts & Labor	Replaced front brakes and rotors, bent backing plate back from tie rod damage.		250.00	250.00
Parts & Labor	Replaced factory rim due to damage from broken tie rod hitting wheel.		618.00	618.00
Parts & Labor	Performed 4 wheel alignment.		75.00	75.00
Parts & Labor	Replaced 1 305 70R 17 Nitto Terra Grappler damaged from tie rod going into rim damaging bead on tire.		264.00	264.00

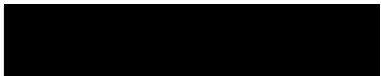
Thank Your For Your Business

Leading Edge Auto

leadingedgeauto@comcast.net

302-533-7492

Subtotal	\$2,164.00
Sales Tax (0.0%)	\$0.00
Total	\$2,164.00
Payments/Credits	\$-2,164.00
Balance Due	\$0.00



Thornton, PA

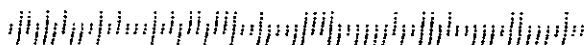
WILMINGTON DE 197

28 FEB 2014 PM 6 L



Recall Administration 482-00-85
P.O. Box 218008
Auburn Hills, MI 48321-9959

483219959



AQ14-003

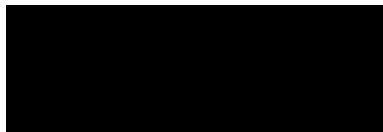
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



MFD BY CHRYSLER LLC

DATE 3-08

GAWR FRONT

2359 KG (5200 LB)

WITH TIRES

LT265/70R17E

RIMS AT

17X8.0

GAWR REAR

2727 KG (6010 LB)

WITH TIRES

LT265/70R17E

RIMS AT

17X8.0

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

VIN: 3D7KS28A38G [REDACTED]

TYPE:

TRUCK



MDH:

030514 80400

DNT:007





















MPH km/h

131522











TEAR RESISTANT AC

WWW.HERCULESTIRE.COM

LT1515/70R17 8R+S
MOUNT ONLY ON 17 INCH RIM

12/118R LOAD RANGE D

MAX. LOAD 3500 LBS. (1588 KG)
MAX. INFLATION PRESSURE 80 PSI (5.5 BAR)
MAX. SPEED 65 MPH (105 KM/H)
MAX. TOWING CAPACITY 5000 LBS. (2270 KG)
MAX. CARRYING CAPACITY 5000 LBS. (2270 KG)
MAX. TRAILER WEIGHT 5000 LBS. (2270 KG)
MAX. TRAILER TONGUE WEIGHT 1000 LBS. (454 KG)
MAX. TRAILER BRAKE WEIGHT 5000 LBS. (2270 KG)
MAX. TRAILER BRAKE TONGUE WEIGHT 1000 LBS. (454 KG)
MAX. TRAILER BRAKE TONGUE WEIGHT 1000 LBS. (454 KG)
MAX. TRAILER BRAKE TONGUE WEIGHT 1000 LBS. (454 KG)

LF

S

HS

LT1515/70R17 8R+S

FT

LT315/70R17 M+S
MOUNT ONLY ON 17 INCH RIM

121/118R



READ THE FOLLOWING INFORMATION CAREFULLY BEFORE INFLATING THIS TIRE. THIS TIRE IS NOT TO BE USED AS A FLIGHT AND IS NOT TO BE USED AS A FLIGHT TIRE. THIS TIRE IS NOT TO BE USED AS A FLIGHT TIRE. THIS TIRE IS NOT TO BE USED AS A FLIGHT TIRE.

355

FERRAIN

107

1578M

9137

2713

60009-1 8-5075

52010206





1580M

1571

2713

E

Barcode sticker with illegible text



LF

HERCULES

LF



ADDRESS





RF

DOT

RECEIVER

13



RF



RF



HERCULES

RF

3
100PSI

12/11/11
100PSI
www.herculestire.com

www.herculestire.com

121/118R
-S01

LOAD RANGE D

ADRES

11315/10R17

RF

LT315/70R17
MOUNT ONLY ON 17 INCH WHEELS

RF

LOAD D
INDEX



RR



HERCULES

HERCULES TIRES

RR

LT315/70R17 M+S
MOUNT ONLY ON 17 INCH RIM

RR

121/118R
B+S01



RR

1315/70R17 M+S
SUIT ONLY ON 17 INCH RIM

95

1000000

100



DOT

115M

911

2713

60009-1 R-5015

209

RR

RR

TEBERA

10/12/2018 08:53:10

REVERSE

A close-up photograph of a dark, worn tire tread. The tread pattern consists of several parallel longitudinal grooves, each containing a series of transverse sipes. A small, rectangular piece of light-colored cardboard is placed on the tire's surface, with the letters 'LR' handwritten in black marker on its top surface. The tire shows signs of use, with some scuffing and discoloration on the tread blocks.

LR



HERCULES

LT315/70R17 MOUNT ONLY ON
M-5
M-1

LR

LT315/70R17
MOUNT ONLY ON 17 INCH

LR

21119R



HERCULES

LR

LR

60000-1R-16M6

2MS

HM

1001

1001

ALL-TERRAIN COMP



LR

HERSCHEL



BR



QT

M3AH

DR11

0408

WA
SERIOUS IN



மெட்ரோ

LT265/70R17 121/11

TIA



LOAD

LOAD RANGE E



AMERICAN



5816605











02908 162









MAGNETIC BASE

MAGNETIC

Detector de Angulos
Magnetisme et angles

Angle Finder

SWANSON

Decteur
Rapporteur D'angle

MAGNETIC



MAGNETIC BASE







296 40420





SWANSON
Since 1925

Angle Finder

Protector de Ângulos























AQ14-003

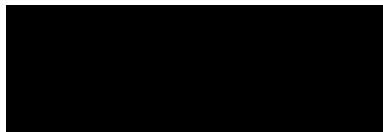
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FINALBACKUP



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3-14-14

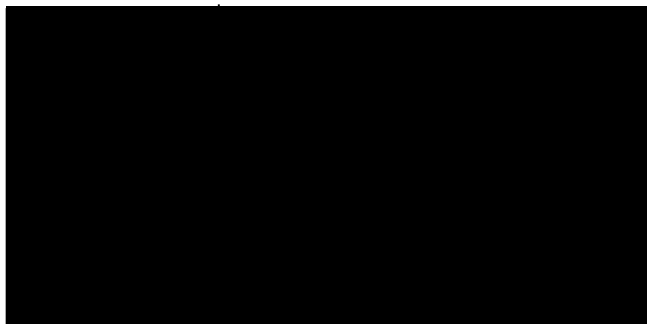
VIN (FIRST 9 DIGITS)

3D7374CL6

VIN (LAST 8 DIGITS)

AG 

FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

To,
Chrysler Recall Assistance

About = N49 Recall About Tie Rod And Reimbursement

VIN # 3D73Y4CL0AG [REDACTED]
2010 DODGE RAM 3500 PICKUP
MILEAGE = 69,254.
My Name And Address

[REDACTED]
[REDACTED]
Andover, Ks [REDACTED]

Cell [REDACTED]

What happened and How.

On March 4th 2014 . I started my Truck To Go To work and I just reverse my truck about 10 feet and brock the Tie Rod in my parking Lot
Than I called to Dodge Auto shop But they were Busy and they don't have alignment for Big truck so could not get appointment same day and I have to go work so called couple auto repair shop and got appointment on MIDAS auto repair shop than I call for towing guy and towed truck to them they order right part and fix it but I have to take truck next day to Anderson alignment for alignment and everything finally done next day .

I lost two days work, same day I want to Dodge dealer where I bought my truck and told about recall and reimbursement and he gave me your number than I called Chrysler and talked to him and gave some details how to claim .so all my bills and details about what and how happened . so please take care it.. thank you very much .

Original bill attached .

1 Midas auto bill about repair Tie Rod.	\$315.04
2 Anderson alignment bill	\$39.57
3towing bill	\$70.00
all together bill total .	\$424.61

(ALL LOWER CASH)

my Email ID. [REDACTED]



MIDAS, AUTO SYSTEMS EXPERTS, Inc.
 1101 NORTH LORRAINE
 HUTCHINSON, KS 67501
 620-665-1170
 Midas85@MidasASE.com

Invoice # 0460016
 4:31:22PM 3/4/2014
 Page 1 of 1



Customer : [REDACTED] Address : [REDACTED] City : HUTCHINSON, KS [REDACTED] Home : [REDACTED] Ext : Cell : (985) - Ext :	Vehicle : 2010 DODT RAM 3500 PICKUP License : 730DCO VIN : 3D73Y4CL0AG [REDACTED] Engine : 6-408 6.7L DSL Trans : Mileage : 69254
---	---

TECH	OP	LABOR DESCRIPTION	LABOR	PARTS	SUBTOTAL
	Qty	Part Number Part Description Reason for Replacement	Part Price Each	Extended	
917	SSP200	Tie Rod Outer Left: remove & replace.		115.20	160.99 276.19
	1.00	ES800532 OUTER TIE ROD END	160.99	160.99	

Payments:
 VISA MASTER CRD, \$315.04, on 03/04/14
 CardNo: [*****3214], AuthorizationNo: [02565Z]

[REDACTED]

[REDACTED]

[REDACTED]

FOR EXHAUST, BRAKES, A/C, ALIGNMENT, MAINTENANCE...
TRUST THE MIDAS TOUCH!
WE VALUE YOUR COMMENTS. CONTACT US AT 563-388-7866

WARRANTY INFORMATION

Midas International Corporation issues written warranties on mufflers, catalytic converters, shock absorbers, strut assemblies, strut cartridges, brake shoes and pads, and variable rate springs. The warranty terms for these products are stated on separate printed warranty certificates issued to you, together with the invoice, upon the purchase of the appropriate warranted product. The terms of all warranties are in the Midas Warranty Binder on display in each Midas location. All other products and workmanship are warranted for ninety (90) days from the date of installation. There are no other warranties issued by Midas International Corporation.

This warranty gives you specific legal rights; you may also have other rights which vary from state to state.

Warranty work will be performed at any Midas location in the USA or Canada offering the warranted product of service. For the address of your nearest Midas location, see the Yellow pages of the local telephone directory or write Midas Consumer Relations, 1300 Arlington Heights Road, Itasca, IL. 60143. I hereby authorize you and/or your agents to contact me regarding the products and services provided at Midas.

Thank You For Your Patronage

Labor :	\$115.20
Parts :	\$160.99
Sublet :	\$0.00
Other Fees :	\$0.00
ShopFee :	\$15.78
Subtotal :	\$291.97
Sales Tax :	\$23.07
Total :	\$315.04
Paid :	\$315.04
Due :	\$0.00

Paid By : VISA MASTER CRD
Pay Ref :

**DON'S CAR CARE
& BODY SHOP, INC.**

104 East 4th
Hutchinson, Kansas 67501
(620) 669-8178

DATE 3-3	TIME 7:50	A.M. P.M.	REQUESTED BY
LOCATION OF VEHICLE			[REDACTED]
NAME X			[REDACTED]
ADDRESS			[REDACTED]
MILEAGE		SERVICE TIME	
FINISH 2 T	FINISH _____	FINISH _____	
START 2 R	START _____	START _____	
TOTAL _____	TOTAL _____	TOTAL _____	
EXTRA PERSON	FINISH _____		
START _____	START _____		
TOTAL _____	TOTAL _____		
YEAR 10	MAKE / MODEL / COLOR Dodge Ram Gray	DRIVER	
STATE	LIC. NO.	VEHICLE I.D. NO.	
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY <input type="checkbox"/> _____	
		SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> DOLLY <input type="checkbox"/> _____	
VEHICLE TOWED TO Midas			
REMARKS Key Paid cash		MILEAGE CHARGE	
		TOWING CHARGE	70.00
		LABOR CHARGE	
		STORAGE CHARGE	
		TOTAL	70.00
AUTHORIZED SIGNATURE [REDACTED]			

Road Service

104936

From



HUTCHINSON, KS



To
CHICAGO
MAR 19
CENT
AUBURN

AQ14-003

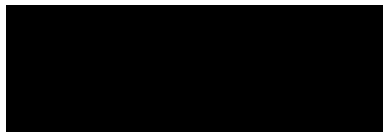
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-03-12 14:31:27.697036

Files Not Recieved: 0

Towing \$50.00
Part \$ 35.97
Repairs \$175.81



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

1-330-630-3030

1-800-575-1932
www.GenuineHotrod.com


1-800-709-1079
www.PowerSportsPlace.com

Calling Customer Service?
Please have your invoice number ready.

INVOICE NUMBER	DATE
9147781	03/03/14
CUSTOMER NUMBER	PAGE
15153146	1

EXCHANGE/RETURN FORM

INVOICE NUMBER	DATE
9147781-5	03/03/14



NOTE: Please read the *How to Return an Order* instructions on the back of this form. Please indicate how you wish us to handle your return by checking either the exchange or refund column beside the part number on the list below. Include the reason code for the return. Please provide your daytime phone number in case we need additional information. Please be certain that you complete the additional exchange information form on the back of this sheet.

INVOICE

GREEN ACRES POWER SPORTS
1610 WHEELING AVE
GLEN DALE WV 26038-1734
(304) 845-8789

SHIP TO

GREEN ACRES POWER SPOR
1610 WHEELING AVE
GLEN DALE WV 26038-1734
(304) 845-8789
WEB PH
AUSTIN OH

Phone: ()

Reason Codes
N. No longer need the part
D. The part is defective, or missing a piece
Q. I am not happy with the quality of this product
W. Part was not what I ordered
I. I ordered the wrong part
S. Other; please explain

Qty.	Part Number	Part Description	Status*	Unit Price	Extended Amt.	Qty.	Part Number	Exchange	Refund	Qty.	Reason Code	Explanation
1	MOG-ES800558	CONNECTING TIE ROD 2ND		32.97	32.97	1	MOG-ES800558					
1	MOG-ES800532	OUTER TIE ROD END 2ND D		35.97	35.97	1	MOG-ES800532					
2	BSN-24-186070	DODGE RAM 2500 4WD F B6		85.97	171.94	2	BSN-24-186070					
2	BSN-24-186094	DODGE RAM 2500 4WD R		76.97	153.94	2	BSN-24-186094					
** DECLARED PART VALUE THIS SHIPMENT **						394.82	U.S.D.					

Special Offer!

Here is \$20.00 to use on your next order of \$100 or more.
Use Summit Bucks certificate number ZN27316176 when you order.
Don't wait! This offer expires 08/30/14.

Ordering by phone? Give the certificate number to the rep.
Ordering at SummitRacing.com? Enter the certificate number at checkout.
Ordering by mail? Write the number on the order form.
Shopping in a Summit Racing store? Give the certificate number to a cashier.

Summit Bucks have no cash value and cannot be used to buy gift cards.
Summit Bucks redeemed online can only be used at SummitRacing.com.

Special Offer!
Special Offer!
Special Offer!
Special Offer!
Special Offer!
Special Offer!
Special Offer!
Special Offer!
Special Offer!
Special Offer!

Tim Tasker
Green Acres Power Sports
1610 Wheeling Ave
Glen Dale, WV 26038



NO POSTAGE
NECESSARY IF
MAILED IN THE
UNITED STATES

NOTE: If you wish to return an item, see instructions on the back of this form and complete the attached Exchange/Return Form.

*Explanation of status column codes: B/O = backorder C/S = cancel ship S/S = shipped separate

Thank You!

Credit Card Charge 394.82

PARCEL SELECT RTN SVC
NEWJSTICS, INC. PERMIT NO. 77000

USPS PARCEL RETURN SVC

SMARTLABEL RTNS
PARCEL RTN SVC
56901



YOU CAN TRACK YOUR ORDERS FROM OUR WAREHOUSE TO YOUR DOOR:
GO TO WWW.SUMMITRACING.COM AND CLICK THE ORDER STATUS LINK.

S16550303

CCU

V247



GLEN DALE MOTOR CO.



1502 Wheeling Ave. Glen Dale, WV 26038
(304) 845-6750
www.glendalemotor.com



64488	3	D 7 U T 2 C L O B G	[REDACTED]	[REDACTED]	Db Green Acre	03/11/14
2011	MA	DODGE	MO	RAM 2500	CO	RED N
MIL	63837	63839	FIR	10/12/10	WV	STIHL
SEE ALSO	H: [REDACTED] W: (304) -				DAVE Y	
1610 Wheeling Ave Glen Dale WV 26038 bren66le@aol.com						TIME IN 10:43 14:30 03/11/14 5732

(1) CUSTOMER STATES: REPLACE LEFT OUTER TIE ROD CUSTOMER SUPPLIED PARTS (Tech:92) A	Labor	CUS	T92	10	68.00
	Total Labor				68.00
	Total Repair (Customer)				68.00
(2) FRONT END ALIGNMENT SPECIAL (Tech:92) A	Labor	ALF	T92	10	89.95
	Total Labor				89.95
	Total Repair (Customer)				89.95

CHRYSLER



Chad 30869



PAID
3-11-14

Next Service JUN '14 Lube-Oil-Filter	W/C	INT.	CUSTOMER
DISCLAIMER OF WARRANTIES <small>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.</small>			Labor 157.95
			Parts .00
			Sublet .00
			Shop Supplie 7.90
			Oil/Grease .00
			Sub Total 165.85
			Tax .00
		Total (Cash) 175.81	
X	CUSTOMER SIGNATURE		
Page 1 of 1	Job 64488		
64488		Customer Copy	

The Reynolds and Reynolds Company CC885105 Q (08/11)

24 hour towing

Blazers

31821

AUTO BODY & TOWING SERVICE LLC

505 Western Avenue
Moundsville, WV 26041
304-845-7558



LOCAL
OR
LONG DISTANCE

DATE 3-4-2014		REQUESTED BY Owner		SERVICE MAN 13	
LOCATION OF VEHICLE 890 Rodriguez Lane					
NAME [REDACTED]				PHONE	
ADDRESS					
YEAR	MAKE Dodge	MODEL 3/4 ton 8'	COLOR Red		
SERIAL #			LICENSE #		
MILEAGE		SERVICE TIME		EXTRA MAN	
FINISH		FINISH		FINISH	
START		START 9:00 AM		START	
TOTAL		TOTAL		TOTAL	
OFFICER		HOLD		RELEASE	
ROAD SERVICE		DATE IN		DATE-OUT	
TOTAL STORAGE		TOTAL DAYS		TOTAL STORAGE	
TOWED TO: GDMC				TOWING CHARGE 50 ⁰⁰	
				MILEAGE CHARGE	
COMMENTS OR INSTRUCTIONS:				LABOR CHARGE	
				EXTRA PERSON	
AUTHORIZED SIGNATURE				TOTAL 50 ⁰⁰	

The rates and charges for wrecker service are regulated by the public service commission of West Virginia. If you feel you are charged unfairly, you may appeal to that agency. There is a \$25.00 fee for all returned checks.

30847

GREEN ACRES LAWN & GARDEN CENTER INC.

dba GREEN ACRES POWER SPORTS
1610 WHEELING AVE
GLEN DALE WV 26038
(304) 845-8789



69-322-434

3/5/2014

PAY TO THE ORDER OF BLAZER'S TOWING

\$ **50.00

Fifty and 00/100***** DOLLARS

BLAZER'S TOWING
505 WESTERN AVE
MOUNDSVILLE WV 20641



AUTHORIZED SIGNATURE

MEMO
NVOICE 31821



Security features. Details on back.



30869

GREEN ACRES LAWN & GARDEN CENTER INC.

dba GREEN ACRES POWER SPORTS
1610 WHEELING AVE
GLEN DALE WV 26038
(304) 845-8789



69-322-434

3/11/2014

PAY TO THE ORDER OF GLEN DALE MOTORS

\$ **175.81

One Hundred Seventy-Five and 81/100***** DOLLARS

GLEN DALE MOTORS
1502 WHEELING AVE
GLEN DALE WV 26038



AUTHORIZED SIGNATURE

MEMO



Security features. Details on back.



AQ14-003

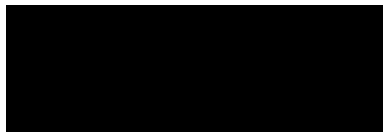
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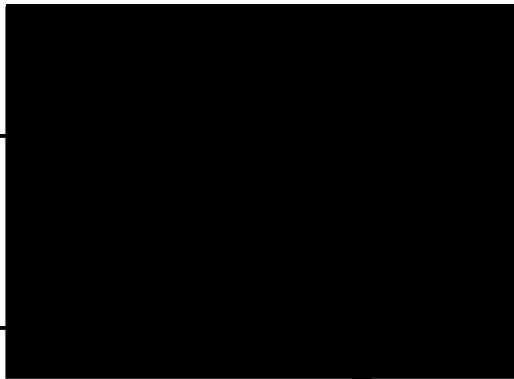
VIN (FIRST 9 DIGITS)

3D73Y4GLX

VIN (LAST 8 DIGITS)

AG 

FIRST NAME:



LAST NAME :

CAIR :

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

[REDACTED]
Grand Cane, Louisiana [REDACTED]
[REDACTED]

Chrysler Customer Assistance
Attention: Reimbursement

This is concerning a reimbursement request for a failed left tie rod stud on my Dodge Ram truck, as covered by your Safety Recall **N49/NHTSA 13V-529**.

This failure occurred as I was driving away from a gas station. I had just made a trip, driving a speed limit of 55 to 60 mph. I had my wife and 4 year old granddaughter in the truck at the time. We were so fortunate that this failure did not happen while on the road. The truck was completely disabled in the gas station parking lot. I was forced to call for wrecker service (invoice included) to tow the truck to the local Dodge dealership (Randall Dodge in Henderson, TX). I am requesting full reimbursement for this repair, including the towing. All original invoices are attached.

Vehicle: Dodge Truck/Ram 2010, 3500/crew 169 wb 4

Owner: [REDACTED]

Grand Cane, LA [REDACTED]

Phone: [REDACTED]

VIN: 3D73Y4CLXAG [REDACTED]

Mileage

At issue: 115,980

Purchased

From: Herbert Dodge, Shreveport, LA
318-221-9000

Date of original repair at Herbert: 10/19/10

Date or recall repair: 3/5/14

[REDACTED]

RANDALL

DODGE • CHRYSLER • JEEP
 HENDERSON, TX

657-9513
 100 Kilgore Dr.
 Henderson, Tx. 75652
 Toll Free (888) 655-9513

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

SIGNED _____
 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 contract. I understand that this vehicle is subject to repossession in accordance with § 9.503, Texas Business and Commerce Code, if a written order for payment for repair on this vehicle is stopped, dishonored because of insufficient funds, or because the drawer or make of the order has no account or the account on which is drawn has been closed.
 X _____
 Signature of the Person Responsible or Agent for Person Responsible

CUSTOMER NO 16891	ADVISOR TREVOR	TAG NO.	INVOICE DATE 03/05/14	INVOICE NO. CHCS75217
LABOR RATE	LICENSE NO 460	MILEAGE 115,980	COLOR	STOCK NO.
YEAR / MAKE / MODEL 10 / DODGE TRUCK / RAM 3500 / CREW 169WB 4	DELIVERY DATE		DELIVERY MILES	
VEHICLE I.D. NO. 3 D 7 3 Y 4 C L X A G	SELLING DEALER NO.		PRODUCTION DATE	
P.T.E. NO.	P.O. NO.	R.O. DATE 03/05/14		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
			MO: 115982	

LABOR & PARTS		TECH(S)	150.75
# 1 15CHZ SC STEERING CONCERN			
C/S TIE ROD END BROKE VEHICLE TOWED IN FOUND LEFT TIE ROD END BROKE. REPLACED TIE ROD END. SET TOE, ON ALIGNMENT.			
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 1	1	ES800532	TIE ROD
			UNIT PRICE
			58.99
			58.99
			JOB # 1 TOTAL PARTS
			58.99
			JOB # 1 TOTAL LABOR & PARTS
			209.74
# 2 15CHZZ RECALL GENERAL RECALL		TECH(S)	250
RECALL N49 - LEFT TIE ROD NO PARTS NO WORK DONE AT THIS TIME			
PARTS	QTY	FP-NUMBER	DESCRIPTION
JOB # 2			
			UNIT PRICE
			0.00
			JOB # 2 TOTAL PARTS
			0.00
			JOB # 2 TOTAL LABOR & PARTS
			0.00
MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # A		SSPS ENVIRONMENTAL COMPLIANCE	
			2.00
			TOTAL - MISC
			2.00
TECHNICIAN CERTIFICATION			
250		FORREST L. SELLERS	3066
TOTALS			
			TOTAL LABOR
			150.75
			TOTAL PARTS
			58.99
			TOTAL SUBLET
			0.00
			TOTAL G.O.G.
			0.00
			TOTAL MISC CHG.
			2.00
			TOTAL MISC DISC
			0.00
			TOTAL TAX
			4.87
			TOTAL INVOICE \$
			216.61

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. Payable in Rusk County, Texas

DEALERSHIP MISSION

"To provide our customer with a shopping, buying, service and ownership experience that consistently satisfies each individual's needs and exceeds their expectations in a comfortable, supportive environment."



THANK YOU FOR YOUR BUSINESS
 VEHICLE RELEASED TO:

CUSTOMER SIGNATURE _____

© BANKERS PRODUCTS & PRINTING/ADVANCED IMAGE CONCEPTS 800-736-3536

INVOICE

SCOTT HAMMETT 54540

WRECKER SERVICE

TDLR 005057261C
 4600 SH 43 East • Henderson, TX 75652
 903-657-4683
 Henderson #0505882 VSF • Kilgore #0623170 VSF

DATE 3-5-14

NAME [REDACTED] BILL TO [REDACTED]
 ADDRESS [REDACTED] ADDRESS [REDACTED]

CITY & STATE [REDACTED] PHONE [REDACTED]

YEAR	MAKE	MODEL	COLOR	LICENSE NO./STATE
10	Dodge	Ram 3500	Brown	[REDACTED] La.
UNIT NO.	SERIAL NO.	PURCHASE ORDER NO.		
	3073Y4CLXAG	[REDACTED]		

ORIGIN Wal-Mart Parking Lot 2121 Hwy 79S
Henderson

DESTINATION Randall Dodge 100 Kilgore Rd.
Henderson

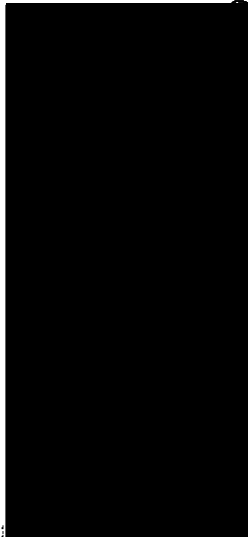
FRONT REAR EMPTY LOADED BREAK DOWN STUCK ROLLBACK WRECK T T&T BOBTAIL

I HEREBY AUTHORIZE THESE SERVICES AND CHARGES. AN EXPRESS MECHANICS LIEN IS HEREBY ACKNOWLEDGED ON THE ABOVE EQUIPMENT OR VEHICLE TO SECURE THE AMOUNT OF CHARGES & GRANT EQUIPMENT OR VEHICLE MAY BE PICKED UP AT ANYTIME & HELD UNTIL ALL INDEBTEDNESS IS SATISFIED!		DESCRIPTION	PRICE
<input checked="" type="checkbox"/> SIGNED [REDACTED]		WRECKER FEE	65 00
COMMENTS: <u>mi 115980</u>		HAUL TRUCK	
[REDACTED]		HOOK-UP	
[REDACTED] Code [REDACTED]		DRIVELINE/AXLE	
DRIVER <u>Larry</u>		1396	
DRIVER TDLR # <u>442</u>		WORKING TIME	
TRUCK UNIT #		____ HOURS @ ____ PER HOUR	
TIME DISPATCHED <u>10:38A</u>		EXTRA LABOR	
TDLR00050572610		____ HOURS @ ____ PER HOUR	
TIME ARRIVED		SPECIAL EQUIPMENT	
TRUCK LIC.			
TIME LOADED			
MILEAGE ENDING			
TIME FINISHED		SUB TOTAL	65 00
MILEAGE START <u>180458</u>			
TOTAL TIME		FUEL SURCHARGE	
TOTAL MILES			
HRS. MI.		TOTAL AMOUNT DUE	65 00
OUT OF STATE TEXAS MI.			

RE BY



Stand Case, SA



AQ14-003

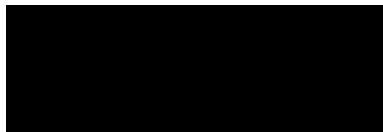
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-03-10 17:51:17.553941

Files Not Recieved: 0

██████,

Thanks for your assistance today. When reimbursement is done, please call me back so I can get the money put back on the Company Fleet Card I used for repairs. I also attached a picture. The person in the cc block is my supervisor, Ryan Bigham, (520)663-4227.

Sincerely,

Chuck Wilcox

5151 E. Broadway Blvd

Suite 1680

Tucson AZ, 85711

520-663-4268

Fax 520-663-4259

Cell 520-260-9937



SMITH FORD

412 East Motel Drive
Lordsburg, New Mexico 88045
(575) 542-3551 • Fax (575) 542-3557



R/O	VIN	11154 3 D 7 K S 2 8 D 7 5 G		KINDER MORGAN ENERGY	DATE IN	03/04/14
YEAR	MAKE	MODEL	COLOR	PO BOX 396	TIME IN	16:40
2005	DODGE	RAM 2500 Q		LORDSBURG NM 88045	CLOSED	16:31
MILES IN	MILES OUT	FIRST USE	LISC.			03/05/14
145280	145280	00/00/00	NM 023366			
SEE ALSO				RES. H: [REDACTED]	BUS. W: () -	WRITE 4042 DAN

(1) TOW TO SMITH FORD

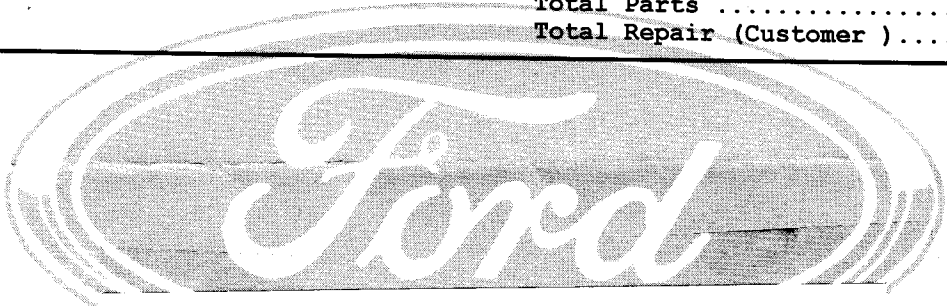
Labor	T99	.00
SMITH FORD OSCAR		117.50
Total Sublet		117.50
Total Repair (Customer)		117.50

(Tech:99) A

(2) PLEASE CHECK FRONT END
DRAG LINK BROKE IN HALF, STABILIZER SHOCK BENT,
HUB ASSEMBLIES BOTH WORN OUT
REPLACED HUBS, DRAG LINK AND TIE ROD, STABILIZER SHOCK. PERFORMED ALIGNMENT

Labor	T68	578.00
Labor	T87	
SC-2964 (ST, STABILIZER)	1	66.78
ES3624 (TIE ROD END)	1	41.83
DS1463 (TIE ROD END)	1	105.26
PBR930502 (HUB ASSY)	2	357.12
Total Labor		578.00
Total Parts		570.99
Total Repair (Customer)		1148.99

(Tech:68) A



Chrysler Case #

APPROVED
THANK YOU
CUSTOMER COPY

Terminal ID: 00953478 5641
3/5/14 4:33 PM
VISA
ACCT #: *****
CREDIT SALE
UID: 406445304945 REF #: 0332
BATCH #: 095 AUTH #: 063228
AMOUNT \$1389.31

SMITH FORD
412 E MOTEL DR
LORDSBURG NM 88045
575-542-3551

Next Service	Oil Filter	TERMS: STRICTLY CASH, MAJOR CREDIT CARD OR APPROVED CHECKS	W/C	INT.	CUSTOMER
ORIGINAL ESTIMATE	REVISED ESTIMATE	I acknowledge notice and oral approval of an increase in the original estimated price.			Labor 578.00
\$	\$	CUSTOMER SIGNATURE X			Parts 570.99
Customer acknowledges and approves all repairs as itemized and/or receipt of vehicle.					Sublet 117.50
CUSTOMER SIGNATURE	Page 1 of 1	Job 11154			Shop Supply 28.90
11154		Customer Copy			Oil/Grease .00
					Sub Total 1295.39
					Tax 93.92
					Total (Cash) 1389.31

113-23406 a-c-d-s, INC. (802) 971-2538



AQ14-003

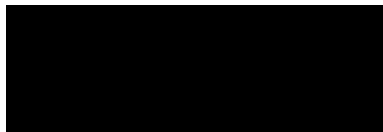
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

04/07/14

POSTED DATE:

3/31/14

VIN (FIRST 9 DIGITS):

3D7LX38C3

VIN (LAST 8 DIGITS)

667 

FIRST NAME:

Nicks Bricks

LAST NAME:

Masonry

CAIR:

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 3D7LX38C36G [REDACTED])

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

Dear NICKS BRICKS MASONRY

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 218007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

**DODGE****CHRYSLER****Jeep****SRT**

Jerry's Wheel Alignment & Tire Balancing

100 W. Pflugerville Parkway Ste.119
Pflugerville, Tx 78660
(512)990-0721

Year Make. 2006 Dodge Ram 3500 SLT
Engine V8 5.7L Vin: D
License [REDACTED]
MLG in/out /
Vin

Date 03/12/14 Schedule 02/14/14 **INVOICE : 25701** 06:18 pm Page 1

REMARKS AND LABOR DESCRIPTIONS HRS PRICE PARTS & LUBRICANTS QTY PRICE TOTAL

FOUR WHEEL THRUST ALIGNMENT Remove & Install: TIE ROD END, OUTER/RIGHT/LEFT Ball joint - lower - R & L	89.95 75.00 400.00	TIE ROD END, OUTER/LEFT BALL JOINT, FRONT ,LOWER /LEFT/RIGHT BAL/JOINT/FRONT UPPERS/LEFT/RIGHT	1.00 2.00 2.00	74.14 116.72 102.22	74.14 233.44 204.44
---	----------------------------------	--	----------------------	---------------------------	---------------------------

OH Fred
 JERRYS WHEEL ALIGNMENT
 100 PFLUGERVILLE LP #11
 PFLUGERVILLE, TX 78660
 03/12/2014 18:14:31
 MID: 00000000538052 TID: 05223287
 CREDIT CARD
 VISA SALE
 CARD # XXXXXXXXXXXX [REDACTED]
 INVOICE 0005
 SEQ #: 0005
 Batch #: 000129
 Approval Code: 012667
 Entry Method: Swiped
 Mode: Online
 Tax Amount: \$0.00
SALE AMOUNT \$1119.21

PROVED AMOUNT	All Parts Are New Unless Shown As (U) Used or (R) Rebuilt	Labor 564.95 Sublet 0.00	Parts & Lubricants 512.02
This vehicle will be reassembled within 3 days of the date shown above if I donot authorize the recommended services.		HAZ. DISPOSAL 0.00 SHOP 0.00 Gasoline 0.00 Sub Total 1076.97 Sales Tax 42.24 Deposit 0.00 Disc. Applied 0.00	

CUSTOMER COPY

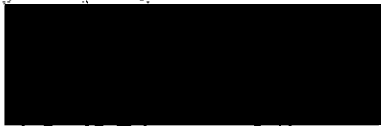
[REDACTED]

X

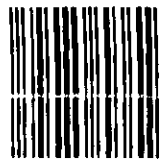
ACCEPTANCE SIGNATURE
I accept the charges and terms of this agreement.

TOTAL 1119.21
BALANCE DUE 0.00

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicle left more that 3 working days after notification that job is completed. Labor is guaranteed 90 days or 4000 miles whichever occurs first. All other guarantees are made by the manufacturer. Warrantee work based on this bill must be performed at this shop. All parts are new unless specified as (U) used or (R) rebuilt. REMOVED PARTS WILL BE DISPOSED OF UNLESS I INITIAL HERE _____



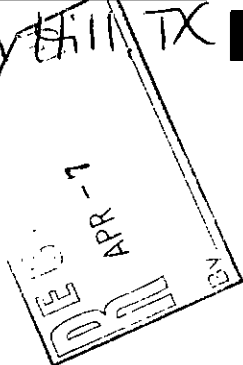
Liberty Hill TX



1000

48321

U.S. P
LIBERTY
7
MAR
HM
\$
00



RETURN RECEIPT
REQUIRED

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

483218007



AQ14-003

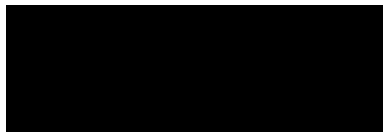
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



CUSTOMER #: 6319426465

79466

Merrick Dodge Chrysler Jeep of Wantagh

MERRICK MOTORS Inc.

3614-3588 Sunrise Highway
WANTAGH, NEW YORK 11793
SALES · SERVICE · PARTS
(516) 623-1850

INVOICE

PAGE 1

N.Y.S REGISTERED REPAIR SHOP LICENSE NO. R7103948/R1302314

LAKE GROVE, NY
HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 68 JOHN VENTURELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	05	DODGE RAM PICKUP	3D7KS28C85		123896/123905	T1747	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DL			17:30 08APR13		115.00	CASH	10APR13

R.O. OPENED: READY OPTIONS: ENG:5.9_Liter_Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TOWED IN TIE ROD INOP							
19 REPLACED STEERING LINK AND DAMPNER AND PITNAM							
ARM REPLACED ALL MISSING AND BROKEN HARDWARE							
SET ALIGNMENT AND ROAD TESTED OK							
	80	C		5.00		575.00	575.00
	3			6505623AA NUT-HEX LOCK	2.10	2.10	6.30
	1			68039930AA ARM-PITMAN	43.10	43.10	43.10
	1			5154661AC *DAMPER-STEERING	86.10	86.10	86.10
	1			52122362AH STEERING-STEERING	372.00	372.00	372.00

SUBL CONLON AUTO/ALIGNMENT							
PO#7382							
		C				89.95	89.95
PARTS:	507.50	LABOR:	575.00	OTHER:	89.95	TOTAL LINE A:	1172.45

B \$115.00 DIAGNOSTIC CHARGE MAY APPLY							
D1 \$115.00 DIAGNOSTIC CHARGE MAY APPLY							
	80	C		0.00		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C VEHICLE CHECK UP							
VC VEHICLE CHECK UP							
	80	C		0.00		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

Paid Cash

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	LIMITED WARRANTY LABOR AND PARTS 90 DAYS OR 4,000 MILES. MERRICK MOTORS, INC. HEREBY LIMITS WARRANTIES TO THE SAME PERIOD.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
	CUSTOMER SIGNATURE		



OWNER #: 6319426465

79466

Merrick Dodge Chrysler Jeep of Wantagh

MERRICK MOTORS Inc.

3614-3688 Sunrise Highway
WANTAGH, NEW YORK 11793
SALES · SERVICE · PARTS
(516) 623-1850

INVOICE

PAGE 2

N.Y.S REGISTERED REPAIR SHOP LICENSE NO. R7103946/R1302314

LAKE GROVE, NY
HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 68 JOHN VENTURELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	05	DODGE RAM PICKUP	3D7KS28C85G		123896/123905	T1747

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			17:30 08APR13		115.00	CASH	10APR13

R.O. OPENED	READY	OPTIONS:
07:26 08APR13	08:23 10APR13	ENG:5.9_Liter_Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

IMPORTANT
YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED OR STRONGLY AGREE PLEASE CONTACT THE SERVICE MANAGER THANK YOU MERRICK DODGE

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

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

LIMITED WARRANTY
LABOR AND PARTS 90 DAYS OR 4,000 MILES. MERRICK MOTORS, INC. HEREBY LIMITS WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	575.00
PARTS AMOUNT	507.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	89.95
MISC. CHARGES	0.00
TOTAL CHARGES	1172.45
LESS INSURANCE	0.00
SALES TAX	101.12
PLEASE PAY THIS AMOUNT	1273.57

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

CUSTOMER SIGNATURE

BROADWAY TOWING

ROAD SERVICE

Phone: 514-868-8800
Fax: 514-350-0309

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O. CASE #	OFFICER NAME
NAME					PHONE #		
ADDRESS							
CITY					STATE	ZIP	
YEAR	MAKE/MODEL		COLOR	ODOMETER			
MARKED PLATE #	STATE	VIN #	REGISTERED OWNER				
LOCATION OF VEHICLE							
TOWED TO							
INSPECTED BY INSURANCE CO.		APPRAISER NAME		DATE	DRIVER		
RELEASED BY		DATE	PHONE #				
REASON FOR TOW		TYPE OF TOW		PERSONAL'S TAKEN BY		DATE	PHONE#
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> BREAK DOWN <input type="checkbox"/> ABANDONED <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> NO START <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> FIRE LANE <input type="checkbox"/> FLOCK OUT <input type="checkbox"/> NO TRESPASS <input type="checkbox"/> TOW ZONE <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/>		<input type="checkbox"/> SLING/HOIST <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>					
SPECIAL EQUIPMENT USED		OTHER SERVICES		VEHICLE STORAGE TIME			
<input type="checkbox"/> WINCH <input type="checkbox"/> FLARES <input type="checkbox"/> DOLLIES <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> RAMPS <input type="checkbox"/> <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/>		<input type="checkbox"/> SWEET <input type="checkbox"/> FIRST AID <input type="checkbox"/> REMOVE AXLE <input checked="" type="checkbox"/> SECURE LOOSE PARTS		FROM _____ TO _____ DAYS @ \$ _____			
METHOD OF PAYMENT		TOWED PER ORDER OF		INDICATE DAMAGED AREA(S) ON VEHICLE			
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVER'S LIC. # <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> EXP. DATE _____		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER OF A CAR <input type="checkbox"/> DEALER					
CREDIT CARD # _____				KEYS LEFT			
AUTHORIZED SIGNATURE _____		DATE _____		Y N			
DRIVER SIGNATURE _____		DATE _____		RADIO Y N			
				MILEAGE			
				FINISH _____		TOWING CHARGE 95.00	
				START _____		MILEAGE 30.00	
				TOTAL 60.00		LABOR _____	
				LABOR TIME		EXTRA PERSON _____	
				FINISH _____		SPECIAL EQUIPMENT _____	
				START _____		STORAGE _____	
				TOTAL _____		EXTRA PERSON _____	
				FINISH _____		SUBTOTAL 125.00	
				START _____		TAX 10.00	
				TOTAL _____		TOTAL 135.00	

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

THANK YOU!
PRODUCT 6750-3

49753

CUSTOMER #: 6319426465

79466

Merrick Dodge Chrysler Jeep of Wantagh

MERRICK MOTORS Inc.

3614-3588 Sunrise Highway
WANTAGH, NEW YORK 11793
SALES · SERVICE · PARTS
(516) 623-1850

INVOICE

PAGE 1

N.Y.S REGISTERED REPAIR SHOP LICENSE NO. R7103948/R1302314

LAKE GROVE, NY
HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 68 JOHN VENTURELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
GREY	05	DODGE RAM PICKUP	3D7KS28C85		123896/123905	T1747	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			17:30 08APR13		115.00	CASH	10APR13

R.O. OPENED: READY OPTIONS: ENG:5.9_Liter_Turbo

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A TOWED IN TIE ROD INOP							
19 REPLACED STEERING LINK AND DAMPNER AND PITNAM							
ARM REPLACED ALL MISSING AND BROKEN HARDWARE							
SET ALIGNMENT AND ROAD TESTED OK							
	80	C		5.00		575.00	575.00
	3			6505623AA NUT-HEX LOCK	2.10	2.10	6.30
	1			68039930AA ARM-PITMAN	43.10	43.10	43.10
	1			5154661AC *DAMPER-STEERING	86.10	86.10	86.10
	1			52122362AH STEERING-STEERING	372.00	372.00	372.00

SUBL CONLON AUTO/ALIGNMENT							
PO#7382							
		C				89.95	89.95
PARTS:	507.50	LABOR:	575.00	OTHER:	89.95	TOTAL LINE A:	1172.45

B \$115.00 DIAGNOSTIC CHARGE MAY APPLY							
D1 \$115.00 DIAGNOSTIC CHARGE MAY APPLY							
	80	C		0.00		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C VEHICLE CHECK UP							
VC VEHICLE CHECK UP							
	80	C		0.00		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

Paid Cash

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	LIMITED WARRANTY LABOR AND PARTS 90 DAYS OR 4,000 MILES. MERRICK MOTORS, INC. HEREBY LIMITS WARRANTIES TO THE SAME PERIOD.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	
	CUSTOMER SIGNATURE		



OWNER #: 6319426465

79466

Merrick Dodge Chrysler Jeep of Wantagh

MERRICK MOTORS Inc.

3614-3688 Sunrise Highway
WANTAGH, NEW YORK 11793
SALES · SERVICE · PARTS
(516) 623-1850

INVOICE

PAGE 2

N.Y.S REGISTERED REPAIR SHOP LICENSE NO. R7103946/R1302314

LAKE GROVE, NY

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 68 JOHN VENTURELLA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
GREY	05	DODGE RAM PICKUP	3D7KS28C85G		123896/123905	T1747

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN05 DD			17:30 08APR13		115.00	CASH	10APR13

R.O. OPENED READY OPTIONS: ENG:5.9_Liter_Turbo

07:26 08APR13 08:23 10APR13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
<p>IMPORTANT YOU MAY RECEIVE A CUSTOMER SATISFACTION SURVEY FROM THE MANUFACTURER IF FOR ANY REASON YOU CANNOT GRADE US COMPLETELY SATISFIED OR STRONGLY AGREE PLEASE CONTACT THE SERVICE MANAGER THANK YOU MERRICK DODGE</p>							

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

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

LIMITED WARRANTY
 LABOR AND PARTS 90 DAYS OR 4,000 MILES. MERRICK MOTORS, INC. HEREBY LIMITS WARRANTIES TO THE SAME PERIOD.

DESCRIPTION	TOTALS
LABOR AMOUNT	575.00
PARTS AMOUNT	507.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	89.95
MISC. CHARGES	0.00
TOTAL CHARGES	1172.45
LESS INSURANCE	0.00
SALES TAX	101.12
PLEASE PAY THIS AMOUNT	1273.57


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

CUSTOMER SIGNATURE

BROADWAY TOWING

ROAD SERVICE

Phone: 617-868-8800
Fax: 617-350-0309

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O. CASE #	OFFICER NAME
NAME					PHONE #		
ADDRESS							
CITY					STATE	ZIP	
YEAR	MAKE/MODEL		COLOR	ODOMETER			
MARKED PLATE		STATE	VIN #	REGISTERED OWNER			
LOCATION OF VEHICLE							
TOWED TO							
INSPECTED BY INSURANCE CO.		APPRAISER NAME		DATE	DRIVER		
RELEASED BY		DATE	PHONE #				
REASON FOR TOW		TYPE OF TOW		PERSONAL'S TAKEN BY		DATE	PHONE#
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> BREAK DOWN <input type="checkbox"/> ABANDONED <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> NO START <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> FIRE LANE <input type="checkbox"/> FLOCK OUT <input type="checkbox"/> NO TRESPASS <input type="checkbox"/> TOW ZONE <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/>		<input type="checkbox"/> SLING/HOIST <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		_____		_____	_____
SPECIAL EQUIPMENT USED		OTHER SERVICES		VEHICLE STORAGE TIME			
<input type="checkbox"/> WINCH <input type="checkbox"/> FLARES <input type="checkbox"/> DOLLIES <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> RAMPS <input type="checkbox"/> <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/>		<input type="checkbox"/> SWEET <input type="checkbox"/> FIRST AID <input type="checkbox"/> REMOVE AXLE <input checked="" type="checkbox"/> SECURE LOOSE PARTS		FROM _____ TO _____ DAYS @ \$ _____ INDICATE DAMAGED AREA(S) ON VEHICLE:			
METHOD OF PAYMENT		TOWED PER ORDER OF		 KEYS LEFT Y N RADIO Y N			
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVER'S LIC. # <input type="checkbox"/> CREDIT CARD # _____ EXP. DATE _____		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER OF A CAR <input type="checkbox"/> DEALER					
CREDIT CARD # _____		AUTHORIZED SIGNATURE _____ DATE _____		MILEAGE		TOWING CHARGE	
DRIVER SIGNATURE _____ DATE _____		DRIVER # _____ TRUCK # _____		FINISH _____		95.00	
				START _____		MILEAGE	
				TOTAL 6.25		30.00	
				LABOR TIME		LABOR	
				FINISH _____		_____	
				START _____		EXTRA PERSON	
				TOTAL _____		SPECIAL EQUIPMENT	
				EXTRA PERSON		STORAGE	
				FINISH _____		_____	
				START _____		SUBTOTAL	
				TOTAL _____		125.00	
						TAX	
						10.00	
						TOTAL	
						135.00	

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

THANK YOU!
PRODUCT 6750-3

49753

AQ14-003

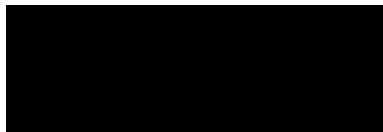
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: Reply_By_Link_Only@chrysler.com

To: [REDACTED]

Date: Fri Mar 14 20:32:44 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Karen,

Thank you for contacting the RAM Customer Assistance Center.

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.

You will receive an email notification as soon as parts become available.

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,

Hayley

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 - Ram Brand Site

Brief Description:

recall on left tie rod ball stud

Comments:

I need help... I have been waiting for over 2 months on the part to come in.

I have my name on a waiting list at 2 dealerships. They both keep saying that the part is on backorder.. and I have 28 people ahead of me that are also waiting. do you know what the hold up is on the parts?? I use my 2010 dodge diesel to pull my horse trailer. and now that the weather is getting nicer.. I will be towing more. What are the chances of me losing control because the part breaks? Then have a wreck and injuring or killing me and my horses??? This is a big concern. Can you please give me some answers??

VIN:

AG [REDACTED]

Mileage:

20128

Servicing Dealer:

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Pretty Prairie

State:

KS

Zip:

[REDACTED]

Email:

[REDACTED]m

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Mar 13 17:17:10 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

recall on left tie rod ball stud

Comments:

I need help... I have been waiting for over 2 months on the part to come in. I have my name on a waiting list at 2 dealerships. They both keep saying that the part is on backorder.. and I have 28 people ahead of me that are also waiting. do you know what the hold up is on the parts?? I use my 2010 dodge diesel to pull my horse trailer. and now that the weather is getting nicer.. I will be towing more. What are the chances of me losing control because the part breaks? Then have a wreck and injuring or killing me and my horses??? This is a big concern. Can you please give me some answers??

Sender Information:

Title:

First [REDACTED]

Middle Initial:

Last Name: [REDACTED]

AQ14-003

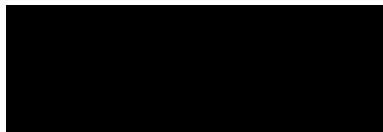
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: s [REDACTED]
To: customerassist@chrysler.com
Date: Mon Mar 24 11:20:49 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Recall # N49

Comments:

I never received notification via mail or phone call about this recall.

Left tie rod broke while vehicle was in motion. I was towed 22 miles to my mechanic who replaced the tie rod and outer end then realigned the front end.

I am requesting reimbursement for the towing and mechanics invoice which totals \$446.57.

Income was lost due to the breakdown.

Please

reply by email to the address given.

I spoke to a customer service person

3/24/14 who deferred me until the parts became available in mid-April to put in a claim and deferred towing to a roadside assistance claim that may or may not be available.

I do not believe this is fair or even reasonable for a long time customer to wait for reimbursement of something that was repaired and paid for at my expense . I bought the truck for dependability reasons as advertised and your commitment to excellence.

I would like a

simple solution to this without having to wait and make a dozen phone calls and emails.

[REDACTED]
[REDACTED] (c)

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Mar 25 13:33:53 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center in regards to your 2009 Dodge Ram 2500.

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. Again we do apologize for the concerns you have recently experienced regarding your outer tie rod end and will try our best to further assist with your requests. Once your file has been received by the appropriate department and they have received your documentation they will determine based on the documentation received whether or not reimbursement will be provided.

If you are seeking reimbursement for repairs that are pertaining to your open "N49 LEFT TIE ROD" recall you can submit this by either mail, fax (1-877-768-5076) or by a documentation request link. . The link will follow this email and will expire in 7 days. Please do not change the subject of the email, and please follow the instructions in the letter that you received. Please note that if you have not received the link in your inbox, it could show up in your junk mail folder or spam folder. Please be aware that the link can only be clicked on once.

As it states on page 4 of your warranty booklet the following information. Chrysler will not be able to cover any income lost due to your vehicle being down:

"1.1 Incidental and Consequential Damages Not Covered

Your warranties don't cover any incidental or consequential damages connected with your truck's failure, either while under warranty or afterward.

Examples of such damages include:

- ? lost time;
- ? inconvenience;
- ? the loss of the use of your truck;
- ? the cost of rental trucks, gasoline, telephone, travel, or lodging;
- ? the loss of personal or commercial property; and
- ? the loss of revenue."

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,

Erica

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:

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Recall # N49

Comments:

I never received notification via mail or phone call about this recall.

Left tie rod broke while vehicle was in motion. I was towed 22 miles to my mechanic who replaced the tie rod and outer end then realigned the front end. I am requesting reimbursement for the towing and mechanics invoice which totals \$446.57. Income was lost due to the breakdown. Please reply by email to the address given. I spoke to a customer service person 3/24/14 who deferred me until the parts became available in mid-April to put in a claim and deferred towing to a roadside assistance claim that may or may not be available. I do not believe this is fair or even reasonable for a long time customer to wait for reimbursement of something that was repaired and paid for at my expense . I bought the truck for dependability reasons as advertised and your commitment to excellence. I would like a simple solution to this without having to wait and make a dozen phone calls and emails. [REDACTED]

VIN:

9G [REDACTED]

Mileage:

70025

Servicing Dealer:

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Blue Bell

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2014-03-26 10:23:14.155263

Files Not Recieved: 0

Please see attached invoice for repairs pertaining to case # [REDACTED] as requested.
Please confirm receipt of this email by replying to [REDACTED]m

Maximum Auto Inc

751 Conshohocken Rd
 Conshohocken, PA 19428
 Shop Phone: (610) 828-0252
 Fax: (610) 828-1477

ELC

Invoice

54244

Estimate Ref #0
 Date Printed: 02/10/2014
 Printed Time: 2:45 pm

Time Promised:

Hat/Ref:

[Redacted]
 Blue Bell, PA [Redacted]
 [Redacted]

2009 DODGE RAM 2500 LARAMIE L6 6.7L 408CID FI DIESEL T L ETJ

VIN: 3D7KS28L49G [Redacted]

License: [Redacted] Mileage In: 68,629
 Unit #: Mileage Out: 68,629
 DOM:

Date Written: 02/10/2014

Written By:

Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
		Andrew Harper			
Job #1	Work Requested - 02/07/14 Pat's Towed In		1.00	175.00	175.00 ✓
Labor Standard	Outer Tie Rod End		1.00	101.57	101.57 ✓
Part mog es800532	Work Requested - Replaced LF Outer Tie Rod		1.00	80.00	80.00 ✓
Labor Standard	Tire Pressure Sensor		1.00	60.00	60.00 ✓
Part tpm28434	Work Requested - Installed New Tire Pressure Sensor		1.00	15.00	15.00 ✓
Labor Standard	Work Requested - Flat Repair		1.00	15.00	15.00 ✓
Labor Standard	Work Requested - Front End Alignment		1.00	70.00	70.00 ✓
				Job Total:	516.57

Payment Date	Type	Method	Amount
Payment Totals:			

Parts: \$161.57
 Labor: \$355.00
 Sublet: \$0.00
 Misc: \$0.00
 Hazmat: \$0.00
 Supplies: \$0.00

Tax Total: \$20.49
Invoice Total: \$537.06

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

Authorized By _____ Date _____ Time _____

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-04-25 15:39:08.690030

Files Not Recieved: 0

Kelly

Here are the documents requested for payment of repairs for the tie rod recall.

Please confirm receipt of this email.

Thanks



Account Activity

Use the menus below your card summary to sort your account activity or to search for a specific purchase or credit.

Sears MasterCard®

[View/Download Your Statement](#)

Current Balance

\$5,172.46

Minimum Payment Due

\$187.67

[Minimum Payment Warning](#)

Payment Due May 17, 2014

[MAKE A PAYMENT](#)

[Last Statement Balance](#) -
04/20/2014

\$5,172.46

Activity Since Last Statement

 [Go Paperless](#)

Next Statement

May 21, 2014

Payments/Adjustments/Credits

\$0.00

Total Credit Limit 

~~\$16,000.00~~

Purchases/Debits

\$0.00

Last Payment

Apr. 5, 2014

Available for Purchase

~~\$5,327.00~~

Earned Points

Last Payment Amount

\$3385.81

Available for Cash 

~~\$250.00~~

14,294

Past Due Amount

\$0.00

[View/Edit Scheduled Payments](#)

[See Details](#)

[View Special Offers](#)

View your Paperless Letters online in the [Document Center](#)

View All Account Activity

[Create a Report](#)

[View/Download Your Statement](#)

Select Time Period:

Choose a Transaction Type:

03/21/2014 ▼

All Transactions ▼

[VIEW](#)

Transaction Details for Period Ending 03/21/2014

Please note that if you made an Online Bill or Phone Payment between 5 p.m. ET and midnight ET on your statement Due Date, you will see a temporary late fee applied to your account. Once your payment has posted, the late fee will be removed.

Date	Description	Amount
03/21/2014	INTEREST CHARGE ON CASH ADVANCES	0.00
03/21/2014	INTEREST CHARGE ON PURCHASES	117.19
03/20/2014	MOTION INDUSTRIES PA72 HORSHAM PA	511.09

03/20/2014

MOTION INDUSTRIES PA72 HORSHAM PA

1488.46

03/18/2014

MAXIMUM AUTO INC. CONSHOHOCKEN PA

783.83

Posting Date 03/18/2014

Reference Number



Merchant Category

Vehicle Services-AUTOMOTIVE BODY REPAIR SHOPS

Transaction Type Sale

[Dispute This Charge](#)

Combined invoices for other repairs

03/16/2014

PAYMENT - THANK YOU

-300.00

03/13/2014

BELMONT PETROLEUM BALA CYNWYD PA

135.03

02/20/2014

PAYMENT - THANK YOU

-500.00

[Print This Page](#)

Request an Annual Account Summary

To help with your personal financial planning and record keeping, request an Annual Account Summary. It recaps your Sears MasterCard spending by month and category. (Available as a PDF only). You are able to make requests until October 31 of each calendar year.

Available Summary:

2013 [REQUEST](#)

Please ensure that we have your current email address.

[Update email](#)

Maximum Auto Inc
 751 Conshohocken Rd
 Conshohocken, PA. 19428
 Phone - 610-828-0252 Fax - 610-828-1477

INVOICE
54244

Invoice Date : 03/19/2014

Print Date : 04/25/2014

Work Completed Date : 02/10/2014

INVOICE FROM HISTORY

2009 Dodge - RAM 2500 LARAMIE - L6 6.7L 408CID FI DIE

Lic # : [REDACTED] PA

Odometer In : 68629

Unit # :

Odometer Out : 68629

Vin # : 3D7KS28L49G [REDACTED]

Ref # :

Hat # :

Blue Bell, PA [REDACTED]

Home [REDACTED]

Cust ID : 1129

Part Description	Quantity	Unit Price	Total Price	Description	Price
Outer Tie Rod End mog es800532	1.00	101.57	101.57	02/07/14 Pat's Towed In	175.00
Tire Pressure Sensor tpm28434	1.00	60.00	60.00	Replaced LF Outer Tie Rod	80.00
				Installed New Tire Pressure Sensor	15.00
				Flat Repair	15.00
				Front End Alignment	70.00

Org. Estimate \$ 0.00 Revisions \$ 0.00 Current Estimate \$ 0.00

Labor: 355.00
Parts: 161.57
Sublet: \$0.00

Sub: 516.57
Tax: 20.49
Total: 537.06
Bal Due: \$0.00

[Payments - MasterCard - \$537.06]

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 of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. 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 _____

AQ14-003

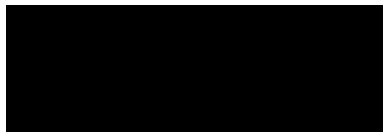
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair [REDACTED]

Date Received: 2014-03-30 15:45:55.640944

Files Not Recieved: 0

Anna, if you can not open the file let me know and i will try sending it again [REDACTED]

[REDACTED] CUYAHOGA FALLS OH [REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.
		3D7KS28C15G [REDACTED]		196595	03/26/14	10159 A
YEAR		MAKE		MODEL	COLOR	TAG NO.
05		DODGE		RAM 2500 Q		00273
CUST.NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.
		[REDACTED]	-		00/00/00	315
CASH						
CUST.LABOR RATE	DELIV.DATE	DELIV.MILES	MILEAGE IN	DATE IN	IN-SERV DATE	
	00/00/00		196589	03/25/14	00/00/00	
DEAR VALUED CUSTOMER, YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER. PLEASE CALL US FIRST IF YOU CANNOT SELECT THE HIGHEST SCORE OF "EXCELLENT" BEFORE RETURNING YOUR SURVEY				THANK YOU! JOE DI THOMAS, MIKE MOSCHILLO, AJ ROSS AND VINCE GARRETT		
LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A						
Com FRONT AXLE-CUSTOMER STATES TRUCK WAS TOWED IN BECAUSE TIE ROD END ON DRIVERS SIDE BROKEN						
Cau LEFT OUTER TIE ROD BROKEN						
Cor REPLACED LEFT OUTER TIE ROD, TEST DROVE 4 MILES ALL OK NOW						
	02		A10		C	82.62
			MISS1589 TIE ROD	1	C	79.90
Line Total.....						162.52
Labor						82.62
Parts						79.90
Sales Tax						9.75
TOTAL-CUST-CRCARD						172.27

504 WILLOW HOLLOW
 1504 N HERTFORDE AVE
 HERTFORDE, PA 17333
 724-562-5133
 Merchant ID: 8823156380
 Term ID: 00185500002196300000
Phone Order
 Entry Method: Manual
 172.27
 17:38:22
 Appr Code: 0028317
 Total: \$
 03/26/14
 Inv #: 000000015
 Appr: Online
 RMS Code:
 CVM Code: MATCH M
 Last User: Curry
 HHHH YOU!

<p>STATEMENT OF DISCLAIMER</p> <p>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 [REDACTED] it any liability in connection [REDACTED]</p>	<p>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 misus. 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.</p> <p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>
--	---

AQ14-003

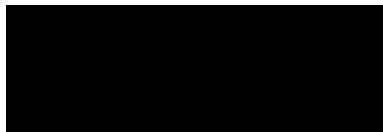
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-04-11 09:06:23.987258

Files Not Recieved: 0

Fax Cover


Date 4-10-14

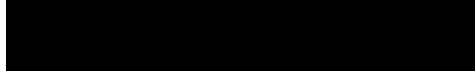
1 of 3 Pages

To Chrysler-RAM

Attention Yolanda

Fax Number 1-801-736-3929






From 

My Phone Number 

Fax Back Number _____

Comments Case# 


FOR REIMBURSEMENT


 BORGER, TX
 Date Apr. 1 2014 8491
 60-257117
 Pay to the order of Harvey Jiao \$ 1760.57
Seventeen hundred sixty & 57/100 DOLLARS 
Borger Bank
 For 
 ⑈  ⑈  ⑈ 8491

4/2/2014 - 8491 -  - \$1,760.57 - 1257880009

⑈1257880009,2014-04-02 "Borger"
 AMARILLO NATIONAL BANK
 R/T >111300958<
 2014-04-02 15:55
 Borger Bank
 Batch #803947
 1257880009

4/2/2014 - 8491 -  - \$1,760.57 - 1257880009

Attn: Yolanda
 Case # 

Proof of payment for
 repairs on '08 Ram

H HARVEY TIRE CO.

P.O. BOX 1050 305 CAROLINA
SALES & SERVICE
(806) 273-5861

Borger, Texas 79008-1050

***** RETAIL INVOICE *****
04/01/14 3:48pm

INVOICE

Cust No	Order No
CASH01	294403
Order Date	Inv Date
04/01/14	04/01/14
Store	Inv No
01	1177834

C
U
S
T
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M
E
R

Page : 1

Vehicle Information
 License :
 Make : DODGE
 Model : RAM 3500
 Year : 2008
 Mileage : 203509.0
 Hand Ticket: 294403

BORGER, TX

Phone: / -

Power # 8491

User ID: HHH

Sales Person: HH HARVEY HATHAWAY

Purchase Order No:

685-3604

Item Number	Description	Quantity	Price	FET	Extended
ALP100	FC016 52121940AB TRAC BAR	1.00	250.00	0.00	250.00
ALP100	ED205 52122362AJ STEERING LINKAGE KIT (TIE RODs)	1.00	350.00	0.00	350.00
ALP100	A4623B 68039930AA PIT ARM	1.00	43.10	0.00	43.10
ALP100	C023 5154661AC STEERING DAMPER	1.00	119.00	0.00	119.00
ALP100	W047 5179955AA HUB ASSY	1.00	300.00	0.00	300.00
ALP100	A4314H 5086665AE LF WHEEL W JOINT	1.00	120.00	0.00	120.00
ALL200	LABOR TO INSTALL ABOVE PARTS ARTS	5.30	70.00	0.00	371.00
ALL101	ALIGNMENT-ONE TON DUAL WHEEL	1.00	109.95	0.00	109.95
DOM	ROTATED TWO FRONT TIRES TO RIGHT REAR DUAL	0.00	0.00	0.00	0.00
DOM	DODGE OE PARTS BH 3309319	0.00	0.00	0.00	0.00
Payment Type: CASH			1760.57		

ALL BILLS DUE AND PAYABLE AT BORGER, HUTCHINSON COUNTY, TEXAS

The undersigned buyer agrees to pay to the seller, shown above, at the above address on its order the amount shown including any prior agreements which may be incorporated herein by reference, payable as shown. In the event the Buyer defaults in the payment of any installment, seller may prosecute any and all of its rights under the Uniform Commercial Code. Purchaser agrees to pay seller reasonable attorney's fees and collection charges expended in collecting any account in default. Except for standard warranties, the foregoing constitutes the entire agreement between the parties. All charges are payable on the 15th approx. at the above address, and all claims and returns must be accompanied by the bill. It is agreed that a late charge of ten (10%) per annum will be charged on all delinquent accounts not paid in full at due date.

Sub Total 1663.05

Tax Total 97.52

Amount Due 1760.57

T
E
R
M
S

PRINT NAME

Polanda

Tire	FET	Parts	Labor	Other
0.00	0.00	1162.10	420.95	0.00

X

AQ14-003

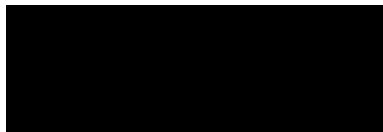
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-04-09 17:13:42.507750

Files Not Recieved: 0

Please see the attached documents for proof of payment so that I can receive my reimbursement.

Case #: [REDACTED]

thanks!

CUSTOMER #: 81140

106093



INVOICE

3535 GULF FREEWAY SOUTH - DICKINSON, TX 77538
PHONE: (409) 948-3131
HOUSTON PHONE: (281) 488-4060
FAX: (409) 643-8097

LEAGUE CITY, TX

PAGE 1

BUS:		CELL:	SERVICE ADVISOR: 78000 Dorena Boyd				
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	11	DODGE D250	3D7UT2CL8BC		34399/34399	T1231	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
19FEB11	DD05AUG11		17:00 04APR14		105.00	CASH	04APR14
R.O. OPENED		READY	OPTIONS: ENG:6.7 Liter				

15:03 27MAR14	16:52 04APR14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A RECALL N49 LEFT TIE ROD CBUEN491AA December 20, 2013
CAUSE: E

19650601 Rod and link - Replace Package, tie rods, tubes, links, st
5665WCH40 1.10 (N/C)

1 52122962A7 STEERING-STEERING (N/C)
1 1QR35AAAAA WHEEL-ALUMINUM (N/C)

22400101 REPLACED CHROME WHEEL ASSY
5665WCH40 0.40 (N/C)

22400251 Mount Match wheel to tire-Each wheel
5665WCH40 0.30 (N/C)

34399 UNABLE TO COMPLETE RECALL MUST RETURN FOR RECALL AT LATER DATE. MOUNT AND BALANCED WRECKED RIM, DUG OUT BROKEN TIRE ROD END ADDED OLD TIRE ROD END TO GET ON RACK. REPLACED ENTIRE TIE ROD SYSTEM AND RESET TOE.

B** 4 WHEEL ALIGNMENT
111 4 WHEEL ALIGNMENT
5665 CCH 1.80
***** 99.95 99.95



<p>NOTICE PURSUANT TO §70.001, TEXAS PROPERTY CODE</p> <p>I AM THE PERSON OR AN 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 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 OF THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.</p> <p>SIGNATURE OF PERSON RESPONSIBLE OR AGENT FOR PERSON RESPONSIBLE FOR PAYMENT</p>	<p>AS IS</p> <p>THE ONLY WARRANTIES APPLYING TO THIS PARTIS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSURES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PARTIS 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 PROFIT, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p>This dealership utilizes the fair rate hours recommended in the Chrysler Jeep Dodge labor time guide, which is the average time needed for the performance of automotive repairs, and which may be lower or higher than the actual time.</p>	DESCRIPTION	TOTALS
	LABOR AMOUNT	99.95	
	PARTS AMOUNT	0.00	
	GAS, OIL, LUBE	0.00	
	SUBLET AMOUNT	0.00	
	MSC. CHARGES	0.00	
	TOTAL CHARGES	99.95	
	LESS INSURANCE	0.00	
	SALES TAX	0.00	
	PLEASE PAY THIS AMOUNT	99.95	

CUSTOMER COPY

RON CARTER CHRYSLER JEEP
3535 GULF FREEWAY SOUTH
LEAGUE CITY, TX 77573
(409) 948-3131
MID #8788290341379

Merchant ID: 088290341379

Sale

XXXXXXXXXXXX

VISA

Entry Method: Swiped

Total: \$ 99.95

04/05/14

08:57:01

Inv#: 000001

Appr Code: 010490

Apprvd: Online

Batch#: 000328

Customer Copy
THANK YOU!
COME AGAIN!

AQ14-003

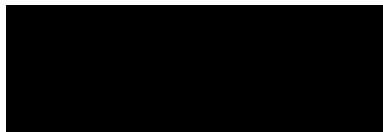
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

04/16/14

POSTED DATE:

4-16-14

VIN (FIRST 9 DIGITS)

1D7KS28C

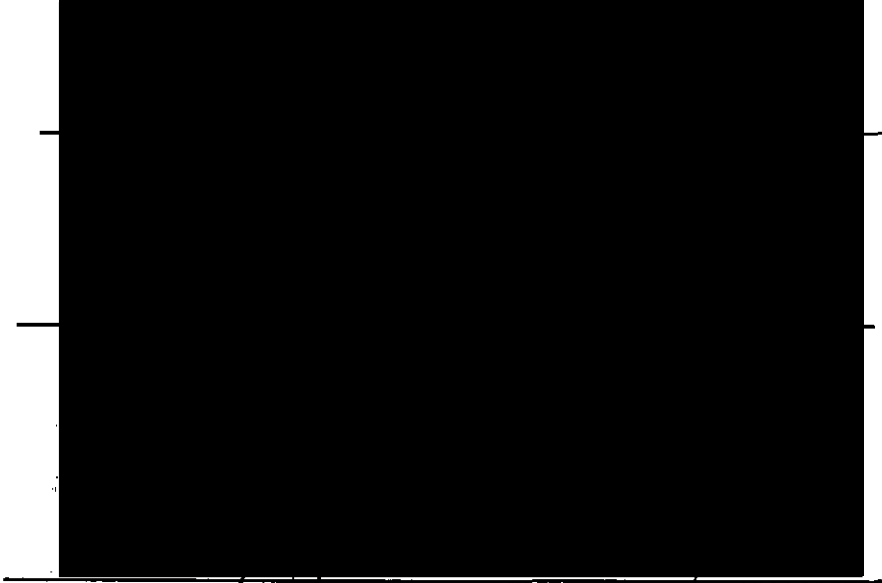
VIN (LAST 8 DIGITS)

6J 

FIRST NAME:

LAST NAME :

CAIR :



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

April 7, 2014

To whom it may concern,

According to Dean at Dr. Auto where the service and parts were conducted on our 2006 Dodge Ram 2500 diesel, our truck was UNSAFE to drive! Dean and I both spoke to Bob Coleman at Brandon Dodge in Colorado on March 27 & 28th, 2014. He confirmed that we would get FULL reimbursement for all charges. I also requested a call back from a supervisor on March 28, 2014 regarding this issue. I received a message from a supervisor named Julie from Chrysler/Dodge on March 30, 2014 about getting FULL reimbursement as well. My Case # is [REDACTED]

You can contact me, [REDACTED] with any questions. Our mailing address is [REDACTED] Denver, CO [REDACTED]

Thank you,
[REDACTED]



4100 S. Federal Blvd.
Englewood, Colorado 80110

Phone: 303-996-0920
Email: DRAutoTruck@yahoo.com

Inv. #: 0187472

Orig.Est. #:

Customer:

P.O. #:

Address:

Date: 3/28/14

City: DENVER CO

Page: 1 of 1

Phone 1:

License:

Unit:

Vehicle: 2006 DODT RAM 2500 PICKUP

VIN: 1D7KS28C06J

Trans: AUTO

Engine: 6-360 5.9L DSL

Mileage: 133550

Tech	Description	Quan	Parts Number	Parts Description	Labor	Parts	Subtotal
DB	FOUR WHEEL ALIGNMENT includes resetting caster, camber and toe.				89.95		89.95
DB	CHASSIS AND STEERING LABOR Customer states front end is very loose feeling. Inspect front steering and replace complete steering upgrade thur Dodge recall. Replace pitman arm and all tie rods and draglink, and steering stabilizer assembly.				157.50	514.35	671.85
		1.00		STEERING TIE ROD ASSEMBLYS		350.00	
		1.00		PITMAN ARM		43.10	
		1.00		STEERING DAMPNER		119.00	
		1.00		HEX NUT PAK		2.25	

I hereby authorize the above repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the car, SUV or truck herein described on streets, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I understand that dealer/owner is not responsible for delay or other consequence due to the unavailability of parts shipments beyond their control. Not responsible for damage or articles left in the vehicle in case of fire, theft or any other cause beyond our control. **Warranty on parts and labor is 12 Month or 12,000 Miles whichever occurs first, unless specified otherwise.** Warranty work has to be performed in our shop and cannot exceed the original cost of the repair.

SIGNATURE _____ Date _____

Labor :	\$	247.45
Parts :	\$	514.35
Sublet :	\$	0.00
Other Fees :	\$	0.00
SHOP :	\$	19.80
Subtotal :	\$	781.60
Sales Tax :	\$	40.38
Paid By :	Total :	\$ 821.98
Pay Ref:	Paid :	\$ 0.00
	Total Due :	\$ 821.98



Denver CO

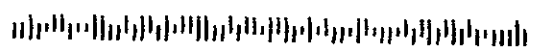
DENVER CO 802
08 APR 2014 PM 6 L



APR 16



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



AQ14-003

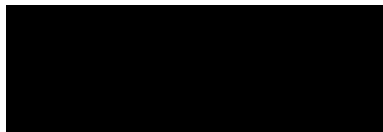
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-04-03 14:57:00.354390

Files Not Recieved: 0

[REDACTED]

[REDACTED]

BARRY'S FOREIGN AUTO REPAIR

██████████
 CONELLSVILLE, PA ██████████
 ██████████ (724) - -

159 S PENNSVILLE ST.
 CONNELLSVILLE, PA 15425
 (724)626-1809
 STATE LICENSE & EPA NUMBER

Year Make. 2010 RAM 2500HD
 Engine 6.7
 License YBP9268
 MLG in/out 89708 /
 Vin 3D7UT2CLXAG ██████████

Date 03/31/14 Schedule 03/31/14 **INVOICE : s4057** 10:27AM Page 1

REMARKS AND LABOR DESCRIPTIONS	HRS	PRICE	PARTS & LUBRICANTS	QTY	PRICE	TOTAL
REPLACE LEFT OUTER TIE ROD AND SET toe truck was toed in with broken left outer tie rod. extra time was needed do to broken tie rod		117.00	LEFT OUTER TIE ROD 8054AD	1.00	104.00	104.00

DATE	TIME	PHONE	APPROVED	AMOUNT	All Parts Are New Unless Shown As (U) Used or (R) Rebuilt	Labor 117.00 Sublet 0.00	Parts & Lubricants	104.00
					This vehicle will be reassembled within 3 days of the date shown above if I do not authorize the recommended services.		EPA 0.00 SHOP 4.42 Gasoline 0.00 Deposit 0.00 Disc. Applied 0.00 Sub Total 225.42 Sales Tax 13.53	
I acknowledge notice and oral approval of an increase in the original estimated price								
CASH								

X
A C C E P T A N C E S I G N A T U R E
 I accept the charges and terms of this agreement.

I authorize the above repairs and necessary materials. Your employees may operate vehicle for inspection, testing, delivery at my risk. You will not be responsible for loss or damage to vehicle or items left in it. I agree to pay reasonable storage on vehicle left more than 3 working days after notification that job is completed. Labor is guaranteed 90 days or 4000 miles whichever occurs first. All other guarantees are made by the manufacturer. Warrantee work based on this bill must be performed at this shop. All parts are new unless specified as (U) used or (R) rebuilt. REMOVED PARTS WILL BE DISPOSED OF UNLESS I INITIAL HERE _____.

AQ14-003

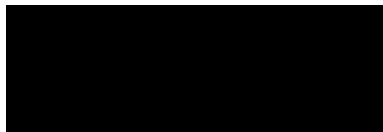
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Mar 30 13:41:16 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

recall complaint

Comments:

We received a recall notice for our 2010 ram 2500 . This truck is owned by our business NORTHERN LURE resort and campground. We called the dealer to make an appointment to repair the faulty left tie rod, however the dealer did not have the part and the eta was April. Till then we had to drive the truck, on March 28 the tie rod DID FRACTURE, fortunately we were on our property and not on a highway. We called the service dept at ashland chrysler , they referred me to Chrysler roadside customer service. I explained the situation they said they will tow it for 200.00. I asked why I have to pay for something that is not my fault , they referred me to your recall assistance dept. Who promptly told me the same thing even tho I could not get it repaired due to no ineffective parts available. I do not see why we would have to pay for this when it is not our fault.I lodged complaints with your recall assistance dept and then called ram customer service to complain. They all understood my dilemma but nothing would come from it. And the truck is at the service dept awaiting defective parts (as that is all that's available) and we will have to bring it back to be fixed AGAIN. Now we will be driving a truck where this could happen again but it could happen on a highway doing 55 mph and cause greater damage to the truck or to yourselves. I have been a dodge,Chrysler,jeep owner since 1970 but I WILL NEVER BUY ANOTHER PRODUCT FROM YOUR COMPANY AGAIN. IS THIS HOW YOU TREAT LOYAL CUSTOMERS? I am afraid to drive this truck now once we get it back, also I need it for my businesses . I own 2 bar and grills and ALL my customers will be told of this shabby treatment. They will tell 2 friends and you know the rest. Facebook will be my next step in this action if I don't get some satisfaction.

[REDACTED]
Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Apr 01 04:36:20 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Ram Customer Assistance Center in regards to your 2010 Dodge Ram 2500.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved; however, we are unable to accommodate your request for towing assistance.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the decision rendered by our Customer Service Representative.

We're sorry we cannot provide a more favorable reply.

Our records show that you have contacted us by telephone and we have recently 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,

Erica

Customer Service Representative

RAM Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8524920V41380L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

recall complaint

Comments:

We received a recall notice for our 2010 ram 2500 . This truck is owned by our business NORTHERN LURE resort and campground. We called the dealer to make an appointment to repair the faulty left tie rod, however the dealer did not have the part and the eta was April. Till then we had to drive the truck, on March 28 the tie rod DID FRACTURE, fortunately we were on our property and not on a highway. We called the service dept at ashland chrysler , they referred me to Chrysler roadside customer service. I explained the situation they said they will tow it for 200.00. I asked why

I have to pay for something that is not my fault , they referred me to your recall assistance dept. Who promptly told me the same thing even tho I could not get it repaired due to no ineffective parts available. I do not see why we would have to pay for this when it is not our fault.I lodged complaints with your recall assistance dept and then called ram customer service to complain. They all understood my dilemma but nothing would come from it. And the truck is at the service dept awaiting defective parts (as that is all that's available) and we will have to bring it back to be fixed AGAIN. Now we will be driving a truck where this could happen again but it could happen on a highway doing 55 mph and cause greater damage to the truck or to yourselves. I have been a dodge,Chrysler,jeep owner since 1970 but I WILL NEVER BUY ANOTHER PRODUCT FROM YOUR COMPANY AGAIN. IS THIS HOW YOU TREAT LOYAL CUSTOMERS? I am afraid to drive this truck now once we get it back, also I need it for my businesses . I own 2 bar and grills and ALL my customers will be told of this shabby treatment. They will tell 2 friends and you know the rest. Facebook will be my next step in this action if I don't get some satisfaction. [REDACTED]

VIN:

AG [REDACTED]

Mileage:

48000

Servicing Dealer:

ashland chrysler ford

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Glidden

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Apr 02 10:32:13 EDT 2014
Subject: RE: Chrysler Group LLC Customer Assistance (KMM8524920V41380L0KM)

My major concern now is the new part being replaced to fix the dodge is the same defective part that broke originally. I fear for my safety as I mentioned before I do not feel safe driving the truck with a defective replacement part. What happens if this fractures while we are driving at 55 mph? Will you be apologizing like the GM CEO??? To my survivors? Please respond=

> Date: Tue 1 Apr 2014 08:47:03 -0400
> From: customerassist@chrysler.com
> To: [REDACTED]
> Subject: Re: Chrysler Group LLC Customer Assistance (KMM8524920V41380L0KM)

>=20

> Dear [REDACTED]

>=20

> Thank you for contacting the Ram Customer Assistance Center in regards to your 2010 Dodge Ram 2500.

>=20

> We fully appreciate your concern particularly in view of the expense and inconvenience involved however we are unable to accommodate your request for towing assistance.

>=20

>=20

> After thoroughly reviewing your request and the files on this matter we respectfully concur with the decision rendered by our Customer Service Representative.

>=20

> Representative.

>=20

> We're sorry we cannot provide a more favorable reply.

>=20

> Our records show that you have contacted us by telephone and we have recently addressed your concern. We have updated your file to reflect the latest information you provided in the email message.

>=20

> 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). =20

>=20

> Sincerely=2C=20

>=20

> Erica =20

>=20

> Customer Service Representative=20

> RAM Customer Assistance Center

>=20

> For any future communications related to this email=2C please refer to th=

e

> following information:=20

> REFERENCE NUMBER: [REDACTED]

> EMAIL CASE NUMBER: [REDACTED]

> REPLY LINK: [REDACTED]

[REDACTED]

>=20

>=20

>=20

> Original Message Follows:

> -----

> US Customer Service - Chrysler Brand Site

> Brief Description:=20

> recall complaint

> Comments:

> We received a recall notice for our 2010 ram 2500 . This truck is owned=20

> by

> our business NORTHERN LURE resort and campground. We called the dealer=20

> to

> make an appointment to repair the faulty left tie rod=2C however the=20

> dealer

> did not have the part and the eta was April. Till then we had to drive=20

> the

> truck=2C on March 28 the tie rod DID FRACTURE=2C fortunately we were on =

our

> property and not on a highway. We called the service dept at ashland

> chrysler =2C they referred me to Chrysler roadside customer service. I

> explained the situation they said they will tow it for 200.00. I asked=20

> why

> I have to pay for something that is not my fault =2C they referred me to=

=20

> your
> recall assistance dept. Who promptly told me the same thing even tho I
> could not get it repaired due to no ineffective parts available. I do=20
> not
> see why we would have to pay for this when it is not our fault.I lodged
> complaints with your recall assistance dept and then called ram=20
> customer
> service to complain. They all understood my dilemma but nothing would=20
> come
> from it. And the truck is at the service dept awaiting defective parts=20
> (as
> that is all that's available) and we will have to bring it back to be=20
> fixed
> AGAIN. Now we will be driving a truck where this could happen again but
> it
> could happen on a highway doing 55 mph and cause greater damage to the
> truck or to yourselves. I have been a dodge=2CChrysler=2Cjeep owner sinc=
e=20
> 1970
> but I WILL NEVER BUY ANOTHER PRODUCT FROM YOUR COMPANY AGAIN. IS THIS=20
> HOW
> YOU TREAT LOYAL CUSTOMERS? I am afraid to drive this truck now once we=20
> get
> it back=2C also I need it for my businesses . I own 2 bar and grills and=
=20
> ALL
> my customers will be told of this shabby treatment. They will tell 2
> friends and you know the rest. Facebook will be my next step in this=20
> action
> if I don't get some satisfaction. [REDACTED]
>=20
>=20
> =20
> VIN:
> AG [REDACTED]
> Mileage:
> 48000
> Servicing Dealer:
> ashland chrysler ford
> Title:
> =20

> First Name:

> [REDACTED]

> Middle Initial:

> =20

> Last Name:

> [REDACTED]

> Address 1:

> [REDACTED]

> Address 2:

> =20

> City:

> Glidden

> State:

> WI

> Zip:

> [REDACTED]

> Email:

> [REDACTED]

> Work Phone:

> [REDACTED]

=

AQ14-003

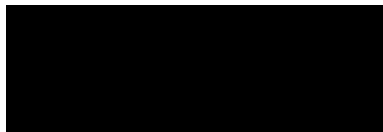
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



MFG BY CHRYSLER GROUP LLC

DATE OF MFG: 3-10
CURR FRONT: 2455 KG 5500 LB WITH
17X8.0 RIMS AT
CURR REAR: 2727 KG 6010 LB WITH
17X8.0 RIMS AT

4355 KG 9600 LB
LT265/70R17 121R TIRES
410 09A (60 PSI) COLD
LT265/70R17 121R TIRES
485 09A (70 PSI) COLD



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

VIN: 3D7JTC2CL8AG [REDACTED] TYPE: TRUCK TRIM: U9U3
VEHICLE MADE IN MEXICO PAINT: PDM MDH: 030318 018AA

04/07/2014

▲ WARNING

EVEN WITH ADVANCED AIR BAGS



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



1111230AB

04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014

CAMERA



04/07/2014



04/07/2014



TR
0611
MEET
ASSEMBLED
DAMLER CH
TR10390U0715

04/07/2014

061103R

061103R

MEET FMVSS20.
ASSEMBLED IN MEXICO.

DAIMLER CHRYSLER



TR10390L0719

04/07/2014



04/07/2014



04/07/2014

2457651

AC027D

04/07/2014



2481954

AG02TD

04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014

MP
REWARD



04/07/2014





AMP ENERGY
BOOST
CAFFEINE & VITAMINS
NET WT 11.33 OZ (322g)
NET FL OZ 11.33 (322mL)

04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014

Progressive

12923255

KY
BY
ODINCP
NRD
S

BR
25
HEAVY

04/07/2014



04/07/2014



04/07/2014



AC029A

04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



P5K5861D

TRW

H10-

071103R

MEET FMVSS209
ASSEMBLED IN MEXICO

DAIMLER CHRYSLER



TR20460U6939

04/07/2014



04/07/2014



VEHICLE EMISSION CONTROL INFORMATION

Chrysler Group LLC

NET WEIGHTS
NEEDS
4

CONFORMS TO REGULATIONS: 2010 MY

CAC: DOI: EGR: H02S: NAC: 0C: P10X: TD

U.S.: EPA: HDV

OBD: CA 11

FUEL: U.S. DIESEL

6.7 L

GROUP ACE006 78W

Cummins Inc



CALIFORNIA: ULEV 11 HDV OBD: CA 11 FUEL: U.S. DIESEL

PM FUEL 0.02 g/mile

This vehicle is certified by Cummins Inc. for Chrysler Group LLC

68066 018AA



04/07/2014



04/07/2014



DODGE

DURAMAX DIESEL

04/07/2014



412AD

7L
E

Do not smoke, drink, or eat while working on a vehicle.
Always wear your seat belt.
Always use proper lifting technique.
Keep all work areas clean.

04/07/2014



04/07/2014



04/07/2014



N...
C...
BERRY OUT

04/07/2014



04/07/2014



TURBO DIESEL

RAM
2500
HEAVY DUTY

04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



LOW OIL STOP
DELTA FUEL
ONLY

04/07/2014



C18

04/07/2014



04/07/2014

C18



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



04/07/2014



Radio On
Fuel Economy
Vehicle Info
Tire PSI

105495 mi



P R N D

04/07/2014

NE i 53° F

Radio Off

Fuel Economy

Vehicle Info

Tire PSI

105495 mi

P SERV 400 1



P R N D ↗

04/07/2014

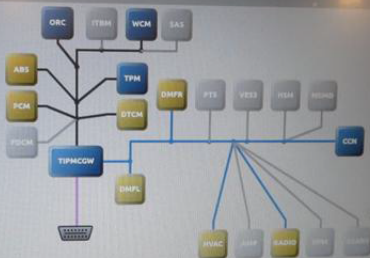
Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

Search Service Information

2010 DJ 6.7L
 VIN: 3D7UT2CLBAC [REDACTED]
 Battery: 12.36 volts

- Legend
- Active ECU
 - Non-responsive ECU
 - DTCs Present
 - ECU Not Built
 - Scanning ECU
 - New Flash Available
 - Diag CAN-C
 - CAN-C
 - CAN-BS



All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

ECU	Code	Status	Description
PCM	P063D	Active	Generator Voltage Sense High
PCM	P2504	Active	Charging System Output High
PCM	B0636	Active	Generator Field Control Circuit High

Login: **Off-line**

4:07 PM 4/7/2014

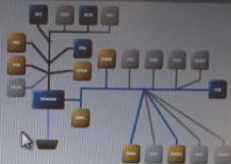
acer

04/07/2014

110 DJ 6.7L
VIN: 3D7UT2CLBAG [REDACTED]
Battery: 12.36 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present



ALL DTCs Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

View Freeze Frame View Event Data

ECU	Code	Status	Description
PCM	P063D	Active	Generator Voltage Sense High
PCM	P2504	Active	Charging System Output High
PCM	P0626	Active	Generator Field Control Circuit High
PCM	P245C	Active	EGR Cooler Bypass Control Circuit Low
PCM	P2609	Pending	Intake Air Heater System Performance
ABS	C1036	Active	Rear Wheel Speed Sensor Circuit
DTCM	U0415	Active	Implausible Data Received from ABS
DMFL	B21A1-00	Active	ECU Reset/Recovery Occurred-
DMFR	B21A1-00	Active	ECU Reset/Recovery Occurred-
DMFC	B21A1-00	Active	ECU Reset/Recovery Occurred-

Windows taskbar showing icons for Internet Explorer, File Explorer, and other applications. System tray includes a clock and network status.

acer

04/07/2014

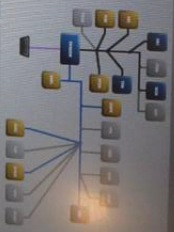
2010 DJ 6.7L

VIN: 3D7UTZCL8AC

Battery: 12.39 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCC Present



All DTCC Diagnostic Procedures Customer Preferences Vehicle Preparations

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active | Stored | Pending

ECU	Code	Status	Description
PCM	P245C	Active	Engine Coolant Temperature Sensor Circuit High
PCM	P2609	Pending	ECR Cooler Bypass Control Circuit Low
ABS	C1036	Active	Intake Air Heater System Performance
DTCCM	U0415	Active	Rear Wheel Speed Sensor Circuit Implausible Data Received from ABS
DMFL	B21A1-00	Active	ECU Reset/Recovery Occurred
DMFR	B21A1-00	Active	ECU Reset/Recovery Occurred
HVAC	B210A-84	Scored	System Voltage Low Signal Below Allowable Range
HVAC	B210D-84	Scored	Battery Voltage Low Signal Below Allowable Range
RADIO	B159B	Active	Satellite Radio Antenna Circuit

04/07/2014

acer



PRND

04/07/2014



P P N D

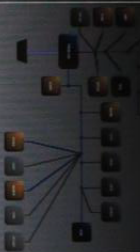
BRAKE

04/07/2014



BRAKE

04/07/2014



Overview

Name:
Occupant Restraint
Flash Part Number:
56054625AF
Bus Type:
CAN C
Hardware Version:
08.29.4A
Software Version:
#0: 09.08.03, #1: 08.43.71
Spare Part Number:
Not Available
ISO Code:

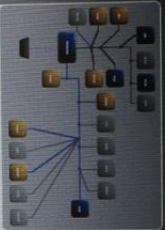
Software Number:
Not Available
Hardware Number:
Not Available
Original VIN
3D7UT2CL8ACT6

Current ECU Flash Number: 56054625AF
Battery: 12.14 volts
Double-click row selection or click on appropriate button
New Part Number

Note: Please review all available service documentation (could damage the ECU or cause the vehicle systems to NOT

04/07/2014

Windows taskbar with icons for Internet Explorer, Mail, and other applications. Includes a 'Login' button and an 'Offline' status indicator.



Overview

Software Version:

#0: 09.08.03, #1: 08.43.71

Spare Part Number:

Not Available

ISO Code:

Software Number:

Not Available

Hardware Number:

Not Available

Original VIN

3D7UT2CL8AC

Current VIN

3D7UT2CL8AC

Variant & Version:

04 - 03

Country Code

N/A

DTC Count:

0

- Flash
- Data
- DTCs
- Actuators
- System Tests
- Misc Functions

Current ECU Flash Number: 56054625AF

Battery: 12.14 volts

Double-click row selection or click on appropriate action to update ECU

New Part Number

04/07/2014

Not logged in

Note: Please review all available service documentation (SRS, ABS, etc.) before working on the ECU or cause the vehicle system to self-test.

Login Offline



ORC View

Search Service Information

on tabs to access various ECU operations and information for the selected ECU.

Flash Data DTCs Actuators System Tests Misc Functions ECU Details

Current ECU Flash Number: 56054625AF

Battery: 12.08 volts

Double-click row selection or click on appropriate button to update ECU. Click on column heading to sort table.

New Part Number	Description
Not logged into DealerCONNECT. Please login to see any flash available.	

Note: Please review all available service documentation (B's, RRT's, Recall's) to ensure the available flash applies to the connected vehicle. If a flash is not applicable to the connected vehicle, it could damage the ECU or cause the vehicle system to NOT function properly.

Document 56396 4/7/2014

Login **Off-line**

acer

04/07/2014

View selected ECU operations and information for the selected ECU.

Flash Data **DTCS** Actuators System Tests Misc Functions ECU Details

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

ECU	Code	Status	Description
-----	------	--------	-------------

There are no DTCS present

View Freeze Frame

View Event Data

Clear Stored DTCS

Search Enter search string here

04/07/2014

AQ14-003

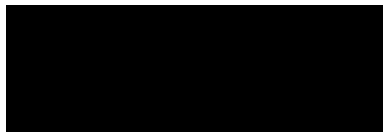
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

04/14/14

POSTED DATE:

4-7-14

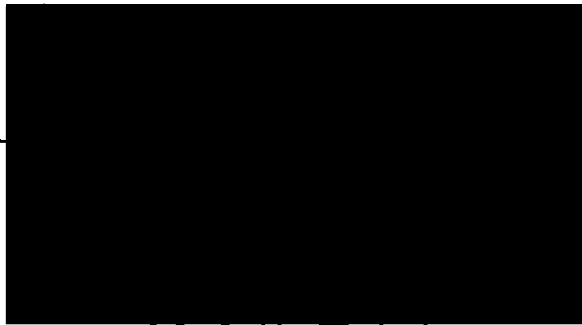
VIN (FIRST 9 DIGITS)

000 000000

VIN (LAST 8 DIGITS)

000 000000

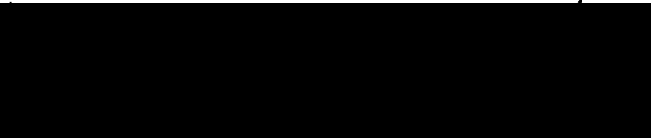
FIRST NAME:



LAST NAME :



CAIR :



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



2150 E Isaacs Ave
 Walla Walla, WA 99362
 509-529-2423

Store: 350
 Invoice: 35000178863
 Salesperson: DavidM

Work Order 35000178225

Customer Information

Name: [REDACTED]
 Address: [REDACTED]
 City, State, LAGRANDE, OR [REDACTED]
 Phone: [REDACTED]

Vehicle Information

Vehicle: 2008 DODGE RAM 3500 PICKUP
 Color: [REDACTED]
 Mileage: 87,332
 License: 774EAW

Comments: [REDACTED]

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	16673	PI7 INST CENTER LINK/DRAG LINK	\$0.00	\$0.00	\$0.00
1	13609	CENTER/DRAG LINK INSTALLATION	\$32.25	\$0.00	\$32.25
1	421630	ES4685 TIE ROD END	\$92.96	\$0.00	\$92.96
1	15812	AL3 THRUST ALIGNMENT-DOM/IMP	\$0.00	\$0.00	\$0.00
1	13579	THRUST ANGLE ALIGNMENT - DOMESTIC/IMPORT CARS, PICKUPS, VANS	\$56.25	\$0.00	\$56.25

Parts Subtotal: \$92.96
 Labor Subtotal: \$88.50
 Sales Tax: \$16.15
 Tire Tax: \$0.00

Invoice \$197.61

Payment Method: CUST CHG:Acc# [REDACTED] \$197.61

Notes To Review: NEEDS MORE FRONT END WORK NO PARTS AVAILABLE
 With Customer: C QUOTE

THANK YOU FOR YOUR BUSINESS

Authorized By:

[REDACTED] 03-20-14 10:24 AM ok'd \$197.61

Customer Signature X

[REDACTED]



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

Invoice Date/Time: 03-21-2014 05:47 PM



2306 Adams Avenue
La Grande, OR 97850
541-963-8411

Store: 32
Invoice: 3200158806
Salesperson: ArlenM

Work Order 3200158727

Customer Information

Name: [REDACTED]
Address: [REDACTED]
City, State, LAGRANDE, OR [REDACTED]
Phone: [REDACTED]

Vehicle Information

Vehicle: 2008 DODGE RAM 3500 PICKUP
Color: [REDACTED]
Mileage: 87,422
License: 774EAW

Les Schwab Invoice

Qty	Product Code	Product Description	Price/ea	FET	Amount
1	405182	ES4646 INNER TIE ROD	\$93.27	\$0.00	\$93.27
1	420337	ES4686E HD TIE ROD END	\$192.51	\$0.00	\$192.51
2	13606	TIEROD END PASS/LT - INSTALLATION	\$19.50	\$0.00	\$39.00
1	16736	AL3A THRUST ALIGNMENT-DOM/IMP	\$0.00	\$0.00	\$0.00
1	12850	WARRANTY ALIGNMENT SERVICE	\$0.00	\$0.00	\$0.00

Parts Subtotal: \$285.78
Labor Subtotal: \$39.00
Sales Tax: \$0.00
Tire Tax: \$0.00

Invoice \$324.78

Payment Method:

CUST CHG:Acc# [REDACTED] \$324.78

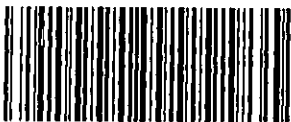
THANK YOU FOR YOUR BUSINESS

Authorized By:

[REDACTED] 03-22-14 10:34 AM \$324.78

Customer Signature X

[REDACTED]



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

Invoice Date/Time: 03-22-2014 12:58 PM

STATEMENT FROM
THE WEST'S LARGEST INDEPENDENT TIRE DEALER

PO BOX 970
 LA GRANDE, OR 97850



DIRECT INQUIRIES TO
 541-963-8411

LA GRANDE OR [REDACTED]

ACCOUNT NUMBER [REDACTED]

PREVIOUS BALANCE
 .00

DATE	DESCRIPTION	CHARGES	PAYMENTS / CREDITS	MINIMUM PAYMENT	DATE YOUR PAYMENT IS DUE
3/21/2014	35000178863	197.61 AB		174.13	4/15/2014
3/22/2014	3200158806	324.78			
		<i>Paid 4-4-14</i>			
		<i>CHRGES 1260</i>			
3/31/2014			522.39		

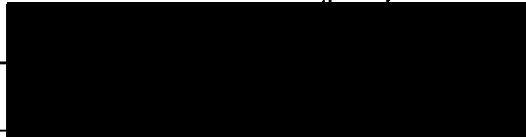
The daily Periodic Rate of 0.04931%, which is an ANNUAL PERCENTAGE RATE of 18.0% is applied daily to the balance to compute the FINANCE CHARGE. You may pay the total NEW BALANCE prior to the next monthly statement date without any prepayment penalty.

NOTICE: See reverse side for FINANCE CHARGE computation method and other important information.

TO AVOID ADDITIONAL FINANCE CHARGES, PAY THIS NEW BALANCE BEFORE THE NEXT

Make Check payable

to

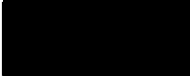


La Grande OR



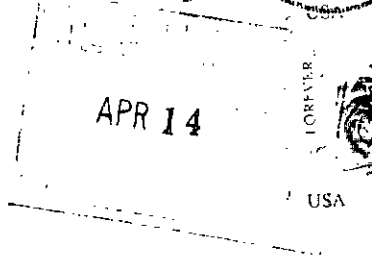


La Grande OR



PORTLAND OR 970

07 APR 2014 PM 3 L



APR 14

Recall Center
Po Box 21-8007
Auburn Hills MI
48321-8007

48321800707



UIN-307MX38A



AQ14-003

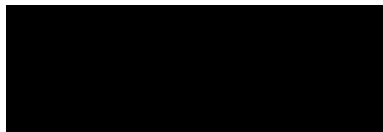
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

04/15/14

POSTED DATE:

4.7.14

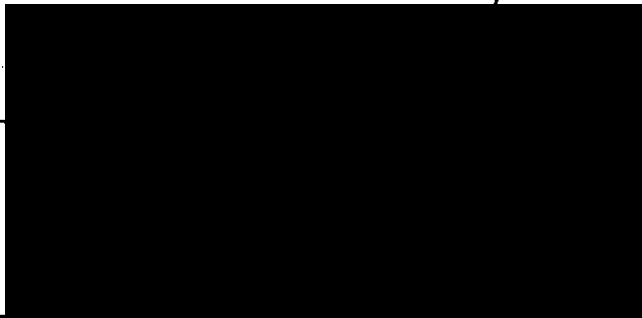
VIN (FIRST 9 DIGITS)

3D7UT2CL4

VIN (LAST 8 DIGITS)

AG 

FIRST NAME:



LAST NAME :

CAIR :

000 000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



Jeep



STANLEY CHRYSLER INC.

44055 Sterling Hwy.
Soldotna, AK 99669
(907) 283-3949

Sterling ALASKA

CUSTOMER NO. 10855	ADVISOR KENDALL BARRETT	TAG NO. 146 5702	INVOICE DATE 03/26/14	INVOICE NO. CHCS114919
	LABOR RATE	LICENSE NO.	MILEAGE 38,253	COLOR
	YEAR / MAKE / MODEL 10/DODGE TRUCK/RAM 2500/		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 D 7 U T 2 C L 4 A G		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/24/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 38253

JOB# 1 CHARGES-----
 LABOR-----
 # 1 00CHZ MAINTENANCE TECH(S): 122 0.00
 PLEASE PERFORM MULTI POINT INSPECTION
 CUSTOMER SATISFACTION
 COMPLETED

JOB# 1 TOTALS-----
 JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
 LABOR-----
 # 2 02CHZ03 SUSPENSION CONCERN TECH(S): 122 271.75
 VEHICLE WAS TOWED IN CUSTOMER STATES LEFT TIE ROD END
 IS BROKEN
 REPLACED TIE ROD END AND REALIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	68038054-AD	PACKAGE 0 19027003	122.72	122.72
				TOTAL - PARTS	122.72

JOB# 2 TOTALS-----
 LABOR PARTS 271.75
 122.72
 JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 394.47

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
 JOB # A SS SHOP SUPPLIES - - - - -
 TOTAL - MISC 12.86
 12.86

TOTALS-----

THANK YOU FOR YOUR VISIT TO STANLEY CHRYSLER SERVICE DEPARTMENT. IF YOUR REPAIR WAS A CHRYSLER, RAM, JEEP YOU WILL BE RECEIVING A CALL OR EMAIL ABOUT YOUR VISIT WITH STANLEY CHRYSLER SERVICE DEPARTMENT. THIS SURVEY IS OUR REPORT CARD ON HOW WE ARE DOING. WE STRONGLY ENCOURAGE YOU TO TAKE A FEW MOMENTS AND COMPLETE THIS SURVEY. IF FOR WHATEVER REASON YOU CAN NOT SAY YOU ARE COMPLETELY SATISFIED PLEASE CONTACT OUR SERVICE DEPARTMENT BEFORE TAKING THIS SURVEY. THANK YOU FOR YOUR BUSINESS.

TOTAL LABOR.... 271.75
 TOTAL PARTS.... 122.72
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 12.86
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 24.44
TOTAL INVOICE \$ 431.77

Thank you for giving Stanley Chrysler Inc. the opportunity to service your vehicle.

THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, 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 THESE PARTS 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.

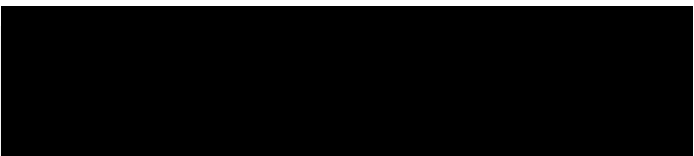
WARRANTY INFORMATION
 All new parts on the face side hereof are covered by a manufacturer's warranty, copies of which are available through the selling dealer. There are no other warranties applicable to the parts or service furnished in this repair. The dealer is not party to any such manufacturer's warranty.

THE INFORMATION CONTAINED ON THE ESTIMATE WORKSHEET, AND/OR REPAIR ORDER IS INCORPORATED HEREIN BY REFERENCE.

CUSTOMER SIGNATURE

Thank You

The Reynolds and Reynolds Company ERANTS/SHI CC683804 O (10/12)

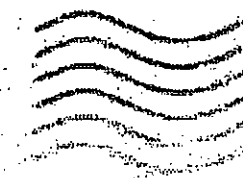


Sterling ALASKA



ANCHORAGE AK 995

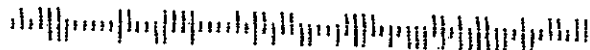
07 APR 2014 PM 1 L



APR 15

Chrysler Recall Assistance Cent
PO Box 21-8007
Auburn Hills, MI 48321-8004

48321\$8004



AQ14-003

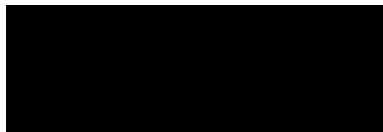
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Apr 04 16:42:44 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

N49 Recall

Comments:

I received a recall for a tie rod replacement. I was informed by the dealer that it would take months to get it repaired due to a lack of "certified" parts. Is this a safety issue or not? What if it breaks while I am waiting for Dodge to get its act together? What is the story?

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

AQ14-003

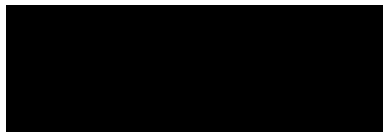
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2014-04-27 21:46:54.014111

Files Not Recieved: 0

Sorry this took so long to send back. I sent a copy of the payments that have been made to my credit union. I also sent a copy of the title so you can see that the loan is for the truck.



Account: 0056352008 Current Balance: \$43,552.93

L0201 Current Time: Thursday, April 24, 2014

Date	Ref/Check No	Description	Debit	Credit	Balance
04/12/2014	5864171	HB XFR Pmt: From Share 0001 Principal 559.67- Int/Penalty 80.33 Due Date 04/11/2014 PartialPmt 0.73 to 1.46		\$640.00	\$43,552.93
03/24/2014		XFR Pmt: From Share 0001 Principal 495.19- Int/Penalty 144.81 Due Date 03/11/2014 PartialPmt 0.00 to 0.73		\$640.00	\$44,112.60
02/07/2014		XFR Pmt: From Share 0001 Principal 326.91- Int/Penalty 313.09 Due Date 02/11/2014 Additional Principal 0.73		\$640.00	\$44,607.79
11/11/2013		XFR Pmt: From Share 0001 Principal 549.97- Int/Penalty 90.03 Due Date 11/11/2013 PartialPmt 0.73 to 0.00 Additional Principal 0.73		\$640.00	\$44,934.70
10/17/2013	4532933	HB XFR Pmt: From Share 0001 Principal 508.90- Int/Penalty 131.10 Due Date 10/11/2013 PartialPmt 0.00 to 0.73		\$640.00	\$45,484.67
10/04/2013		ADJ Pmt Principal 559.88 Int/Penalty 80.12- Due Date 11/11/2013 LOAN PAYMENT REVERSAL	-\$640.00		\$45,993.57
10/03/2013	4434363	HB XFR Pmt: From Share 0001 Principal 559.88- Int/Penalty 80.12 Due Date 10/11/2013 Additional Principal 0.73		\$640.00	\$45,433.69
09/11/2013		XFR Pmt: From Share 0001 Principal 514.80- Int/Penalty 125.20 Due Date 09/11/2013 Additional Principal 0.73		\$640.00	\$45,993.57
08/08/2013	4036092	HB XFR Pmt: From Share 0001 Principal 535.76- Int/Penalty 104.24 Due Date 08/11/2013 Additional Principal 0.73		\$640.00	\$46,508.37
07/12/2013		ADJ Pmt LOAN PAYMENT REVERSAL	-\$640.00		\$47,044.13
07/11/2013		XFR Pmt: From Share 0001 Additional Principal 640.00		\$640.00	\$46,404.13
07/11/2013		XFR Pmt: From Share 0001 Principal 523.24- Int/Penalty 116.76 Due Date 07/11/2013 Additional Principal 0.73		\$640.00	\$47,044.13
06/10/2013		XFR Pmt: From Share 0000 Additional Principal 470.13		\$470.13	\$47,567.37
06/10/2013	3624428	HB XFR Pmt: From Share 0000 Principal 471.00- Int/Penalty 169.00 Due Date 06/11/2013 Additional Principal 0.73		\$640.00	\$48,037.50
05/01/2013	3335020	Kiosk New Loan: FUND LOAN	-\$48,508.50		\$48,508.50
Totals:		Transactions: 15	Debits: -\$49,788.50	Credits: \$7,510.13	

**STATE OF MISSOURI
CERTIFICATE OF TITLE**

TITLE NUMBER

TDJ92209

04883CA441

ORIGINAL



VEHICLE IDENTIFICATION NUMBER
3D73Y3CL8BG

YEAR
2011

MAKE
DODG

BODY STYLE
TRUCK

HP PREVIOUS STATE

MILEAGE AT TIME OF TRANSFER

TAX

PURCHASE DATE

DATE ISSUED

37845*

PAID

04/27/2013 05/24/2013

OWNER



SAINT PETERS

MO

MAIL TO



SAINT PETERS MO

VEHICLE SUBJECT TO FOLLOWING LIEN(S)

FIRST LIEN
**1ST FINANCIAL FED CU
1232 WENTZVILLE PKWY
WENTZVILLE
MO 63385**

LIEN DATE
04/27/2013

Lien release - To release any lien shown on the face of this title, the lienholder must complete a **notarized** Lien Release (DOR-4809) to be attached to this title before the purchaser applies for a Certificate of Title.

SECOND LIEN

LIEN DATE

Any person who knowingly and intentionally submits a separate document releasing a lien of another without authority to do so shall be guilty of a class C felony. (301.640 RSMo)

BUYER ON REVERSE SIDE MUST TITLE IN 30 DAYS TO AVOID PENALTY

MILEAGE STATEMENT

***ACTUAL MILEAGE.**

ANNUAL ODOMETER UPDATES MAY BE AVAILABLE FROM THE DEPARTMENT OF REVENUE. EFFECTIVE 1/1/06 YOU MUST SUBMIT A NOTICE OF SALE TO THE DEPARTMENT OF REVENUE WITHIN 30 DAYS OF SELLING THIS VEHICLE.

14076877

John R. Mollenhauer
ACTING DIRECTOR OF REVENUE DOR-387 (09/2012)



ANY ALTERATION OR ERASURE VOIDS THIS TITLE

MUST BE COMPLETED AT TIME OF SALE NOTICE OF SALE/TRANSFER SEE INSTRUCTIONS ON REVERSE

	PURCHASER NAME - LAST, FIRST (REQUIRED) (PRINTED)			DOR USE ONLY - CODE
	ADDRESS (REQUIRED)			
	CITY (REQUIRED)	STATE (REQ.)	ZIP CODE (REQUIRED)	COUNTY
	DATE OF SALE	NET PRICE		
SIGNATURE OF PURCHASER		DRIVER LICENSE NUMBER OF PURCHASER	DATE OF BIRTH OF PURCHASER	
KOV	YEAR	MAKE	VEHICLE IDENTIFICATION NUMBER	TITLE NUMBER
	2011	DODG	3D73Y3CL8BG	TDJ92209
SIGNATURE OF SELLER		DEALER NUMBER	PRINTED NAME OF SELLER	

SELLER MUST SUBMIT TO DEPARTMENT OF REVENUE. SEE REVERSE SIDE.

DOR-5049A (09/2012)

AQ14-003

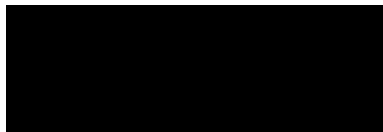
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP





MARK

CHRYSLER DODGE Jeep RAM

3777 Gerstner Memorial Drive
Lake Charles, LA 70607
(337) 474-2640

Case# [REDACTED]

CELL: [REDACTED]

CUSTOMER NO. 87056	ADVISOR SCOTT LEBATO	TAB NO. 680	INVOICE DATE 04/14/14	INVOICE NO. DOCS289886
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 55,707	COLOR
KINDER, LA	YEAR / MAKE / MODEL 11/DODGE TRUCK/	DELIVERY DATE	DELIVERY MILES	STOCK NO.
	VEHICLE I.D. NO. 3 D 7 U T 2 C L 4 B G	SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 04/09/14	
				MO: 55715

LABOR & PARTS	DRIVEABILITY	HOURS	TECH(S)	WARRANTY
J# 1-1400Z	C/S LEFT TIE ROD BROKE OFF RELATED TO LINE 10		785	
PARTS	DESCRIPTION	UNIT PRICE		
	JOB # 1 TOTAL PARTS	0.00		
	JOB # 1 TOTAL LABOR & PARTS	0.00		
J# 2-9100Z	Added Operation (MMILLS @ 04/09/2014 15:54) RENTAL VEHICLE		285	
PARTS	DESCRIPTION	UNIT PRICE		
	JOB # 2 TOTAL PARTS	0.00		
	JOB # 2 TOTAL LABOR & PARTS	0.00		
J# 3-1400Z	Added Operation (SLEBATO @ 04/09/2014 16:36) C/S DASH SAYS KEY BATTERY LOW WIN MODULE INTERNAL CIRCUIT PART BACK ORDERED.		595	
PARTS	DESCRIPTION	UNIT PRICE		
	JOB # 3 TOTAL PARTS	0.00		
	JOB # 3 TOTAL LABOR & PARTS	0.00		
J# 4-1400Z	Added Operation (SLEBATO @ 04/10/2014 10:15) CUST STATES CHECK ENGINE LIGHT IS ON COMING ON AND OFF CODE P042D. EXCESSIVE RANGE OF MOTION. ENGINE LIGHT WAS OFF AND ABOUT TO CLEAR CODE. NO REPAIR MADE.		595	
PARTS	DESCRIPTION	UNIT PRICE		
	JOB # 4 TOTAL PARTS	0.00		
	JOB # 4 TOTAL LABOR & PARTS	0.00		
J# 5-0100Z	Added Operation (MMILLS @ 04/10/2014 13:29) CUST STATES PERFORM RECALL N-49 LEFT TIEROD SNAPPED REPLACED TIEROD AS PER RECALL N-49		785	
PARTS	DESCRIPTION	UNIT PRICE		
JOB # 5	1 CBUEN491-AB PACKAGE 0 19027003			WARRANTY
JOB # 5	1 CBUEN492-AA NUT NONE 19015005			WARRANTY
	JOB # 5 TOTAL PARTS	0.00		

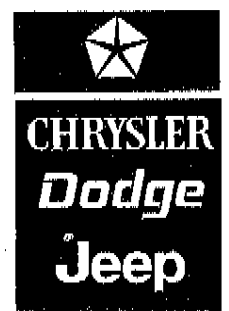
Warranty Statement. Any warranties on the products sold hereby are those made by the manufacturer. The Seller, hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes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

NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

*****IMPORTANT MESSAGE*****
IT IS VERY IMPORTANT TO US THAT YOU ARE "VERY SATISFIED" WITH THE SERVICE YOU HAVE RECEIVED.

YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "VERY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.



The Reynolds and Reynolds Company ERJ311111Z CC637914 Q (12/13)



MARK

CHRYSLER

3777 Gerstner Memorial Drive
Lake Charles, LA 70607
(337) 474-2640

Case# [REDACTED]

CELL: [REDACTED]

CUSTOMER NO. 87056	ADVISOR SCOTT LEBATO	680	TAG NO. 1043	INVOICE DATE 04/14/14	INVOICE NO. DOC5289886
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 55,707	COLOR	STOCK NO.
KINDER, LA	YEAR / MAKE / MODEL 11/DODGE TRUCK/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 D 7 U T 2 C L 4 B G			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		P.O. DATE 04/09/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 55715

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6-91002 SUBLET/REPAIRS HOURS: 0.00 TECH(S): 285 WARRANTY
Added Operation (SLEBATO @ 04/11/2014 14:00)
SUBLET TO ALIGNMENT SHOT

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	TOTAL
			JOB # 6 TOTAL PARTS	0.00	0.00
			JOB # 6 TOTAL LABOR & PARTS	0.00	0.00

SUBLET	PO#	VEND INV#	INV. DATE	DESCRIPTION	WARRANTY
JOB # 6	72832	157048	04/11/14	ALIGNMENT	0.00
TOTAL - SUBLET					0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$95.00 (+TAX)

COMMENTS
RENTAL TALKED TO SHAWN AT 4:29PM ON 4/9
CALLED REP. STATED RECALL PARTS WILL HAVE TO BE USED IN REPAIR
AND WE HAVE TO WAIT ON SUPPLY TO BE FILLED BY CHRYSLER TO US.
4:45 PM THE 4-9-14
LRM WITH MS MANUEL AT 4:54PM ON 4/11

TECHNICIAN CERTIFICATION
285 STEVE KJERULFF ASE MASTER TECH

TOTALS	TOTAL LABOR....	0.00
	TOTAL PARTS....	0.00
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

THE MANAGEMENT AND STAFF OF MARK DODGE, CHRYSLER, JEEP
WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE
SERVICE HOURS
7:00 AM - 6:00 PM MON - FRI
8:00AM - 12:00PM SAT

CASH.....	CK#.....	CHARGE.....
AMEX.....	VISA/MC.....	DISCOVER.....
ACCEPTED BY.....		

CUSTOMER SIGNATURE

Warranty Statement. Any warranties on the products 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 other person to assume for it any liability in connection with the sale of said products.

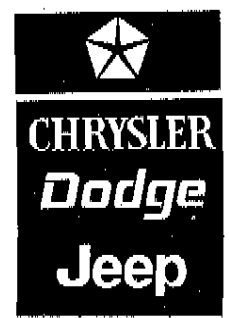
NOT RESPONSIBLE FOR ANY AUDIO EQUIPMENT OR ANY PERSONAL ITEMS LEFT IN THIS VEHICLE. A \$5.00 PER DAY CHARGE MAY BE ASSESSED AFTER THE CUSTOMER HAS BEEN NOTIFIED FOR VEHICLE PICKUP.

****IMPORTANT MESSAGE****

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YOU MAY RECEIVE A SURVEY IN THE MAIL ASKING YOU TO GRADE US ON THIS SERVICE VISIT.

IF YOU CANNOT ANSWER ALL THE QUESTIONS "VERY SATISFIED" PLEASE CALL OUR SERVICE MANAGER.



The Reynolds and Reynolds Company BRWNTSUE CC637914 Q (12/13)

AQ14-003

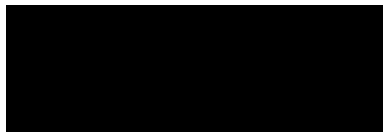
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

04/23/14

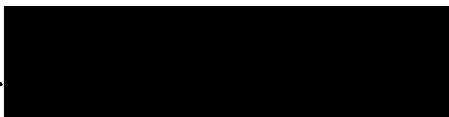
POSTED DATE :

4.18.14

VIN (FIRST 9 DIGITS)

3D7MX39AG

VIN (LAST 8 DIGITS)

7G 

FIRST NAME:



LAST NAME :

CAIR :

000 00000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Chrysler Group Recall Center
PO Box 218007
Auburn Hills, MI 48321-9959

April 17, 2014

Dear Recall Center,

On April 8th while backing out of Sonic in Osage City, KS the driver's side tie rod broke. I had the recall letter N62/NHTSA 13V-528, but had not yet scheduled an appointment with Dodge to look at it. I called Briggs Dodge in Topeka, KS that day and explained what happened and they seemed very unconcerned and wanted me to pay to have it towed 40 miles to them so they could look at it and determine if it needed fixed. I explained that it did need fixed that I was sitting in the middle of the parking lot broken down. They did not seem to care about the recall and said that I would have to pay for towing and the repairs if I brought it to them.

So I called Hanna Auto Repair who has worked on other vehicles of mine and he came and towed my truck to his shop in Lyndon, KS about 10 miles from Osage City. I called the Chrysler Group Recall Center on the 9th and explained where my truck was and how Dodge in Topeka was not helpful. I asked if Hanna Auto could do the repairs on the recall or not. The lady I spoke to (forgot to get her name) was very helpful and told me that was fine, just to have them repair it and send in the bill and some information explaining this to them and they would reimburse me (Case# [REDACTED]). Hanna Auto removed and replaced the driver's side tie rod end outer that was recalled. Please note the passenger side has not been replaced.

My truck was bought on 7/1/13 from Briggs Dodge in Topeka, KS

VIN#3D7MX39A67G [REDACTED]

Mileage on Truck now 151,689

Owner: [REDACTED]
[REDACTED]

Osage City, KS [REDACTED]
[REDACTED]

Please send us a check for reimbursement on this driver's side Tie Rod End Outer that was fixed for the \$234.88 that we paid for the repairs.

Thank you very much
Gary Stromgren

HANNA'S AUTO REPAIR

Box 562 204 West 17th St
Lyndon, KS. 66451
Phone - 785-828-3699 Fax - 785-828-3619
TOWING AVAILABLE

INVOICE

14160

Org. Est. # 022808

INVOICE

Print Date : 04/11/2014



2007 Dodge - Pickup R3500 - 6.7L, In-Line6 (408CI)
Lic # : - KS Odometer In : 0
Unit # : Odometer Out : 151689
Vin # : 3D7MX39A67G
Hat # : Ref # :

Osage City, KS
Home
Cust ID : 47

Part Description / Number	Qty	Sale	Extended	Labor Description	Extended
TIE ROD END OUTER 401-2403	1.00	81.68	81.68	TIE ROD &/OR ENDS - Remove & Replace - R2500,R3500,4WD One TOW	58.50 77.00

Org. Estimate \$ 234.88 Revisions \$ 0.00 Current Estimate \$ 234.88

Labor:	135.50
Parts:	81.68
Sublet:	\$0.00
Sub:	217.18
Tax:	17.70
Total:	234.88
Bal Due:	\$234.88

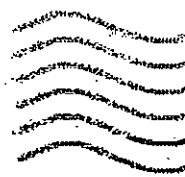
Thank you
JCP

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

Osage City, KS

KANSAS CITY 640

18 APR 2014 PM 6 L



APR 23

Chrysler Group Reg

PO Box 218007

Adair Hills, MO

48321-8

48321800707

