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

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP

[redacted]

CASE # [redacted] 678805

Mitchel Fields Garage

606-584-2606

CUSTOMER'S ORDER NO. | DATE

NAME [redacted]

ADDRESS

CITY, STATE, ZIP

VIN # 3D73Y4CL6AG[redacted]

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

	QUAN.	DESCRIPTION	PRICE	AMOUNT
1		left tirod end		$104 00
2		right tirod end		$180 00
3		alignment		$120 00
4	3	LABOR		$165 00
5				
6		Total		$569 00
7				
8				
9				
10				
11				
12				

RECEIVED BY

A-4795
T-46528

KEEP THIS SLIP FOR REFERENCE

01-11

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-04-17 18:24:44.018030
Files Not Recieved: 0

TIRELAND
SAXDAV, LLC

CASE #[redacted]

2301 Adams Avenue
HUNTINGTON, WV 25704
304-429-0010

CUSTOMER'S ORDER NO.	PHONE	DATE
		4-15-14

NAME

ADDRESS

MAKE | MILEAGE | LIC. #

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

QUAN.	DESCRIPTION	PRICE	AMOUNT
1 Ea	2 wheel Alignment		39.95
	Tax		2.79
			42.74

ARBITRATION AGREEMENT

You and we hereby irrevocable waive our right to a Trial by a Judge or Jury on any claim regarding our product or service at Tireland. We agree to Arbitrate with Tireland all claims with the American Arbitration Association.

TAX

TOTAL

All claims must be returned unless MUST be addressed on this bill.

0051851[redacted]

GSA-244-2
PRINTED IN U.S.A.

Thank You

[redacted]

Left Tie Rod

CHRYSLER

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

Case #

[redacted]

e applies to your vehicle (VIN: 3D7KS26C76G248319).

e is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle t.

[redacted]

ıas decided that a defect, which relates to motor vehicle safety, exists in some **2003 through** **el year Dodge RAM 1500/2500/3500 series Trucks that had the steering linkage replaced** **?AR service parts.**

em 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.**

r dealer **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.

must Simply **contact your Chrysler, Jeep, or Dodge dealer** starting January 6, 2014 to ***re your*** 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.**

d 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.

› us update our records by filling out the attached prepaid postcard if any of the conditions listed ·d apply to you or your vehicle. You may also update this information on the web at ;e.com/ownersreg.

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

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

/ for any inconvenience, but we are sincerely concerned about your safety. Thank you for your this important matter.

ler about the following notification(s). Our records indicate that also requires repair for notification(s): H46

Customer Services / Field Operations
Chrysler Group LLC

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

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

[redacted]

Bill Spurlock Auto Sales & Service, Inc.

351 FOURTH AVENUE
HUNTINGTON, WV 25701
(304) 529-0073

CASE # [redacted]

ber	Customer Number	R/O Number	Tax Id	Term
				CASH

P.O. Number	Shipped Via	Cash	Chg	Whsl	Rtl	Ind	Otr	Rtn
		X		X				

SHIP TO:

ER	DESCRIPTION	BIN LOCATION	LIST	NET	AMOUNT
5154661AC	DAMPER		119.00	100.00	100.00
6505623AA	NUT	SOP	2.25	2.00	6.00
21222362AJ	STEERING		350.00	300.00	300.00
BCZH461	ARM	76E	15.50	15.50	15.50

4/14/14 Cash

OR CREDIT AFTER 30 DAYS
UST BE IN ORIGINAL AND UNDAMAGED CONTAINER
BY CHECK SUBJECT TO A 15 DAY GRACE PERIOD

TERMS
URN ON ELECTRICAL PARTS. NO RETURN ON
RDER PARTS. 15% RETURN FEE ON ACCEPTED
S. INVOICE REQUIRED WITH ALL RETURNS.

Amount	421.50
Sub Total	421.50
Tax	29.51
Freight	.00
Total Amount Due	451.01

Case # [redacted]

PAUL'S TOWING & RECOVERY
MILTON WRECKER
3258 US ROUTE 60
ONA, WV 25545
(304) 736-4531 (304) 743-1111

ROAD SERVICE

TIME OF CALL A.M. P.M.	DATE IN	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME

NAME [redacted] PHONE #

ADDRESS

CITY Milton STATE WV ZIP [redacted]

YEAR	MAKE/MODEL	COLOR	ODOMETER	DRIVER
2006	Dodge 2500	Red		

MARKER PLATE #	STATE	VIN #	REGISTERED OWNER
1JG 941	WV	3D7KS26D26G [redacted]	

LOCATION OF VEHICLE Exit 40 2.5 miles out Green Bag

TOWED TO Jamie's ABC Auto

INSPECTED BY INSURANCE CO.	APPRAISER NAME	DATE	DRIVER
			Rod

RELEASED BY	DATE	PHONE #	
			Case #

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

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

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

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

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

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

AUTHORIZED SIGNATURE X [signature] DATE

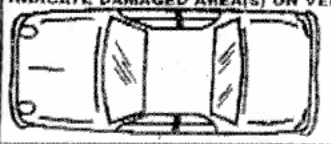
I authorize the services performed by your employees or agents as necessary or appropriate.

DRIVER SIGNATURE Katie Hall DATE 4-12-14

PERSONAL'S TAKEN BY	DATE	PHONE#

VEHICLE STORAGE TIME
FROM _____ TO _____ DAYS @ $ _____

INDICATE DAMAGED AREA(S) ON VEHICLE:



KEYS LEFT Y N
RADIO Y N

MILEAGE
FINISH _____
START _____
TOTAL _____

LABOR TIME
FINISH _____
START _____
TOTAL _____

EXTRA PERSON
FINISH _____
START _____
TOTAL _____

TOWING CHARGE	90	00
MILEAGE		
LABOR		
EXTRA PERSON		
SPECIAL EQUIPMENT		
STORAGE		
SUBTOTAL		
TAX		
TOTAL	90	00

DRIVER # Rod TRUCK # 12

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

© 2011 GHC Specialty Brands, LLC.

THANK YOU!

PRODUCT 8760-5

67438

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-05-07 13:16:24.571514
Files Not Recieved: 0

3H TOWING

915-258-6708
14288 Tierra Yamila
El Paso, TX 79938

Permit No: TDLR0006478449001CT
Registration No: 006478449C
EIN: 46-3743894

NAM [redacted] DATE: 4/13/14

ADDRES [redacted]

CITY: El Paso Tx [redacted] ST: ZIP:

PHONE [redacted]

	DESCRIPTION	AMOUNT	
1	Tow 2010 Ram 2500 Diesel	120	—
	3D7UT2HLXAG187138		

SUB TOTAL	
TAX	
TOTAL AMOUNT	120 —

Thank You
for Your Business

3H TOWING

915-258-6708
14288 Tierra Yamila
El Paso, TX 79938

Permit No: TDLR0006478449001CT
Registration No: 006478449C
EIN: 46-3743894

NAME [redacted] DATE: 4/14/14

ADDRESS [redacted]

CITY: El Paso [redacted] ST: ZIP:

PHONE: [redacted]

	DESCRIPTION	AMOUNT	
1	Tow 2010 Ram Diesel	120	—
	3D7UT2HLXAG187138		

SUB TOTAL	
TAX	
TOTAL AMOUNT	120 —

Thank You
for Your Business

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) 3D7KS26T9

VIN (LAST 8 DIGITS) 9G [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 030022220

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

4-17-2014

To Whom it may concern:

I'm requesting reinbersment for touring the 2009 dodge 3/4 ton pickup to the Johnny Dodge dealership in Neligh, Ne. due to the break of the left tie rod.

We had no other way to get it to the dealership to have this recall completed.

I called in January when the recall was recieved, but due to back log of part we were not able to get it done in a timely matter. And the left tie rod broke before we could get a part to have recall completed.

Please consider reinbersing for the tow to get this recall fiped. Thank you.

[redacted]

Atkinson, Ne. [redacted]

Contact # [redacted]

Mileage as of 4-14-2014 60,033

Vin # on "2009" pickup 3D7KS26T09G [redacted]

DODGE

P.O. Box 67 • West Highway 275
Neligh, NE 68756
Phone (402) 887-4182 or Toll Free 800-510-1303

Jeep.

R/O	VN		DATE IN
51450	3D7KS26T09G[redacted]		04/14
YEAR / MAKE	MODEL	[redacted]	TIME IN
2009 DODGE	RAM 2500	O	13
MILES IN / MILES OUT	FIRST USE	USC	CLOSED 14
60033 / 60033	00/00/00	NE	04/14
SEE ALSO		RES / BUS	WRITER 82

STUART NE [redacted]

Hm ( ) Wk ( ) ROGER

(1) RECALL N49	Warranty Claim		
INSPECT STEERING LINKAGE. LH TIE ROD END HAS	19N49182	T14	11
SNAPPED OFF. TRUCK HAD TO BE TOWED TO SHOP	CBUEN491AB	(PACKAGE)	1
DUE TO BROKEN TIE ROD END. REPLACE STEERING	CBUEN492AA	(NUT)	1
TIE RODS AND ADJUST TOE.			
(14- ADAM-) A	.....(Warranty).....		

NO REFUND WITHOUT THIS INVOICE • NO REFUNDS ON SPECIAL ORDER PARTS
NO RETURNS ON ELECTRICAL PARTS • 30% RESTOCKING CHARGE ON ALL RETURNED PARTS

DISCLAIMER OF WARRANTIES

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

X CUSTOMER SIGNATURE

	W/C	INT.		CUSTOM
			Labor	.0
			Parts	.0
			Sublet	.0
			Shop Supplie	.0
			Oil/Grease	.0
			Sub Total	.0
		.00	Tax	.0
			Total	.0

51450

Customer Copy

Labor Rate 57.00

ERNIE'S BODY & SALVAGE

South Madison St., Atkinson, NE 68713, (402) 925-2997

Serving the area since 1970

• Body & Fender Work • Painting • Glass Work • Frame Straightening • Towing

Customer's Order No.

Date 4-14-14

Sold to [redacted]

Address

Atkinson, Neb- [redacted] Phone

MDSE. SOLD		MDSE. RET'D		RECD. ON ACCT. - NOTE	MISC'L	PAID OUT
CASH	CHARGE	CASH	CREDIT			
	✓					

QUAN.	NUMBER	ARTICLES	PRICE	AMOUNT
	Tyrable	Wrecker Service (Rollback)		—
		Service Call		45 00
		Load unit		45 00
		Tyrable Labor		90 00
	Mileage 65	miles Both ways from Street		—
	Note to Jamie	Lodge in Neligh, Neb.		—
	to make 14/6 x 1.50			21 90
	Below Unit Sent to Sent to the Neligh because			—
	of Broken R/H & Rod end. Was to damage			—
		Chg		
	2009 Dodge Ram 2500 Reg Cab			
	3D1KS26T09G [redacted]	TAX		5 85
	Chrysler Warranty	TOTAL		314 85

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

0035705 Salesman [redacted] Received By

GSA-210-3
PRINTED IN U.S.A.

PRINTED WITH SOY INK

Thank You

[redacted]
Atkinson, NE [redacted]

OMAHA NE 681
18 APR 2014 PM 4 T

APR 23

Chrysler Recall Assistance C
P.O. Box 21-8007
Auburn Hills, Michigan
48321-8007

[redacted]

Atkinson NE [redacted]



ERNIE'S BODY SHOP

Date: 5-9-14 Time:

FROM [redacted]
Atkinson, NE [redacted]
[redacted]

TO: Chrysler Recall Assistance
Auburn Hills
Michigan 48321-8007

PHONE#: 800-853-1403 Fax

FAX#:

NUMBER OF PAGES TO FOLLOW: 1

MESSAGE: Attn: Rachael: Case # [redacted]
Here a copy of the Paid Tow bill.
Was Paid by Julie Mc Cumber
Check Amount 377
Thank You
[redacted]



[redacted]

• Body & Fender Work • Painting • Glass Work • Frame Straightening • Towing

Customer's Order No. Date 4-14-14

Sold to Bob & Julie Mc Cumber

Address 47802 871st Rd

Athenson, Neb. 68713 Phone

MDSE. SOLD		MDSE. RETD.		RECD ON ACCT. NOTE	MDSE	PACKED
CASH	CHARGE	CASH	CHECK			
✓	[redacted]			✓		

QUAN	NUMBER	ARTICLES	PRICE	AMOUNT
	Trouble	Wrecker service (Bobtail)		—
		Service Call		45 00
		Load unit		45 00
		Trouble shoot		90 00
	Mileage 150 a mile both ways from Stuart			—
	Refer to Jimmy Dodge inc Neligh, Refer.			—
	to miles 14 x 1.50			21 00
	Below unit load & haul to the Neligh service			—
	of Broken R/Tie Rod end. Hose & trouble			—
	[redacted]			
	Paid in Full by Customer 5-9-14 Check #377			
	2009 Dodge Ram 2500 Reg. Cab.			
	3D7KS26T09 [redacted]	TAX		5 85
	Chrysler Warranty	TOTAL		314 85

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

0035705 Salesman [redacted] Received By

USA 2103
PRINTED IN U.S.A.

PRINTED WITH SOY INK

Thank You

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Attention: Recall Assistants

[redacted]

Naples, FL [redacted]

VIN Number: 3D7UT2CL8AG[redacted]

Case Number:[redacted]

MERCHANT #: [redacted] 345352883807

VISA
#xxxxxxxxxxxx[redacted]
SALE
BATCH: 000835 INVOICE: 0352998109
DATE: APR 08, 14 TIME: 14:55
SEQ: 004 AUTH NO: 179654

PRE-TIP AMT $519.40

TIP ----------

TOTAL ----------

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

[redacted] ----------

ALL SALES FINAL

MERCHANT COPY

WICKED CUSTOMS LLC
3887 MANNIX DR STE 631
NAPLES, FL 341145412

TERMINAL ID: [redacted]
MERCHANT #: 345352883807

VISA
#xxxxxxxxxxxx[redacted]
SALE
BATCH: 000835 INVOICE: 0352998109
DATE: APR 08, 14 TIME: 14:55
SEQ: 004 AUTH NO: 179654

PRE-TIP AMT $519.40

TIP ----------

TOTAL ----------

ALL SALES FINAL

CUSTOMER COPY

Wicked Customs, LLC
3887 Mannix Dr, Unit 631
Naples, FL 34114
(239)262-5438
Fax: (239)234-6044
FLORIDA REGISTRATION: MV-

6 month/ 6K mile warranty on all parts and labor unless otherwise specified.

Intended Payment Method:
CASH CHECK VISA MC AMEX

Date: Time:

Name: [redacted]
Address: Proposed Completion Date:
City: State: Zip: Home Ph:
Other Authorized Person: Work Ph: [redacted]
Year/Make: 2010 Model: RAM 2500 Phone:
VIN#: Tag: Miles In:
Miles Out:

Save Old Parts: Yes No (Core may apply)

Customer Complaint/Problem:

QTY	PART NO	DESCRIPTION	*	PRICE	EXTEND
1		Tie Rod End Work		125	125
2		Labor		95	190
1		Alignment		175	175

LABOR CHARGES BASED ON:
FLAT RATE 95 HOURLY RATE —
BOTH APPLY

ESTIMATE/DIAGNOSTIC FEE:
$_____/OR HOURLY AT
$_____ PER HOUR

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

DESCRIPTION OF REPAIRS	LABOR	CHARGES
☐ ESTIMATE ☒ INVOICE		
		PARTS: $ 490
		LABOR: $
		SUBLET/OTHER $
		** SHOP SUPPLIES $
		***FEES$
		Subtotal:$
		Tax: $ 29.40
		TOTAL: $ 519.40

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

X_____Date_____

*This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. **FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida.

PAGE 02/02 MASSEY 2393535625 04/16/2014 02:42

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-04-22 19:17:29.512002
Files Not Recieved: 0

Case # [redacted]

Attention: ~~Recall Assistants~~

[redacted]

Naples, FL [redacted]

VIN Number: 3D7UT2CL8AG[redacted]

Case Number: [redacted]

MERCHANT #: 004986089
345352883887

VISA
#xxxxxxxxxxxx[redacted]
SALE
BATCH: 000835 INVOICE: 0352990100
DATE: APR 08, 14 TIME: 14:55
SQ: 004 AUTH NO: 175654

PRE-TIP AMT $519.40
TIP ----------
TOTAL ----------

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

RAM LAWN &

ALL SALES FINAL

MERCHANT COPY

WICKED CUSTOMS LLC
3887 MANNIX DR STE 631
NAPLES, FL 341145412

TERMINAL ID: 004986089
MERCHANT #: 345352883887

VISA
#xxxxxxxxxxxx[redacted]
SALE
BATCH: 000835 INVOICE: 0352990100
DATE: APR 08, 14 TIME: 14:55
SQ: 004 AUTH NO: 175654

PRE-TIP AMT $519.40
TIP ----------
TOTAL ----------

ALL SALES FINAL

CUSTOMER COPY

ILL

LONG

OUT

uced/

Wicked Customs, LLC
3887 Mannix Dr, Unit 631
Naples, FL 34114
(239)262-5438
Fax: (239)234-6044
FLORIDA REGISTRATION: MV-

6 month/ 6K mile warranty on all parts and labor unless otherwise specified.

Intended Payment Method:
CASH CHECK VISA MC AMEX

Date: Time:

Proposed Completion Date:

Name: [redacted]
Address: Home Ph:
City: State: Zip: Work Ph: [redacted]
Other Authorized Person: Phone:
Year/Make: 2010 Model: RAM 2500 Tag: Miles In:
VIN# : Miles Out:

Save Old Parts: Yes No (Core may apply)

Customer Complaint/Problem:

QTY	PART NO	DESCRIPTION	*	PRICE	EXTEND
1		Tie Rod End Mevs		125	125
2		Labor		95	190
1		Alignment		175	175

LABOR CHARGES BASED ON:
FLAT RATE 95 HOURLY RATE —
BOTH APPLY

ESTIMATE/DIAGNOSTIC FEE:
$_____/OR HOURLY AT
$_____ PER HOUR

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

DESCRIPTION OF REPAIRS	LABOR	CHARGES
☐ ESTIMATE ☒ INVOICE		
		PARTS: $ 490
		LABOR: $
		SUBLET/OTHER $
		** SHOP SUPPLIES $
		***FEES$
		Subtotal:$
		Tax: $ 29.40
**This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. ***FS403.718 mandates a $1.00 fee for each new tire sold in the State of Florida. ***FS403.7185 mandates a $1.50 fee for each new or remanufactured battery sold in the State of Florida.		TOTAL: $ 519.40

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

X_____Date_____

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



CUSTOMER #: 2050102

CHRYSLER
800-992-1997
FAX#1-877-768-5076
ATTN. CAREY

11859

INVOICE*

[redacted]

FORT OGLETHORPE, GA [redacted]

PAGE 2

MTN VIEW
Chrysler Dodge Jeep RAM SRT
7154 NASHVILLE STREET - RINGGOLD, GA 30736
TEL (706) 935-2328
TOLL FREE: (877) 755-1751
www.mtnviewcdj.com

HOME: [redacted]
BUS: CELL:

SERVICE ADVISOR: 245 LATHAN H BIGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MINERAL-GR	11	DAIMLER DODGE RAM 35	3D73Y3CLXBG[redacted]		41697/41697	T952

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09SEP10 DD			17:00 15APR14		0.00	CASH	18APR14

R.O. OPENED	READY	OPTIONS:
09:21 15APR14	17:30 18APR14	STK:11025 ENG:6.7_LITER

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

THANK YOU FOR THE OPPORTUNITY TO SERVICE YOUR VEHICLE. IF YOU HAVE ANY ISSUES PLEASE CONTACT JEFF HONEYCUTT.

MTNVIEW CHYSLER,DODGE,
7154 NASHVILLE STREET
RINGGOLD, GA 30736
(706) 935-2328

CASE #[redacted]

SALE

TID: 001 REF#: 00000021
Batch #: 070 16:31:38
04/18/14
APPR CODE: 551586 Swiped
AMEX **/**
**********[redacted]

AMOUNT $391.71

APPROVED

THANK YOU
PLEASE COME AGAIN

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	278.68
PARTS AMOUNT	105.64
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	384.32
LESS INSURANCE	0.00
SALES TAX	7.39
PLEASE PAY THIS AMOUNT	391.71

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CUSTOMER #: 2050102

11859

INVOICE

PAGE 1

MTN VIEW
Jeep RAM SRT
7154 NASHVILLE STREET - RINGGOLD, GA 30736
TEL (706) 935-2328
TOLL FREE: (877) 755-1751
www.mtnviewcdj.com

[redacted]

FORT OGLETHORPE, GA [redacted]

HOME [redacted]

BUS: CELL:

SERVICE ADVISOR: 245 LATHAN H BIGGS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
MINERAL-GR	11	DAIMLER DODGE RAM 35	3D73Y3CLXBG[redacted]		41697/41697	T952

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09SEP10 DD			17:00 15APR14		0.00	CASH	18APR14

R.O. OPENED	READY	OPTIONS:
09:21 15APR14	17:30 18APR14	STK:11025 ENG:6.7_LITER

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A DIESEL OIL AND FILTER CHANGE WITH THE MULTI POINT INSPECTION			
CAUSE: PERFORMED THE DIESEL OIL AND FILTER CHANGE WITH THE MULTI POINT INSPECTION			
DLOF DIESEL OIL AND FILTER CHANGE WITH THE MULTI POINT INSPECTION			
158 WX 0.50			(N/C)
1 5083285AA FILTER-ENGINE OIL			(N/C)
3 68218941AA *OIL-15W40			(N/C)
**********			
B ROTATE TIRES AND PERFORM A BRAKE INSPECTION			
CAUSE: PERFORMED TIRE ROTATION AND BRAKE INSPECTION			
22R ROTATE TIRES AND PERFORM A BRAKE INSPECTION			
158 C 0.50	18.95	18.95	OMIT
**********			
C CUSTOMER STATES THAT WHEN COLD THE BELT SQUEEKS FOR A WHILE UPON START UP CHECK AND ADVISE			
9 ENGINE			
158 C 0.00	0.00	0.00	
**********			
D CUSTOMER STATES THAT LEFT TIE ROD END HAS BROKEN ON VEHICLE CHECK AND ADVISE			
3 REPLACED FRONT TIE ROD END AND ALIGNED VEHICLE TESTED OK, COMPLETE			
158 C 1.80	179.78	179.78	
1 ES800532 TIE ROD	105.64	105.64	105.64
2AL4 4 WHEEL ALIGNMENT			
158 C 1.50	79.95	79.95	
**********			
E PERFORM MULTI POINT INSPECTION			
CAUSE: COMPLETED MULTI POINT INSPECTION			
INSP PERFORM MULTI POINT INSPECTION			
158 ISP 0.00			(N/C)
**********			

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

CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

05/02/14

POSTED DATE : 4-26-14

VIN (FIRST 9 DIGITS) 3D7UT2CLX

VIN (LAST 8 DIGITS) BG[redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000033000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

BRYSON'S TOWING & RECOVERY

24-HOUR ROAD SERVICE

NO. 7284

Tractor & Trailer Repair • Buses • RVs • Tire Service • Boost Offs • Gas & Diesel

GA Phone: 706-657-2355 • TN Phone: 423-867-4567 • Fax: 706-657-6954
290 South Industrial Blvd. • Trenton, GA 30752

DATE 4-21-2014

NAME [redacted]

ADDRESS

PHONE CUSTOMER ORDER NO.

MAKE & MODEL	LICENSE NO & STATE	TRUCK NO.	TRAILER NO.	MILEAGE
				75754

QUAN.	ARTICLE	PRICE

HOURS	DESCRIPTION OF WORK	AMOUNT
	Haul Dodge 2500 to Moss Motors from Higdon AL	100 00
	VIN # 3D7UT2CLXBG [redacted]	

COMMENTS: Pd Cash

TOTAL LABOR	
TOTAL PARTS	
SUB TOTAL	
GAS, OIL, GREASE	
ACCESSORIES	
SALES TAX	
TOTAL AMOUNT	100 00

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I HEREBY AUTHORIZE REPAIR WORK TO BE DONE AS DESCRIBED ABOVE WITH NECESSARY PARTS, TO BE LISTED AT YOUR REGULAR PRICES. I AGREE TO PAY CASH ON DELIVERY OF CAR OR ON SATISFACTORY TERMS TO YOU, AND UNTIL PAID IN FULL IT SHALL CONSTITUTE A LIEN ON THIS CAR. I FURTHER AGREE THAT YOU WILL NOT BE HELD RESPONSIBLE FOR CAR OR ARTICLES LEFT IN CAR IN CASE OF FIRE, THEFT, ACCIDENTS OR OTHER CAUSES BEYOND YOUR CONTROL. MY CAR MAY BE DRIVEN BY YOUR EMPLOYEES FOR ROAD TESTS AT MY OWN RISK.

WORK AUTHORIZED BY

RECEIVED BY

MOSS Motor Company

1000 S. AVENUE, P.O. BOX 272
SOUTH PITTSBURG, TN 37380
(423) 837-7114

GMC Jeep

CHATTANOOGA (423) 267-0324 BRIDGEPORT (256) 495-2623
TOLL FREE (877) 837-7114

SERVICE DEPARTMENT HOURS
7:30 a.m. to 12:00 NOON M-F
12:45 p.m. to 5:00 p.m M - F
Closed Saturday

R/O Open Date	R/O Number
4/21/14	6055700/1
R/O Close Date	**Status**
4/21/14	Final
Mileage In	**Mileage Out**
75747	75750
Service Advisor / Tag #	
BETH KILGORE/*W*	

[redacted]
BRYANT, AL [redacted]

Work Phone	Vehicle Identification Number
	3D7UT2CLXBG[redacted]
Home Phone	**Delivery Date** / **In-Service Date**
[redacted]	

Year	Make	Model	Body	Color	License Number
2011	RAM	2500	4WD CREW CAB 149"		

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
#1 - Customer Reports:		
RECALL N49 - TOWED IN TIEROD BROKE		
Corrected by		
Work performed by M. Scott Carden (MSC)		Warranty
Installed CBUEN492AA :NUT: NONE	Qty: 1	Warranty
Installed CBUEN491AB :PACKAGE: OUTER END	Qty: 1	Warranty
INSTALLED TIE ROD END ASSEBLY AND RESET TOW. ADJUS		
TED BACKING PLATE(BENT)		

Recall N49/NHTSA 13V-529

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

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LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

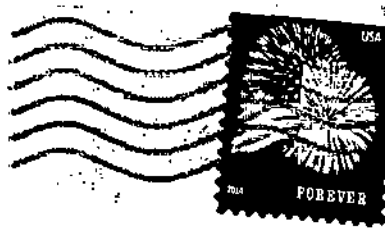
(C) 2003 ARKONA, Inc. - Dealership Application Group (800)845-1026

[redacted]

Bryant, AL. [redacted]

BIRMINGHAM AL 350

26 APR 2014 PM 5 L



MAY - 2

By

Chrysler Customer Assistance
ATT. Reimbursement
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: 2014-04-24 14:23:51.289848
Files Not Recieved: 0

[redacted]

Papik Motors
801 W. Commerce Road
P.O. Box 536
Luverne, Minnesota 56156
(507) 283-9171 800-634-7701
www.papik.com

Chevrolet Chrysler Dodge RAM Buick Cadillac GMC Jeep

WINDSOR MILL MD [redacted]

*** REPRINT *** CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/07/13	07	DODGE	RAM 2500	3D7KS28A27G[redacted]	53799	122010	122010	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	10/11/13	01	00:00	[redacted]		01	10/11/13

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]	000-000-0000	WHITE 1

========== REPAIR LINE 001 ==========

TIE ROD END SEPERATED WHILE DRIVING REPLACE BOTH
NEEDS TIE ROD ENDS AND CENTER DRAG LINKS NEEDS UPPER BALL JOINTS
REPLACE CENTER DRAG LINK ASSY REPLACE BOTH OUTER TIE ROD ENDS
Bill Code - C

Z999	STEERING REPAIRS		07 M D	242.00
			Total Labor	242.00
CH	6505623AA	NUT	3	6.75
CH	52122362AJ	STEERING	1	350.00
CH	5154661AC	DAMPER	1	123.00
CH	68039930AA	ARM	1	43.10
CH	68005438AA	TUBE	1	95.95
CH	5096144AA	STUD	2	61.00
CH	6034727	NUT	2	28.36
CH	68002442AA	SENSOR	1	240.00
			Total Parts	948.16
			Total Line	1190.16

========== REPAIR LINE 002 ==========

LEFT FRONT WHEEL BEARING GOING BAD?
UPPER BALL JOINTS LOOSE- NEEDS FROT AXLE UJOINTS
REPLACE FRONT AXLE U JOINTS REPLACE BOTH UPPER BALL JOINTS
Bill Code - C

Z999	UPPER BALL JOINTS AND AXLE U JOINTS		07 M D	462.00
			Total Labor	462.00
CH	V8016665AA	JOINT	2	102.50
CH	68214646AA	BALLJOINT	2	104.40
			Total Parts	206.90
			Total Line	668.90

========== REPAIR LINE 003 ==========

OIL LEAK FROM TOP OF MOTOR
INJECTOR LINE LEAKING
REPLACE BROKEN INJECTOR TUBE
Bill Code - C

Z999	INJECTOR TUBE		07 M D	132.00

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CUSTOMER SIGNATURE
>

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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[redacted]

Papik MOTORS
801 W. Commerce Road
P.O. Box 536
Luverne, Minnesota 56156
(507) 283-9171 800-634-7701
www.papik.com

Chevrolet Chrysler Dodge RAM Buick Cadillac GMC Jeep

WINDSOR MILL MD [redacted]

*** REPRINT *** CUSTOMER COPY PAGE 2

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/07/13	07	DODGE	RAM 2500	3D7KS28A27G[redacted]	53799	122010	122010	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	10/11/13	01	00:00	[redacted]		01	10/11/13

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		[redacted]	000-000-0000	WHITE 1

			Total Labor	132.00
CH	68005335AA	CONNECTOR	1	81.45
			Total Parts	81.45
			Total Line	213.45

========== REPAIR LINE 004 ==========

REPLACE ALL BULBS THAT ARE OUT
REPLACE RF FOG LAMP LF FOG LAMP BULB LR BRAKE LIGHT BULB LR MARKER BULB RIG HT REAR REVERSE BULB
Bill Code - C

Z999	MISC BULBS		07 M D	22.00
			Total Labor	22.00
CH	L0009006	HEADLAMP	1	16.85
CH	55077474AE	LAMP	1	155.00
ZZ	194	BULB	1	1.99
ZZ	3157	BULB	1	4.61
ZZ	921	BULB	1	2.48
			Total Parts	180.93
			Total Line	202.93

========== REPAIR LINE 005 ==========

SES LIGHT ON
SYSTEM CHECK FOR FAULT CODES P0471 FAULT CODES PERFORMANCE
REPLACE SENSOR ANDN ROAD TEST GOOD
Bill Code - C

Z999	SES DIAG AND EXH PRESS SENSOR		07 M D	143.00
			Total Labor	143.00
			Total Line	143.00

========== REPAIR LINE 006 ==========

TRANSMISSION FLUID FLUSH
COMPLETE FLUID FLUSH AND REFILL
CONDITIONER ADDITIVE
Bill Code - C

W10	TRANS FLUID FLUSH		07 M A	52.00
			Total Labor	52.00
ZZ	ATF4	ATF4 TRAN	18	99.00

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CUSTOMER SIGNATURE
>

LABOR AMOUNT	
PARTS AMOUNT	
MISC. SALES	
MATERIALS	
TOTAL CHARGE	
DEDUCTIBLE	
SALES TAX	
OTHER PAY	
CUSTOMER PAY	

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[redacted]

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Luverne, Minnesota 56156
(507) 283-9171 800-634-7701
www.papik.com

Chevrolet Chrysler Dodge RAM Buick Cadillac GMC Jeep

WINDSOR MILL MD [redacted]

*** REPRINT *** CUSTOMER COPY PAGE 3

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	TAG
10/07/13	07	DODGE	RAM 2500	3D7KS28A27G[redacted]	53799	122010	122010	

SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE
	10/11/13	01	00:00	[redacted]		01	10/11/13

R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE	
[redacted]		410-961-4327	000-000-0000	WHITE 1

ZZ	10210	TRANS FLU	1	28.88
			Total Parts	127.88
			Total Line	179.88

========== REPAIR LINE 007 ==========

DRIVELINE FLUID EXCHANGE
FLUSH FRONT AND REAR DIFFERENTIALS,FLUSH TRANSFER CASE FLUID
Bill Code - C

DFE	DRIVELINE FLUID EXCHANGE		07 M A	67.46
			Total Labor	67.46
ZZ	11601	DIFFERENA	3	229.83
			Total Parts	229.83
			Total Line	297.29

========== REPAIR LINE 008 ==========

REPLACE DIESEL FUEL FILTER,
REPRIME SYSTEM AND PURGE AIR
Bill Code - C

W4D	DIESEL FUEL FILTER		07 M A	59.40
			Total Labor	59.40
CH	68061634AA	ELEMENT	1	52.20
			Total Parts	52.20
			Total Line	111.60

Payment Type - 01 CASH/CHK 3180.93

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CUSTOMER SIGNATURE
>

LABOR AMOUNT	1179.86
PARTS AMOUNT	1827.35
MISC. SALES	
MATERIALS	45.00
TOTAL CHARGE	3052.21
DEDUCTIBLE	
SALES TAX	128.72
OTHER PAY	
CUSTOMER PAY	3180.93

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AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-04-28 15:28:33.768566
Files Not Recieved: 0

requesting reimbursement for this recall repair

CHRYSLER

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: **3D73Y4CL4BG**[redacted]

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

Dea[redacted]

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

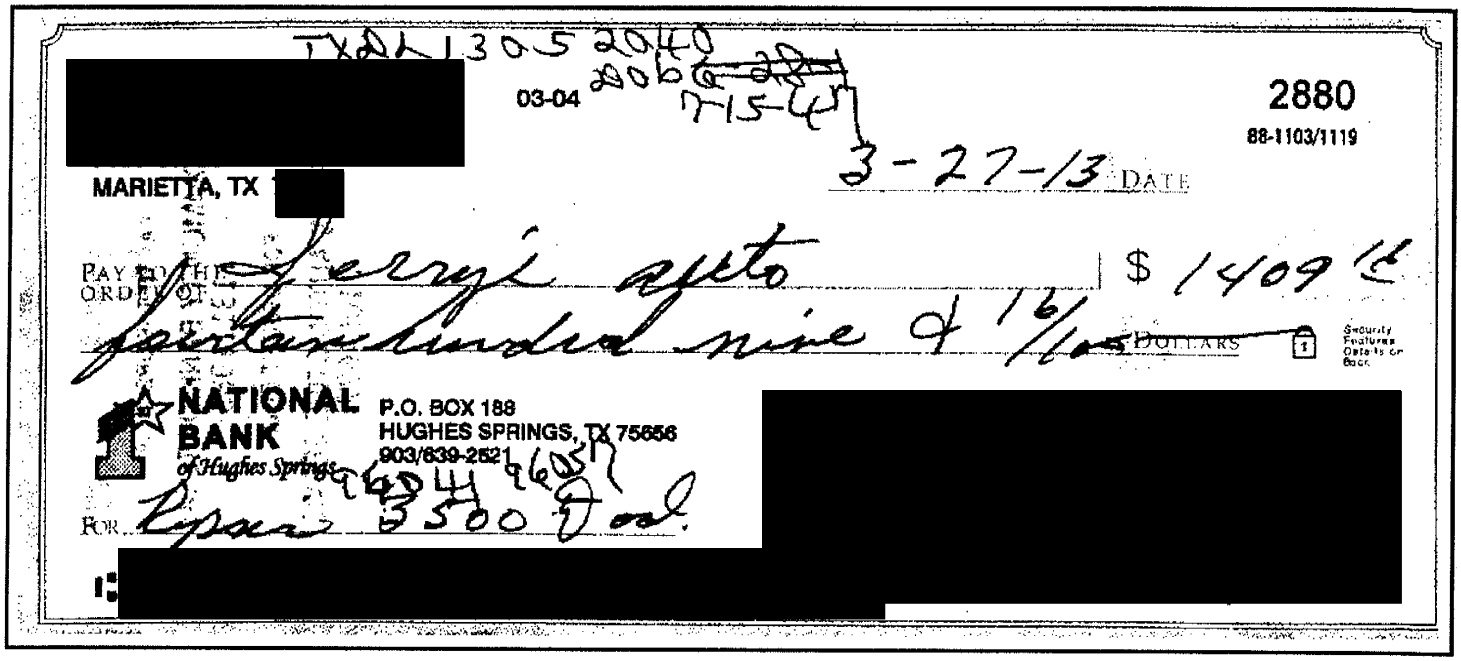
Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

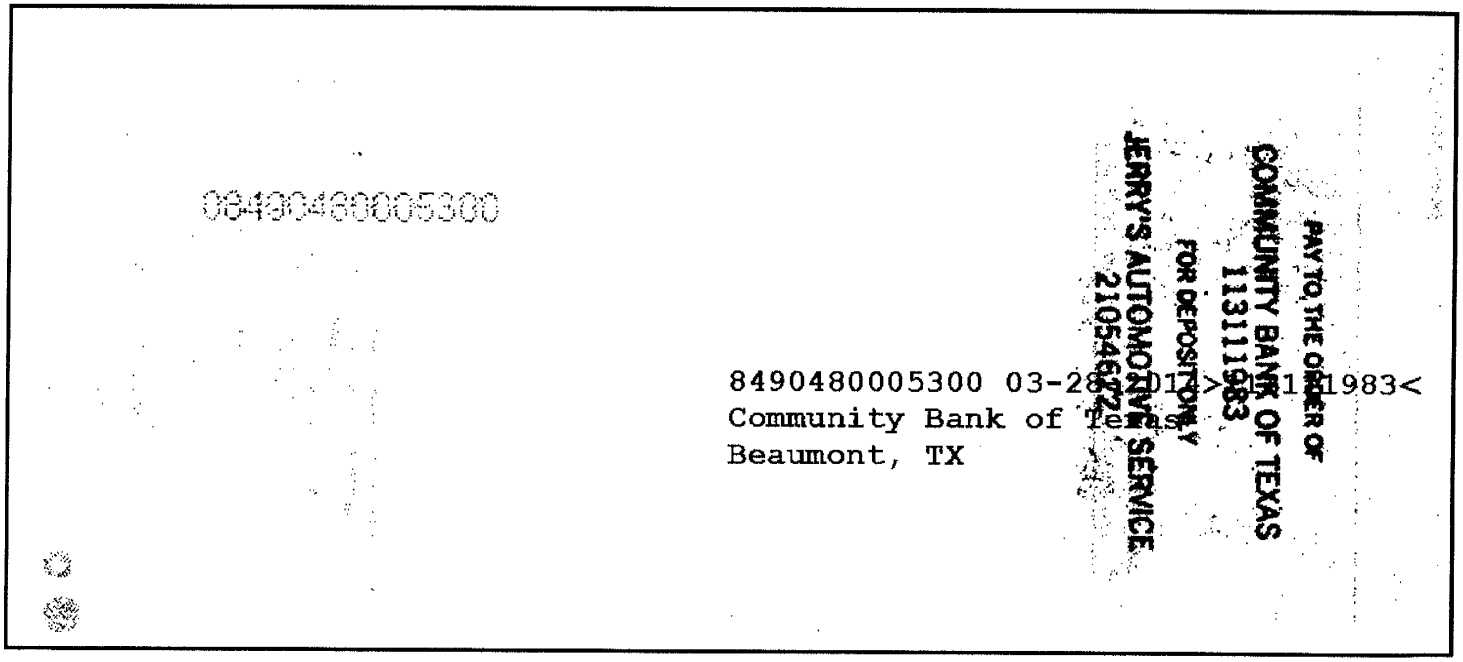
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Cair Number: [redacted]
Date Received: 2014-04-29 11:39:06.491960
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am attaching copy of check # 2880, which paid for referenced recall repairs,along with other maintenance work done while truck was in shop . please advise if you need that invoice also.



04-01-14 (003-002-0023) Acct # 2126958 Serial # 2880 $1,409.16



04-01-14 (003-002-0023) Acct # 2126958 Serial # 2880 $1,409.16

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-04-30 10:54:00.524929
Files Not Recieved: 0

2 INVOICES ATTACHED. ONE FOR TIE ROD END REPLAVEMENT AND ONE FOR OTHER FRONT END MAINTENANCE PERFORMED AT SAME TIME. BOTH INVOICES PAID WITH CHECK # 2880,SUBMITTED ON 4/29.

SER. NO.
MTR. NO.

Promised _____ WPU _____ CWC _____ DEL _____

BRAKE SERVICE RIM STRAIGHTENING TIRE SKIMMING

96057

JERRY'S AUTOMOTIVE SERVICE

DAYTON TIRES
WHEEL ALIGNING
DOMESTIC-FOREIGN-TRUCKS

(409) 983-5118

2301 MEMORIAL BLVD. PORT ARTHUR, TEXAS 77640-3599

AUTOMOTIVE SERVICE ASSOCIATION
MEMBER

RECEIVED A.M. P.M.

DATE 3-27-14

CUSTOMER'S ORDER NO.

[redacted]

CITY Marietta STATE Texas ZIP [redacted] TERMS ORDER WRITTEN BY

YEAR 10 MAKE Dodge Ram TYPE OR MODEL 3500 HD, 4x4 LICENSE NO. [redacted] SPEEDOMETER 78,710

QUAN.	PART NO. & PART NAME	PRICE
1	inner Steering arm tie Rod end To Pitman	102 72
1	outer Steering tie Rod end	117 37
1	tract Bar	24550
1	Front Stabilizer Shock assembly	37639
	Cost 346.39	
	Pd CA 9880	
	TOTAL PARTS	84198
	OUTSIDE REPAIRS	
	YOUR ATTENTION PLEASE! (ADDITIONAL WORK NEEDED)	
	TOTAL	

TECHNICIAN INSTRUCTIONS: P Riley

Replace Steering tie Rod
Inner at Pitman Arm &
Right outer Steering arm tie Rod
Replace Steering Stabilizer
& 2 front Shocks
Replace front tract Bar
Align front end

SERVICE CHARGE

	295 50
	59 50

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

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 or vehicle to secure the amount of [redacted] personal effects be picked up at any time and held by person doing [redacted] responsible for loss or damage to vehicle or articles left in vehicle [redacted] our control.

Authorized [redacted] ceived by _____

Total Service	35500
Total Parts	84198
Total Acces.	
Gas, Oil Grease	
Tires Tubes	
Outside Repairs	
Tax	Taxable
TOTAL AMOUNT	$1,196 98

LIMITED WARRANTY

90 DAYS OR 4000 MILES/ONE YEAR OR 12,000 MILES ONE OCCURRING FIRST AGAINST DEFECTS IN PARTS OR WORKMANSHIP — ON PARTS AND LABOR INDICATED ON THIS INVOICE.

We strive at all times to perform only the highest quality repair service at a just and fair price.

THANK YOU

1409.16

The Reynolds and Reynolds Company OK75482 Q (08/04)

96041

Promised _____ WPU _____ CWC _____ DEL _____

BRAKE SERVICE RIM STRAIGHTENING TIRE SKIMMING

JERRY'S AUTOMOTIVE SERVICE

DAYTON TIRES
WHEEL ALIGNING
DOMESTIC-FOREIGN-TRUCKS

(409) 983-5118

2301 MEMORIAL BLVD. PORT ARTHUR, TEXAS 77640-3599

AUTOMOTIVE SERVICE ASSOCIATION
MEMBER

SER. NO.
MTR. NO.

QUAN.	PART NO. & PART NAME	PRICE
1	left outer tie Rod end Moog	101 68
	TOTAL PARTS	101 68
	OUTSIDE REPAIRS	
	YOUR ATTENTION PLEASE! (ADDITIONAL WORK NEEDED)	
	TOTAL	

RECEIVED A.M. P.M.
DATE 3-28-14
CUSTOMER'S ORDER NO.

NAME [redacted]
ADDRESS
CITY Marietta STATE Texas ZIP 75566 TERMS ORDER WRITTEN BY
YEAR 10/10 MAKE Dodge Ram TYPE OR MODEL 3500 HD-4x4 LICENSE NO. [redacted] SPEEDOMETER 178710

TECHNICIAN Dudley INSTRUCTIONS:

		SERVICE CHARGE
RC	Replace left outer tie Rod end	110.50
Jcd	Set toe end	29.50

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

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 testin[redacted]ged on above car, or truck or vehicle to secure the amou[redacted]onal effects be picked up at any time and held by pers[redacted]sponsible for loss or damage to vehicle or articles left in [redacted] control.

Autho[redacted]ed by _____

Total Service		140 00
Total Parts		101 68
Total Acces.		
Gas, Oil Grease		
Tires Tubes		
Outside Repairs		
Tax		tax incl
TOTAL AMOUNT		241 68

90 DAYS OR 4000 MILES/ONE YEAR OR 12,000 MILES ONE OCCURRING FIRST AGAINST DEFECTS IN PARTS OR WORKMANSHIP — ON PARTS AND LABOR INDICATED ON THIS INVOICE.

We strive at all times to perform only the highest quality repair service at a just and fair price.

THANK YOU

The Reynolds and Reynolds Company OR7S482 Q (9804)

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: h[redacted]
To: customerassist@chrysler.com
Date: Sun Apr 27 13:30:13 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

---

recall tierod

Comments:

I have been waiting for a repair on my truck since the recall. I travel pulling a 5th wheel camper. the dealer tells me your are only sending them 1 tie rod every 3 wks which means that it could take a year or 2 to get my truck repaired. so if this breaks while i am traveling over the road how am i to get it repaired if you are only putting out 1 tie rod a month. and i pray that it doesn't cause a wreck. how are you going to resolve this issue. 5 months on a waiting list for a potential fatal event is not smart on your part and do I need to cancel my travel plans for the next 11/2 years at the rate you are going. I bought my truck new 2007 and am planning on buying a new one when the 2016 come out but it looks like a dodge is not the right way to go at this this point. i need an answer on this issue

Sender Information:

Title:

First Name: [redacted]

Middle Initial:

Last Name: [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sun Apr 27 16:58:34 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear[redacted]
Thank you for contacting the RAM Customer Assistance Center.
I regret to hear that you are waiting so long for the recall parts. I have looked into this further and the VIN number you have provided me with 1D7HU18297J[redacted] currently does not have the recall on the vehicle.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Chelsea
Customer Service Representative
RAM Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:[redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Ram Brand Site
Brief Description:
recall tierod
Comments:
I have been waiting for a repair on my truck since the recall. I travel pulling a 5th wheel camper. the dealer tells me your are only sending them 1 tie rod every 3 wks which means that it could take a year or 2 to get my truck repaired. so if this breaks while i am traveling over the road how am i to get it repaired if you are only putting out 1 tie rod a month. and i pray that it doesn't cause a wreck. how are you going to resolve this issue. 5 months on a waiting list for a potential fatal event is not smart on your part and do I need to cancel my travel plans for the next 11/2 years at the rate you are going. I bought my truck new 2007 and am planning on buying a new one when the 2016 come out but it looks like a dodge is not the right way to go at this this point. i need an answer on this issue

VIN:

7J[redacted]

Mileage:

178000

Servicing Dealer:

royle gate dodge ellisville mo

Title:

First Name:

[redacted]

Middle Initial:

Last Name:

[redacted]

Address 1:

[redacted]

Address 2:

City:

st clair

State:

MO

Zip:

[redacted]

Email:

[redacted]

Home Phone:

[redacted]

From: [redacted]
To: customerassist@chrysler.com
Date: Sun Apr 27 20:23:28 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance [redacted])
you are so wrong you sent me a recall notice and the dealer verified the=A0=
tie rod=A0 needs replaced. try the right vin 1d7ks28c77j508621=0A=0A=0AOn =
Sunday, April 27, 2014 3:54 PM, customerassist <customerassist@chrysler.com=
> wrote:=0A =0ADear Henry,=0A=0AThank you for contacting the RAM Customer A=
ssistance Center.=0A=0AI regret to hear that you are waiting so long for th=
e recall parts. I =0Ahave looked into this further and the VIN number you h=
ave provided me =0Awith 1D7HU18297J[redacted] currently does not have the recal=
l on the =0Avehicle. =0A=0AThank you again for your email.=A0 Should you re=
quire additional =0Aassistance, or have any new information to provide, ple=
ase reply to this=0Aemail message or call 1-866-RAM-INFO (1-866-726-4636).=
=A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =A0 =0A=0ASincerely, =0A=0AChelsea=0A=0ACus=
tomer Service Representative =0ARAM Customer Assistance Center=0A=0AFor any=
future communications related to this email, please refer to the=0Afollowi=
ng information: =0AREFERENCE NUMBER: 24939637=0AEMAIL CASE NUMBER:=A0 29629=
89 =0AREPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk=
_ID=3DKMM8562202V32314L0KM&=0A=0A=0A=0AOriginal Message Follows:=0A--------=
----------=0AUS Customer Service - Ram Brand Site=0ABrief Description=
: =0Arecall tierod=0AComments:=0AI have been waiting for a repair on my tru=
ck since the recall. I travel=0Apulling a 5th wheel camper. the dealer tell=
s me your are only sending =0Athem=0A1 tie rod every 3 wks which means that=
it could take a year or 2 to get=0Amy=0Atruck repaired. so if this breaks =
while i am traveling over the road =0Ahow am=0Ai to get it repaired if you =
are only putting out 1 tie rod a month. and=0Ai=0Apray that it doesn't caus=
e a wreck. how are you going to resolve this=0Aissue. 5 months on a waiting=
list for a potential fatal event is not =0Asmart=0Aon your part and do I n=
eed to cancel my travel plans for the next 11/2=0Ayears at the rate you are=
going. I bought my truck new 2007 and am=0Aplanning on buying a new one wh=
en the 2016 come out but it looks like a=0Adodge is not the right way to go=
at this this point. i need an answer =0Aon=0Athis issue=0A=0A=0A=0AVIN:=0A=
=A0 =A0 =A0 7J[redacted]=0AMileage:=0A=A0 =A0 =A0 178000=0AServicing Dealer:=
=0A=A0 =A0 =A0 royle gate dodge ellisville mo=0ATitle:=0A=A0 =A0 =A0 =0AFi=
rst Name:=0A=A0 =A0 =A0 henry=0AMiddle Initial:=0A=A0 =A0 =A0 =0ALast Name=
:=0A=A0 =A0 =A0 bailey=0AAddress 1:=0A=A0 =A0 =A0 po box 407=0AAddress 2:=
=0A=A0 =A0 =A0 =0ACity:=0A=A0 =A0 =A0 st clair=0AState:=0A=A0 =A0 =A0 MO=
=0AZip:=0A=A0 =A0 =A0 63077=0AEmail:=0A=A0 =A0 =A0 [redacted]=0AHo=
me Phone:=0A=A0 =A0 =A0 [redacted]

From: customerassist@chrysler.com
To: [redacted]
Date: Sun Apr 27 20:57:38 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance ([redacted])
Dear [redacted],
Thank you for contacting the RAM Customer Assistance Center.
I am sorry you have provided me with the correct VIN. Unfortunately you will have to keep working with your dealership as we are trying to get the parts out as fast as we can. There is nothing on our end that we are able to do to speed up the process. I wish I could have provided you with a more favorable response
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,
Chelsea
Customer Service Representative
RAM Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER:
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:
---
you are so wrong you sent me a recall notice and the dealer verified the tie rod needs replaced.
try the right vin 1d7ks28c77j[redacted]
On Sunday, April 27, 2014 3:54 PM, customerassist <customerassist@chrysler.com> wrote:

Dear [redacted]
Thank you for contacting the RAM Customer Assistance Center.
I regret to hear that you are waiting so long for the recall parts. I have looked into this further and the VIN number you have provided me with 1D7HU18297J[redacted] currently does not have the recall on the vehicle.
Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).
Sincerely,
Chelsea
Customer Service Representative
RAM Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

US Customer Service - Ram Brand Site
Brief Description:
recall tierod
Comments:
I have been waiting for a repair on my truck since the recall. I travel pulling a 5th wheel camper. the dealer tells me your are only sending them 1 tie rod every 3 wks which means that it could take a year or 2 to get my truck repaired. so if this breaks while i am traveling over the road how am i to get it repaired if you are only putting out 1 tie rod a month. and i pray that it doesn't cause a wreck. how are you going to resolve this issue. 5 months on a waiting list for a potential fatal event is not smart on your part and do I need to cancel my travel plans for the next 11/2 years at the rate you are going. I bought my truck new 2007 and am planning on buying a new one when the 2016 come out but it looks like a dodge is not the right way to go at this this point. i need an answer on this issue

VIN:
7J[redacted]
Mileage:
178000
Servicing Dealer:
royle gate dodge ellisville mo
Title:

First Name:
[redacted]

Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
st clair
State:
MO
Zip:
[redacted]
Email:
[redacted]
Home Phone:
[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



CHRYSLER Jeep DODGE RAM

N.Y.S. M.V. R/S REG. NO. R7036588

R. I. SURESKY & SONS, INC.

SURESKY HYUNDAI INC.

2 HATFIELD LANE • P.O. BOX 209
GOSHEN, N.Y. 10924
(845) 294-5178
N.Y.S. M.V. R/S REG. NO. R7036588

Sarah A

HYUNDAI

N.Y.S. M.V. R/S REG. NO. 7051962

Case # [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
58324	JOHN ESPOSITO 01147	9985	05/01/14	CHCS235564

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
109.00		47,968	BLACK/	

[redacted]
MIDDLETOWN, NY [redacted]

YEAR / MAKE / MODEL: 10/DODGE TRUCK/3500
DELIVERY DATE: | DELIVERY MILES:
VEHICLE I.D. NO.: 3 D 7 3 Y 4 E L 7 A G [redacted]
SELLING DEALER NO.: | PRODUCTION DATE:
F. T. E. NO.: | P.O. NO.: | R. O. DATE: 04/28/14

RESIDENCE PHONE [redacted] | BUSINESS PHONE | COMMENTS

MO: 47968

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

1 35CHZ RECALLS HOURS: 1.10 TECH(S): 01131 128 WARRANTY

N 49
TECH CONFIRMED OPEN RECALL
RECALL COMPLETE

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1		PKN49			WARRANTY
JOB # 1	1		CBUEN491-AB	PACKAGE 0 19027003		WARRANTY
				JOB # 1 TOTAL PARTS		0.00
				JOB # 1 TOTAL LABOR & PARTS		0.00

2 26CH/723PICK 23 PT CHECK HOURS: TECH(S): 01131 INTERNAL

COMPLIMENTARY 23 POINT INSPECTION - NO CHARGE
INCLUDES INSPECTION OF THESE AND ADDITIONAL ITEMS
(NOT LISTED):
TIRES/TIRE PRESSURE, WINDSHIELD WIPERS, EXHAUST SYSTEM,
EXTERIOR LAMPS, CV JOINT BOOTS (WHERE APPLICABLE), COOLING
SYSTEM MIXTURE/LEAKS, AIR FILTER, STEERING COMPONENTS, FLUID
LEVELS, SHOCKS/STRUTS, BELTS/HOSES, SUSPENSION, BRAKE
INSPECTION
COMPLETED THE COMPLIMENTARY 23 MULTI-POINT INSPECTION

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

3 22CHZ WHEELS HOURS: 0.90 TECH(S): 01131 WARRANTY

VEHICLE WAS TOWED IN DUE TO TIE ROD COMING APART AND VEHICLE
WAS DAMAGED
TECH FOUND VEHICLE NEEDED RIM,TIRE,HUB CAP AND RING REPLACED
DUE TO BEING DAMAGED
TECH REPLACED TIRE,RING,CAP AND VALVE STEM,TEST DROVE OK,
DSM WAS NOTIFIED

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1		LT23580R-17	FIRESTONE		WARRANTY
JOB # 3	2		WHEEL	WEIGHT		WARRANTY
JOB # 3	1		WASTE	TIRE FEE		WARRANTY
JOB # 3	1		17414	VALVE STEM		WARRANTY
JOB # 3	1		CBUEN492-AA	NUT NONE 19015005		WARRANTY
JOB # 3	1		52121267-AC	WHEEL STE 22001005		WARRANTY
JOB # 3	1		52106937-AB	COVER WHE 22001048		WARRANTY
JOB # 3	1		52106876-AB	CAP WHEEL 22001048		WARRANTY
				JOB # 3 TOTAL PARTS		0.00
				JOB # 3 TOTAL LABOR & PARTS		0.00

The Reynolds and Reynolds Company ERAINTSI14E CCG28960 Q (11/13)

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 04:35pm

05/02/2014 16:11 FAX 0001/0002

Case # [redacted]

QUALITY TRANSMISSIONS & AUTO REPAIR

Reg. #7049477
2213 Mt. Hope Rd.
MIDDLETOWN, NEW YORK 10940
(845) [redacted] 3VC6083

DATE 4-27-14 TIME 2:43 A.M. (P.M.) REQUESTED BY CUSTOMER

LOCATION OF VEHICLE SPRAGUE AVE MIDDLETOWN

NAME [redacted]

ADDRESS [redacted] MIDDLETOWN NY [redacted] ZIP

MILEAGE	SERVICE TIME	EXTRA PERSON
FINISH 1397	FINISH	FINISH
START 1295	START	START
TOTAL 102	TOTAL	TOTAL

YEAR 2010 MAKE / MODEL / COLOR DODGE RAM 2500 BLACK DAILY DRIVER MIKE

STATE NY LIC. NO. [redacted] VEHICLE I.D. NO. 3D73Y4EL7AG [redacted]

- [ ] SLING/HOIST TOW
- [ ] WHEEL LIFT
- [x] FLAT BED/RAMP
- [ ] START
- [ ] LOCK OUT
- [ ] FLAT TIRE
- [ ] OUT OF GAS
- [ ] WRECK
- [ ] RECOVERY
- [ ]

SPECIAL EQUIPMENT
- [ ] SINGLE LINE WINCHING
- [ ] DUAL LINE WINCHING
- [ ] SNATCH BLOCKS
- [ ] SCOTCH BLOCKS
- [ ] DOLLY
- [ ]

VEHICLE TOWED TO SUNOCO CHRYSLER

REMARKS
LEFT FRONT TIE ROD OFF/APART RUINED TIRE
PAID CASH

MILEAGE CHARGE		
TOWING CHARGE		
LABOR CHARGE		
STORAGE CHARGE		
TAX	16	50
	200	00
TOTAL	216	50

[redacted]
SIGNATURE
SIGNATURE

Road Service

1605 To Reorder Call PRODUCT 613 F

0002/0002
05/02/2014 16:12 FAX

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP








BIG HORN
4X4


RAM
2500





BFGoodrich
Rugged Trail T/A


4X4


RAM
2500


Trail Peak


SEEBACH




P R N D





P R N D


P R N D








4X4
L48


SEEBACH







TIRE AND LOADING INFORMATION

SEATING CAPACITY – TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED 929 KG OR 2050 LB

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

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION

BG566117

GOODYEAR






412AE


MFD BY CHRYSLER GROUP LLC
DATE OF MFG: 1-11
GAWR FRONT: 2495 KG 5500 LB WITH 1706.0 RIMS AT
GAWR REAR: 2727 KG 6010 LB WITH 1706.0 RIMS AT
GAWR: 4355 KG 9600 LB
LT265/70R17E TIRES
410 KPa (60 PSI) COLD
LT265/70R17E TIRES
485 KPa (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: 3D7UT2CL1BG [redacted]
TYPE: TRUCK
PAINT: PTW
TRIM: MJKT
VEHICLE MADE IN MEXICO
MDH:011816 150AA





AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-05-13 11:55:28.748758
Files Not Recieved: 0

GLENDALE DODGE CHRYSLER JEEP

ELLIS FAMILY STORES

900 S. Brand Blvd. • Glendale, CA 91204
(818) 242-4161 Fax (818) 242-3202 Service Toll Free (800) 741-2899
www.glendaledcj.com

RAM CHRYSLER Jeep

75883ERI

(**HAZARDOUS MATERIAL) Removal charge for all hazardous materials removed from your automobile that must be disposed of as a hazardous waste (EXAMPLE) Removal of personal property and valuables from your vehicle. We do not assume responsibility for loss or damage for articles left in your vehicle.

Thank you for this opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you are not completely satisfied please contact us immediately.

[redacted]
REDWAY CA [redacted]

VEHICLE IDENTIFICATION	MILEAGE OUT	DATE OUT	INVOICE NO.
3D7UT2CL6A[redacted]	93701	03/14/14	75883 PART-CLOSE

YEAR	MAKE	MODEL	COLOR	TAG NO.
10	DODGE	RAM 2500	SILVER	03160

CUST NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD.DATE	SERV.ADV.	TERMS
894936	[redacted]	[redacted]	- -		00/00/00	381	CASH

CUST.LABOR RATE	DELIV.DATE	DELIV.MILEAG	MILEAGE IN	DATE IN	IN SERV DATE
	00/00/00		93701	03/13/14	12/01/09

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

CUSTOMER ACKNOWLEDGES AND APPROVES ALL REPAIRS ITEMIZED AND/OR RECEIPT OF VEHICLE.X_____ RYAN CAL 6503832219
_____ BARN AS 220801

LINE	OP.CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT

A
Com PERFORM FREE MULTIPOINT VEHICLE INSPECTION INSPECT TIRE PRESSURE BEFORE AND AFTER SERVICE. RED NEEDS REPLACEMENT, YELLOW REPLACE SOON AND GREEN IS GOOD.
...Tire pressure readings.....
.....After.....
.....Before.....
.....RF.....
RF.....
.....RR.....
RR.....
.....LF.....
LF.....
.....LR.....
LR.....
Cor PLEASE SEE YOUR INSPECTION SHEET FOR RECOMMENDATIONS.
recommend fuel injector service,front pinion seal,transmission service and differential service and transfercase service
0 00000 A15 Line Total.....

B
Com RECALL n49 left tie rod
Cau RECALL
Cor special order part
0 4501 A15 Line Total.....

CUSTOMER COPY - PAGE 01 Printed: 03/14/2014 @ 15:49

STATEMENT OF DISCLAIMER

G PARTS ARE NEW UNLESS SPECIFIED OTHERWISE.
L PARTS REMOVED WILL BE DISCARDED UNLESS
STATED OTHERWISE.

CUSTOMER SIGNATURE

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

[redacted]
REDWAY, CA [redacted]
Home: [redacted] Bus:
Cell: Email:

INVOICE

Invoice #: 194649

Tag #: T197

Customer #:134262

Service Advisor:67772 LUIS CARRILLO

LITHIA AUTO STORES

LITHIA CHRYSLER JEEP DODGE OF SANTA ROSA #140
2727 Dowd Drive
Santa Rosa, CA 95407
Phone: (707) 542-1020 · Fax: (707) 542-5405
Main Phone: (707) 542-3331

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT
SILVER	10	DODGE RAM	3D7UT2CL6AG[redacted]		53887	53887

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
01DEC09			WAIT 04MAR13			CASH	04MAR13	14:54 04MAR13	16:13 04MAR13

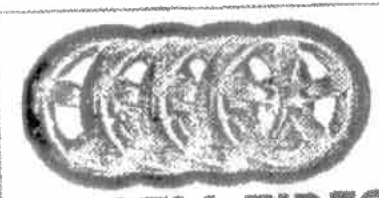
OPTIONS: ENG: 5.7 Liter

ASSURED SERVICE

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

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

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



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

HOW'S OUR DRIVING ?

LITHIACares.com
(877) 893-8721

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CHANGE OIL & FILTER, LUBRICATE SUSPENSION AS REQUIRED. CHECK TIRES/ADJUST PRESSURE. CHECK ALL LIGHTS, BELTS, HOSES, AIR FILTER,EXHAUST SYSTEM AND FLUID LEVELS						
	LOFD				CHANGE OIL & FILTER, LUBRICATE SUSPENSION AS REQUIRED. CHECK TIRES/ADJUST PRESSURE. CHECK ALL LIGHTS, BELTS, HOSES, AIR FILTER,EXHAUST SYSTEM AND FLUID LEVELS		
						20.99	20.99
	67731	CDR					
	1 PO47	PERFORMAX OIL FILTER			16.98	16.98	16.98
	12 15W40	ENGINE OIL			3.95	1.79	21.48
PARTS:	38.46	LABOR:	20.99	OTHER: 0.00		TOTAL LINE A:	59.45
53887 lof							

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
B	CUSTOMER STATES REAR TAIL GATE LOCK DOES NOT LOCK. INSPECT AND REPORT						
	BM	BODY	MISC	REPAIR		130.77	130.77
	67731	CDR					
PARTS:	0.00	LABOR:	130.77	OTHER: 0.00		TOTAL LINE B:	130.77

53887 INSPECTED REAR TAILGATE LOCK AND LUBRICATED . NOTICED TRACES OF BEDLINER IN RODS, CLEAN AS BEST POSSIBLE. INSTALLED NEW NUT FOR TAILGATE INSPECTION COVER FOUND BOLT STRIPPED.

****

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	LEFT TIE ROD END						
CAUSE:	RECALL						
	RECALL			PERFORM RECALL AS PER MANUFACTURER INSTRUCTIONS.			
	67731	WD4					
PARTS:	0.00	LABOR:	0.00	OTHER: 0.00		TOTAL LINE C:	(N/C) 0.00

53887 preform insp, lt 1+deg, rt 5+deg, tighten track bar

****

D PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF VEHICLE, TIRE TREAD DEPTH, AND SET TIRE PRESSURE TO SPEC'S(LF____ RF____ LR____ RR____). NITROGEN FILLED

VI PERFORM COURTESY VEHICLE INSPECTION. INCLUDES:

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

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

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

CUSTOMER SIGNATURE

DESCRIPTION

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREIN 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.

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

THANK YOU!

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



DaimlerChrysler Customer Assistance Center

Attention: Typist/Transcriber

Image Document Request

Customer Name: Thies

Requestor PROPS ID: SFW2

CAIR Number: [redacted]

Zone Number: 74

District Number: 4

ATTN: Typist/Transcribers
DaimlerChrysler Cust Assist Ctr
P O Box 21-8004
Auburn Hills, MI 48321-8004

15:39:28, Thursday, May 01, 2014

SSZ1600T Customer Assistance System 05/01/14 B05TB4D8
CMD: Check Screen 16:39:25
Password:

AC: CAIR: [redacted] 74 Check #: St: S Ck 01 OF 01
Vin: 3D73Y3HL5BG[redacted] Cust: THIES Category: P Mail: X
Payee: [redacted]

Address1: [redacted]
Address2:
City/ST/Zip: PLEASANT HILL MO [redacted] Country: USA CNA Chng: X
Submitted : 050114 163925 SFW2 74 Warr. Total: 1,056.30
Approved : CAIR Total: 0.00
Sent to CAP : Cumm. Total: 1,056.30
ISSUE Date :
Void : Current Check Total: 278.30

Reason Code Description 01 of 01	Emotion	Amount
Steering Linkage - Defective	0	278.30
		0.00
		0.00

F13=InfoLkup F14=Primary F15= F16=VIN/CAIR F17= F18=AltFkey
F19=Reprchse F20= F21= F22= F23= F24=Print
CNA Change; Check has been submitted. Please reassign to your supervisor.

Santa Fe
TOW SERVICE
"The Right Choice"

9125 ROSEHILL RD., LENEXA, KS 66215
913-894-5201 1-800-927-5201
ICC 216789 US DOT # 99313

INVOICE NO. 356681
DATE 4-22-14
CALL # 82466

PO # _____ RO # [redacted] TK # 260 DRIVER # 161

COMPANY/CUSTOMER NAME [redacted] PHONE # _____

ADDRESS _____ CITY _____ STATE _____

ZIP CODE _____ CONTACT _____

LOCATION 201 NW 100 St KCMO

DESTINATION 1051 S Gilham Parkway (Crossroads)

EXCHANGED LOCATION _____

VEHICLE MAKE Dodge MODEL 3500 YEAR 2011 COLOR [illegible]

LICENSE # _____ VIN # 3D7 3Y3HL5BG [redacted]

UNIT # _____ ODOMETER 151119

UNIT # _____ ODOMETER _____

PAYMENT: CASH ☐ CHECK ☐ CC ☒ ACCT ☐ SMRT TOW ☐

CARD # & EXPIRATION _____ AUTH # 339590

	TRACTOR/TRAILER	X	DRIVE LINE		ACCIDENT		BRAKES
	LOADED ____ UNLD		JUMP START		WINCHING		RECOVERY
	TRACTOR		AIR TO UNIT		EXCHANGE		GAS
	STRAIGHT TK.		LIGHTS TO UNIT		CHAIN AXLE	X	CAR/PICKUP
	TRAILER ____ LIFT		AXLE(S)		TIRE CHANGE		OTHER

DETAILS/DINGS PRIOR TO TOW R&I drive line installed with new bolts
Recheck Torque on U-joint bolts
after 25 miles

_____ OWNER'S INITIALS

CHARGES	
1st HOOKUP	95.00
EN ROUTE MILES @	
TOWED MILES 18 @ 7.50	135.00
2nd HOOKUP	
TOWED MILES @	
ADD'L CHARGES	35.00
EXCHANGE CHARGES	
STORAGE @	
WINCHING	
FSC 22 %	29.30
TOLLS	
SUBLET	
PAYOUT	
TOTAL	294.30

RELEASE & AUTHORIZATION

I hereby acknowledge that due to the conditions explained by the service man, there is a possibility that damage may occur. I agree to assume responsibility for any resulting damage to the vehicle not caused by the negligence of the serviceman. All damage must be reported within 48 hours of the tow.

I hereby authorize the towing of vehicle and in the event this account is turned over to an attorney for collection, the undersigned agrees to pay such attorney fees and other costs incurred in connection with the collection of this account.

If returned unpaid, I authorize an electronic debit for both the check amount and return check fees.

Initial_____

SIGNATURE X _____

CUSTOMER COPY

tie rod end failure N49 recall

[redacted]

[redacted]

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



From: [redacted]
To: customerassistre@chrysler.com
Date: Thu May 01 14:06:06 EDT 2014
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information

Brief Description:

Tie Rod Recall dated January 2014

Comments:

Back in January of 2014 I received notice of a recall for my truck to replace both tie rod ends due to issues with them. I went down to Tom=E2==80=99s Country Dodge in Hermiston, OR to schedule an appointment to get it fixed. I did some light reading on the issue and noticed the demand of the recall exceeded parts availability. I understand that and have waited to get it fixed since then. On April 25th the tie rod end broke backing out of a driveway. I called Tom=E2=80=99s Country Dodge and they dispatched a tow t=ruck.

Upon investigation they confirmed my suspicion that the tie rod indeed was broke. They provided me a rental truck free of charge on April 25th-April 30th. They are waiting on the new parts to fix my truck but in the meantime got me back on the road until it comes in (any day now) I am thankful for their time and attention to this matter and am very pleased with the level of professionalism I have received thus far. I can=E2=80=99=t express enough my gratitude to this dealer.=20

My concern is with Dodge.

Within a week of this breaking I had just towed my RV trailer on a family vacation down to San Francisco (2,500 mile trip). If this would have broken on the road, it would have potentially been catastrophic. I bought this truck to tow trailers and now I am questioning the safety of my truck. I bought this truck based on input from people and extensive research. I am really questioning my decision on purchasing this truck. I bought the truck because I had a Ford diesel with a bad 6.0 liter motor. =20 I have had a few minor issues with my truck (since purchasing new) but the warranty addressed them. I really liked my truck until the tie rod broke. I

question its safety and reliability. Please keep in mind I have only 43,000 miles on it.

Sender Information:

Title: =20
First Name: [redacted]
Middle Initial: =20
Last Name: [redacted]

From: customerassistre@chrysler.com
To: [redacted]
Date: Fri May 02 14:18:10 EDT 2014
Subject: Re: Chrysler Group LLC Customer Assistance
Dear Aaron:
Thank you for contacting the Ram Customer Assistance Center.
I am sorry to learn of the tie rod concern with your 2011 Ram 2500. Your concerns, particularly in view of the inconvenience involved in this issue, are understandable and I appreciate the time and effort you took to bring this matter to my attention.
Please accept my sincere apologies for the issue you have encountered with your Ram. I am glad to hear the Dealership is being so helpful in this situation. I will need more information regarding exactly what you are seeking from Ram at this time.
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,
Bree
Customer Service Representative
Ram Customer Assistance Center
For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: [redacted]
EMAIL CASE NUMBER: [redacted]
REPLY LINK:
[redacted]
Original Message Follows:

Recall Information - Dodge Brand Site
Brief Description:
Tie Rod Recall dated January 2014
Comments:
Back in January of 2014 I received notice of a recall for my truck to replace both tie rod ends due to issues with them. I went down to Tomâs Country Dodge in Hermiston, OR to schedule an appointment to get it fixed. I did some light reading on the issue and noticed the demand of the recall exceeded parts availability. I understand that and have waited to get it fixed since then. On April 25th the tie rod end broke backing out of a driveway. I called Tomâs Country Dodge and they dispatched a tow truck. Upon investigation they confirmed my suspicion that the tie rod indeed was broke. They provided me a rental truck free of charge on April 25th-April 30th. They are waiting on the new parts to fix my truck but in the meantime got me back on the road until it comes in (any day now) I am

thankful for their time and attention to this matter and am very pleased with the level of professionalism I have received thus far. I canât express enough my gratitude to this dealer. My concern is with Dodge. Within a week of this breaking I had just towed my RV trailer on a family vacation down to San Francisco (2,500 mile trip). If this would have broken on the road, it would have potentially been catastrophic. I bought this truck to tow trailers and now I am questioning the safety of my truck. I bought this truck based on input from people and extensive research. I am really questioning my decision on purchasing this truck. I bought the truck because I had a Ford diesel with a bad 6.0 liter motor. I have had a few minor issues with my truck (since purchasing new) but the warranty addressed them. I really liked my truck until the tie rod broke. I question its safety and reliability. Please keep in mind I have only 43,000 miles on it.

VIN:
BG[redacted]
Mileage:
43000
Servicing Dealer:
Toms Country Dodge
Title:

First Name:
[redacted]
Middle Initial:

Last Name:
[redacted]
Address 1:
[redacted]
Address 2:

City:
Hermiston
State:
OR
Zip:
[redacted]
Email:
[redacted]

Work Phone:

[redacted]

AQ14-003

CHRYSLER

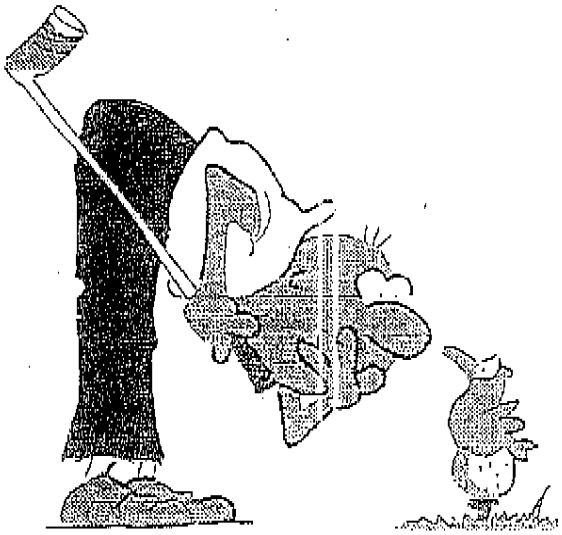
12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP





[redacted]
Grove, OK [redacted]
Phone [redacted]
Fax:
Mobile

FAX TRANSMITTAL

DATE: 5/15/14

TOTAL PAGES INCLUDING COVER 5

TO: Mary Lyn 877-768-5076 FAX #:

FIRM: Chrysler

PLEASE NOTIFY IF THERE ARE PROBLEMS WITH THIS TRANSMITTAL.

SPECIAL MESSAGE:

Case # [redacted]

Thank you very much for your telephoned case to my wife. Please attached the forms you requested.

Sincerely yours,

[redacted]

My out of pocket $401.93

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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

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

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

VIN (Last 8 Characters of Vehicle Identification Number) AG

Notification Code N49

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

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

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

Date of sale: _____

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

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

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____

132527/#63093/N49

CUSTOMER #: 62747

PAID 92385

INVOICE

[redacted]

GROVE, OK [redacted]

PAGE 1

OMAHA TRUCKCENTER
The Resources To Get You Rollin'
4522 S. 108th Street · Omaha, NE 68137
(402) 592-0440 · (800) 365-0440
www.e-freightliner.com

SERVICE ADVISOR: 1413 TOM ROBERTS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	10	DODGE 350	3D73Y4CLOAG[redacted]	[redacted]	50031/50031	T531

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01APR10 DD			17:00 13SEP13		98.00	CASH	14SEP13

R.O. OPENED	READY	OPTIONS:
16:44 13SEP13	11:24 14SEP13	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A COURTESY ENTRANCE INSPECTION INCLUDES FREE WASH			
CI COURTESY ENTRANCE INSPECTION INCLUDES FREE WASH			
1451 CPT		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B REPLACE BROKEN TIE ROD END.			
500 SUSPENSION/STEERING			
1451 CPT		176.40	176.40
1 2693740 TIE ROD END	78.43	78.43	78.43
PARTS: 78.43 LABOR: 176.40 OTHER: 0.00 TOTAL LINE B:			254.83
50031 1451 PERFORMED OIL LIFTED TRUCK REMOVED TIRE REMOVED NUT FROM TIE ROD USED SPECIAL TOOL BFH TO REMOVE TIE ROD END. INSTALLED NEW TIE ROD END. CHECKED FOR VISUAL ALIGNMENT. TORQUED TO SPEC. REPLACED COTTER PIN AND GREASE ZERK. INSTALLED TIRE AND TORQUED TO SPEC. INSTALLED WHEEL COVER. PERFORMED TEST DRIIVE. VEHICLE WILL NEED ALIGNMENT TO COMPLETE.			
**********			

Express Assessment gets you back on the road fast. We diagnose repairs within two hours of arrival. All repairs are inspected by our certified foremen. If you are not completely satisfied with our service please call or see www.e-freightliner.com/customersurvey
Dealer Code : KHMD

FREIGHTLINER
ISUZU
GMC MEDIUM DUTY TRUCK AUTHORIZED SERVICE CENTER
Thomas BUILT BUSES

By executing below, you hereby agree that any dispute in any way related to the services rendered (except for any dispute regarding your failure to pay for services rendered or the creation, perfection or foreclosure of any lien or security interest) shall be submitted to final and binding arbitration under the commercial arbitration rules of the American Arbitration Association. Nebraska law shall govern the arbitration proceeding and the arbitration trial shall occur in Omaha, Nebraska. OTC MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND WHATSOEVER, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION REPRESENTATIONS OR WARRANTIES WITH RESPECT TO MERCHANTABILITY, NONINFRINGEMENT OF THIRD PARTY RIGHTS, AND FITNESS OR SUITABILITY FOR ANY PURPOSE OR USE. FURTHER, YOU AGREE THAT OTC SHALL NOT BE LIABLE TO YOU OR ANY PARTY FOR ANY SPECIAL, INCIDENTAL, INDIRECT, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES OF ANY KIND, ARISING OUT OF, RELATING TO OR IN CONNECTION WITH THE SERVICES RENDERED, EVEN IF OTC HAS BEEN ADVISED, KNOWS OR SHOULD HAVE KNOWN OF THE POSSIBILITY OF SUCH DAMAGES.

X_____

DESCRIPTION	TOTALS
LABOR AMOUNT	176.40
PARTS AMOUNT	78.43
EPA FEE	0.00
SUBLET AMOUNT	0.00
SHOP FEES	24.70
TOTAL CHARGES	279.53
LESS INSURANCE	0.00
SALES TAX	7.22
PLEASE PAY THIS AMOUNT	286.75

CUSTOMER COPY

ENTERPRISE RENT-A-CAR COMPANY - MIDWEST, 7505 L ST, RALSTON, NE 681271820 (402) 731-6000

RENTAL AGREEMENT **REF#**
212036 5YRJHW

RENTER
[redacted]

DATE & TIME OUT
09/13/2013 06:08 PM
DATE & TIME IN
09/14/2013 11:43 AM

BILLING CYCLE
24-HOUR

VEH #1 2013 CHEV SONI 52LZ
VIN# 1G1JE6SH7D[redacted]
LIC# [redacted]
MILES DRIVEN 496

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	09/13 - 09/14	1	DAY	$37.82	$37.82
DW	09/13 - 09/14	1	DAY	$17.99	$17.99
PAI	09/13 - 09/14	1	DAY	$3.00	$3.00
REFUELING CHARGE	09/13 - 09/14				$0.00
			Subtotal:		**$58.81**
Taxes & Surcharges					
NEBRASKA RENTAL FEE	09/13 - 09/14			4.5%	$2.51
NEBRASKA SALES TAX	09/13 - 09/14			7%	$3.91
			Total Charges:		**$65.23**

Total Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$65.23	American Express	xxxxxxxxxxx[redacted] PENDING

GROVE, OK [redacted]

VEHICLE I.D. NO.
3D73Y4CL0AG[redacted]

SELLING DEALER NO. | PRODUCTION DATE

R.T.E. NO. | R.O. NO.

R.O. DATE
09/17/13

RESIDENCE PHONE [redacted] | BUSINESS PHONE

COMMENTS

LABOR & PARTS

[redacted] 2ND ALIGNMENT 1.7 HOURS EXPRESS SHOP 49.95

NEEDS ALGN
RESET ALIGHN

JOB # 1 TOTAL LABOR & PARTS 49.95

COMMENTS
ALGN

TOTALS

VIP CUSTOMER

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

TOTAL LABOR....	49.95
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 $	**49.95**

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

DISCLAIMER OF WARRANTIES

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

*SUPPLIES-A token charge equivalent to 5% (not to exceed $25.00) of the charge is included for supplies used on your vehicle. Applicable supply items are: Nuts, bolts, washers, tape, pins, aerospray, shellac, solvent, rags, carburetor cleaner, towels, solder, battery cleaner, wire, window sealer, hazardous waste, etc.

FLAT RATE HOUR

HOURLY LABOR RATE IS BASED ON THE FLAT RATE HOUR PUBLISHED IN THE MOTOR VEHICLE MANUFACTURER OR CHILTONS, OR MOTORS, LABOR TIME GUIDE WHICH MAY BE MORE OR LESS THAN THE ACTUAL CLOCK TIME.

Any labor costs caused by failure of a part other than G.M. parts will be the responsibility of the customer.

The Reynolds and Reynolds Company ERA-NTS414E (0304)710 O (00:10)

N.D. LIETZKE OR C. LIETZKE REV

Completely Satisfied

Your Complete Satisfaction is our Goal!

If the service you received was anything other than excellent, please call me so that I will have the opportunity to resolve your issues.

Dave Myers
Service Manager
(918) 786-4477
(800) 982-9024

Dealership Name
JEFF LUNGREN CHEVROLET

R.O. / Invoice No.
CTCS187285

S-63

N.D. LIETZKE OR C. LIETZKE REV

HOURS OF OPERATION

7:30 a.m. - 5:30 p.m.
MONDAY THROUGH FRIDAY.

JEFF LUNGREN CHEVROLET

(918) 786-4477 • (800) 982-9024

Dealership Name
JEFF LUNGREN CHEVROLET

R.O. / Invoice No.
CTCS187285

S-78

N.D. LIETZKE OR C. LIETZKE REV

Save Time

Shop On-Line

www.jefflungrenchevrolet.com

Dealership Name
JEFF LUNGREN CHEVROLET

R.O. / Invoice No.
CTCS187285

S-100

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



STK#. 2010-031
CUSTOMER #: 101978

42996
WORKORDER
PAGE 1

HANSON GARAGE, INC.
Phone: (208) 476-5536 or Toll Free: 1-800-632-1121
P.O. Box 628
218 First Street
Orofino, Idaho 83544
"Dependable Service Since 1917"

[redacted]
LEWISTON, ID [redacted]

HOME: [redacted]
BUS: CELL:

SERVICE ADVISOR: 130 STALNAKER, NORMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
INFERNO-RE	10	DODGE 3500 1-TON PU	3D73Y3CL3AG[redacted]		47314/	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
07MAY10 DD			17:00 28MAR14		70.00	Int	

R.O. OPENED	READY	OPTIONS: STK:2010-031
28MAR2014 13:15		

LINE #	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	R	142	IN	LEFT OUTER TIE ROD END BROKE CC:

.6

Broken At Ball Stud
Install Used Tie Rod Assy
✓ Angles

CHRYSLER

DODGE

Jeep

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

I HER[redacted] APPROVAL
OF TH[redacted]

Copyright 2000 ADP, Inc. SERVICE WORKORDER #2 XSW2C

TECH COPY

ALWAYS TOWING
P.O. Box 103
LEWISTON, IDAHO 83501
(208) 746-8101

14860

NAME [redacted] DATE 5/28/14

ADDRESS [redacted] DR NW CITY [redacted]

HOME PHONE | INSURANCE CO. | INSURANCE PHONE

BUS. PHONE | YEAR 10 | MAKE / MODEL / COLOR DODGE 3500 Red

STATE ID [redacted] | VIN 3D73Y3CL3AG [redacted]

CALL TIME

TYPE OF CALL

SERVICE TIME

EXTRA PERSON

MILEAGE FINISH

MILEAGE START

MILEAGE TOTAL

TOWED FROM: CLARKSTON

TOWED TO: HANSON DODGE

- ☐ SLING / HOIST TOW
- ☐ WHEEL LIFT
- ☑ FLAT BED / RAMP
- ☐ START
- ☐ LOCK OUT
- ☐ FLAT TIRE
- ☐ OUT OF GAS
- ☐ WRECK
- ☐ RECOVERY
- ☐ _____

SPECIAL EQUIPMENT

- ☐ SINGLE LINE WINCHING
- ☐ DUAL LINE WINCHING
- ☐ SNATCH BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY
- ☐ _____

REMARKS: 39 miles @ 500 1-TON

MILEAGE CHARGE	19500	
TOWING CHARGE	10000	
LABOR CHARGE		
STORAGE CHARGE		
TOTAL	29500	

OPERATOR'S SIGNATURE

AUTHORIZED SIGNATURE

ROAD SERVICE

Case #

CUSTOMER #: 101978 [redacted] 43135

UNIT# 2010-031

[redacted]

LEWISTON, ID [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

INVOICE

PAGE 1

HANSON GARAGE, INC.
Phone: (208) 476-5536 or Toll Free: 1-800-632-1121
P.O. Box 628
218 First Street
Orofino, Idaho 83544
"Dependable Service Since 1917"
DODGE JEEP CHRYSLER

SERVICE ADVISOR: 130 NORMAN STALNAKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
INFERNO-RE	10	DODGE 3500 1-TON PU	3D73Y3CL3AG[redacted]		47660/47660	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07MAY10 DD			17:00 11APR14		70.00	WAR	11APR14

R.O. OPENED	READY	OPTIONS: STK:2010-031
08:41 11APR14	13:11 11APR14	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	N 49			RECALL			

CAUSE: PREFORMED RECALL N-49

19N49182 RECALL N49-REPLACE STEERING LINKAGE--SET TOE

142 BOSSHARDT,TRAVIS LIC#: 8477

W 1.10

1 CBUEN491AB PACKAGE-OUTER END (N/C)
1 CBUEN492AA NUT (N/C)
(N/C)

FC:
PART#: CBUEN491AB
COUNT: 1
CLAIM TYPE: S
AUTH CODE:

****

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

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

Copyright 2000 AUP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-05-28 09:45:43.052254
Files Not Recieved: 0

Att; Patty #PI42
Page #4 is the quote for the repair work needed to be done the day before the left tie rod broke. All the other work needs to be done soon. My truck still has a shimmy in it when I hit a bump just right goning down the Hwy. What is Dodge going to do? I don't fill safe driving do to what happen with the left tie rod. If it were to happen going down the hwy I may not be here today.

Att: Patty
Employee # PI41

Golden Vineyards, llc.

[redacted]
Hopland, CA
Phone: [redacted]
Fax: [redacted]

[redacted]

DATE: 5/15/2014
INVOICE # 255

BILL TO

DESCRIPTION	AMOUNT
2011 Dodge Ram Recall Repair	
[Labor: 2 hours at $35/hr]	70.00
[Parts] Tie rod End- Outer Napa part# 269-3740 inv#826420	62.72

Subtotal	$	132.72
Taxable	$	-
Tax rate		0.000%
Tax due	$	-
Other	$	-
TOTAL Due	**$**	**132.72**

OTHER COMMENTS

Recall Repairs
2011 Dodge Ram 3500
vin# 3D73Y4HL8BG32340

Make all checks payable to
Golden Vineyards, llc

If you have any questions about this invoice, please contact
Jerry Yates 707-272-4250

[redacted]
Hopland, CA [redacted]

[redacted]
Ukiah, CA [redacted]

Employee Pay Stub Check number: Pay Period: 05/15/14 - 05/15/14 Pay Date: 05/21/14

Employee	SSN	Status (Fed/State)	Allowances/Extra
[redacted]	[redacted]	[redacted]	[redacted]

Earnings and Hours	Qty	Rate	Current	YTD Amount
552 Vehicle/Equip Maint Salary	2.00	35.00	70.00	70.00
	2.00		70.00	[redacted]

Taxes	Current	YTD Amount
Medicare Employee Addl Tax	0.00	0.00
Federal Withholding	0.00	[redacted]
Social Security Employee	-4.34	[redacted]
Medicare Employee	-1.02	[redacted]
CA - Withholding	0.00	[redacted]
CA - Disability Employee	-0.70	[redacted]
	-6.06	[redacted]
Net Pay	**63.94**	[redacted]

Company Message

Repair tie rod end on 2011 Dodge Ram 3500 vin#3D73Y4HL8BG532340

GOLDEN VINEYARDS LLC, 14251 Old River Road, Hopland, CA 95449

Powered by Intuit Payroll

NAPA AUTO PARTS

STORE 900002090
NAPA AUTO PARTS
375 S Main St
REF BY___VER BY___
Ukiah, CA 95482
(707) 462-4795

Time: 12:17
Date: 05/15/2014
Page: 1/1

Invoice Number 826420

SOLD TO [redacted]
HOPLAND, CA [redacted]

Employee: 55 , Ed
Sales Rep: 19 , HOUSE
Accounting Day: 15

Y Y
OCR
9000020908264208

Part Number	Line	Description	Quantity	Price	Net	Total	
269-3740	NCP	2011 Ram 3500HD Tie Rod End - Outer	1.00	99.79	60.9700	60.97	T

Delivery:
Attention:
Tax Exemption:
PO#: 11-3500
Terms: 2%10th Net 15th

	Subtotal	60.97
AG 2875 City Of Ukiah	2.8750%	1.75
	Total	62.72
	Charge Sale	62.72

Customer Signature

ALL GOODS RETURNED MUST BE ACCOMPANIED BY THIS INVOICE

Remit to:Napa Auto Parts
File 56893 Los Angeles
CA, 90074-6893

CUSTOMER COPY

Faxed
5/20/14
9:04 AM
Att: Patty
Employee # PI41

BOB's Automotive

BOBS AUTOMOTIVE
1570 FEEDLOT LANE
Ukiah, Ca.. 95482
Phone - 707-462-7681 Fax - 707-467-3860
* QUALITY WORK, RECOMMENDED BY FRIENDS *
Cust ID: 2311

ESTIMATE #
077785

ARD00174451
CAL000177342

Estimate Date : 5/15/2014

ESTIMATE FOR SERVICES

[redacted]
Hopland, CA [redacted]
Home [redacted]

2011 RAM - Pickup 3500 - 6.7L, In-Line6 (408CI)
Lic # : [redacted]
Unit # :
VIN # : 3D73Y4HL8[redacted]

Odometer In: 0

Part Description	Qty	Sale	Extended
Outer Tie Rod End	2.00	109.50	219.00
Upper Ball Joint	2.00	260.40	520.80
Lower Ball Joint	2.00	173.52	347.04
Stabilizer Cylinder	1.00	127.98	127.98

Labor Description	Extended
TIE ROD &/OR ENDS - Remove & Replace - Recirculating Ball Type Gears Both, Outer	210.00
BALL JOINT - Remove & Replace - 2500,3500,4WD Upper & Lower,Both Sides - [DOES NOT include alignment.]	478.80
STEERING DAMPENER - Remove & Replace - 2500,3500,Solid	63.00
ALIGN SUSPENSION - DUALLY	115.95
.	0.00
Adjust Tires Air Pressure From F&R = Lbs. to F = 70, R = 65 Lbs.	
.	
* Note -	
California State Law Requires Repair Facilities To Check And Adjust Air Pressure In All Tires To Manufactures Specifications Every Time The Vehicle Is Brought Into The Repair Facility. We Are Also Required To Record Tire Pressure Readings Before And After Adjustments On The Repair Orders.	
.	

Parts: 1,214.82 **Labor:** 867.75 **Tax:** 92.63 **Total:** $ 2,175.20

---- (((*www.bobsukiah.com*))) ----

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the vehicle described for testing and/or inspection. Express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. SMOG: I understand that I can have emission service and/or adjustments done elsewhere. I hereby waive this right.
TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within_5__days of the date shown above if I choose not to authorize the service recommended. All Parts removed will be discarded unless instructed otherwise: Save all Parts____. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE.

X _____ Date _____
Signature _____ Date_____ Time_____

Copyright (c) 2014 Mitchell Repair Information Company, LLC esthrs 07.23.13JD


Left tie rod
5/15/2014

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-05-22 20:09:31.627336
Files Not Recieved: 0

These are the 3 towing receipts. Two of them are for the initial breakdown due to recall. other is towing truck to dealership for recall work. Never received recall notice as required by law. Please call [redacted] if you not receive 3 separate receipts.

DAMAGE FREE TOWING

24 hr. call

LARGE & SMALL WRECKERS
TDLR #005062282C
TDLR 0000094VSF

Allan's WRECKER SERVICE, INC.

(361) 578-6300

24 hr. call

2103 Dudley St.
Victoria, Texas 77901

DATE 5/19/14

NAME [redacted] EQ. BY

ADDRESS

CITY & STATE Victoria TX [redacted] HONE

YEAR & MAKE	MODEL		LICENSE NO.
11 DODGE	2500 4x4	WHITE	[redacted]

SERIAL OR ID NUMBER	REPAIR ORDER NO.	PURCHASE ORDER NO.
3D7UT2CL2BG[redacted]		

UNIT NUMBER		CONTRACT
	☑ CASH ☐ CHARGE	

PICK UP LOCATION 251 Schubert Rd

TAKEN TO Port Lavaca Dodge

EXTRA SERVICE

Pol MC (4712)

STORAGE CHARGES
FROM: _____ TO: _____ NO. DAYS _____ @ _____ DAY

I, the undersigned, do hereby certify that I am legally authorized and entitled to take possession of the vehicle described above and all personal property therein.

X

OPERATOR LICENSE NO.	
	30487
TIME COMPLETE	TOW TAG NO.
4:55pm	T0735F
TIME UNLOADED	DRIVER
	FERNANDEZ
TIME LOADED	TRUCK NO.
	68
TIME ARRIVED	MILEAGE ENDING
TIME DISPATCHED	MILEAGE START
2:53pm	
TOTAL TIME HRS.	TOTAL MILES MI.

COMMENTS:

COMPLAINTS MAY BE DIRECTED TO:
Texas Department of Licensing and Regulation
P.O. Box 12157 Austin, TX 78711
1-800-803-9202 • 512-463-6599
www.tdlr.texas.gov
E-mail: enforcement@tdlr.texas.gov

ITEM #			
	IMP. FEE 10-28 & INVENTORY		
	NOTIFICATION FEE		
	TAX		
	TOWING CHARGES		
RS	WRECKER CALL OUT	70	00
F	38 MI. @ 3.50 PER MI.	133	00
	ROLL BACK	35	00
	WINCHING		
	EXTRA LABOR HRS. @ PER HR.		
	WORKING TIME HRS. @ PER HR.		
	WAITING TIME HRS. @ PER HR.		
	FUEL SURCHARGE	24	00
	TOTAL AMOUNT	262	00

DUE AND PAYABLE VICTORIA, VICTORIA COUNTY, TEXAS

Thank You

No. 105951

NatureSolv

2

TEXAS TOWING & STORAGE ASSN.

24 hr. call

DAMAGE FREE TOWING

Allan's WRECKER SERVICE, INC.

(361) 578-6300

24 hr. call

LARGE & SMALL WRECKERS
TDLR #005062282C
TDLR 0000094VSF

2103 Dudley St.
Victoria, Texas 77901

DATE 5-15-14

NAME [redacted] REQ. BY

ADDRESS [redacted]

CITY & STATE Victoria Tx [redacted] PHONE

YEAR & MAKE	MODEL	COLOR	
Shoalwater	22' boat	White	[redacted]

SERIAL OR ID NUMBER | REPAIR ORDER NO. | PURCHASE ORDER NO.

UNIT NUMBER | ☐ CASH ☐ CHARGE | CONTRACT

PICK UP LOCATION Fraggies

TAKEN TO FM 446

EXTRA SERVICE

pd ME (472)

STORAGE CHARGES
FROM: TO: NO. DAYS @ DAY

I, the undersigned, do hereby certify that I am legally authorized to sign for the above described vehicle

X [redacted]

		ITEM #		
	OPERATOR LICENSE NO. 21309		IMP. FEE 10-28 & INVENTORY	
TIME COMPLETE	TOW TAG NO. T76 35G		NOTIFICATION FEE	
TIME UNLOADED	DRIVER Joel Ruiz		TAX	
TIME LOADED	TRUCK NO. 71		**TOWING CHARGES**	
TIME ARRIVED	MILEAGE ENDING		WRECKER CALL OUT	150.00
TIME DISPATCHED	MILEAGE START		68 MI. @ 3.50 PER MI.	238.00
TOTAL TIME HRS.	TOTAL MILES 68 MI.		ROLL BACK	
COMMENTS:			WINCHING	
			EXTRA LABOR HRS. @ PER HR.	
			WORKING TIME HRS. @ PER HR.	
			WAITING TIME HRS. @ PER HR.	
			FUEL SURCHARGE	27.00
			TOTAL AMOUNT	415.00

COMPLAINTS MAY BE DIRECTED TO:
Texas Department of Licensing and Regulation
P.O. Box 12157 Austin, TX 78711
1-800-803-9202 • 512-463-6599
www.tdlr.texas.gov
E-mail: enforcement@tdlr.texas.gov

DUE AND PAYABLE VICTORIA, VICTORIA COUNTY, TEXAS

Thank You

No. 105895

8H

NatureSolv.

3

TEXAS TOWING & STORAGE ASSN.

DAMAGE FREE TOWING

24 hr. call

Allan's WRECKER SERVICE, INC.

(361) 578-6300

24 hr. call

LARGE & SMALL WRECKERS
TDLR #0005062282C
TDLR 0000094VSF

2103 Dudley St.
Victoria, Texas 77901

DATE 5-15-14

NAM[redacted] REQ. BY

ADD[redacted]

CITY & STATE Victoria Tx [redacted] PHONE

YEAR & MAKE	MODEL	COLOR	LICENSE NO.
11 Dodge	2500	White	[redacted]

SERIAL OR ID NUMBER	REPAIR ORDER NO.	PURCHASE ORDER NO.
3D7UT2CL2BG[redacted]		

UNIT NUMBER	☐ CASH ☐ CHARGE	CONTRACT

PICK UP LOCATION Froggies

TAKEN TO FM 446

EXTRA SERVICE PdMC 4718

STORAGE CHARGES
FROM: _____ TO: _____ NO. DAYS _____ @ _____ DAY

I, the undersigned, do hereby certify that I am legally authorized and entitled to take possession of the vehicle described above and all personal property therein.

X [signature]

OPERATOR LICENSE NO.	21309
TOW TAG NO.	T76356
DRIVER	Joel Ruiz
TRUCK NO.	71
MILEAGE ENDING	
MILEAGE START	
TOTAL MILES	MI.

TIME COMPLETE
TIME UNLOADED
TIME LOADED
TIME ARRIVED
TIME DISPATCHED
TOTAL TIME HRS.

COMMENTS:

COMPLAINTS MAY BE DIRECTED TO:
Texas Department of Licensing and Regulation
P.O. Box 12157 Austin, TX 78711
1-800-803-9202 • 512-463-6599
www.tdlr.texas.gov
E-mail: enforcement@tdlr.texas.gov

ITEM #		
	IMP. FEE 10-28 & INVENTORY	
	NOTIFICATION FEE	
	TAX	
	TOWING CHARGES	
	WRECKER CALL OUT MI. @ PER MI.	80 00
	ROLL BACK	40 00
	WINCHING	
	EXTRA LABOR HRS. @ PER HR.	
	WORKING TIME HRS. @ PER HR.	
	WAITING TIME HRS. @ PER HR.	
	FUEL SURCHARGE	
	TOTAL AMOUNT	120 00

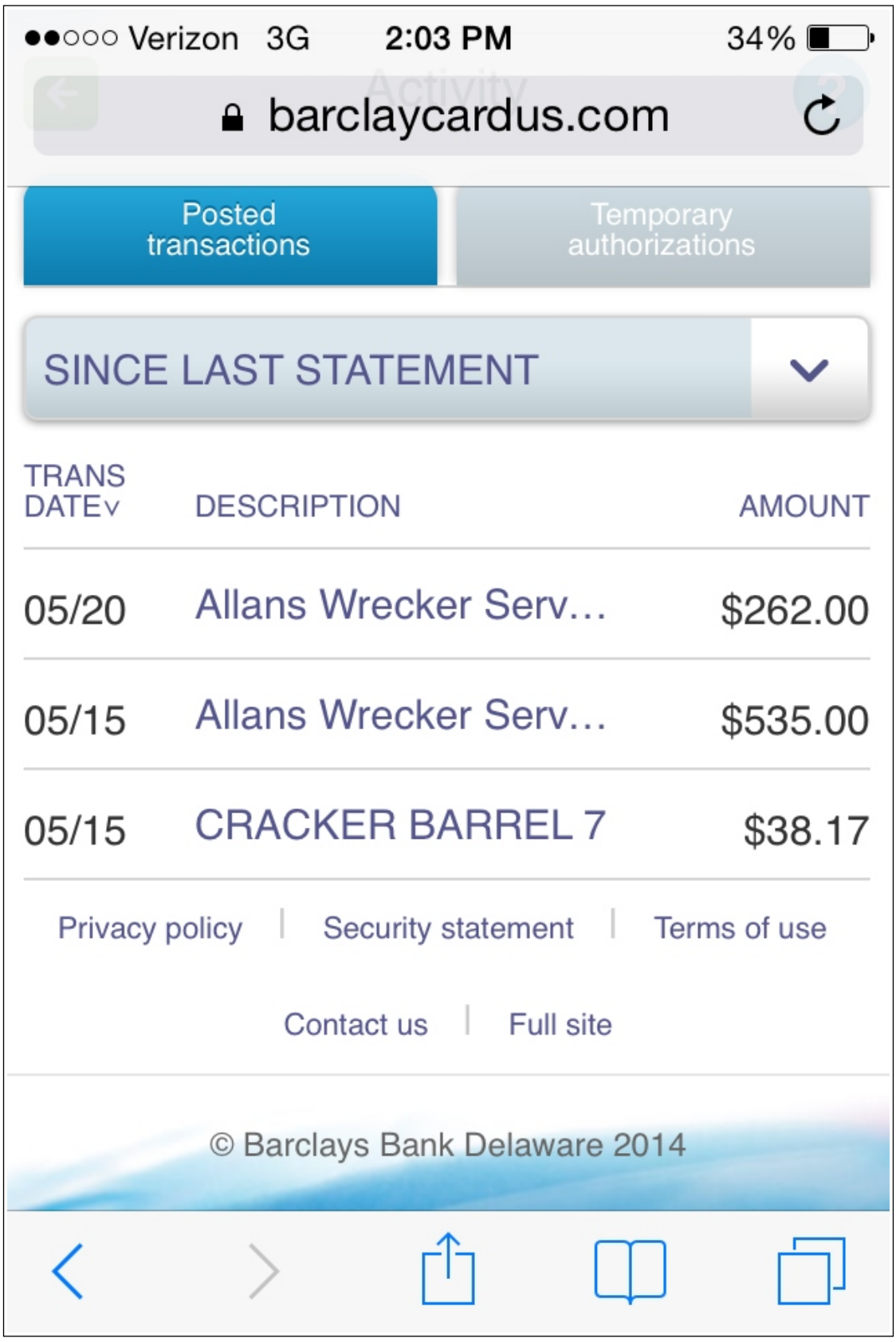
DUE AND PAYABLE VICTORIA, VICTORIA COUNTY, TEXAS

Thank You

No. 105894

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-05-29 19:01:19.433235
Files Not Recieved: 0

this is an internet copy of the charges for towing. we will not have the printed statement until next month. This should suffice along with receipts already submitted. Please call immediately if this is not good enough as this matter needs to be taken care of promptly. [redacted]


●●○○○ Verizon 3G 2:03 PM 34%
barclaycardus.com
Posted transactions
Temporary authorizations
SINCE LAST STATEMENT
TRANS DATE
DESCRIPTION
AMOUNT
05/20 Allans Wrecker Serv… $262.00
05/15 Allans Wrecker Serv… $535.00
05/15 CRACKER BARREL 7 $38.17
Privacy policy | Security statement | Terms of use
Contact us | Full site
© Barclays Bank Delaware 2014

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

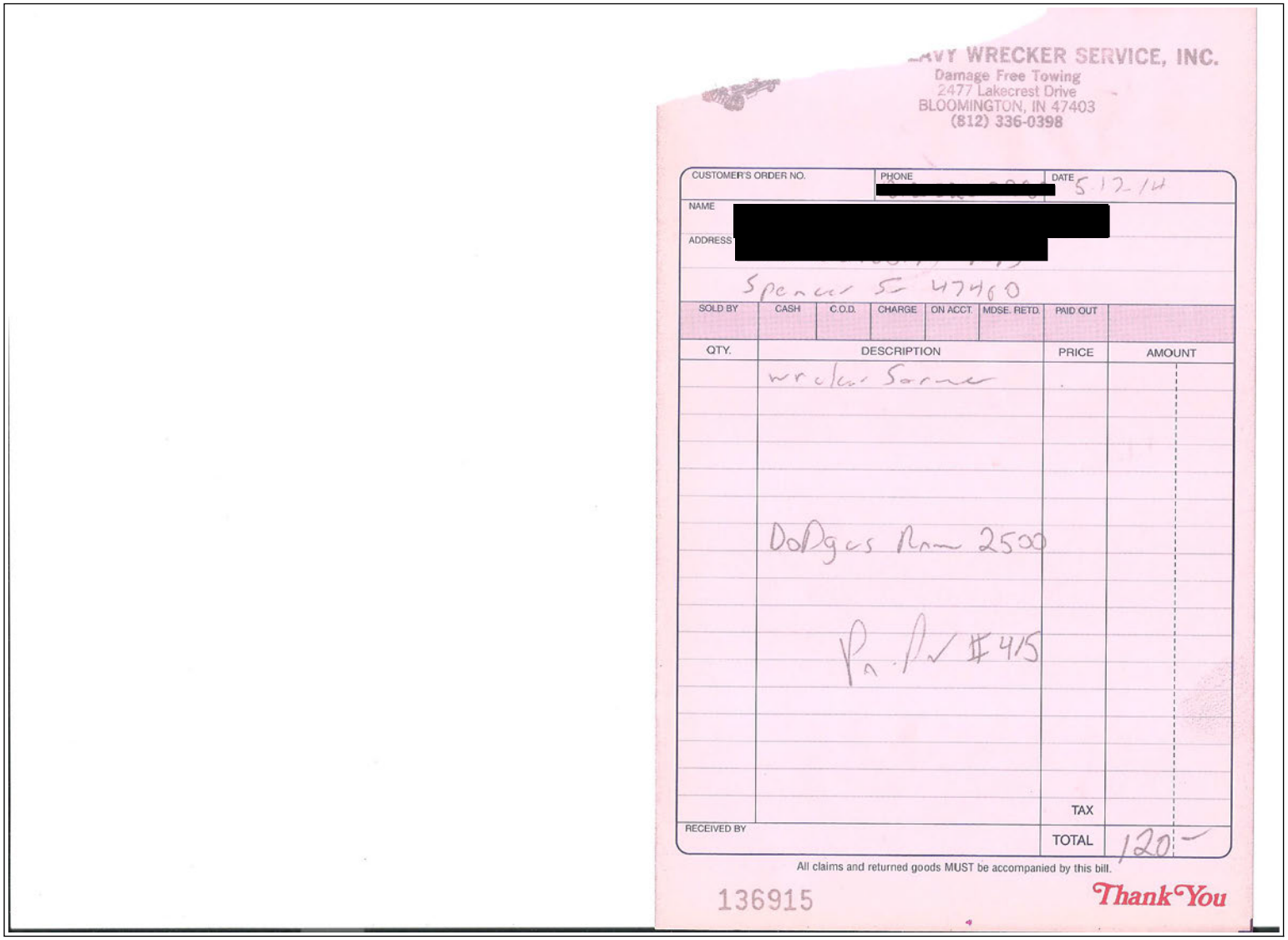
CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-05-22 14:53:33.174936
Files Not Recieved: 0

Receipt for tow service.



AVY WRECKER SERVICE, INC.
Damage Free Towing
2477 Lakecrest Drive
BLOOMINGTON, IN 47403
(812) 336-0398

CUSTOMER'S ORDER NO. | PHONE [redacted] | DATE 5-12-14

NAME [redacted]

ADDRESS [redacted]

Spencer IN 47460

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

QTY.	DESCRIPTION	PRICE	AMOUNT
	wrecker service		
	Dodge Ram 2500		
	Pa. Plate #415		
		TAX	
	RECEIVED BY	TOTAL	120.-

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

136915

Thank You

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

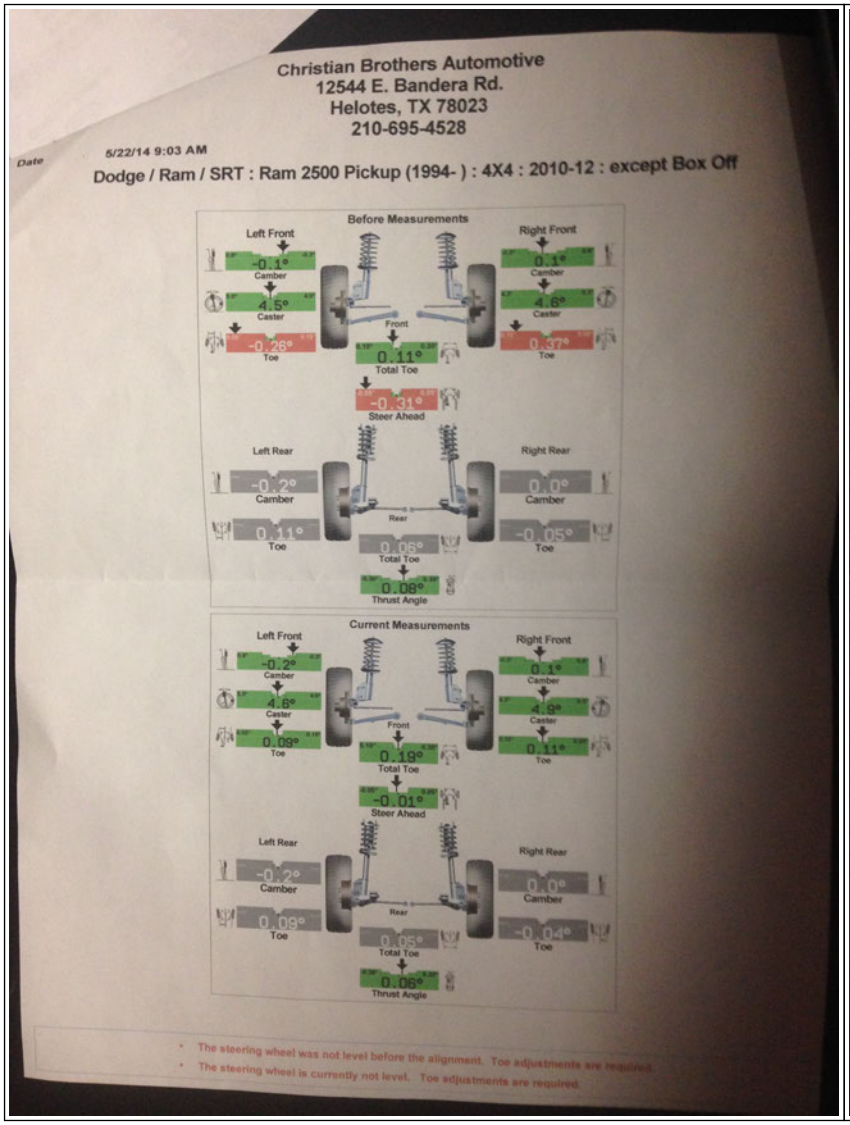
CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-05-23 09:45:36.057901
Files Not Recieved: 0

Alignment specs from a third party showing how off the toe setting was from the N49 recall. My service record shows the toe was set as part of the recall service. Truck drives normal as it did after the same issue back in November.
Thanks,
[redacted]



Christian Brothers Automotive
12544 E. Bandera Rd.
Helotes, TX 78023
210-695-4528

Date 5/22/14 9:03 AM

Dodge / Ram / SRT : Ram 2500 Pickup (1994-) : 4X4 : 2010-12 : except Box Off

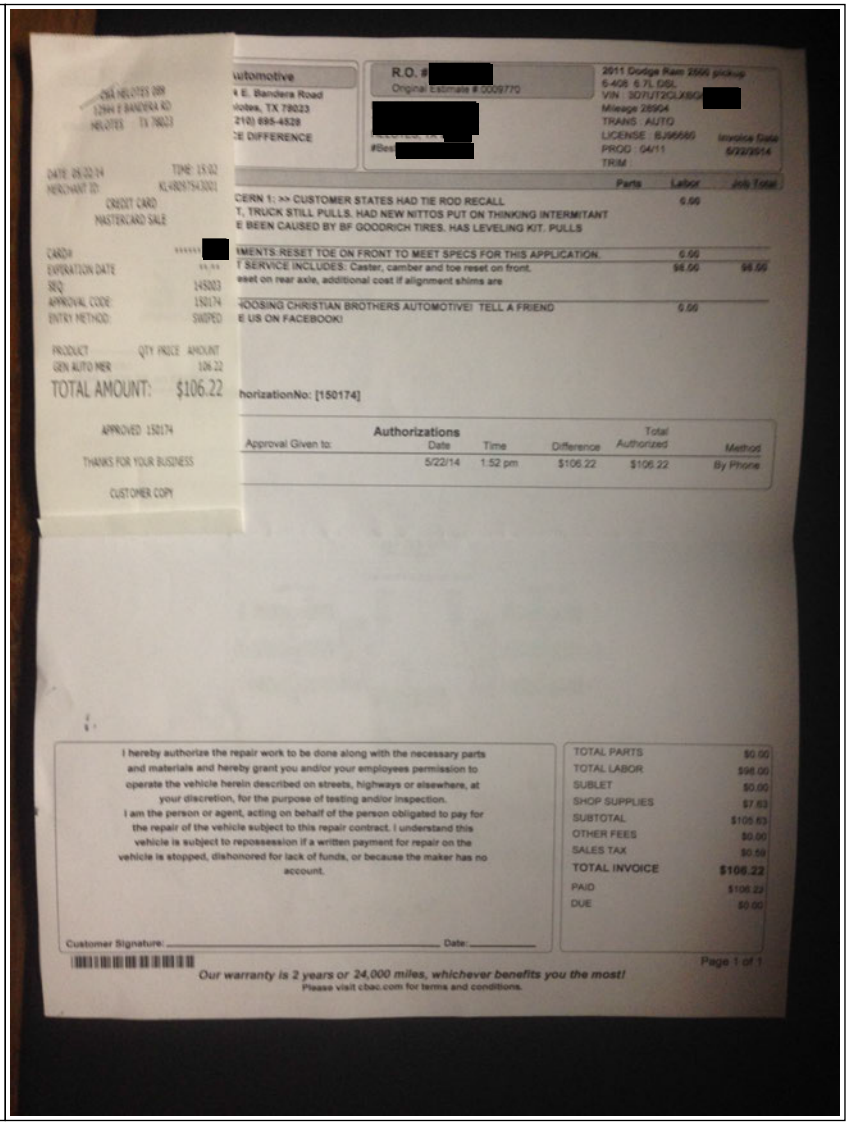
Before Measurements

Left Front: -0.1° Camber, 4.5° Caster, -0.26° Toe
Right Front: 0.1° Camber, 4.8° Caster, 0.37° Toe
Front: 0.11° Total Toe, -0.31° Steer Ahead
Left Rear: -0.2° Camber, 0.11° Toe
Right Rear: 0.0° Camber, -0.05° Toe
Rear: 0.06° Total Toe, 0.08° Thrust Angle

Current Measurements

Left Front: -0.2° Camber, 4.6° Caster, 0.09° Toe
Right Front: 0.1° Camber, 4.9° Caster, 0.11° Toe
Front: 0.19° Total Toe, -0.01° Steer Ahead
Left Rear: -0.2° Camber, 0.09° Toe
Right Rear: 0.0° Camber, -0.04° Toe
Rear: 0.05° Total Toe, 0.06° Thrust Angle

- The steering wheel was not level before the alignment. Toe adjustments are required.
- The steering wheel is currently not level. Toe adjustments are required.



R.O. # [redacted]
Original Estimate # 0009770

2011 Dodge Ram 2500 pickup
6-406 6.7L DSL
VIN : 3D7UT2CL8BG[redacted]
Mileage 28904
TRANS : AUTO
LICENSE : BJ96580
PROD : 04/11
TRIM :
Invoice Date 5/22/2014

DATE: 05/22/14 TIME: 15:02
MERCHANT ID: 5149297543001
CREDIT CARD
MASTERCARD SALE

CARD# [redacted]
EXPIRATION DATE
SEQ 145003
APPROVAL CODE 150174
ENTRY METHOD: SWIPED

PRODUCT QTY PRICE AMOUNT
GEN AUTO MER 106.22
TOTAL AMOUNT: $106.22

APPROVED 150174
THANKS FOR YOUR BUSINESS
CUSTOMER COPY

	Parts	Labor	Job Total
CERN 1: >> CUSTOMER STATES HAD TIE ROD RECALL		0.00	
T, TRUCK STILL PULLS. HAD NEW NITTOS PUT ON THINKING INTERMITANT			
E BEEN CAUSED BY BF GOODRICH TIRES. HAS LEVELING KIT. PULLS			
IMENTS.RESET TOE ON FRONT TO MEET SPECS FOR THIS APPLICATION.		0.00	
T SERVICE INCLUDES: Caster, camber and toe reset on front.		98.00	98.00
eset on rear axle, additional cost if alignment shims are			
HOOSING CHRISTIAN BROTHERS AUTOMOTIVE! TELL A FRIEND		0.00	
E US ON FACEBOOK!			

horizationNo: [150174]

Authorizations

Approval Given to:	Date	Time	Difference	Total Authorized	Method
	5/22/14	1:52 pm	$106.22	$106.22	By Phone

I hereby authorize the repair work to be done along with the necessary parts and materials and hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere, at your discretion, for the purpose of testing and/or inspection.
I am the person or agent, acting on behalf of the person obligated to pay for the repair of the vehicle subject to this repair contract. I understand this vehicle is subject to repossession if a written payment for repair on the vehicle is stopped, dishonored for lack of funds, or because the maker has no account.

Customer Signature: _____ Date: _____

TOTAL PARTS	$0.00
TOTAL LABOR	$98.00
SUBLET	$0.00
SHOP SUPPLIES	$7.63
SUBTOTAL	$105.63
OTHER FEES	$0.00
SALES TAX	$0.59
TOTAL INVOICE	$106.22
PAID	$106.22
DUE	$0.00

Page 1 of 1

Our warranty is 2 years or 24,000 miles, whichever benefits you the most!
Please visit cbac.com for terms and conditions.

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Mail Call
1800 CORDOVA PLACE Santa Fe, NM
P: 505.988.2522
F: 505.407.0122

Customer Service **Fax #:** 1 877 768-5076

Attn: Dodge Ram **# of Pages** (including cover): _____

From: [redacted] **Date:** May 2014

Re: Tie-rod failure **CC:** _____

Sender's Contact Info: [redacted]

(*) cell [redacted] = call this* first.

X Urgent | For Review | Please Comment | Please Reply | Please Recycle

* Comments:

Attached are the bills related to my Dodge Ram tie-rod failure:

① Firestone tire punctured by tie-rod

② Overnight hotel bill for 2 people

(NB)
→ Dodge Ft. Collins did excellent job in replacing tie rods (Jesse Rasson, Mgr.)

→ Lithia Santa Fe NM (only local dealership) still 5 mos after recall has no replacement parts to offer.

→ My Dodge Ram 2500 has > 29,900 miles and > 4 years old. (model year 2010)

Thank you! [redacted]

05/20/2014 [redacted] ADVISOR
FORT COLLINS, CO. 80525-3741 01 RICHARD
970.377.4157

[redacted]
SANTA FE, NM [redacted]
[redacted]

2010 DODGE PICKUP R2500
V8-345 5.7L
LIC # VIN #
IN 05/20/14 04:50P EST. MILEAGE 60,000
DUE: 06:00PM 05/20 Waiting Appt: No

Alt. Auth. Name & Phone:
Store # 322979

INITIAL ESTIMATE

Description	Article Number	TW	Qty	Part	Labor	Extended Price	Job Total
FIRESTONE TIRE PACKAGE							244.46
200190 TRANSFORCE A/T OWL	200190		1	216.99		216.99	
LT265/70R17 E121R No Mileage Warranty DOT#							
CO WASTE TIRE EXCHANGE FEE	007084670		1		1.50	1.50	
LIFETIME NEW TIRE WHEEL BAL-PARTS	76025194		1	2.99		2.99	
LIFETIME NEW TIRE WHEEL BAL - LABOR	007001725		1		12.00	12.00	
TPMS VALVE SERVICE KIT LABOR	017008190		1		2.99	2.99	
VS950 TPMS VALVE G-2078	7009357		1	5.99		5.99	
SCRAP TIRE RECYCLING CHARGE (1)	007075078		1		2.00	2.00	
TIRE INSTALLATION	037015016		1		N/C	N/C	
INSPECTION							
FROM PRIOR INSPECTION LEFT FRONT IS SPARE							

FIRESTONE COMPLETE AUTO CARE

Flat rate charged per internal & Mitchell labor manuals
Time In: 04:50PM 05/20/2014 Parts Returns: No
Cust Status: Waiting Appt: No Pay Type: CFNA
Wheel Lock: (No Selection)
Pickup R1500 Laramie RWD Quad Cab
OE: P265/70R17 PSI 35
Torque 130

Summary	
Parts	225.97
Labor	18.49
ShopSupply	0.90
Sub	245.36
Tax	16.82
Total	262.18

We Support ASE Testing and Certification
MOTORIST ASSURANCE PROGRAM

Mounting Instructions
LF RF
LR RR
SP

WorkOrder1 130125

I ACKNOWLEDGE THAT I HAVE REVIEWED THIS ESTIMATE OF REPAIR AND SERVICE WORK. I HEREBY AUTHORIZE THE ABOVE WORK TO BE DONE, INCLUDING THE INDICATED PARTS AND LABOR, AND PROMISE TO PAY FOR ALL SUCH WORK. I GRANT PERMISSION TO OPERATE THE REFERENCED CAR, TRUCK OR VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION AND/OR TESTING. I UNDERSTAND THAT ALL CLAIMS MUST BE ACCOMPANIED BY AN INVOICE. I UNDERSTAND IF ADDITIONAL WORK IS REQUIRED, YOU WILL OBTAIN MY VERBAL OR WRITTEN AUTHORIZATION BEFORE ANY ADDITIONAL WORK IS BEGUN, UNLESS OTHERWISE SPECIFIED ON THIS ESTIMATE.

[redacted]

Please do not leave Cell Phones, CDs, Money, Jewelry, or any other valuables in your vehicle. Firestone Complete Auto Care is not and will not be held responsible for missing or stolen items.

BEST WESTERN UNIVERSITY INN
914 S. COLLEGE AVE
FORT COLLINS, CO 80524

(970) 484-2984
BWUI@BWUI.COM
WWW.BWUI.COM

C/O 05/21/2014 08:18 AM
Loyalty Club: [redacted] BASE

Room # 104-A

Conf # [redacted]
Arrival 05/20/14
Departure 05/21/14

Registered To:

[redacted]
SANTA FE, NM [redacted]

Room Type DD-Double Double
Guests 2 / 0

Payment Visa/Master
Acct XXXX-XXXX-XXXX [redacted]

[redacted]

Posting	Oper	AcctCo	Description	From	Reference	Amount
05/20/14	Admin	LC	LOCAL CALLS	302-A	2879150 - 0 Mins	$0.00
05/20/14	Admin	LC	LOCAL CALLS	302-A	2879150 - 0 Mins	$0.00
05/20/14	Admin	LC	LOCAL CALLS	302-A	4932412 - 2 Mins	$0.00
05/20/14	Admin	LC	LOCAL CALLS	302-A	2679150 - 4 Mins	$0.00
05/20/14	Admin	LD	LONG DIST CALLS	302-A	1202 - 3 Mins	$0.45
05/20/14	kevin	RC	ROOM CHARGE TAXABLE			$119.99
05/20/14	kevin	RD	RATE DISCOUNT		AAA - Discount	$12.00
05/20/14	kevin	9	STATE TAX			$11.18
05/20/14	kevin	RC	ROOM CHARGE TAXABLE	302-A		$129.99
05/20/14	kevin	9	STATE TAX	302-A		$13.45
05/21/14	Rebecc	VS	PAYMENT VISA/MC		3455 - 353520	$263.06-

Balance Due	$0.00

THE UNDERSIGNED GUEST AGREES TO PAY THE AMOUNT INDICATED ON THE BALANCE DUE PORTION OF THIS INVOICE. IF THE CHARGES ARE TO BE BILLED TO A THIRD PARTY, THE UNDERSIGNED AGREES TO BE PERSONALLY LIABLE FOR PAYMENT OF THE CHARGES IN THE EVENT THAT THE INDICATED THIRD PARTY, PERSON, COMPANY OR ASSOCIATION FAILS TO PAY FOR ANY PART OR THE FULL AMOUNT OF SUCH CHARGES.

Debit and cheque cards may take three or more business days after check out to release any funds.
Please note: authorized funds may exceed the total amount billed to your card.

Signature

Each Best Western ® branded hotel is independently owned and operated.

Fort Collins
Dodge CHRYSLER Jeep
3835 S. College Ave. • Fort Collins, CO 80525 • (970) 226-5340

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
37047	JESSE RASCON 422	598	05/20/14	DTCS126288

[redacted]
SANTA FE, NM [redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		29,886	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
10/DODGE TRUCK/RAM 2500/CREW 149WB 4		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
3 D 7 T T 2 C T 8 A G [redacted]		

F.T.E. NO.	P.O. NO.	R.O. DATE
		05/20/14

[redacted] BUSINESS PHONE COMMENTS

MO: 29886

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

J/# 1 02JEZ2 FRONT SUSPENSION TECH(S):36 WARRANTY

RECALL N 49
RECALL N 49
TRUCK WAS TOWED IN DO TO RECALL. FOUND THE LEFT SIDE TIE ROD
BROKEN AND THE TIRE BLOWEN. REPLACED THE TIE ROD AND SET TOE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	CBUEN491-AC	PACKAGE 19027003		WARRANTY
JOB # 1	1	CBUEN492-AA	NUT NONE 19015005		WARRANTY
			JOB # 1 TOTAL PARTS		0.00
			JOB # 1 TOTAL LABOR & PARTS		0.00

ESTIMATE----------
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $0.00 (+TAX)

TOTALS----------

$$$$$$$$$$$$$$$$$$$$FOR OFFICE USE ONLY$$$$$$$$$$$$$$$$$$$$
$ $
$ ( )MASTERCARD ( )VISA ( )DISCOVER ( )AMERICAN EXPRESS $
$ $
$ ( )CASH ( )CHECK # $
$ $
$ ( )CHARGE ACCOUNT# $
$ $
$ CASHIER INTL'S ( ) DATE: $
$$$

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**

WOULD YOU RECOMMEND OUR DEALERSHIP TO A FRIEND OR COLLEAGUE?
CONTACT OUR GENERAL MANAGER STEVE HARDY AT 970-267-5056 WITH
ANY CONCERNS. YOUR SATISFACTION = OUR SUCESS. THANK YOU

CUSTOMER SIGNATURE

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

REPAIR ORDER NOTICE

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

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

THANK YOU

IMPORTANT
You may receive a questionnaire by email from Chrysler. If for any reason you feel you cannot score us a "9" or better in any category please contact our Service Manager Bob Lee at 970-267-5095 **BEFORE** completing it. Let us know how we can achieve an excellent score!!

The Reynolds and Reynolds Company ERAINTINVE CORINVINE G (09/09)

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-06-06 13:42:05.715137
Files Not Recieved: 0

CUSTOMER #: 49199

80249

INVOICE

PAGE 1

CRAFT AUTOMOTIVE, INC. dba
BILLY CRAFT CHRYSLER JEEP
2639 LAKESIDE DRIVE
LYNCHBURG, VA 24501
SALES AND SERVICE
PHONE: (434) 845-3456
DEALER CODE 60213

[redacted]
JUSTICE, WV [redacted]
HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 301 Barbara Kilbourn

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GRAY	11	DODGE RAM 3500	3D73Y4CL8BG[redacted]		30780/30780	T854A

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28AUG11 DD			17:00 02JUN14		90.00	CASH	02JUN14

R.O. OPENED	READY	OPTIONS:
10:12 02JUN14	14:06 02JUN14	DLR:37429 ENG:6.7_Liter

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES FRONT TIRES ARE WORN OUT			
WT30 ALIGNMENT,FRONT-THRUST-CHECK REAR			
151 CP		59.95	59.95
**********			
B CUSTOMER STATES DODGE DEALERSHIP TOLD HIM BALLJOINTS ARE WORN OUT			
NC NO CHARGE TO CUSTOMER			
151 CP		0.00	0.00
**********			
C MOUNT & BALANCE 2 TIRES			
WT02 MOUNT & BALANCE 2 TIRES			
151 CP		34.00	34.00
2 121000639 LT235/80R17 GEN AMERITRAC TIRE	220.00	220.00	440.00
2 TAX VA. TIRE FEE	0.50	0.50	1.00
2 DISPOSE TIRE.DISPOSAL	2.00	2.00	4.00
**********			
D VEHICLE WALK AROUND/MULTIPOINT INSPECTION			
FREE VEHICLE WALK AROUND/MULTIPOINT INSPECTION			
151 CP		0.00	0.00
**********			
F CUSTOMER STATES PERFORM RECALL L38			
NC NO CHARGE TO CUSTOMER			
151 CP		0.00	0.00
NC NO CHARGE TO CUSTOMER			
151 CP		0.00	0.00
**********			
CUSTOMER PAY MISC. MATERIAL AND ENVIRONMENTAL CHARGES FOR REPAIR ORDER			15.05
THANK YOU FOR BEING OUR CUSTOMER! IF FOR ANY			
REASON YOU ARE NOT SATISFIED WITH OUR SERVICE			
PLEASE CALL OUR MANAGEMENT TEAM 845-3456			
WELCOME TO OUR ALL NEW SALES, SERVICE AND			
PARTS CENTER TO BETTER SERVE YOU!!!!!!			
TAKE A MINUTE WE WANT TO HEAR FROM YOU! GO TO			
HTTP://SURVEY.CRAFTAUTO.NET			

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

DISCLAIMER OF WARRANTIES

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, ADAMS MOTOR COMPANY, hereby expressly disclaims all warranties, ei her express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and ADAMS MOTOR COMPANY, neither assumes nor authorizes any other person to assume for it any liability in connec ion with the sale of this item/items.

ALL PARTS AND SERVICE WORK "CREDIT CARD" OR CASH

SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	93.95
PARTS AMOUNT	445.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	15.05
TOTAL CHARGES	554.00
LESS INSURANCE	0.00
SALES TAX	24.39
PLEASE PAY THIS AMOUNT	578.39

CUSTOMER COPY

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



CASE # [redacted]

I [redacted] Request Reimbursement for Left Front Steering Tie Rod End. I was backing out of parking Lot and the Left Rod End Broke on VIN# AG[redacted], This happened on The 24th of May at 6:00pm. Called a Wrecker Service and they wanted over $200.00 so I Found an Auto parts store that had the part I needed for $57.23. I bought the part and put/installed the part (Tie Rod End L/side) on the Truck (AG147084) to get the Truck back to the RV Resort in Somerset Ky. Then I drove The Truck to Don Marshall Dodge Dealership for Repair in Somerset, Ky 42501

To contact me HM: [redacted]
Cell: [redacted]

Thank You

[redacted]

CASE # [redacted]

VIN# AG [redacted]

Advance Auto Parts

Service is our best part.

Store # 08150
(606) 679-0582
490 SOUTH HWY 27
SOMERSET KY 42501
5/24/2014 20:06:57 REG 03
Cashier: Brandon B.

ITEM	QTY	PRICE	TOTAL
TIE ROD END 1 EA MOOG 10075373			
ES800532	1	$59.99	$59.99 T1
LIMITED LIFETIME REPLACEMENT			
2010 Dodge Ram 2500 SLT			
6.7L 408 - L6 Diesel Turbo L-ETJ			
Military Discount			$-6.00
Sub Total			$53.99
T1 Tax @		6.0000%	$3.24
Total			$57.23

Transaction #7967
Nichols, Barry
CARD TYPE: Visa
ACCOUNT #:**********[redacted]
AUTH CODE: 943536 AMOUNT: $57.23

Cardholder acknowledges receipt of goods and/or services in the amount of total shown hereon and agrees to perform the obligations set forth in the cardholder's agreement with the issuer.

$$$

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-06-04 17:30:54.017129
Files Not Recieved: 0

SALES SLIP

CUSTOMER COPY

QTY.	CLASS	DESCRIPTION	PRICE	AMOUNT
1		Tow		60 00
		Dolly		30
			SUB TOTAL	
			TAX	
			TIP / MISC.	
			TOTAL	630

DATE 5/27/2014 AUTHORIZATION 455085

REFERENCE NO.

SERVER

ID-FOLIO/CHECK NO./LIC. NO. STATE | REG./DEPT. | CLERK

5441509

CUSTOMER: RETAIN THIS COPY FOR YOUR RECORDS

471

[redacted]

01/16

90258

90621

OSTENBAUER COMPRESSOR

SIGN HERE X

The issuer of the card identified on this item is authorized to pay the amount shown as TOTAL upon proper presentation. I promise to pay such TOTAL (together with any other charges due thereon) subject to and in accordance with the agreement governing the use of such card.

C PCN 7131

Larry's 24 HR TOWING

AAA Emergency Road Service

Independent Contractor

6800 West Gary Avenue Las Vegas, Nevada 89139

(702) 254-0395 FAX (702) 597-9684

Date of Request 5/27/2014 Time of Request _____ AM or PM

Name and Address of Person Requesting Tow _____

Name and Address of Registered Owner _____

Name and Address of Person, Company or Corporation Responsible for Charges C.O.D

Make and Year	Model	License Number	State
Dodge	3500	CT PE55	CA

Vin # _____

Towed from Kingsley Rd CA

Towed to Mojave Basin

Time and Mileage Computation	Depart Base	Arrive Tow Scene	Depart Tow Scene	Arrive Destination
TIME		2:10	3:16	4:30
ODOMETER READING		228911	228911	28235

Towed Miles _____ Total Time _____ Deadhead Miles _____

Charge for First 5 Miles	$ 60 00
Charge for Miles 5.1 to 50 Miles	$ 30
Charge for Miles over 50	$
Extra Labor and/or Equipment	$
Special Permits	$
Winching	$
Hourly Towing Charges (If Applicable)	$
Accessorial Charges	$
Storage _____ Days	$
Charges Paid by [redacted] Total	$ 630

Driver [redacted] Unit No. 4124

Cleanup Required _____ (Officers Initial or Badge No.)

Standby Required _____ (Officers Initial or Badge No.)

Check No. _____ Cash _____ Charge _____

No 41230

NOTICE

This tow car company's service practices and rates are regulated by the Transportation Services Authority of Nevada. It is required to have available for your inspection a copy of the regulations it operates under and the rates the Commission has authorized it to charge. If you believe that any practices of this company in towing your vehicle including the charges assessed for that tow are not in accordance with the published rules and charges you may, after paying the charges assessed, file a complaint with the Authority by writing to Transportation Services Authority of Nevada, 2290 S. Jones Blvd., Ste. 110, Las Vegas, NV 89146 or call (702) 486-3303

Notice of Use of Company Credit Card Form CrC 1100

Date: 5-30-14 — 12869

Card User: GERRIT — Card # 1447

Vendor: LARRYS TOWING — Charge Date: 5-27-14

PO #: — Job #:

Item/Services Charged:

TRUCK MAINTENENCE TOWING

5465-0112

Amount Charged to Credit Card: $630.00

Accounting Use Only

Account(s) to be charged

Payable to: First Bank of California

Paul Ay

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Wilson County Wrecker 24 Hours

210-887-4003 Service

DATE 5-26-14 TIME DISPATCH AM PM TIME ARRIVING AM PM TIME AT YARD AM PM

NAME [redacted]

ADDRESS [redacted]

CITY Floresville STATE TX ZIP [redacted]

LOCATION OF VEHICLE Same

YEAR, MARK, MODEL 2011 Dodge Ram COLOR Red KEYS YES / NO

STATE | LIC. PLATE NO. | VEHICLE I.D NO.

TDLR #	UNIT #

EXTRA PERSON

FINISH

START

TOTAL

REASON FOR TOW

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

SPECIAL EQUIPMENT

- ☐ SINGLE LINE WINCHING
- ☐ DUAL LINE WINCHING
- ☐ SNATCH BLOCKS
- ☐ SCOTCH BLOCKS
- ☐ DOLLY

TYPE OF TOW

- ☐ SLING/HORST TOW
- ☐ FLAT BED/RAMP
- ☐ WHEEL LIFT
- ☐

TOWED PER ORDER OF

- ☐ STATE POLICE
- ☐ LOCAL POLICE
- ☐ OWNER
- ☐ DEALER

VEHICLE TOWED TO

FIRST TOW

SECOND TOW

STORAGE FROM

TO Hanx DAYS @ $

PAID BY

☐ CASH ☐ CHECK DRIVERS LIC. NO.

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

CC NO.

OPERATOR'S SIGNATURE DATE 5-26-14

TRUCK NO.

AUTHORIZED SIGNATURE DATE

VEHICLE RELEASED TO DATE

TOWING CHARGE	150.00
MILEAGE CHARGE	
EXTRA PERSON	
SPECIAL EQUIPMENT	
LABOR CHARGE	
STORAGE	
SUB-TOTAL	
TAX	
TOTAL	150.00

1790

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

Thank You

Case # [redacted]

51430 [redacted] BROWN 1

REPAIR LINE 001

RECALL N49---LEFT TIE ROD
Bill Code - W

CH	CBUEN491AA	PACKAGE	1	120.40
CH	CBUEN492AA	NUT	1	.63
			Total Parts	121.03
			Total Line	121.03

REPAIR LINE 002

CUST SAYS TIE ROD BROKE
REPLACE PITTMAN ARM
Bill Code - C
LABOR

			28 M A	110.00
			Total Labor	110.00
CH	68036940AD	PACKAGE	1	84.45
			Total Parts	84.45
			Total Line	194.45

Payment Type - 01 CASH 211.15

ATASCOSA COUY
110128 IH 37
PLEASANTON, TX 78064
8302612244

Merchant ID: 1250

Ref #: 0001

Sale

XXXXXXXXXXXX[redacted]
MAST Entry Method: Swiped

Total: $ 211.15

PAID
5-30-14

Case # [redacted]

05/30/14 11:48:08
Inv #: 000001 Appr Code: 250084
Transaction ID: 0530MDJFVILGR
Apprvd: Online Batch#: 000478

Customer Copy

THANK YOU!

hemicals
o.) That
Federal
ions and
a safer
gulations
ult in an
lieu of
service
ow what

gated to
ament, I
ice with
of the
action is
sues the
it or the
closed.

I hereby authorize Allways Atascosa Dodge to supply all parts, labor and other services necessary or appropriate to correct the conditions and/or satisfy the maintenance requirements described in this order. I also grant Allways Atascosa Dodge and its employees permission to operate the vehicle on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereof.

DISCLAIMER OF WARRANTIES

Any warranties on products sold hereby are those made by the manufacturer. Allways Atascosa Dodge 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 any liability in connection with the sale of such products. In consideration for the service to be performed on the customers vehicle. The customer agrees that Allways Atascosa Dodge will not be responsible to the customer for loss of or damage to the customers vehicle, or to any articles left in the vehicle, as a result of the negligence of Allways Atascosa Dodge or as a result of any cause beyond the control of Allways Atascosa Dodge. The customer has read and understands this provision.

ARBITRATION AGREEMENT

Any controversy or claim arising out of or relating to the repair work and/or service, including parts, labor and other services, to be supplied pursuant to this order, shall be submitted to arbitration before one arbitrator in San Antonio, Texas, in accordance with the Commercial Arbitration Rules of the American Arbitration Association. Judgement upon the award rendered by the arbitrator may be entered in any court having jurisdiction thereof. Arbitration shall be the exclusive, final and binding method of resolution of any claim or controversy between the customer and Allways Atascosa Dodge and must be initiated within 180 days after the claim or controversy first arises. Failure to timely initiate arbitration shall constitute a waiver of the claim or controversy.

Customer Signature _____ Date _____

	110.00
	84.45
MISC. SALES	
MATERIALS	11.00
TOTAL CHARGE	205.45
DEDUCTIBLE	
SALES TAX	5.70
OTHER PAY	
CUSTOMER PAY	211.15

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

05/19/14

POSTED DATE : 5.7.14

VIN (FIRST 9 DIGITS) 1D7KS28CX

VIN (LAST 8 DIGITS) 6J [redacted]

FIRST NAME: [redacted]

LAST NAME : [redacted]

CAIR : 000 00000

NON – SCANABLE ITEMS : CIRCLE ONE

NO **YES**

CHRYSLER

IMPORTANT SAFETY RECALL N62 / NHTSA 13V-528

This notice applies to your vehicle (VIN: 1D7KS28CX6J[redacted].

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

Dear [redacted].

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

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

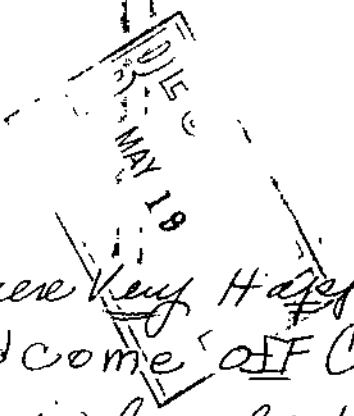
Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.

RAM DODGE CHRYSLER Jeep SRT FIAT MOPAR

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

[redacted]

Pickford, Mi [redacted]



We received this recall and were very Happy After having the Right Tie Rod come off Completely When going on a fishing trip in Canada. We were Very Very thankful we were on a back road going at a slow speed when it happened and not on HWY 17. While trying to bring truck to a stop and keeping it on the road, the rod end punctured the tire (Bill No 1.) enclosed. We Could Have Been Killed. (Bill No 2) for repairs of rod in Wa Wa, Ontario. Canada. July, 2013

Now we receive the recall, we quickly went to Dodge dealer in Pickford Mi. The parts Manager went outside, stopped about 10 ft from truck, Knelt down and looked under truck (we watched him) and was back in 10 seconds. He said your OK you have a good one.

OK. So we left for our sons (Mike Rodock) in Covington, Ga. On the way down the steering seemed very loose. We took it in and guess what! The left tie rod was BAD. (Bill No 3) enclosed Could have been Killed again had it pulled off as the other side did, traveling on HWY 95. Wow.

[redacted]

P.S. We know of 3 other dodge truck that were recalled, all were told OK. don't know how they are now. So is this this a recall for Publicity?

[redacted]

Parkford, Inc
[redacted]

B:11 No. 1.

for New tire.

MARK 5 TIRE, INC.
8948 South M-221
Brimley, MI 49715
(906) 248-3544

SOLD BY DG	DATE 7-31-13		
NAME [redacted]			
ADDRESS			
CASH	CREDIT	CHARGE	ON ACCT.

1	LT265/70R17	240	=
	Goodyear Silent Armor		
1	Rotation	10	=
	Ref# 2964		
	SALES TAX	14	40
1	INSTALLATION	10	=
RECEIVED BY	TOTAL	274	40

All claims and returned goods MUST be accompanied by this bill.
Lug nuts MUST be retorqued after 50-100 miles.

129946

Thank You!

Bill No 2,
Repair of tie Rod
in Canada.

Ward & Janet Cooper Sales Ltd.
54 Broadway Ave, P.O. Box [illegible]
Ware ON P0S [illegible]
Phone 705-[illegible] Fax [illegible]
e-mail [illegible]

INVOICE

2002790000 2758 (History)

GST REG#: 806219703
PST REG#:

SOLD TO:
14126497.0279
[redacted]
S -
PICKFORD MI 49774

MOBILE:
BUSINESS:
EMAIL:
ZONE: 506 [illegible]
TAX 1

COLOUR	VEHICLE DESCRIPTION	PLATE	UNIT#	TAG	ODO IN
VIN	VEHICLE OPTIONS			ADV	ODO AUTH
				SN01	0
TIME IN	PROMISED	TERMS	GST EXEMPT#	P.O.	ODO OUT
DATE PM		Cash			0

QTY	ITEM	DESCRIPTION	WARR	NET	EXT.PRICE
1	0221901	SC2964 STRG STABILIZR SC2964 STRG STABILIZR	A1	65.69	65.69
1	0223006	DS1463 TIE ROD DS1463 TIE ROD Effective until Jul 04 2013	L1	66.99	66.99

Payment Method: CASH=145.93

Thank you for allowing us to serve you.

Would be Brake Statement Bars alignment

*** Warranty Code Legend ***

A1: 1 YEAR OR 20,000KM exchange warranty for part only when installed in Canadian Tire service. Or 1YEAR exchange for Do IT yourself

L1: Lifetime EXCHANGE only for Canadian Tire installed parts or Lifetime EXCHANGE only for Do IT Yourself

*** Global Warranty Message ***

Warranties applicable only when product is installed at a Canadian Tire Automotive Service Centre, otherwise warranties may vary. Warranty not available for commercial use. A minimum labour warranty of 100 days / 5500 km applies to parts installed unless otherwise stated above. Parts Warranty starts on the completion date shown on the customer invoice.ASK US ABOUT 12 MONTH EQUAL PAYMENTS PLANS ON TIRES AND AUTO SERVICES OVER $150. EQUAL PAYMENTS PLANS ON APPROVED CREDIT WITH THE OPTIONS MASTERCARD. SEE FLYER FOR DETAILS.

INVOICE TO:

I hereby authorize you and your employees to carry out the repairwork described above and to purchase on my account any parts and materials necessary to carry out the repairwork subject to the estimate described above. I hereby authorize you and your employees to operate the vehicle listed above in connection with the repairwork, including operation for the purposes of testing, inspection or delivery. I HEREBY RELEASE AND FOREVER DISCHARGE YOU AND EACH OF YOUR EMPLOYEES FROM ANY LOSSES I MAY SUFFER RELATING TO DAMAGE TO OR LOSS OF MY VEHICLE AND/OR ANY ITEMS CONTAINED THEREIN THAT ARE CAUSED BY CIRCUMSTANCES BEYOND YOUR CONTROL. I acknowledge that, upon the completion of the repairwork authorized hereby, you will have a lien pursuant to applicable repair and storage lien legislation and that you may register that lien and seize, at your discretion and at my sole cost and expense, [illegible]

PARTS:	132.68
LABOUR:	N/C
OTHER:	N/C
SUB-TOTAL:	132.68
GST/HST:	17.25

[illegible]

Page 4

B: 11 No 3. - Recall Check.

O'CONNOR'S
CHRYSLER, DODGE, JEEP INC.
P.O. Box 118, 22513 S. M-129
Pickford, MI 49774
Phone: (906) 647-5575 * (906) 647-9211

RAM DODGE Jeep CHRYSLER

Repair Order
Page 1 of 1
CUSTOMER COPY

CUSTOMER COPY

Printed: 1/9/2014 10:48 am

[redacted]

CUST# 16819 RO# [redacted]
START 1/9/14 10:46
WARR VEN CHR S BILLED 1/9/14 10:48
PO#
SORT KEY WRITER CW
APPROVAL CW
PROMISED 1/9/14 18:00
DEDUCTIBLE $0.00

PICKFORD, MI [redacted]

PHONE:
WORK 906 -
PHONE #3 906 -

Service Unit

OWNER: 16819 **UNIT# 6J130907** **2006 DODGE** **RAM 2500 Q**

CURR MIL 100,200.0
CURR OTH

PROD DT:
DELIVERED:
VIN: 1D7KS28CX6J[redacted]

TRANSMISSION: 6 SPD MAN
ENGINE: 5.9 6 CYL

GVWR: 6,001

Repair Order Details

Problem #01 Warranty

CONCERN: N-62

CORRECTION: SAFETY RECALL: N62 - LEFT OUTER TIE ROD ASSEMBLY
INSPECT STEERING LINKAGE - LOP: 19-N5-21-81 @ N/C
PART NO: INSPECT @ $5.00 NO MK/UP

	List	Unit	T/C	Ext	Price
LABOR: 19N62181					
RODNEY JARVI #M234594					

Total Labor: .00
Total Parts: .00

REPAIR ORDER SUBTOTAL
DEDUCTIBLE $0.00

REPAIR ORDER TOTAL .00

YOU ARE ENTITLED BY LAW TO THE RETURN OF ALL PARTS REPLACED EXCEPT THOSE WHICH ARE TOO HEAVY OR LARGE AND THOSE REQUIRED TO BE SENT BACK TO THE MANUFACTURER OR DISTRIBUTOR BECAUSE OF WARRANTY WORK OR AN EXCHANGE AGREEMENT. YOU ARE ENTITLED TO INSPECT THE PARTS WHICH CANNOT BE RETURNED TO YOU.

* SUPPLIES. A TOKEN CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE NUTS, BOLTS, WASHERS, TAPE, PINS, REFRIGERANT, GREASE, SOLDER, RAGS, CARBURETOR CLEANER, TOWELS, BATTERY CLEANER, WIRE, ETC.

ALL PARTS ARE NEW UNLESS INDICATED OTHERWISE

Disclaimer of Warranties

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

X

Page 5

Bill No 4.
For Tir Rod repair.

Conyers, GA. 30013
Phone - 770-929-0043 Fax - 678-413-0800
Visit www.whitlowsauto.com for our Latest Specials !

38077

INVOICE

Print Date : 01/31/2014

[redacted]
Covington, GA [redacted]
Home [redacted] Ext M
Cust ID : 727 Ref # :

2006 Dodge - Pickup R2500
5.9L, In-Line6, VIN (C)
Lic # : [redacted]
Unit # :
Vin # : 1D7KS28CX6J[redacted]
Hat # :

Odometer In : 113135
Odometer Out : 113135

Part Description / Number	Qty	Sale	Extended
OUTER TIE ROD			
RES3625	1.00	52.15	52.15
Shop Supplies		2.61	2.61

Labor Description	Hours	Extended
REPLACE OUTER TIE R5OD	0.70	56.00

[Technicians : BARCIA, MARIO 51]

Org. Estimate $113.89 Revisions $0.00 Current Estimate $ 113.89 Additional Cost Revised Estimate

[Payments -]

Labor:	56.00
Parts:	54.76
Sublet:	0.00
Sub:	110.76
Tax:	3.13
Total:	113.89
Bal Due:	$113.89

Thank You! We appreciate your business!

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

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

Written By: LAMBERT, JEFF

01.17.07 Copyright Mitchell : Invoice

Pagado

Betty Rodock Jr
O Box 457
, MI 49774-0457

CERTIFIED MAIL™





U.S. POSTAGE
PAID
PICKFORD,MI
49774
MAY 07, 14
AMOUNT

$7.19
00036706-02

1000

48321

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



AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



[redacted]

Susan Skinner

To: CAP Void and Reissue Checks Group
Subject: RE: Harvey stop pay req.

From: CAP Void and Reissue Checks Group
Sent: Thursday, August 07, 2014 11:08 AM
To: Susan Skinner; CAP Void and Reissue Checks Group
Subject: RE: Harvey stop pay req.

Susan,

Your request has been processed.

Thank you,

Void & Reissue Group

From: Susan Skinner
Sent: Thursday, August 07, 2014 7:52 AM
To: CAP Void and Reissue Checks Group
Subject: Harvey stop pay req.

Sue Skinner
Senior Clerk
Customer Assistance Center

Document Recieved from Customer
Cair Number: [redacted]
Date Received: 2014-05-28 11:20:15.454615
Files Not Recieved: 0

Please reference case number [redacted]. If any questions on the invoice you can contact [redacted]

Thank you,

[redacted]

[redacted]

Invoice #58149

Discount Wheel & Tire #3

4810 W. 7th, Wake Village, TX 75501
Phone: (903) 832-0408 Fax: (903) 832-0522

"COME BY AND GIVE US A TRY!"

Customer Information	Invoice	Additional Information
[redacted] Texarkana, TX [redacted] Acct Number: P: [redacted] Contact:	Date: 5/27/2014 Reference: 58149 Salesperson: Don Worthington Route: Delivery Date: 5/27/2014	PO Number: Work Order#: W-746471 TIRE WARRANTY: OTHER: Entered By: Don Worthington

Vehicle: 2008 Dodge Trucks Ram Pickup 2500 SLT 4x4 Quad Cab Lic No: 86RPN9 Unit:
Desc: MRN VIN: 3D7KS28A68G[redacted]
(1) TPMS Equipped
Mileage IN:
Mileage OUT: 73608

Qty	Description	FET	Unit Price	Ext. Price
1.00	JASONS DODGE BEING TOWED, BROKEN TIE ROD		0.00	0.00
1.00	ES3626S MOOG ADJ SLEEVE		40.33	40.33
1.00	ES3624, TIE ROD END, MOOG, Frontend		47.09	47.09
2.00	K7460, MOOG, MOOG, Frontend		128.98	257.96
2.00	K7467, Ball Joint, Frontend		132.57	265.14
1.00	REPLACE 4 BALL JOINTS,LFOTRE,ITR AT PITMAN		350.00	350.00
1.00	REPLACE RH OTRE		25.00	25.00
1.00	2-Wheel Electronic Alignment		59.95	59.95
1.00	ES800558 MOOG TIE ROD END		68.72	68.72
1.00	ES800532 MOOG TIE ROD END		83.26	83.26
1.00	REPLACE RIGHT CONNECTING TIE ROD		35.00	35.00
	Taxable		Subtotal	1,232.45
			State Sales Tax:	62.91
	Terms: N/A		Total	$1,295.36
			5/27/2014 Payment# P-746925 Amount:	$1,295.36
			Visa 1,295.36	

Paid Credit Card

Balance $0.00

Terms:	Due Date	Due Amount	Amt Remain

We really appreciate your business!

DW&T accepts no responsibility for cracked, broken or lost center caps or hub caps due to the fragile nature of materials being used by manufacturers of said items. DW&T invites you to inspect your vehicle prior to leaving our stores to insure your center caps and hub caps have been properly installed. Thanks, Management

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

Discount Wheel & Tire is not responsible for loss or damage to vehicles, or articles [redacted] its control.

[redacted]

AQ14-003

CHRYSLER

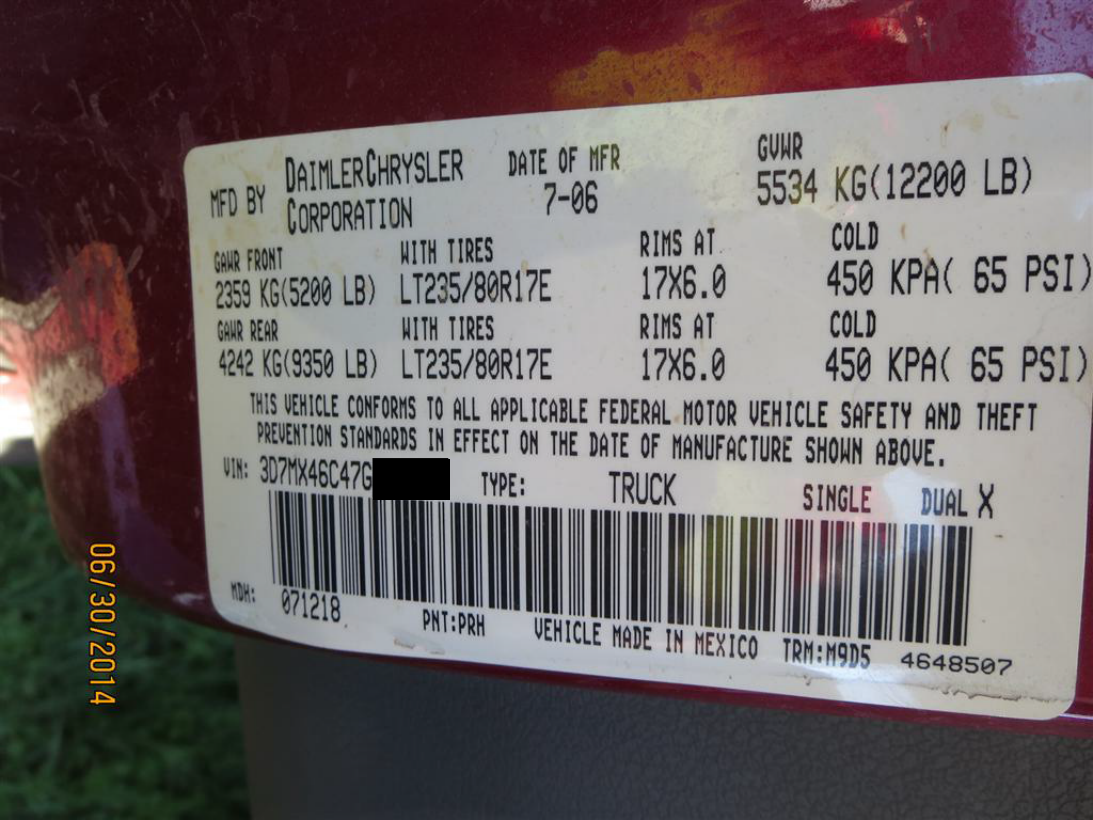
12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP




MFD BY DAIMLERCHRYSLER CORPORATION
DATE OF MFR 7-06
GVWR 5534 KG(12200 LB)
GAWR FRONT 2359 KG(5200 LB)
WITH TIRES LT235/80R17E
RIMS AT 17X6.0
COLD 450 KPA(65 PSI)
GAWR REAR 4242 KG(9350 LB)
WITH TIRES LT235/80R17E
RIMS AT 17X6.0
COLD 450 KPA(65 PSI)
THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.
VIN: 3D7MX46C47G[redacted]
TYPE: TRUCK
SINGLE DUAL X
MDH: 071218
PNT:PRH
VEHICLE MADE IN MEXICO
TRM:M9D5
4648507
06/30/2014


20
10
0
20
0
MPH
160
180
110
200
120
197216
0
200
140
06/30/2014


06/30/2014


06/30/2014


06/30/2014


06/30/2014


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06/30/2014


06/30/2014


06/30/2014


RPM x1000
MPH
DIESEL ONLY
06/30/2014


3
4
5
1000
50 60 70
40 80
30 90
20 100
10 110
0 120
MPH km/h
40
0 110
200
140 245
06/30/2014


1 3 5
R 2 4 6
06/30/2014


06/30/2014


06/30/2014


06/30/2014


02701 015
ESSENTIALS
06/30/2014


06/30/2014


06/30/2014


PRESS
06/30/2014


06/30/2014


06/30/2014


06/30/2014

PRESS

06/30/2014


06/30/2014

06/30/2014


06/30/2014

SRS
AIRBAG

06/30/2014


06/30/2014


06/30/2014

06/30/2014

06/30/2014

06/30/2014


HOOD
06/30/2014


CARGO
HOOD
06/30/2014


HOOD
06/30/2014


HOOD
06/30/2014

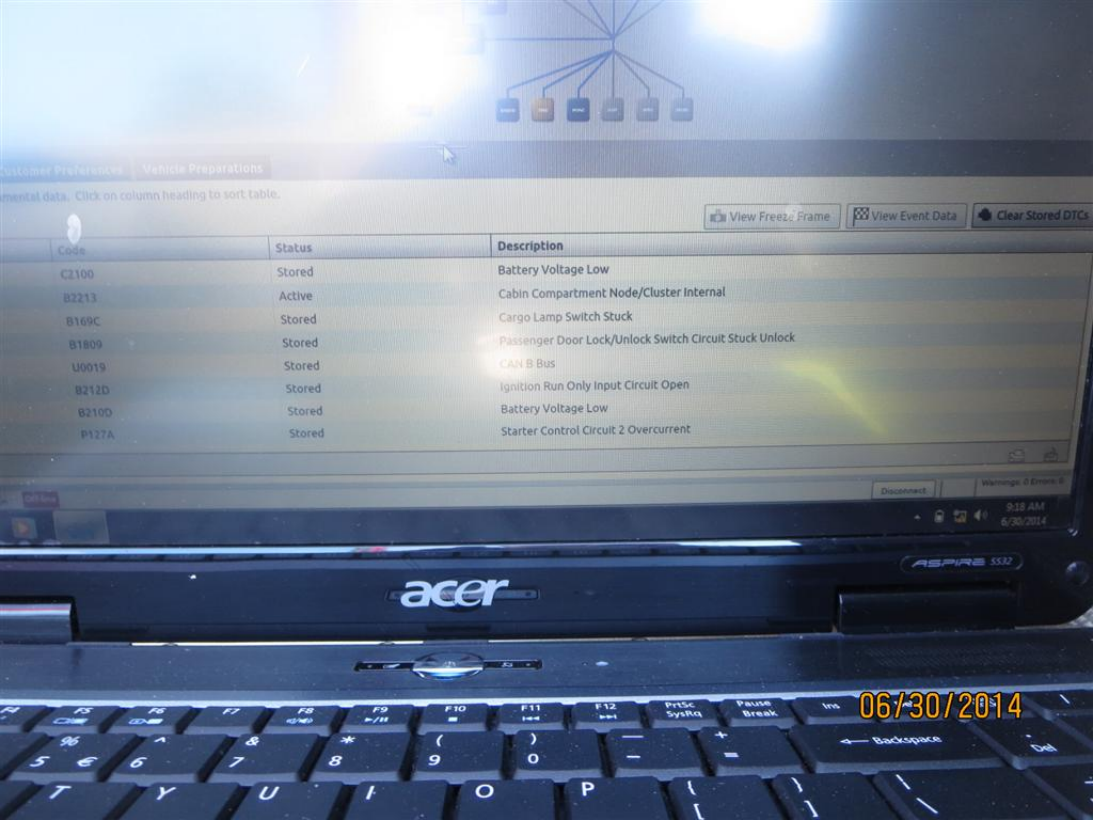

WARNING
DEATH OR SERIOUS INJURY CAN OCCUR
• CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
• THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
• NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT UNLESS AIR BAG IS OFF.
• SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
• ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.
5536227AA

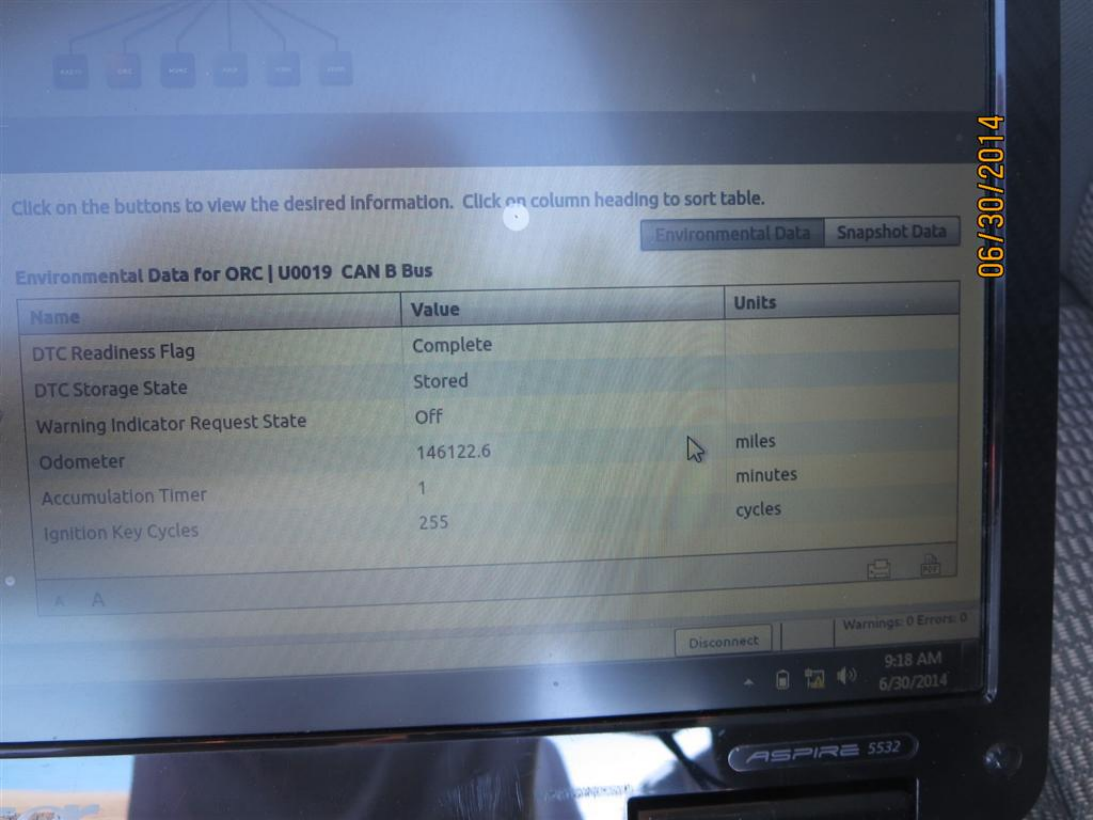
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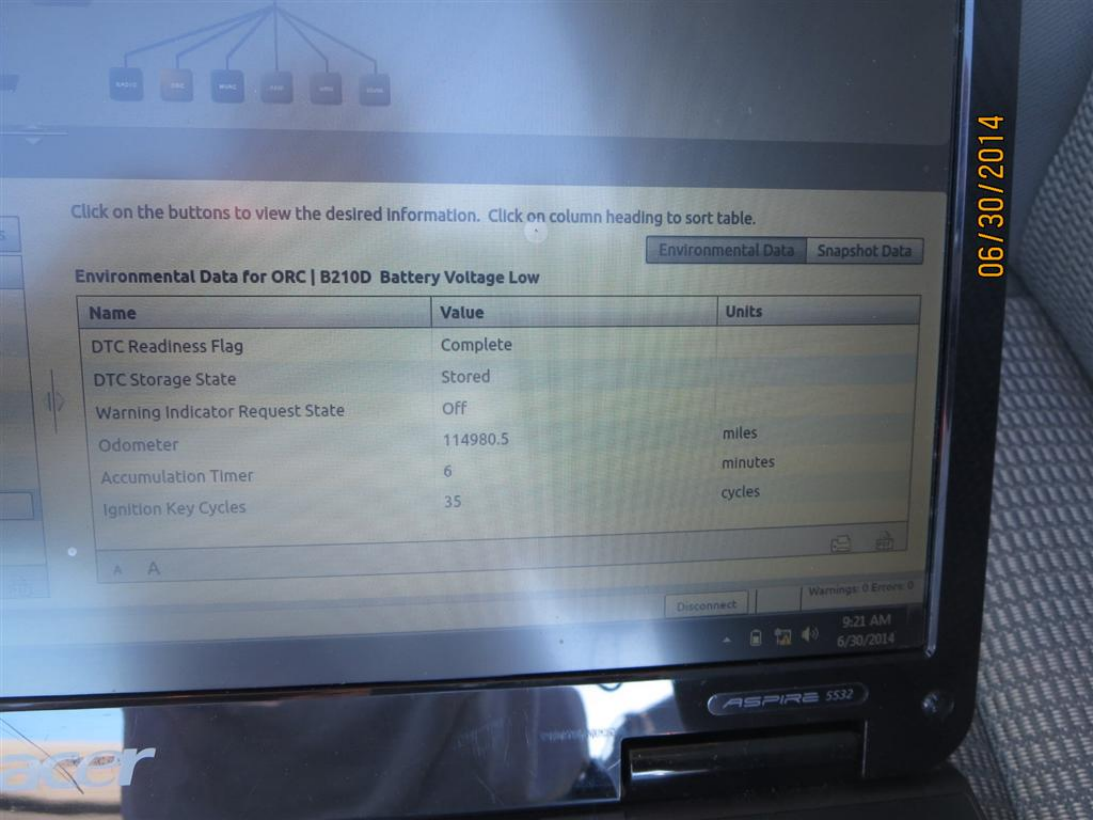

WARNING
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• CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
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5536227AA

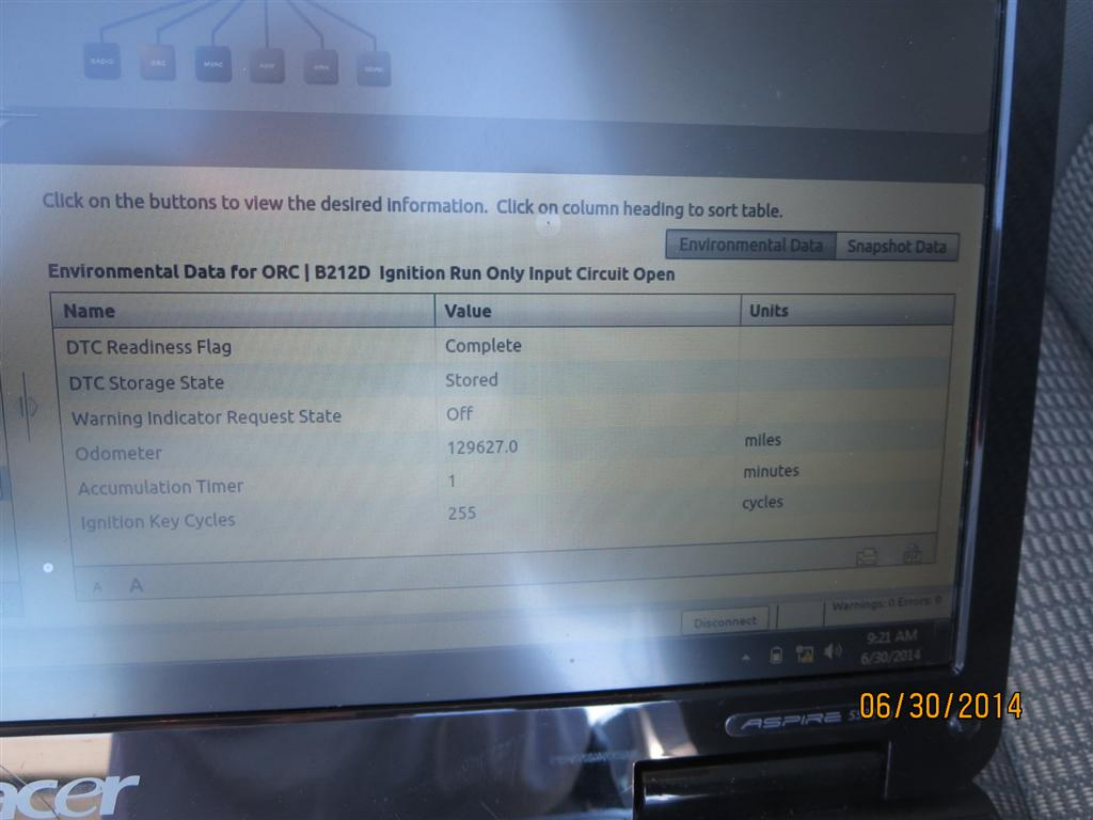
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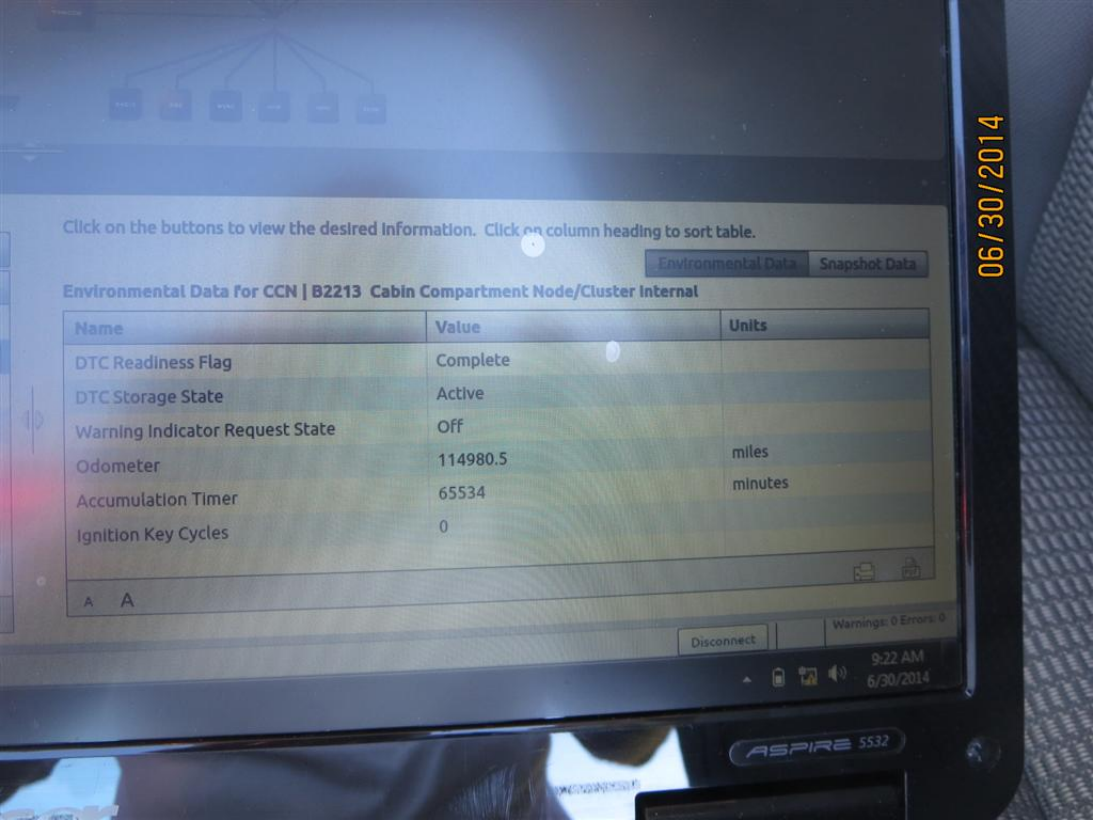

Monitors
Preferences
About
Help
Search
Service Information
Enter search phrase here
PCM
TCM
ABS
WCM
CCN
EDM
RADIO
HVAC
Vehicle Preparations
Status
Description
Stored
Active
06/30/2014

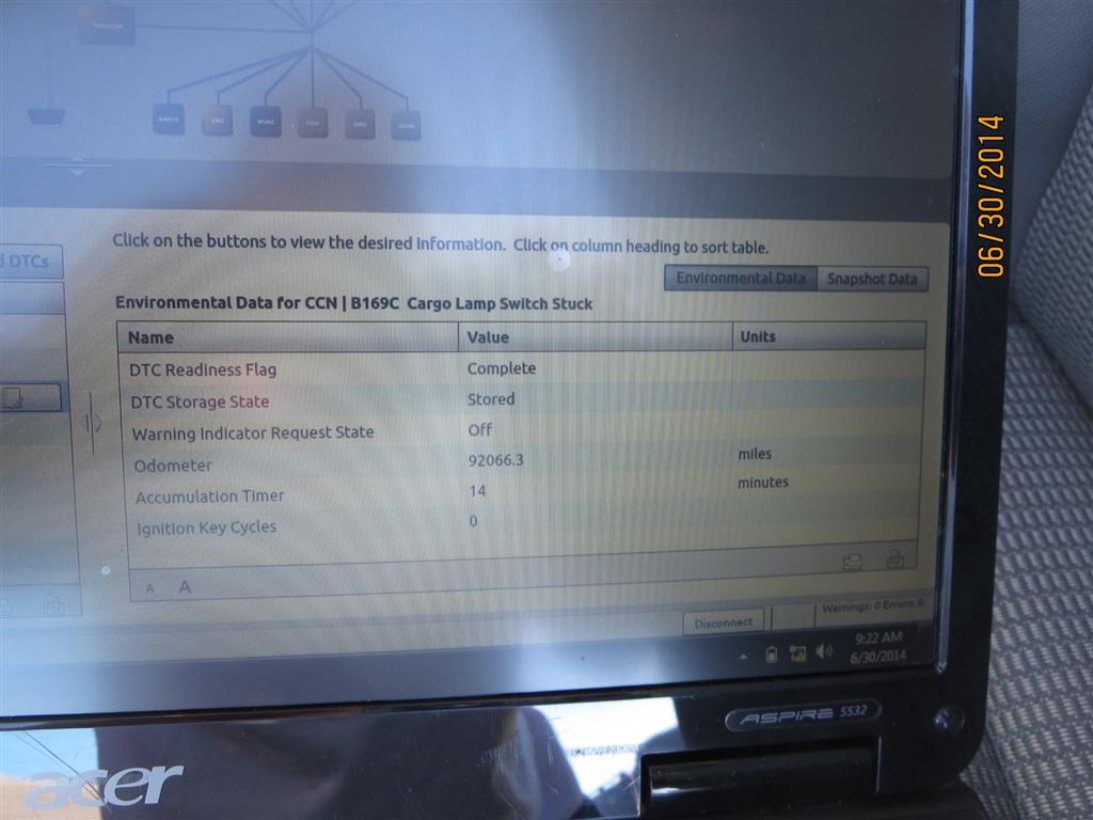

View Freeze Frame
View Event Data
Clear Stored DTCs
Code
Status
Description
C2100
Stored
Battery Voltage Low
B2213
Active
Cabin Compartment Node/Cluster Internal
B169C
Stored
Cargo Lamp Switch Stuck
B1809
Stored
Passenger Door Lock/Unlock Switch Circuit Stuck Unlock
U0019
Stored
CAN B Bus
B212D
Stored
Ignition Run Only Input Circuit Open
B210D
Stored
Battery Voltage Low
P127A
Stored
Starter Control Circuit 2 Overcurrent
Disconnect
9:18 AM
6/30/2014
acer
ASPIRE 5532
06/30/2014

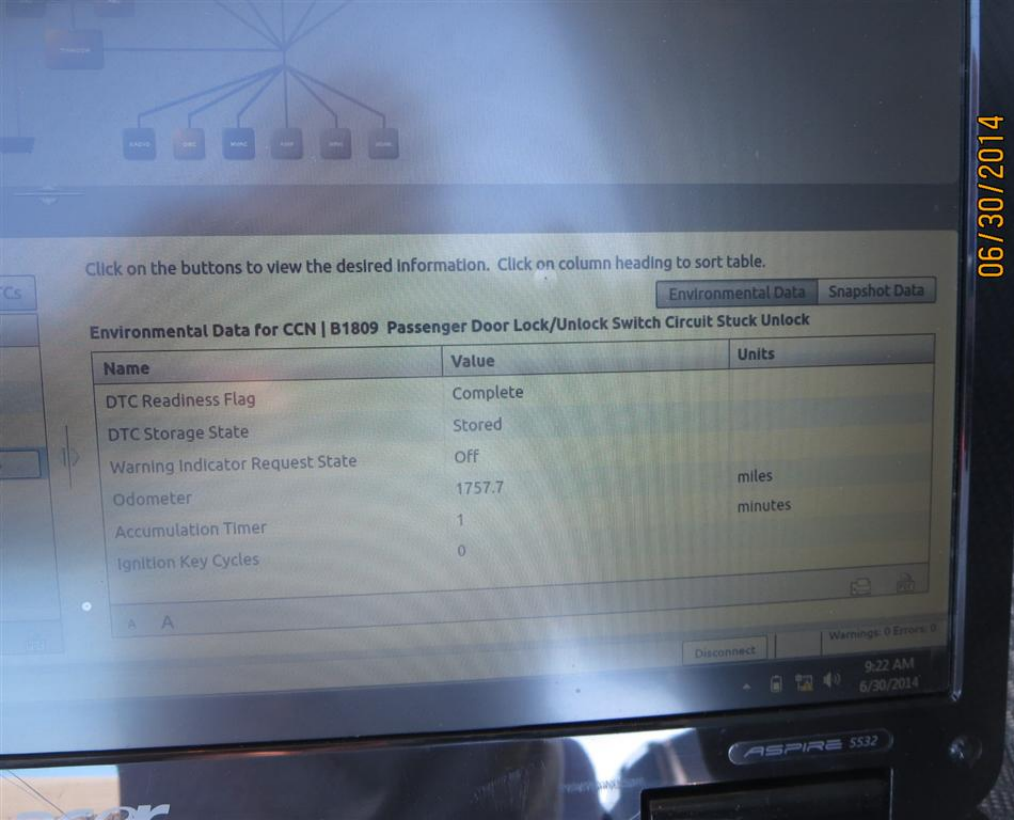

Click on the buttons to view the desired information. Click on column heading to sort table.
Environmental Data
Snapshot Data
Environmental Data for ORC | U0019 CAN B Bus
Name
Value
Units
DTC Readiness Flag
Complete
DTC Storage State
Stored
Warning Indicator Request State
Off
Odometer
146122.6
miles
Accumulation Timer
1
minutes
Ignition Key Cycles
255
cycles
Disconnect
Warnings: 0 Errors: 0
9:18 AM
6/30/2014
06/30/2014
ASPIRE 5532

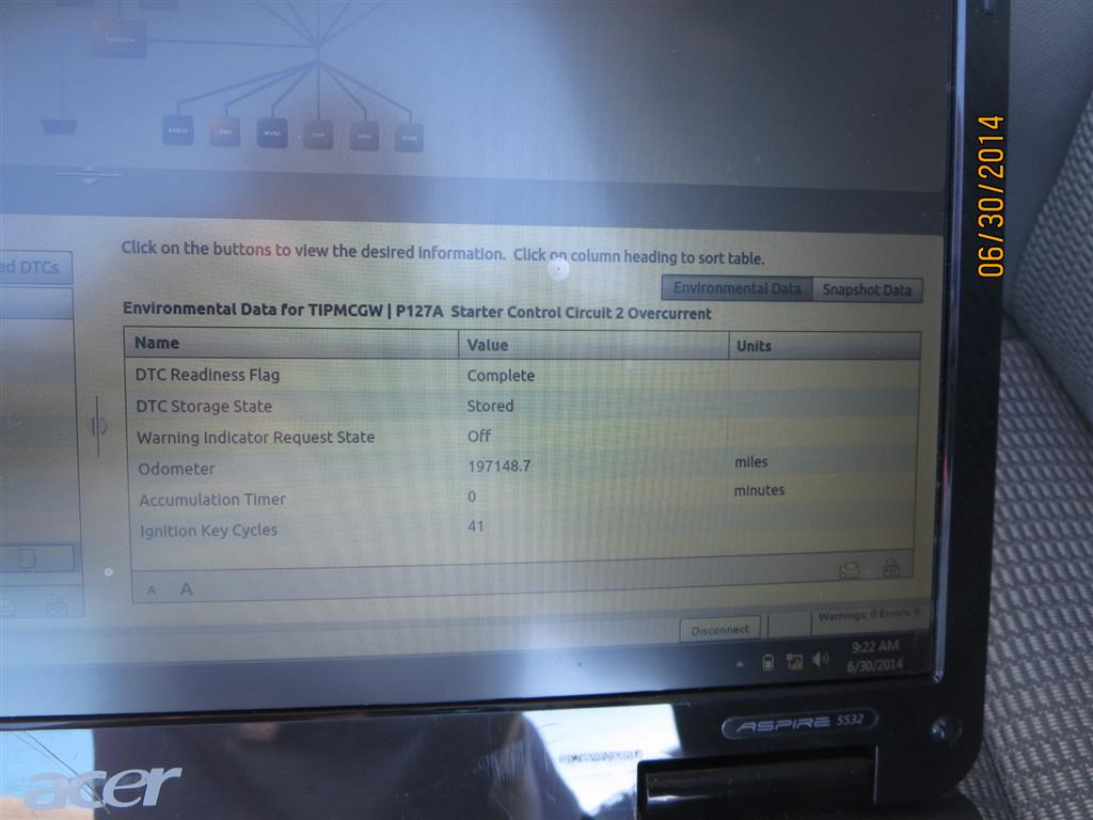

Click on the buttons to view the desired information. Click on column heading to sort table.
Environmental Data
Snapshot Data
Environmental Data for ORC | B210D Battery Voltage Low
Name
Value
Units
DTC Readiness Flag
Complete
DTC Storage State
Stored
Warning Indicator Request State
Off
Odometer
114980.5
miles
Accumulation Timer
6
minutes
Ignition Key Cycles
35
cycles
Disconnect
9:21 AM
6/30/2014
06/30/2014
ASPIRE 5532


Click on the buttons to view the desired information. Click on column heading to sort table.
Environmental Data
Snapshot Data
Environmental Data for ORC | B212D Ignition Run Only Input Circuit Open
Name
Value
Units
DTC Readiness Flag
Complete
DTC Storage State
Stored
Warning Indicator Request State
Off
Odometer
129627.0
miles
Accumulation Timer
1
minutes
Ignition Key Cycles
255
cycles
Disconnect
9:21 AM
6/30/2014
06/30/2014


Click on the buttons to view the desired information. Click on column heading to sort table.
Environmental Data
Snapshot Data
Environmental Data for CCN | B2213 Cabin Compartment Node/Cluster Internal
Name
Value
Units
DTC Readiness Flag
Complete
DTC Storage State
Active
Warning Indicator Request State
Off
Odometer
114980.5
miles
Accumulation Timer
65534
minutes
Ignition Key Cycles
0
A A
Disconnect
Warnings: 0 Errors: 0
9:22 AM
6/30/2014
06/30/2014
ASPIRE 5532


Click on the buttons to view the desired information. Click on column heading to sort table.
Environmental Data
Snapshot Data
Environmental Data for CCN | B169C Cargo Lamp Switch Stuck
Name
Value
Units
DTC Readiness Flag
Complete
DTC Storage State
Stored
Warning Indicator Request State
Off
Odometer
92066.3
miles
Accumulation Timer
14
minutes
Ignition Key Cycles
0
Disconnect
9:22 AM
6/30/2014
06/30/2014
ASPIRE 5532
acer

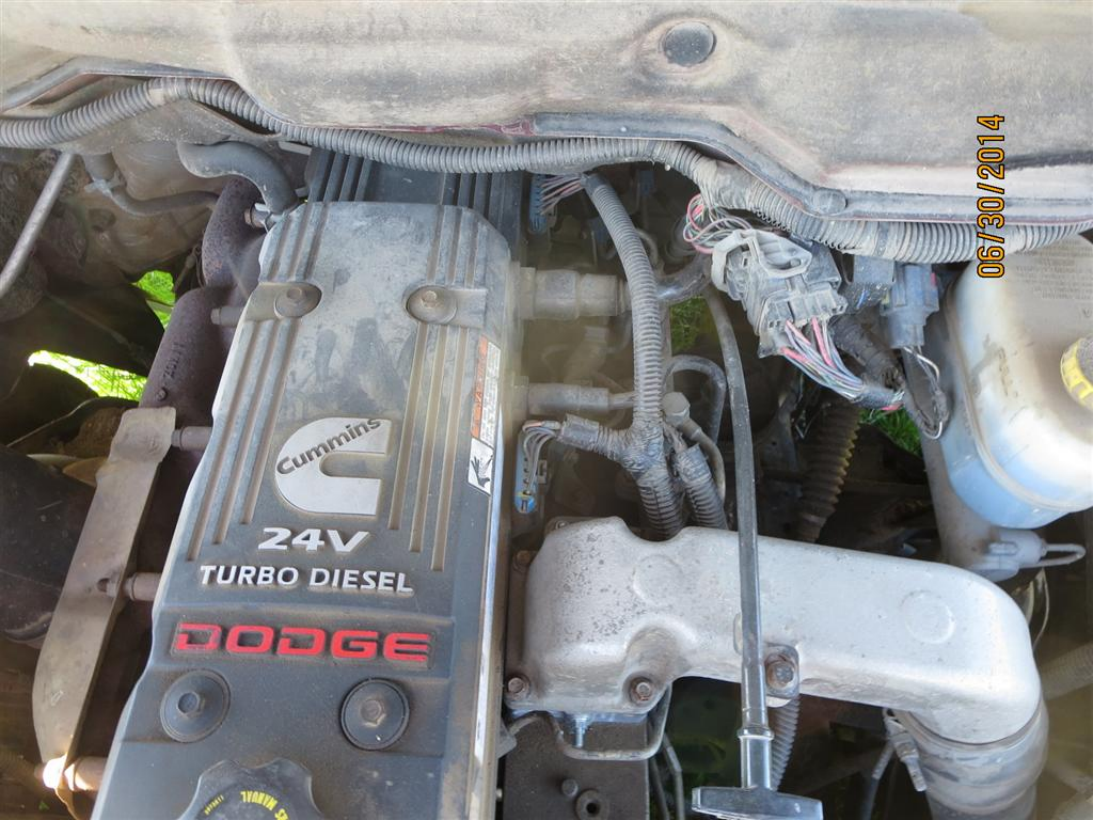

06/30/2014
Click on the buttons to view the desired information. Click on column heading to sort table.
Environmental Data
Snapshot Data
Environmental Data for CCN | B1809 Passenger Door Lock/Unlock Switch Circuit Stuck Unlock
Name
Value
Units
DTC Readiness Flag
Complete
DTC Storage State
Stored
Warning Indicator Request State
Off
Odometer
1757.7
miles
Accumulation Timer
1
minutes
Ignition Key Cycles
0
Disconnect
9:22 AM
6/30/2014
ASPIRE 5532


Click on the buttons to view the desired information. Click on column heading to sort table.
Environmental Data
Snapshot Data
Environmental Data for TIPMCGW | P127A Starter Control Circuit 2 Overcurrent
Name
Value
Units
DTC Readiness Flag
Complete
DTC Storage State
Stored
Warning Indicator Request State
Off
Odometer
197148.7
miles
Accumulation Timer
0
minutes
Ignition Key Cycles
41
Disconnect
9:22 AM
6/30/2014
06/30/2014
ASPIRE 5532
acer


HEAVY DUTY
INTERSTATE BATTERIES
DANGER / POISON
SHIELD EYES
EXPLOSIVE GASES
CAN CAUSE BLINDNESS OR INJURY
NO SPARKS FLAMES SMOKING
SULFURIC ACID
CAN CAUSE SEVERE BURNS
FLUSH EYES IMMEDIATELY WITH WATER FOR MEDICAL HELP FAST
06/30/2014


WASHER
FLUID ONLY
06/30/2014


Cummins
24V
TURBO DIESEL
DODGE
06/30/2014


Cummins
24V
TURBO DIESEL
DODGE
06/30/2014

06/30/2014


DRAW DUTY
INTERSTATE BATTERIES
DANGER / POISON
Do not apply more than nominal
12V to electrical system during
charging or jump starting
Engine and starting system
failure could result
06/30/2014

06/30/2014


06/30/2014


BOSCH
06/30/2014


06/30/2014

06/30/2014

06/30/2014


06/30/2014


RESUME / ACCEL
CANCEL
DECEL
ON - OFF
CRUISE
SET
06/30/2014


06/30/2014


(P)0605726TAD
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06/30/2014

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HANKOOK
DYNAPRO
06/30/2014


06/30/2014


HANKOOK
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06/30/2014

AQ14-003

CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Talked To Steve ID SR 1390
Car #[redacted]



H2O Towers

PO Box 398 Saline, MI 48176 Toll Free (866) 426-8693 Fax (734) 944-0127 www.h2otowers.com

FAX COVER SHEET

To: Chrysler Customer Assistance

Company: Chrysler

From: Robert Santure, President

Re: Recall - Tie Rod

Date: 6-24-14

Pages: 3

Fax: 877-768-5076

Message:

VIN# 3D7KS28A38G[redacted]

We were driving our Dodge Truck back home (MI) from Fl. pulling a trailer on the expressway when our Tie Rod Broke in OH. This caused more damage because we were Driving, plus had to stay 1 extra night on the road. It could have been much worse then it was, only a couple road signs taken down.

[redacted]

Invoice

Miller Auto, Inc.
19505 Harrod Road
Lima, OH 45806

Date	Invoice #
5/5/2014	30122

Bill To

[redacted]

Miller Auto, Inc.

[redacted]



Computer & ABS Diagnosis • Welding • Pick-Up & Delivery
Fleet Service • Cars • Trucks • 4x4's
24 Hour Towing

Brian Miller

19505 Harrod Rd.
Lima, Ohio 45806

Mobile: (419) 236-9258
Phone/Fax: (419) 228-9258
www.millerautoinc.com

Phone#	Make-Model	Odometer
[redacted]	white dodge	

Quantity	Description	sale price	list price	total amount
1	tow in truck & trailer with busted tie-rod end	85.00		85.00T
1	steering stabilizer	37.55		37.55T
1	tie rod end	68.31		68.31T
1	drag link	127.23		127.23T
3	Hrs. labor	75.00		225.00T

Pd.
5-5-14
#543.09

Talk to Steve ID# SR1390
Fax 877-768 5076
Car# [redacted]

THANKS, BRIAN

Sales Tax (7.25%)	$39.37
Total due	$582.46

Total due within 15 days of invoice date.
15% late charge per month.

#543.09

Howard Johnson

Howard Johnson Lima
1920 Roschman Ave.
Lima, OH 45804
Telephone:(419)-222-0004 Fax:(419)-222-2176

05-05-14

Robert Santure
US

Folio No. :
A/R Number :
Group Code :
Company :
Wyndham Rewards : [redacted]
Invoice No. :

Room No. : **239**
Arrival : **05-04-14**
Departure : **05-05-14**
Conf. No. : **12167686**
Rate Code : **DISTRAV**
Page No. : **1 of 1**

Date	Description	Charges	Credits
05-04-14	Room Charge	59.99	
05-04-14	Occupancy Tax	3.60	
05-04-14	State Tax	4.05	
05-05-14	American Express		67.64
	Total	**67.64**	**67.64**
	Balance	**0.00**	

Wyndham Rewards members earn valuable points on qualifying stays at nearly 7,000 hotels around the world. If you are not already a member, join the next time you check-in, visit us at www.wyndhamrewards.com or call 1-866-996-7937.

Guest Signature: [redacted]

Please contact the Manager about and issues with your stay. Howard Johnson or affiliates may contact you about goods and services unless you call 877-222-3297 or write to Wyndham Worldwide Hotels, Inc. 1 Sylvan Way, Parsippany, NJ 07054 to opt out. View our Howard Johnson website about privacy.

Thank you for staying with us.
It was our pleasure to serve you.