

AQ14-003

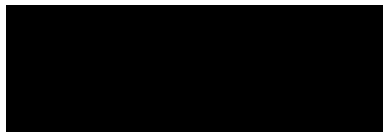
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



3D7TT2CT6BG

07/05/2014 08:28

3992 KG 8800 LB

LT245/70R17E TIRES

520 KPA (75 PSI) COLD

LT245/70R17E TIRES

550 KPA (80 PSI) COLD



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

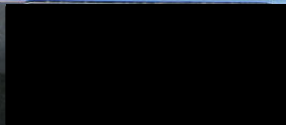
VIN: 3D7TT2CT6BG [REDACTED] TYPE: TRUCK MDH:

VEHICLE MADE IN MEXICO PAINT: PXR TRIM: U9U3

07/05/2014 08:32

2243

2014
RAM



07/05/2014 08:32



07/05/2014 08:32



Don't
Waste
Time
Call
Now

07/05/2014 08:33



07/05/2014 08:33



07/05/2014 08:33



07/05/2014 08:33



07/05/2014 08:34



2233

RAM
2500
HEAVY DUTY

07/05/2014 08:34



07/05/2014 08:35



07/05/2014 08:35



07/05/2014 08:35



07/05/2014 08:36



10
2
15-14

DIRTY
Back On

BEFORE FLIGHT

07/05/2014 08:36



07/05/2014 08:36



07/05/2014 08:36



07/05/2014 08:37



07/05/2014 08:37



07/05/2014 08:37



07/05/2014 08:37



07/05/2014 08:38



07/05/2014 08:38





07/05/2014 08:38



07/05/2014 08:38



07/05/2014 08:38

GI



07/05/2014 08:39



07/05/2014 08:40



07/05/2014 08:40



M2 20A TRAILER LIGHT INS
AIR SUPPLY SO
FRONT TOW LAMP
WIS FEED
M3 20A 17.0V WASH LCP
WASHAM PUMP MTR
M4 10A TRAILER LOCK 2
M5 20A TRAILER TOW
M6 20A TRAVELER
M7 20A PWR OUTLET #1
M8 20A PWR OUTLET #2
M9 10A 17.0V HEATED SEAT
M10 10A 17.0V HEATED SEAT
M11 10A 200 #3
M12 10A RT-TAIL
M13 10A LF-TAIL
M14 20A REAR WIPER
M15 20A FUEL/20A LIFT PUMP
M16 10A PWR MTRM-POWER WTR
M17 10A 17.0V WTR
M18 10A PWR TRANS FEED
M19 15A PWR TRANS FEED
M20 10A 20A
M21 10A 17.0V 20A
M22 10A RT WTRM HI/LOW
M23 10A LF WTRM HI/LOW
M24 20A PWR WIPER
M25 20A FUEL/20A LIFT PUMP
M26 10A PWR MTRM-POWER WTR
M27 10A 17.0V WTR
M28 10A PWR TRANS FEED
M29 15A PWR TRANS FEED
M30 10A 20A
M31 10A 17.0V 20A
M32 10A 17.0V 20A
M33 10A 17.0V 20A
M34 10A 17.0V 20A
M35 10A 17.0V 20A
M36 10A 17.0V 20A
M37 10A 17.0V 20A
M38 10A 17.0V 20A
M39 10A 17.0V 20A
M40 10A 17.0V 20A
M41 10A 17.0V 20A
M42 10A 17.0V 20A
M43 10A 17.0V 20A
M44 10A 17.0V 20A
M45 10A 17.0V 20A
M46 10A 17.0V 20A
M47 10A 17.0V 20A
M48 10A 17.0V 20A
M49 10A 17.0V 20A
M50 10A 17.0V 20A
M51 10A 17.0V 20A
M52 10A 17.0V 20A
M53 10A 17.0V 20A
M54 10A 17.0V 20A
M55 10A 17.0V 20A
M56 10A 17.0V 20A
M57 10A 17.0V 20A
M58 10A 17.0V 20A
M59 10A 17.0V 20A
M60 10A 17.0V 20A
M61 10A 17.0V 20A
M62 10A 17.0V 20A
M63 10A 17.0V 20A
M64 10A 17.0V 20A
M65 10A 17.0V 20A
M66 10A 17.0V 20A
M67 10A 17.0V 20A
M68 10A 17.0V 20A
M69 10A 17.0V 20A
M70 10A 17.0V 20A
M71 10A 17.0V 20A
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M91 10A 17.0V 20A
M92 10A 17.0V 20A
M93 10A 17.0V 20A
M94 10A 17.0V 20A
M95 10A 17.0V 20A
M96 10A 17.0V 20A
M97 10A 17.0V 20A
M98 10A 17.0V 20A
M99 10A 17.0V 20A
M100 10A 17.0V 20A

07/05/2014 08:41



07/05/2014 08:41



07/05/2014 08:41



07/05/2014 08:42

UGGED
LINER



07/05/2014 08:42



07/05/2014 08:42



07/05/2014 08:43



07/05/2014 08:43



TEXAS
CLASSIC of DENTON

07/05/2014 08:44



47921 mi



P R N D

07/05/2014 08:44



77°F
Fuel Economy
AVG: 9.5
DTE: 101 mi
MPG 10 20
90:40:31



P R N D ↗

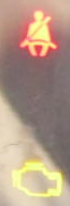
07/05/2014 08:45



07/05/2014 08:45



Fuel Econo
AVG: 9.5
DTE: 100 mi
MPG 10 20
90:4



P R N D

07/05/2014 08:45



77°F

Fuel Economy

AVG: 9.5

DTE: 100 mi

MPG 10 20

90:41:31



P R N D

07/05/2014 08:46



07/05/2014 08:46



77°F

Fuel Economy

AVG: 9.5

DTE: 100 mi

MPG 10 20

90:42:36



P R N D

07/05/2014 08:47

WARNING

EVEN WITH ADVANCED AIR BAGS



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




55361230AB

07/05/2014 08:48

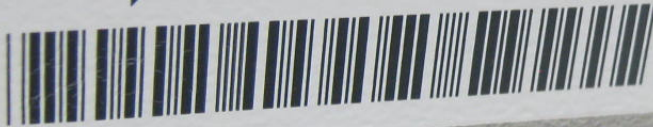
WARNING

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55361230AB



07/05/2014 08:48



07/05/2014 09:06



07/05/2014 09:07



07/05/2014 09:07



07/05/2014 09:08



07/05/2014 09:08



07/05/2014 09:08



07/05/2014 09:08



07/05/2014 09:08

THE P
ammco BRAND
AL CE



07/05/2014 09:09



07/05/2014 09:09



07/05/2014 09:09



07/05/2014 09:09



07/05/2014 09:11

LT 285/70R17

SAFETY WARNING:

LOAD RANGE E
MAX LOAD SINGLE 1450 kg (3195 LBS) AT 550 kph (342 MPH)
MAX LOAD DUAL 1320 kg (2910 LBS) AT 550 kph (342 MPH)

SEVERE WEAR MAY RESULT FROM
CARRYING EXCESSIVE LOADS
INFLATE TO THE PROPER PRESSURE
CHECK THE PRESSURE FREQUENTLY
INFLATE TO THE PROPER PRESSURE
CHECK THE PRESSURE FREQUENTLY

07/05/2014 09:11

DO NOT REMOVE OR EXPOSED OF WIREMESH ASSEMBLY DUE TO IMPROPER MOUNTING - ONLY REPAIR

DOT 737L

L3F0314

07/05/2014 09:12



07/05/2014 09:16

DO NOT REMOVE FROM VEHICLE - EXPLOSION OF TIRE/RIM ASSEMBLY DUE TO IMPROPER MOUNTING-- ONLY SPECIALLY TRAINED

DOT 737L L3F0314

07/05/2014 09:16

LT 285/70R17

SAFETY WARNING:

SERIOUS INJURY MAY RESULT FROM TIRE FAILURE DUE TO UNDERINFLATION

MAX LOAD SINGLE 1450 kg (3195 LBS) AT 550 kPa (80 PSI) COLD
MAX LOAD DUAL 1320 kg (2910 LBS) AT 550 kPa (80 PSI) COLD

TREAD 2 STEEL 3
PLIES SIDEWALL 3 POLYESTER

LOAD RANGE E

07/05/2014 09:16



07/05/2014 09:17



07/05/2014 09:17

TUBELESS
STEEL BELTED RADIAL

M+S

1.5 P 43

07/05/2014 09:18

LT 285/70R17

12

07/05/2014 09:18

ROPER MOUNTING--- ONLY SPECIAL

L3F03140

07/05/2014 09:19



07/05/2014 09:20



07/05/2014 09:20

LT 285/70R17

07/05/2014 09:20

SEMBLY DUE TO IMPROPER MOUNTING-- ONLY SPECIALLY TR

7L

L3F0314

07/05/2014 09:21



07/05/2014 09:22

AQ14-003

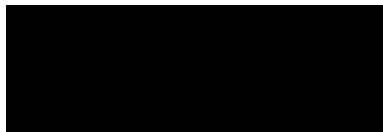
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



KG 12200 LB
R17E TIRES
(70 PSI) COLD
R17E TIRES
65 PSI) COLD



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

VIN: 3D73Y4CLXBG [REDACTED] TYPE:
VEHICLE MADE IN MEXICO PAINT: PDM

3D73Y4CLXBG

07/08/2014 10:37



07/08/2014 10:38



07/08/2014 10:38



07/08/2014 10:39



Wynn Art
SPRING, TEXAS

4x4

07/08/2014 10:39



07/08/2014 10:39



07/08/2014 10:39



07/08/2014 10:40



07/08/2014 10:40



412AE

07/08/2014 10:40



WARNING



FULL



07/08/2014 10:41



07/08/2014 10:42



07/08/2014 10:42

TRW™ ECU 220464-107 CHRYSLER (ABS)
P5536P224R
T1D1BK3200A0145

07/08/2014 10:42



07/08/2014 10:43

Do not apply more than
to electrical system
charging or jump start
Engine and starting system
failure could result

07/08/2014 10:44



07/08/2014 10:44



07/08/2014 10:45



07/08/2014 10:46



07/08/2014 10:46



07/08/2014 10:47



07/08/2014 10:47



07/08/2014 10:47



07/08/2014 10:47



07/08/2014 10:47



146

07/08/2014 10:48



07/08/2014 10:48



07/08/2014 10:49



07/08/2014 10:49



07/08/2014 10:49



07/08/2014 10:52



STANDARD

USA

NORTH AMERICA

POLYESTER

NYLON

PLIES

07/08/2014 10:52



RCVE PU H 1

07/08/2014 10:52

C 13 HU H 15 13

07/08/2014 10:53



63581 mi



07/08/2014 11:24



07/08/2014 11:25



07/08/2014 11:26



8

07/08/2014 11:26



Fuel Econ
AVG: 12.6
DTE: 168 m
MPG 10



P R N

07/08/2014 11:27



07/08/2014 11:45

KL 23

07/08/2014 11:45



07/08/2014 11:45



07/08/2014 11:45



07/08/2014 11:46



6

07/08/2014 11:46



07/08/2014 11:47



07/08/2014 11:47



07/08/2014 11:47



07/08/2014 11:48



07/08/2014 11:48



07/08/2014 11:48



07/08/2014 11:48



07/08/2014 11:49



5A

07/08/2014 11:49

Banko

RH12
12398

MADE IN INDONESIA

07/08/2014 12:05

APPROX

DO NOT MOUNT ON 175 INCH PIN

235K30RT

07/08/2014 12:05

15 HU H 4613

07/08/2014 12:05

07/08/2014 12:07





07/08/2014 12:07

254B

U9B

4810

NON

07/08/2014 12:07

RADIAL LT235/80R17

07/08/2014 12:08



07/08/2014 12:17

CAUTION - DO NOT MOUNT ON 17.5 INCH RIM

LT 235/80R17

07/08/2014 12:18

01 BEVS HU H 4513

07/08/2014 12:18



07/08/2014 12:27

DOT BCV5 HU H

07/08/2014 12:28

 **Hankook**

3112 / 12337 / MADE IN INDONESIA

RADIAL
TUBELESS M+S

07/08/2014 12:29



Hankook

MADE IN INDONESIA

RADIALL TUBELESS

07/08/2014 12:29



07/08/2014 12:30



07/08/2014 12:30

DOT FCV5 HU H

1000

07/08/2014 12:30



07/08/2014 12:31

AQ14-003

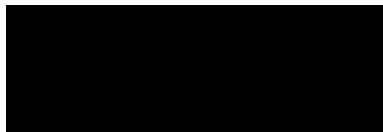
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP





Service is our best part!



TECHNOLOGY TOOLS

Store 8828 300 Fairview Hudson, NY 12534 Phone: (518) 674-6144
Questions or feedback? Contact the Commercial Customer Support Team
at 1-877-280-5985 or email us at service@advanceautoparts.com

Moores Hill, NY

Mavis Tire #156 Catskill
7 Central Avenue
Catskill, NY 12414
Phone: (518) 943-0624
Account ID: 1872572389

P.O.#: Luke
Date: 7/07/14
Register: 8
Store/Unit#: 156
Internet Order #:
Invoice/Trans: 8828418887381
Time: 3:24:17PM
Delivery: Yes
Salesperson: James

Product Line	Part #	Description	SKU	Warranty	Qty	List	Cost	Extended
Moog	ES800532	TIE ROD END 1 EA MOOG	10075373	LIMITED LIFETIME REPLACEMENT	1	97.33	42.94	42.94



D2LJ413KXXTNR41CGQ1B131DV1CFS

MERCHANDISE SUBTOTAL 42.94
TOTAL INVOICE 42.94
PAYMENT Cash -100.00
CHANGE \$57.06

Core Bank Account Summary - Items 1 Balance 1.00

Product Line	Part #	Description	Invoice/Trans.#	Date	Qty	Value	Days Out
Wearaver Silver	NB775	BRAKE SHOE SET-RMFD 1 EA	8828418887381	6/29/14	1	1.00	8

PAID \$50.00 FOR FRIEND TO
GET MOOG AIRE MARKET TIE ROD END
AND HELP TO PUT ON, SO AS TO
MOVE VEHICLE TO SHOP,
SHOP PUT ON AND ALIGNMENT
FREE
\$367.08
42.94
\$460.02

Customer's signature below certifies that the tax free purchase items qualify for resale or other permitted tax or fee exemption. Customer will pay all taxes and government fees on taxable purchases, including interest and penalties if applicable. All cores need to be in the original box and in refundable condition to receive full core credit. Invoice required as proof of purchase for all returns.

THANK YOU FOR YOUR BUSINESS!
Customer Copy



Left Tie Rod

IMPORTANT SAFETY RECALL N49 / NHTSA 13V-529

This notice applies to your vehicle (VIN: 3D7UT2CL2AG [REDACTED]).

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

Dear [REDACTED]

SEPT. 2012 — RECALL

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.

Jeff Wyler

875 E Eads Parkway
Lawrenceburg, IN 47025
(812) 537-2525

CUST NO.	TAX EXEMPT NUMBER	CUST P.O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
4000		NORDFORS		CRED CD	STEVE	07/03/14	24252 J2R

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SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	CBUEN491-AB PACKAGE O 19027003	111L2	151.41	151.41	151.41
1	0	CBUEN492-AA NUT NONE 19015005	08-08	0.77	0.77	0.77
SUBTOTAL						152.18
TAX						24.01
FREIGHT PAY THIS AMOUNT						190.89
367.08						

NO RETURN ON SPECIAL ORDER PARTS
35% HANDLING ON RETURNS
ACCEPTED FOR RETURN
 JUL 03 2014

**NO REFUNDS
WITHOUT THIS INVOICE**

**NO RETURN OR
REFUND AFTER
10 DAYS.**

**NO RETURN ON
ELECTRICAL PARTS.**

**ALL RETURN PARTS
TO BE IN ORIGINAL
UNDAMAGED PACKAGE.**

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

CUSTOMER COPY



PARTS INVOICE

AQ14-003

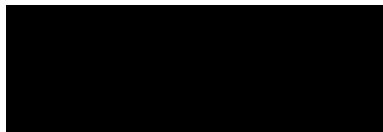
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP













CARROLLTON, GA

GEORGIA



IN GOD WE TRUST

SEP 14





MICHEAL THOMPSON

MICHEAL THOMPSON

BAVA
M72



BFGOODRICH

LT315/70R17

B

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 1-06

GVWR 3992 KG (8800 LB)

GVWR FRONT 2359 KG (5200 LB)

WITH TIRES LT245/70R17E

RIMS AT 17X7.5

COLD 450 KP

GVWR REAR 2722 KG (6000 LB)

WITH TIRES LT245/70R17E

RIMS AT 17X7.5

COLD 550 KP

THIS VEHICLE CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN A

VIN: 3D7KS28DX6G [REDACTED]

TYPE:

TRUCK

SINGLE



MDH: 011010 219AA PNT:PJC

VEHICLE MADE IN MEXICO

TRM: P

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 1-06

GAWR 3992 KG (8800 LB)

GAWR FRONT 2359 KG (5200 LB) WITH TIRES LT245/70R17E

RIMS AT 17X7.5

COLD 450 KPA (65 PSI)

GAWR REAR 2722 KG (6000 LB) WITH TIRES LT245/70R17E

RIMS AT 17X7.5

COLD 550 KPA (80 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: 3D7KS28DX6G [REDACTED]

TYPE: TRUCK SINGLE X DUAL



MDH: 011010 219AA PNT:PJC

VEHICLE MADE IN MEXICO TRM:P9J3 4648507

MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR 1-06

GVWR 3992 KG (8800 LB)

GVWR FRONT 2359 KG (5200 LB)

WITH TIRES LT245/70R17E

RIMS AT 17X7.5

COLD 450 KPA (65 PSI)

GVWR REAR 2722 KG (6000 LB)

WITH TIRES LT245/70R17E

RIMS AT 17X7.5

COLD 550 KPA (80 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: 3D7KS28DX6G [REDACTED]

TYPE: TRUCK

SINGLE ~~X~~ DUAL



MDH:

011010 219AA PNT:PJC

VEHICLE MADE IN MEXICO

TRM:P9J3

4648507

MPH km/h

200 120

76066

Oil

MPH km/h

200

120

76066

OIL



























BLAZER
MUD

500

WICKIY THOMPSON





WICKED

M72R

MAXXIS













29071

100-111111-111111
100-111111-111111















3037

WARRANTY INFORMATION
SEE USER MANUAL







GOODYEAR MTZ

GOODYEAR MTZ

NOV 1998







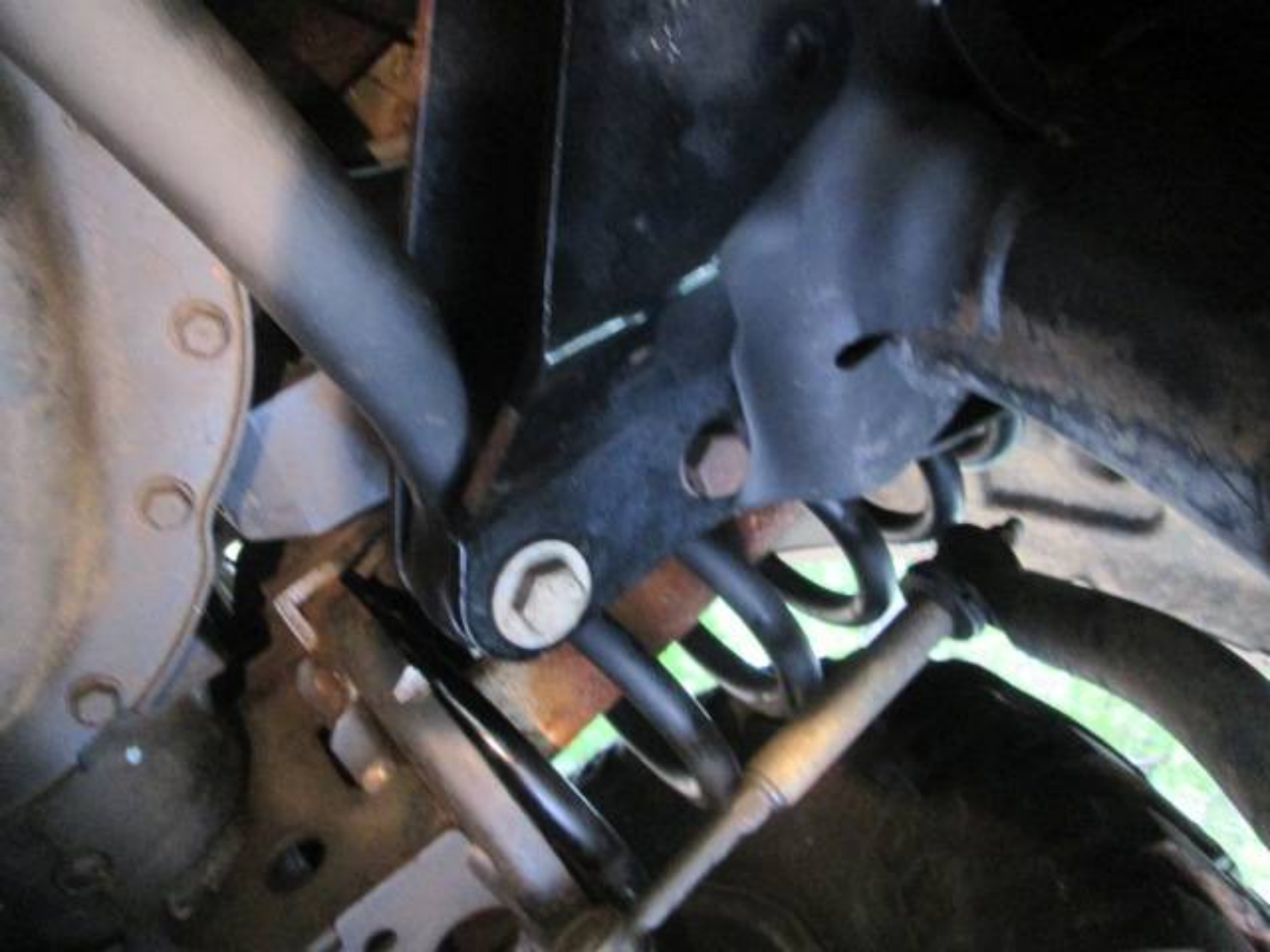




























LT315/70R17

MOUNT ONLY ON 17 INCH RIMS - M&S

BRADY







LEE BISHOP
SUNSHINE
200
LEE BISHOP
SUNSHINE
200







R N D 2 1
76066



4WD



⚠ WARNING

DEATH OR SERIOUS INJURY CAN OCCUR



- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

2011-001AB



ADDITIONAL COPY
776-64-3450

⚠ WARNING

DEATH OR SERIOUS INJURY CAN OCCUR



- CHILDREN 12 AND UNDER CAN BE KILLED BY THE AIR BAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- SIT AS FAR BACK AS POSSIBLE FROM THE AIR BAG.
- ALWAYS USE SEAT BELTS AND CHILD RESTRAINTS.

2005-001AB



JAMPTON, CA 95027
770-641-3650







475919













⚠ 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.
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55365001AB

... AND UNDER CAN BE ...
... SEAT IS THE SAFEST PLACE FOR ...
... PUT A REAR-FACING CHILD SEAT IN THE FRONT,
... FAR BACK AS POSSIBLE FROM THE AIR BAG.
... USE SEAT BELTS AND CHILD RESTRAINTS.

55365001AB





215912















EPA Child Mktg
PROHIBITED

UNIVERSITY OF CALIFORNIA

















































mm/inch/F

ZERO

ON/OFF

Dill
Air
Control
Products

16.00
3/16





mm/Inch/F

16

FRAC

32

in

FRAC

ZERO

OFF

Dill
Air Controls
Products







180

LOAD
RANGE



330 18



LEMENTAL TIRE PRESSURE INFORMATION

FOR LIGHT LOAD AND MAX LOAD CONDITIONS
2 OCCUPANTS (150 LBS. EACH) PLUS 200 LBS. CARGO
AS DEFINED ON DRIVERS SIDE B - PILLAR PLACARD

	FRONT	REAR
FLATION PRESSURE (COLD)	310 kPa, 45 PSI	280 kPa, 40 PSI
FLATION PRESSURE (COLD)	450 kPa, 65 PSI	550 kPa, 80 PSI
	LT245/70R17E	LT245/70R17E

MANUAL FOR ADDITIONAL INFORMATION 

6G205163



PENDING CODES

P0440

Evaporative Emission System

P0700

Transmission Control System (MIL Request)

PERMANENT CODES

No permanent codes found.

PENDING CODES

P0440

Evaporative Emission System

P0700

Transmission Control System (MIL Request)

PERMANENT CODES

No permanent codes found.

PENDING CODES

P0440

Evaporative Emission System

P0700

Transmission Control System (MIL Request)

PERMANENT CODES

No permanent codes found.

3
DOT

UTBM

MBL

(74517)

41542-2 R-392B

MSC



THOMPSON

BACK MTR

MICKLEY

121/1180

LOAD RANGE D



R-31373

47542-1

4613

MBL

UTAM

DOT

DESIGN 0438





DESIGN 0938

DOT

U18M

MB1

4613

41542-1

R-31313

























BRIDGESTONE





5.7 TER

RAM 2500

MICKEY TIRE
TRUCKS





































AQ14-003

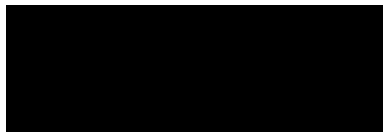
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

07/16/14

POSTED DATE:

7.9.14

VIN (FIRST 9 DIGITS)

000000000

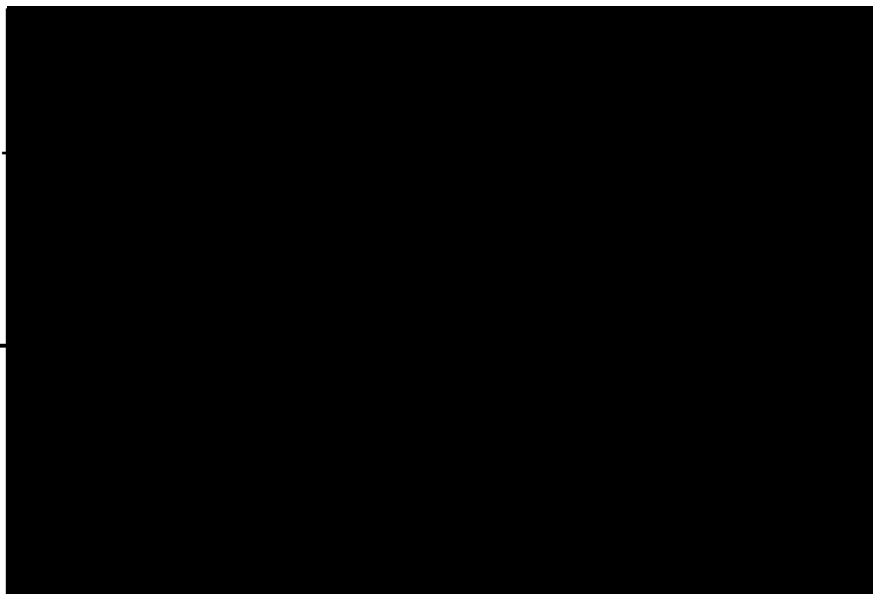
VIN (LAST 8 DIGITS)

00000000

FIRST NAME:

LAST NAME :

CAIR :



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

001530

BANK OF CLARKE COUNTY
382 Fairfax Pike
Stephens City, VA 22655
88-251/514

PURCELLVILLE VA
[Redacted]

7-8-14

PAY TO THE ORDER OF

Terry's Towing
two hundred & sixty four

\$ 264⁰⁰

90

DOLLARS

FOR

TOWING 2011 DODGE

[Redacted]

MP

[Redacted]

WARNING BAND

SAXTON LANDSCAPES, INC./PO BOX 1053

001530

7-8

Terry's Towing

264⁰⁰

SAXTON LANDSCAPES, INC./PO BOX 1053

001530



Fair Deal Chrysler
4170 Auto Park Ci
Cerritos, CA

MTN: Auto Needs


Townee, Oklahoma via Express
Please advise
Chrysler Rent A Car
PO 21-8007
August Hills ME 48321-8007
200-CHRYSLER
247-9753



60 North Reid Street
Hamilton, Virginia 20158
(540) 338-4386

ROAD SERVICE

Tenney Towing

TIME OF CALL A.M. P.M.	DATE IN 3-18	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME
NAME		ONE #					
ADDRESS							
CITY				STATE	ZIP		
YEAR	MAKE/MODEL Dodge Ram 5.0		COLOR	ODDOMETER	DRIVER		
MARKER PLATE # 11916299	STATE VA	VIN #		REGISTERED OWNER			
LOCATION OF VEHICLE							
TOWED TO							
INSPECTED BY INSURANCE CO		APPRAISER NAME		DATE	DRIVER		
RELEASED BY		DATE	PHONE #				
REASON FOR TOW		TYPE OF TOW		PERSONALS TAKEN BY DATE PHONE#			
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> BREAK DOWN <input type="checkbox"/> ABANDONED <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> NO START <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> FIRE LANE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> NO TRESPASS <input type="checkbox"/> TOW ZONE <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> SNOW REMOVAL		<input type="checkbox"/> SLING/HOIST <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT TOWED PER ORDER OF <input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER OF A CAR <input type="checkbox"/> DEALER		VEHICLE STORAGE TIME FROM _____ TO _____ DAYS @ \$ _____ INDICATE DAMAGED AREA(S) ON VEHICLE:  KEYS LEFT Y N RADIO Y N			
SPECIAL EQUIPMENT USED		OTHER SERVICES		MILEAGE		TOWING CHARGE	
<input type="checkbox"/> WINCH <input type="checkbox"/> FLARES <input type="checkbox"/> DOLLIES <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> RAMPS <input type="checkbox"/> <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/>		<input type="checkbox"/> SWEEP <input type="checkbox"/> FIRST AID <input type="checkbox"/> REMOVE AXLE <input type="checkbox"/> SECURE LOOSE PARTS		FINISH _____ START _____ TOTAL _____		65.00 16.00 LABOR _____ EXTRA PERSON _____ SPECIAL EQUIPMENT _____ STORAGE _____	
METHOD OF PAYMENT				LABOR TIME		EXTRA PERSON	
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVER'S LIC # _____ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> EXP. DATE _____ CREDIT CARD # _____				FINISH _____ START _____ TOTAL _____		SUBTOTAL _____ TAX _____ TOTAL 81.00	
AUTHORIZED SIGNATURE _____ DATE _____				DRIVER # _____ TRUCK # _____			
DRIVER SIGNATURE _____ DATE _____							

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

THANK YOU!


No 000544

Hamilton, Virginia 20158

(540) 338-4386

SERVICE

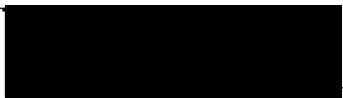
Temp Towing

TIME OF CALL A.M. P.M.	DATE IN 7-14	DATE OUT	TIME START A.M. P.M.	TIME FINISH A.M. P.M.	REQUESTED BY	P.O./CASE #	OFFICER NAME
NAME		[REDACTED]					
ADDRESS							
CITY <i>Parsippany VA</i>		STATE	ZIP				
YEAR	MAKE/MODEL <i>Dodge Ram 2500</i>	COLOR <i>white</i>	ODOMETER	DRIVER			
MARKER PLATE # <i>2N1167214</i>	STATE <i>VA</i>	VIN #	REGISTERED OWNER				
LOCATION OF VEHICLE							
TOWED TO							
INSPECTED BY INSURANCE CO		APPRAISER NAME		DATE	DRIVER		
RELEASED BY		DATE	PHONE #				
REASON FOR TOW		TYPE OF TOW		PERSONAL'S TAKEN BY		DATE	PHONE #
<input type="checkbox"/> ACCIDENT <input type="checkbox"/> BREAK DOWN <input checked="" type="checkbox"/> ABANDONED <input type="checkbox"/> UNREGISTERED <input type="checkbox"/> NO START <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> FLAT TIRE <input type="checkbox"/> FIRE LANE <input type="checkbox"/> LOCK OUT <input type="checkbox"/> NO TRESPASS <input type="checkbox"/> TOW ZONE <input type="checkbox"/> ARREST <input type="checkbox"/> STOLEN <input type="checkbox"/> IMPOUNDED <input type="checkbox"/> SNOW REMOVAL <input type="checkbox"/>		<input type="checkbox"/> SLING/HOIST <input checked="" type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/>		<input type="checkbox"/>		DATE	PHONE #
SPECIAL EQUIPMENT USED		TOWED PER ORDER OF		VEHICLE STORAGE TIME			
<input type="checkbox"/> WINCH <input type="checkbox"/> FLARES <input type="checkbox"/> DOLLIES <input type="checkbox"/> SCOTCH BLOCKS <input type="checkbox"/> RAMPS <input type="checkbox"/> <input type="checkbox"/> SHATCH BLOCKS <input type="checkbox"/>		<input type="checkbox"/> STATE POLICE <input type="checkbox"/> LOCAL POLICE <input type="checkbox"/> OWNER OF A CAR <input type="checkbox"/> DEALER		FROM _____ TO _____ DAYS @ \$ _____ INDICATE DAMAGED AREA(S) ON VEHICLE:  KEYS LEFT Y N RADIO Y N			
METHOD OF PAYMENT		OTHER SERVICES		MILEAGE		TOWING CHARGE	
<input type="checkbox"/> CASH <input type="checkbox"/> CHECK DRIVER'S LIC. # _____ <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> EXP. DATE _____ CREDIT CARD # _____		<input type="checkbox"/> SWEEP <input type="checkbox"/> FIRST AID <input type="checkbox"/> REMOVE AXLE <input type="checkbox"/> SECURE LOOSE PARTS		FINISH <i>131101</i> START <i>131074</i> TOTAL <i>27 miles</i>		7.5000 MILEAGE <i>408.42</i> LABOR	
AUTHORIZED SIGNATURE		DATE	LABOR TIME		EXTRA PERSON		
X _____ <small>I hereby certify that the information furnished on this document is true and correct to the best of my knowledge and belief.</small>		DATE	FINISH _____ START _____ TOTAL _____		SPECIAL EQUIPMENT STORAGE SUBTOTAL TAX		
DRIVER SIGNATURE		DATE	DRIVER #	TRUCK #	TOTAL		
_____		_____	_____	_____	1.58 PC		

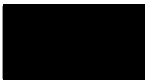
We cannot be responsible for damages caused by faulty tires, bumper brackets, etc. This company assumes no responsibility for loss or damage by theft, fire or any other cause beyond our control, to any vehicle placed with them for storage or repair.

THANK YOU!

No 000546



Purcellville, VA



NO

09 JUL 2014

Chrysler Recall Assistance
PO BOX 21-8007
Auburn Hills, MI 483

48321002121



Fax

To: Chrysler Recall Assistance	From: [REDACTED]
Fax: 877-768-5076	Phone: [REDACTED]
Phone: 800-247-9753	Date: 9/1/2014
Re: Towing Refund #25271670	Pages: 5

The original invoices for the attached towing charges were mailed to your office shortly after my payment. I have called several times to see if it were received and told to call back in another two weeks each time, which I believe I have done.

Nonetheless, I get a call this Saturday (8/30) telling me that the "case" will be closed in two days if these papers are not received.

I have called the towing company, but as yet (with holiday weekend) have not obtained "new originals".

Within this fax are our copies of our check and invoices that we paid for. I hope that you will understand and not close the case until we get this resolved.

Thank you,

[REDACTED]

Fair Chrys Credit
4170 Auto Park Ct
Chantilly, VA

ATTN: David Richards
Town and Country
Deerhouse address
Chrysler Deal (resptive etc)
PO 21-8007
August Hills Ave

200-CHRYSLER
247-9753
48321-5800
800



ended 7-7014 not input
FAX 877-768-5076
GMS

001530



PURCELLVILLE, VA
PH

BANK OF CLARKE COUNTY
332 Fairfax Pike
Stephens City, VA 22655
68-2517514

7-8-14

PAY TO THE
ORDER OF

Terry's Towing
two hundred, sixty four

\$ 264⁰⁰

90

DOLLARS



FOR

TOWING 2011 DODGE



THIS DOCUMENT CONTAINS A COLORED BACKGROUND ON WHITE PAPER. MICROPRINT IS LOCATED BELOW THE WARNING BAND.

SAXTON LANDSCAPES, INC./PO BOX 1053

001530

7-8

TERRY'S TOWING

264⁰⁰

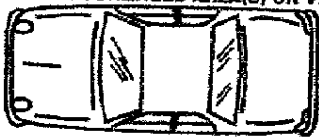
SAXTON LANDSCAPES, INC./PO BOX 1053

001530



North Reid Street
Hamilton, Virginia 20158
(540) 338-4386


Temp Tow

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

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.

0000546

TOWING
 60 North Reid Street
 Hamilton, Virginia 20158
 (540) 338-4386
Teresa Toney

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

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.

78 000544

AQ14-003

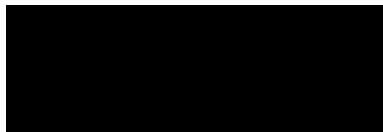
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



RECEIVED DATE:

07/16/14

POSTED DATE:

7-8-14

VIN (FIRST 9 DIGITS)

3D7MX48CΦ

VIN (LAST 8 DIGITS)

GG 

FIRST NAME:



LAST NAME:

CAIR:

00000000

NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES



SPEEDY LUBE
 SPEEDY LUBE
 1122 W HARVARD
 ROSEBURG, OR 97470
 (541) 673-6697

DATE 2/20/2014 5:13 PM
 TRANSACTION NO [REDACTED]
 INVOICE NO 9435980
 VEHICLE ID [REDACTED]

Customer Information		Description	Qty.	Price
[REDACTED] <i>DOB 01/13 Roseburg OR</i>		LABOR CHARGE	2.50	175.00
ROSEBURG, OR [REDACTED]		TIE ROD OUTER 4101080	1.00	159.95
		TIE ROD OUTER 4101081	1.00	154.95
		TIE ROD INNER	1.00	29.95
		TIE ROD INNER 4011902	1.00	29.95
Vehicle Information		ALIGNMENT	1.00	49.95
2006 DODGE RAM 3500 PICKUP 6cyl 5.9L Diesel Turbo		SUBTOTAL		\$599.75
VIN <i>BD7MX48C06G</i> [REDACTED] MILEAGE 112000		SALE		\$599.75
ALT ID [REDACTED]		TOTAL		\$599.75
DATE MILEAGE SERVICES		CASH		600.00
2/20/14 112000 LAB MIS MIS MIS MIS MIS		CHANGE		\$0.25
Service Information		PREPRINT		
UPPER	LOWER			
AM	AM	AM		
Service Comments				
Recommend next service at miles.				

Free Top Off Within 3 Months Or 3000 Miles Serving Douglas County for 30 years!

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

494584/#669461N62

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

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

LG [REDACTED]

N62

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

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

This vehicle was (check one if applicable):

- scrapped stolen exported

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

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

Date of sale: _____

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

Owner's title (check one if applicable):

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

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____



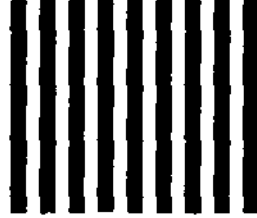
BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

POSTAGE WILL BE PAID BY ADDRESSEE

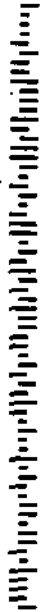
RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959

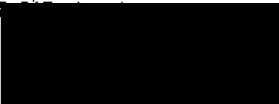
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Chrysler

18009921997





Roseburg OR



AQ14-003

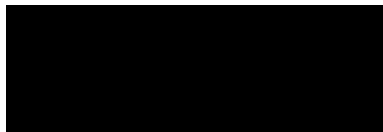
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



BERNARD'S TOWING, LLC.

26195 Central Grade Rd.
Lewiston, ID 83501
Phone (208) 743-8504
Fed. ID # 82-0283730

021502

143432867

TOWING REPORT

Case #

OWNER	NAME	[REDACTED]	
	ADDRESS	[REDACTED]	
	CITY	STATE	ZIP
	PHONE	[REDACTED]	
PAY METHOD <input type="checkbox"/> CASH <input type="checkbox"/> CHECK # _____ <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> ON ACCOUNT			

DATE	TIME	AM/PM	REQUESTED BY	MILEAGE BEFORE TOW															
July 7	10:15	PM																	
YEAR	MAKE/MODEL/COLOR	MILEAGE																	
2008	odge	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17
DRIVER	REGISTRATION NO.	LICENSE NO.																	
LOCATION OF VEHICLE	TOWED TO																		
Home Depot Rd	odge Dealer																		
MILEAGE	SERVICE TIME	EXTRA TIME																	
FINISH	FINISH	FINISH																	
START	START	START																	
TOTAL	TOTAL	TOTAL																	
<input type="checkbox"/> SLING/HOIST TOW <input type="checkbox"/> WHEEL LIFT <input type="checkbox"/> FLAT BED/RAMP <input type="checkbox"/> START <input type="checkbox"/> LOCK OUT		<input type="checkbox"/> FLAT TIRE <input type="checkbox"/> OUT OF GAS <input type="checkbox"/> WRECK <input type="checkbox"/> RECOVERY		<input type="checkbox"/> SPECIAL EQUIPMENT <input type="checkbox"/> SINGLE LINE WINCHING <input type="checkbox"/> DUAL LINE WINCHING <input type="checkbox"/> SNATCH BLOCKS <input type="checkbox"/> SCOTCH BLOCKS															
I HAVE BEEN ADVISED THAT MY VEHICLE MAY BE DAMAGED IF WINCHED, TOWED, UNLOCKED OR LEFT ON UNATTENDED PREMISES. I RECOGNIZE THE DIFFICULTY INVOLVED AND I AGREE NOT TO HOLD THE TOWING SERVICE RESPONSIBLE FOR SUCH DAMAGE SHOULD IT RESULT.																			
SIGNATURE OF CAR OWNER OR AGENT				DATE															

VEHICLE WILL NOT BE RELEASED UNTIL TOWING SERVICE IS PAID	
REMARKS	MILEAGE CHG.
	TOWING CHG. 25000
	LABOR CHG.
	STORAGE CHG.
	SUBTOTAL
	TAX
SIGNATURE OF TOW-OPERATOR	DATE
AUTHORIZED SIGNATURE	DATE
	TOTAL 25000

AQ14-003

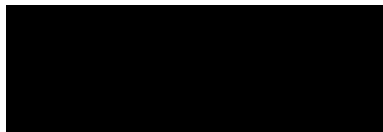
CHRYSLER

12/12/2014

ENCLOSURE 17

CUSTOMER COMPLAINTS

FINALBACKUP



Robert's Auto Sales & Service

16 Danbury Road
New Milford, CT 06776
Phone: (860) 210-0427
Fax: (860) 210-1414
Email:

Web Address: www.robertsautorepair.net

Invoice

16565

Estimate Ref #: 3,602
Date Printed: 07/25/2014
Printed Time: 2:12 pm

Hat/Ref #

Time Promised:

2005 DODGE RAM 2500 V8 5.7L 345CID FI GAS N D

VIN:3D7KS28D45G700000

New Milford, CT

Home:

Cell:

(J)

Email:

License: [Redacted]
Unit #:

Mileage In: 70,697
Mileage Out: 70,697
DOM:

Date Written: 05/29/2014
Written By: Jamie Sproule
Save Old Parts: No

Job Name	Description	Technician	Qty	List	Extended
----------	-------------	------------	-----	------	----------

Job #1	Towed In				
Labor	GEN				
	Broken Driverside Outer Tie Rod				
	Work Requested - Towed In		3.00	\$90.00	\$270.00
	Broken Driverside Outer Tie Rod End				
	Check Brakes				

Work Performed - Vehicle towed in by Brownies towing.
Broken drivers side outer tie rod end, has aftermarket steer system on it - couldn't get any parts to match.
Returned front end to stock heavy duty parts.
Installed all front steering.
Checked brakes - front pads have about 6-8,000 miles left.
Rear brakes are metal to metal (see estimate).

Part	RMC401-1919	Outer Tie Rod - Left	1.00	\$84.99	\$84.99
Part	RMC410-1081	Outer Tie Rod - Right	1.00	\$153.99	\$153.99
Part	RMC425-1011	Tie Rod Adjust	2.00	\$55.99	\$111.98
Part	MONSC2964	Steering Stabilizer	1.00	\$57.99	\$57.99
Part	RMC410-1080	Inner Tie Rod - Left	1.00	\$185.00	\$185.00
Part	RMC401-1920	Inner Tie Rod - Right	1.00	\$71.44	\$71.44
Misc	ALIGN	Work Requested - Alignment	1.00	\$75.00	\$75.00
Misc	TOW	Work Requested - Towing - Brownies Towing	1.00	\$130.00	\$130.00

Note/Title
ROUGH ESTIMATE:
REAR BRAKES
ROTOR \$99 X 2 = \$198
PADS \$79
BRAKE CLEAN \$4
LABOR \$135
TOTAL \$416 PLUS TAX

Case # [Redacted]

The part from the recall had fractured about 2 week prior & had it fixed.

[Redacted] New Milford, Ct. [Redacted]

Date 5/29/14 1052 51-7388/2211

Pay to Roberts Auto 1212.80

One thousand Two Hundred Twelve + 80/100 Dollars

WESTERN CONNECTICUT FCU
15 BERKSHIRE ROAD
SANDY HOOK CT 06482

For [Redacted]

⑆221173884⑆ 1722554175⑈ 1052

Designs By Stan

052914 - 17320001191804 - 1615 >211170101< Webster

INDORSE HERE

ROBERTS AUTO SALES & SERVICE
16 DANBURY ROAD
NEW MILFORD, CT 06458
(860) 230-2007

DO NOT SIGN / WRITE / STAMP BELOW THIS LINE