

Customer Assistance Inquiry Record (CAIR)# 15964626

VIN	3D7ML48C4 6G [REDACTED]	Open Date	02/16/2007	Built Date	04/01/2006
Model Year	2006	Body	D13L42	DODGE RAM 3500 ST QUAD CAB 4X2	
In Service Dt	04/22/2006	Mileage	15,771	Dealer Zone	
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	HOUSTON TX [REDACTED]	Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default | Customer seeking warranty coverage information.

Customer states he is having issue with the vehicle. Customer states the vehicle will not start unless he has his foot on the clutch and turning the key. Customer inquired what could be causing the issue and would it be covered under warranty. Informed customer she cannot provide warranty information without a diagnosis on the vehicle. Informed customer he would have to take the vehicle to the dealership.

Customer Assistance Inquiry Record (CAIR)#**16012382**

VIN	3D5KS28C8 6G [REDACTED]	Open Date	03/06/2007	Built Date	07/21/2005
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	07/08/2006	Mileage	15,545	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	66247	FERRERO I-25 CHRYSLER JEEP DODGE			
Dealer Address	4040 BYRD DR				
Dealer City	LOVELAND	Dealer State	CO	Dealer Zip	80538
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FORT COLLINS CO [REDACTED]	Country	UNITED STATES		

Product - Drivability - Unknown - No Start - Default

Customer states the vehicle will not start.

Customer states the vehicle is having issues starting. Customer states he has had the vehicle into DCX dealership #66247 five times now and he has had the issue 2-3 other times, but he was able to push start the vehicle. Customer states he wants to look into seeking lemon law for this vehicle since he has lost all faith in the vehicle. Writer called dealership, but they were not open yet, so writer offered customer a call back. Customer stated that would be okay and asked writer to call him at [REDACTED]. Writer agreed.

Writer called dealership and spoke to Mike, Service Manager and he advised writer that the vehicle had been into their dealership on 8/11/06, 11/29/06 and today for non start issue. Mike stated that the vehicle was towed in last night and he went out this morning and the vehicle started right up. Mike stated that they have not been able to duplicate the issue and he had been in touch with STAR today and they advised him to do a computer reprogram which supersedes the last time they updated the computer. Writer spoke with customer and advised him of the information Mike had given to writer. Customer stated that he would see if this took care of the issue, but if it happened again, he would want to check into lemon law. Customer asked if there was a time or mileage limit for him to file for lemon law and writer referred him to the blue and white booklet or to the Attorney General in his state for that information. Writer advised customer that the information had been documented and he could call DCX back if he needed further assistance. Writer spoke to owner, who is requesting vehicle be replaced due to ongoing intermittent no start concern. Owner states that vehicle will not start both when the engine is cold and warm. Writer contacted dealer #66247 and spoke with service manager Mike and advised SM of replacement vehicle request. Writer will forward file to dealer and DCX business center for handling.

***** ATTENTION SERVICE MANAGER *****

Owner is seeking relief under state Lemon Law or Customer Arbitration process. Please bring this to the attention of your district manager in an attempt to resolve customer's concern. In addition, update the file with resolution. - Thanks.

REASSIGNED TO BC/DLR 74 66247 03/09/07 16:12 R 16012382

Customer states he was informed the DM would have to be contacted and claims Mike Roll the Service Manager informed him he would have to contact DCCAC for the number. Agent contacted dealership 66247 and spoke to Mike who states he informed the customer to contact DCCAC for an update on the buy back situation. Agent informed customer he would have to continue working with the dealership at this time. Informed customer extra assistance has been brought in to assist the dealership with the repairs. Customer claims the dealership is unable to repair the vehicle. Informed customer if the dealership is unable to resolve the issue he can contact DCCAC for further assistance at that time.

Owner calling for status on buyback of vehicle.

Agent advised owner that this has been sent to the District Manager, no time frame on any further action, this will go through the District Manager.

Owner alleges that Service Manager told him that he has to contact DCCAC for status of buyback.

Agent advised owner that this issue has been sent to the District Manager.

Customer sent lemon law notification to DCCAC, received by District Manager this date. DM plans to review 3/19/07. Closing dealer CAIR as they are not authorized to make a replacement/repurchase decision.

Customer called in seeking an update on file. Advised customer that file is being reviewed by proper personnel. Advised customer that Service Manager will be the best person to speak with regarding updates on decision. Customer understood, no further information was requested.

*Contact Date:03/16/2007

Zone Administrators at the dealership has closed the Cair# 16012382

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 3/16/2007 AT 12:39:890 R 16012382

Customer Assistance Inquiry Record (CAIR)#**16677911**

VIN	3D7KS28C1 6G [REDACTED]	Open Date	08/28/2007	Built Date	03/16/2006
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	04/07/2006	Mileage	35,700	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	44578	RIVERSIDE AUTOPLEX LLC			
Dealer Address	916 SO. GEORGE NIGH EXPRESSWAY				
Dealer City	MCALESTER	Dealer State	OK	Dealer Zip	74501
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MCALESTER OK [REDACTED]	Country	UNITED STATES		

Product - Suspension - Lower Control Arms/Ball Jnts - Other - Unknown

Customer is seeking assistance.

Purchased New or Used? NEW

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Customer stated the clutch switch is still not working properly. Customer stated his upper and lower ball jnts need to be replaced and the dealer cannot get the vehicle in till September 6th.

Agent called the dealer as a courtesy and spoke with Katy, service advisor. Katy advised the agent they are completely booked until September 6th. Agent advised the customer of this and to keep in touch with the dealer to see if they get any cancellations.

Customer Assistance Inquiry Record (CAIR)#**17092417**

VIN	3D7KS28C5 6G [REDACTED]	Open Date	01/07/2008	Built Date	08/13/2005
Model Year	2006	Body	DH7L42	DODGE RAM 2500 ST QUAD CAB 4X4	
In Service Dt	11/04/2005	Mileage	34,500	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	58239	MC GREGOR MOTOR CO INC			
Dealer Address	404 NORTH FOURTH STREET				
Dealer City	INDIANA	Dealer State	PA	Dealer Zip	15701

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	FORD CITY PA [REDACTED]	Country	UNITED STATES

Product - Clutch - Unknown - Defective - Default	States that the clutch safety switch was defective.
Corporate - CNA Change - Default - Default - Default	Updated the owner information.

Purchased New or Used? Used

If Used, date purchased? 10/25/07 Mileage?29000

From whom did customer purchase used vehicle?

na

The customer states that his dealership informed him to contact CCAC because he was having an issue with a Clutch safety switch that does not allow the vehicle to be started with out the clutch being compressed. The customer states that his wife went out the other morning to start the vehicle and he didn t push in the clutch and the vehicle took off and ran through their garage and he is seeking assistance with the repairs to the bumper. The customer states that he does not want to turn this into his insurance company because this was due to a manufacturing defect. The customer is seeking assistance with the replacement of the bumper and the agent consulted with LGP14 and the customer will not be assisted with the replacement of the bumper and the customer was informed that he would need to contact his insurance company. The customer states that this occurred two weeks ago and he has already repaired his house. The customer was updated as the new owner of the vehicle.

Customer Assistance Inquiry Record (CAIR)#**17158268**

VIN	3D7KS28C9 6G [REDACTED]	Open Date	01/25/2008	Built Date	05/12/2006
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	07/20/2006	Mileage	21,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	42780	AUTO WORLD BIG STN GAP IN			
Dealer Address	721 EAST FIFTH ST NORTH				
Dealer City	BIG STONE GAP	Dealer State	VA	Dealer Zip	24219
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	JONESVILLE VA [REDACTED]	Country	UNITED STATES		

Product - Brakes - Unknown - Defective - Unknown	Customer seeking assistance.
Product - Cooling System - Water Pump / Thermostat - Other - Default	Customer seeking assistance.

Purchased New or Used? New

If Used, date purchased? n/a Mileage? n/a

From whom did customer purchase used vehicle? CDJ dealer

Customer called stating he is sitting on the side of the road with the water pump out, the power steering and the brakes are out. Customer states the dealership has also had to order parts for his window and clutch. Customer states he is tired of taking the vehicle in for repairs and would like to be compensated for his lost wages and gas money lost because of the vehicle having to go to the dealership all the time. Agent contacted the dealership and spoke to Mandy who provided the repair history as follows:

08/21/06- 1695 miles- Grab handle peeling- Ordered door panel

11/21/06- 4727 miles- Installed door panel

12/20/06- 5267 miles- Mirror shakes- Ordered mirror

01/21/08- 20813 miles- Window does not work/ clutch pedal not working- Ordered window regulator and clutch switch

Agent consulted with KW276 and advised customer the vehicle has been repaired per the warranty which does not cover gas or lost wages. Agent advised customer work with the dealership to resolve the current issues. Customer asked about buy back of the vehicle. Agent advised he read the blue and white booklet in his vehicle for more information.

Customer Assistance Inquiry Record (CAIR)#**17402194**

VIN	3D7KS28C0 6G [REDACTED]	Open Date	04/09/2008	Built Date	05/22/2006
Model Year	2006	Body	DH7P41 DODGE RAM 2500 LARAMIE QUAD CAB 4X4		
In Service Dt	09/30/2006	Mileage	39,058	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	68280	WOODHOUSE CHRYSLER JEEP DODGE			
Dealer Address	2171 SOUTH HWY 30				
Dealer City	BLAIR	Dealer State	NE	Dealer Zip	68008
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WAUNETA NE [REDACTED]	Country	UNITED STATES		

Product - Clutch - Clutch Linkage / Cables - Defective - Default	Customer is very upset
Product - Electrical - Battery - Defective - Default	Customer wants that battery to be working
Product - Drivability - Unknown - No Start - Default	Customer window and vehicle is nt driveable

Customer is very upset as his problems are not resolved as yet. The dealership gave him small SUV as a substitute but he is not happy earlier with that. The customer visited the dealership more than 5 times and his battery, clutch is not working fine and vehicle is still not in driveable condition so agent apologized for the inconvenience and called the dealership and spoke to the service mgr. Dennis to know about the facts and figures about the customer vehicle. Agent left the message for the service advisor to call back so we are awaiting his call and once he calls pls explain the details and inform the customer at his contact no. [REDACTED] (cell no.) Customer is too awaiting for the call.

Customer Assistance Inquiry Record (CAIR)#**18520024**

VIN	3D7LX38C4 6G [REDACTED]	Open Date	04/20/2009	Built Date	08/10/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	01/25/2006	Mileage	59,684	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	42090	LAYTON HILLS DODGE			
Dealer Address	650 NORTH MAIN STREET				
Dealer City	LAYTON	Dealer State	UT	Dealer Zip	84041
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WELLSVILLE UT [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Manual Trans / Transaxle - Jumps Out of Gear/Park - Default	clutch interlock
Product - Unknown - Unknown - Insurance / Subrogation - Default	subro
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

POSTMARK DATE: 040909; DATE RECEIVED: 042009

See prior cair. MHM1 reviewed and denied claim SF writes again. dictated letter. jss15.

LETTER MAILED. JSS15.

Customer Assistance Inquiry Record (CAIR)#**18525487**

VIN	3D7KS28C4 6G [REDACTED]	Open Date	04/22/2009	Built Date	05/18/2006
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	10/31/2006	Mileage	39,000	Dealer Zone	35 WASHINGTON
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	23301	AUGUSTA DODGE JEEP, LLC.			
Dealer Address	1111 GREENVILLE AVE				
Dealer City	STAUNTON	Dealer State	VA	Dealer Zip	24401
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	CHURCHVILLE VA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance
Product - Suspension - Upper Control Arms/Ball Jnts - Other - Unknown	customer complains regarding the ball joints of the vehicle

Customer called to inform that the vehicle is having problem with the upper and the lower ball joints. Customer states that his vehicle is at the dealership 23301 and the cost for the repair work is going to be 1100\$. Customer seeking goodwill assistance. Agent transferred the call to tier3 approved by LL679

What is the customer requesting from Chrysler? goodwill

How far out of warranty is the vehicle/repair by time and/or mileage? 3000 miles

Service contract (Chrysler or 3rd party) that would cover the repair? no

Original owner? (yes/no) If no, purchased when? yes

How many Chrysler vehicles has the customer owned including this vehicle? 3

Is there any repair history related to the current concern? no

Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership? yes

Service dealer code? 23301

Service manager name? n/a

NIC of team leader/floor walker who authorized escalation of caller? LL679

Writer contacted dealer 23301 Service Manager Ricki, not available,

Service Advisor Jim stated vehicle needs new ball joints, good maintenance, no abuse, SM Ricki left message to call me,

Agent attempted to contact dealer Service Manager Ricki however, SM not available. Left message for a return call. Provided enough information to give SM the ability to understand the reason for the contact

Provided dealer with agents extension, which is 66099#.

Customer cell [REDACTED].

4/22 Service Manager Ricky contacts Tier 3 seeking extension 66099 - advised dealer I am unable to transfer to Tier 2 ext - something is wrong with the phone system.

Owner seeking out of warranty assistance with needed ball joint replacement and a plastic clutch switch that broke on the vehicle.

Ricky recommending Chrysler cover the labor and owner pay for the parts because owner want to put aftermarket ball joints on that can be greased

- MOPAR does not offer this type of ball joint.

Writer will cover the cost of the labor to install ball joints and the parts and labor to replace the plastic switch that broke.

Ricky to call writer back on direct ext with cost so PA can be entered.

Current mileage is 39,175.

4/22 Ricky contacts Tier 3 with total cost of what writer agreed to cover, \$270.

PA entered for labor to install aftermarket ball joints and parts and labor for clutch switch.

Customer Assistance Inquiry Record (CAIR)#**18643500**

VIN	3D7KS28C7 6G [REDACTED]	Open Date	06/05/2009	Built Date	05/26/2006
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	10/06/2006	Mileage	31,000	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT		Market	U US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	68832	NEWBERG DODGE JEEP CHRYSLER, INC.			
Dealer Address	2809 PORTLAND ROAD				
Dealer City	NEWBERG	Dealer State	OR	Dealer Zip	97132
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SHERWOOD OR [REDACTED]	Country	UNITED STATES		

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Agent also notified the customer about the pending recall.
Corporate - Rental Vehicle - Default - Default - Default	Customer is seeking reimbursement for the rental vehicle (\$92.98).
Product - Clutch - Unknown - Broken, Cracked - Default	The clutch switch was replaced.

Customer is seeking the reimbursement on the rental vehicle. She got the clutch repaired by the dealership (68832). She paid \$92.98 for the rental vehicle. Agent informed the customer to send all the original documents and write a letter in detail explaining the problem and reason she took the rental vehicle. Agent provided the CAIR # and advised the customer to mention the CAIR # on all the documents. Agent also informed the case would be reviewed after the documents are received, and some one from Chrysler will get back to her within 4 business weeks. Agent provided the CAC mailing address and the fax #.

Agent also notified the customer about the pending recall # H46. Agent informed the customer to get in touch with any CDJ dealership in order to get it fixed. Customer was happy so far.

Customer Assistance Inquiry Record (CAIR)#**18668756**

VIN	3D7KS28DX 6G [REDACTED]	Open Date	06/15/2009	Built Date	11/24/2005
Model Year	2006	Body	DH7H41 DODGE RAM 2500 SLT QUAD CAB 4X4		
In Service Dt	01/31/2006	Mileage	25,837	Dealer Zone	42 DETROIT
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	43284	GREVE CHRY-JEEP-DODGE OF VAN WERT	INC
Dealer Address	756 W ERVIN		
Dealer City	VAN WERT	Dealer State	OH Dealer Zip 45891
Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	OHIO CITY OH [REDACTED]	Country	UNITED STATES

Product - Clutch - Unknown - Defective - Default	Clutch starter interlock system
Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Informed about pending recall

Customer states that the clutch starter interlock system went out on the vehicle and he was charged \$223.00 to fix the issue. Customer states that Chrysler does not use good parts to in their vehicles and this should be called for a recall. Agent informed about the pending recall on the steering linkage and advised get it performed. Agent also told the customer that the complaint would be documented and in future if there are any recalls he would be notified with notification letter.

Customer Assistance Inquiry Record (CAIR)#**18881062**

VIN	3D7KS28C6 6G [REDACTED]	Open Date	08/26/2009	Built Date	02/21/2006
Model Year	2006	Body	DH7H41	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	06/12/2006	Mileage	31,000	Dealer Zone	63 DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			

Dealer	23918	TIM PARKER CHRYSLER			
Dealer Address	4722 CENTRAL AVE				
Dealer City	HOT SPRINGS	Dealer State	AR	Dealer Zip	71913
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	HOT SPRINGS AR [REDACTED]	Country	UNITED STATES		

Recall - H46: STEERING LINKAGE - Advise Owner/Incomplete Recall	Customer has been informed about the incomplete recall.
Product - Clutch - Unknown - Worn - Default	Customer is complaining about the clutch pedal-ignition interlock switch.
Product - Transmission / Transaxle - Unknown - Worn - Default	Customer is complaining about the clutch pedal-ignition interlock switch.

***** EMAIL BRIEF DESCRIPTION CONTENT *****

Am having tthe clutch pedal-ignition interlock switch replaced on my 2006 Dodge Ram 2500 due malfunction/breakage. I have no complaint about the dealer's service. They will have it replaced by tomorrow afternoon.

***** END EMAIL BRIEF DESCRIPTION CONTENT *****

Purchased New or Used? New

Is the vehicle at a Chrysler/Dodge/Jeep dealer now? na

***** BEGIN CUSTOMER EMAIL *****

I believe that you have a defective part here as I have found several people online who have suffered the same problem. As this is a safety item, it seems that it should be on extended warranty similar to pollution control devices, and that the materials should be much more durable than a life of just 3 years from manufacture. Clutch discs and bearings have much longer life and receive much more pressure and wear than this little switch. Your thoughts??

***** BEGIN EMAIL RESPONSE *****

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Ram.

We appreciate the time and effort you took to write to us and apologize for the inconvenience caused.

In response to your email regarding the clutch pedal-ignition interlock switch, we would like to inform you that comments like yours are one way to learn of the problems that develop and the improvements that are desired by customers. The information received is used in the product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

Furthermore, our records indicate that your vehicle is involved in the factory recall campaign listed below:

Recall Campaign # H46 Steering Linkage

Please contact your local authorized dealership to arrange for an inspection, for the repairs and at your convenience. The recall services

are performed free of charge.

For any further assistance in the future, please feel free to contact us using the reply link given below.

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

Thanks again for your email. We value you and your business.

***** END EMAIL RESPONSE *****

Customer Assistance Inquiry Record (CAIR)#**20192392**

VIN	3D7KU28C0	4G [REDACTED]	Open Date	12/01/2010	Built Date	01/14/2004
Model Year	2004	Body	DR7H41	DODGE RAM 2500 QUAD CAB PICKUP		
In Service Dt	03/03/2004	Mileage	230,000	Dealer Zone	63	DALLAS
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	ETH	5.9L I6 HO CUMMINS TD ENGINE				
Transmission	DEE	6-SPEED HD MANUAL TRANSMISSION				
Dealer	43497	JOHNNY ROBERTS MOTORS INC				
Dealer Address	1706 E BROADWAY					
Dealer City	ALTUS	Dealer State	OK	Dealer Zip	73521	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ALTUS OK	[REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Stalling - Default	Caller states that the vehicle stalls repeatedly while driving.
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****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Caller states that the vehicle stalls repeatedly while driving. The vehicle has been taken to a dealership several times to have this problem looked at. The dealership has been unable to determine the nature of the problem.

Briefly summarize what the customer is expecting:

Caller is expecting a successful diagnosis and correction of this problem by the dealership.

****End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day by COB their time Preferred call back number is [REDACTED] cell

Who has possession of the vehicle? (Owner/Dealer/IRF) Owner

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 43497

Reassigned to 88F

***** CASE MANAGER TEAM *****

Original owner, no SC, oow by 3 1/2 years and 194,000 miles for 3/36, in by time out by 160,000 miles for the 7/70 and in by time out by 130,000 miles for 7/100, 1st CJD vehicle owned.

Writer contacted the dealership and spoke with the SM. SM states the only time he has a record of the customers complaint for the vehicle stalling is 12/8/09 at 178,923 and they recommended a battery and the customer declined the repair then came back in 12/10/09 and had the battery replaced and a clutch switch. SM states that they have not seen the customer since 12/28/09.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:13 am MST.

Writer contacted the customer and he states that he has taken it to dealership 43497 3 times and the third time they told him that they can not fix his problem so since then he has been taking it to other mechanics around town. Customer was informed that the SM only had a record of the complaint once. Writer advised him that the dealership is willing to look further into his problem he would just need to make an appt with them. Customer understood states he does not really have faith

in the dealership resolve his issue. Writer advised him should the dealership not be able to resolve his issue on a dealership level they have access to upper level technicians. Customer understood states he does not know when he will take his vehicle in because he works out of town and thanked writer for the time.

CLOSED LOOP UPDATE - customer was contacted today.

Customer was reminded if their concern recurs, they will need to call the 800 number to establish a new file, which will be assigned to the Senior Resolution Team.

Customer Assistance Inquiry Record (CAIR)#**20282849**

VIN	3D7LX38C4 6G [REDACTED]	Open Date	01/03/2011	Built Date	08/10/2005
Model Year	2006	Body	D18H42	DODGE RAM 3500 SLT QUAD CAB 4X4	
In Service Dt	01/25/2006	Mileage	59,684	Dealer Zone	74 DENVER
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	42090	LAYTON HILLS DODGE			
Dealer Address	650 NORTH MAIN STREET				
Dealer City	LAYTON	Dealer State	UT	Dealer Zip	84041
Owner	[REDACTED]	Contact Type	LETTER		
Address	[REDACTED]	Home Phone			
	WELLSVILLE UT [REDACTED]	Country	UNITED STATES		

Product - Clutch - Unknown - Other - Default	clutch switch
Product - Unknown - Unknown - Accident - Default	subro
Product - Unknown - Unknown - Insurance / Subrogation - Default	subro
Corporate - Property Damage - Default - Default - Default	
Product - Transmission / Transaxle - Manual Trans / Transaxle - Other - Default	

POSTMARK DATE: 122210; DATE RECEIVED: 010311

See prior cairs 17322780 & 18520024

Received Arbitration Forums notice.

Per OGC Matrix, reassigned to 82T. JSS15.

1.4.11 Updated Arb File. MJK

Customer Assistance Inquiry Record (CAIR)#**22901774**

VIN	3D7LX38C8 6G [REDACTED]	Open Date	12/17/2012	Built Date	06/02/2006
Model Year	2006	Body	D18P42	DODGE RAM 3500 LARAMIE QUAD CAB 4X4	
In Service Dt	03/05/2007	Mileage	49,000	Dealer Zone	70
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PRH	INFERNO RED CRYSTAL PEARL COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	59564	LITHIA CHRYSLER JEEP DODGE			
Dealer Address	4540 GRUMMAN DR.				
Dealer City	MEDFORD	Dealer State	OR	Dealer Zip	97504
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ASHLAND OR [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	Clutch was not engaged when it drove into a trailer
Corporate - Property Damage - Default - Default - Default	
Dealer - By-Pass - Default - Default - Default	
Product - Clutch - Unknown - Other - Default	

DBBC All Manual Transmissions

DEG 6-Speed Manual G56 Transmission

1. Who is calling and what is their contact information?

[REDACTED]

2. What happened?

Customer states that he was to straighten the front wheel with all four tires on the ground. Customer thought he had the vehicle in neutral, from the outside of the vehicle he turned the key to the start position but did not engage the clutch. Customer states that the vehicle lunged forward and hit a trailer.

Customer states that his vehicle is unsafe to drive as the driver's side front head light does not work.

Customer states that if he does not hear from anyone in the next 1-2 days he will go ahead with repairs as he needs a vehicle. Customer states that he will have the dealership confirm that the vehicle will engage with out pressure to the clutch.

Customer is referencing Owners Manual p.g. 296

Manual Transmission

Apply the parking brake, place the gearshift control lever in NEUTRAL and depress the clutch pedal to the floor before starting the vehicle. This vehicle is equipped with a clutch interlocking ignition system. It will not start unless the clutch is fully depressed.

3. What is the current location of the vehicle?

Customer is currently on his way to the dealership to the body shop at dealer code Dealer Code: 70- 59564 Dealer Name : LITHIA CHRYSLER JEEP DODGE.

Lithia Chrysler Jeep Dodge

20.30 miles away

4540 grumman dr.

medford , OR 97504

877-360-6569

Per OGC Matrix, reassigned to 82T.

12.26.12 Assigned to TNT16. MJK_

CAIR NUMBER 22901774 REQUEST DEKRA INSPECTION 12-26-2012 16:44

CAIR NUMBER 22901774 E-MAIL SENT TO DEKRA 12-26-2012 16:44

CCRG Open Date: 12/26/2012 14:30:01

PHOTOGRAPHIC IMAGES POSTED TO THIS CAIR ON 12/31/12 AT 12:45:59 22901774

Letter Sent: Denial 01/02/2013

Letter Sent: Acknowledgement 01/02/2013 15:13:58

Customer Assistance Inquiry Record (CAIR)#**23040015**

VIN	3D7KS28C3 6G [REDACTED]	Open Date	01/29/2013	Built Date	08/17/2005
Model Year	2006	Body	DH7H42	DODGE RAM 2500 SLT QUAD CAB 4X4	
In Service Dt	02/04/2006	Mileage	75,236	Dealer Zone	71 LOS ANGELES
Plant	G	SALTILLO TRUCK ASSEMBLY PLANT	Market	U	US
Color	PJC	LIGHT KHAKI METALLIC CLEAR COAT			
Engine	ETH	5.9L HO CUMMINS TURBO DIESEL ENGINE			
Transmission	DEG	6-SPEED MANUAL G56 TRANSMISSION			
Dealer	44517	DODGE-CHRY-JEEP OF VACAVILLE			
Dealer Address	681 ORANGE DRIVE				
Dealer City	VACAVILLE	Dealer State	CA	Dealer Zip	95687
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	VACAVILLE CA [REDACTED]	Country	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer seeking Goodwill - Vehicle has not been diagnosed
Product - Clutch - Unknown - Other - Default	clutch issues
Corporate - Service/Owner Manuals - Default - Default - Default	service contract information

Briefly summarize why the customer is contacting Chrysler: Mr [REDACTED] called and stated that he had brought his vehicle to the dealer due to him being able to start the vehicle without pushing in the clutch. Customer noted that he was told that he should not be able to do so. Customer stated that the dealer is looking for \$140 diagnostic fee and is calling to find out first if this item is covered under his extended warranty.

Briefly summarize what the customer is expecting: Customer seeking to see if his clutch is covered under his extended warranty. Agent notified customer that writer will transfer to the service contracts department for further information. Agent provided customer with the service contract number as 1-800-521-9922 and transferred customer. Customer seeking information about the Issue he is having with the vehicle. Customer seeking goodwill.

Customer states that he has an MVP Plan for Oil Changes that still has nine (9) Oil Changes left on the Policy but it will expire 02/04/13.

Customer seeking information to have the Oil changes extended.

Who has possession of the vehicle? owner

Has an authorized dealer diagnosed the vehicle? No

If a CDJR dealer has diagnosed, what is the dealer name and code? N/A

Customer advised a call back will take place within one business day.

Preferred Morning/Midday call back number is: [REDACTED]

(Cell)

Preferred Afternoon/Evening call back number [REDACTED]

[REDACTED] Cell)

Customer email address for case updates: N/A

Reassigned to: 88F

CONTACT UPDATE - 1st Contact attempt, phone number dialed [REDACTED]

Spoke with the customer who said his vehicle will now start without the clutch being depressed. This has developed recently. Customer has an appointment scheduled for diagnosis on 1/31/13. Advised customer I would call him on 2/1/13 re diagnosis and transferring his remaining oil

changes.

***** CASE MANAGER TEAM - District 88 V *****

Writer called SM Chester, customer did not come in on his appointment. Writer called customer and he stated that he does not want to pay the diagnosis charge. writer stated that his SC has only been expired less than a year ago. Customer stated that he will retry to get the diagnosis on 02/06/13. Customer stated his oil changes will be expiring on 02/04/13. 9 are left on the 28 pkg.

Caller Nick, Service Advisor, DLR 44517 requesting to speak to case manager. CM not available. Writer warm transferred call to CF303 for further assistance.

Writer took a call from the dealership. SA Nick states that the vehicle needs a switch. He states that the parts failed internally. He states that customer pay, would be around \$315.00. SA states that they are not willing to assist this customer.

He states that the part would be ordered.

Writer called SM, Chester left message. Writer recalled and asked for SA Nick, left message.

Attempt made to contact customer he stated that the diagnosis has been completed, he paid a \$100.00. Writer will follow up no later than 02/12/13.

SM Chester called and stated that the clutch safety switch is stuck closed. Warranty cost total would be \$ 205.21 parts \$ 175.00 labor \$ 30.21 . 30 day offer. Parts will need to be ordered. Follow up 02/13/13.

***** Below Customer Contacted for Documentation Request *****

██████████ on 2013-02-11 @ 15:59

Writer called customer and he stated that he called the DLR and he was only able to leave a message. Writer stated that if can send me an email link for the diagnosis we could reimburse back the \$100.00. email link

██████████ Repair follow up 02/13/13.

Writer called customer and he stated that he will be taking his vehicle in on 02/15/13 for repairs, customer asked about honoring the 9 oil changes that has expired from the SC. Writer stated we will honor 4 year 8 oil changes.

Diesel Essential Care

Code ECD48N

Writer filled out SC form

Writer will follow up on 02/18/13.

ECD48N Contract created. Contract number is ██████████.

***** Customer Document Received *****

What has the customer requested? labor reimbursement

If this is a Recall or Extended Warranty, enter the campaign number. no

If this is for a previously made goodwill decision, what is that CAIR #?

no

Enter the Mileage at the time of the repair. 75236

Enter the Date when the repairs were completed. 02/06/13

What is the total cost of the Parts to be reimbursed? \$ 0.00

What is the total cost of the Labor to be reimbursed? \$ 100.00

What is the total tax to be reimbursed? \$ 0.00

What is the total amount being reimbursed? \$ 100.00

Writer verified address with coin is correct

Writer reviewed documentation.

Customer Document Reviewed.

Nick service advisor calls to speak with his case manager. Writer transferred Nick to DF347 at extension 66248 for assistance.

PE14-013

CHRYSLER

8-11-2014

ENCLOSURE 6

Field Reports PUBLIC

CUSTOMER COMPLAINTS

SUBJECT VEHICLE

REPORTS

[REDACTED]
Fort Collins, CO

Home [REDACTED]

Cell - [REDACTED]

Facsimile transmittal

To: **Renee (ext. 69521)** Fax: **(865) 425-1592**
From: [REDACTED] Date: **3/6/2007**
Re: **06 Dodge Ram 2500** Pages: **2**
Cc: **[Name]**

Urgent For review Please comment Please reply Please recycle

Notes:

Renee,

As I was telling you on the phone this morning, here is a copy of the letter that I will be sending out certified mail, return receipt requested, today.

Rich, the general sales manager, & Mike, the sales manager, at Ferrero Auto Center are aware of the problems I have been experiencing with my truck. The service department should be able to provide you any information on what they have found each time.

All that I am aware of is a couple of software flashes they have tried. They seem to think it is an intermittent problem and they haven't been able to find it. In the meantime, I am stuck with a new truck that is NOT reliable and I constantly worry about being stranded. I shouldn't have this concern with a new vehicle. I have been stranded with my daughter 3 times far away from home and it has taken 1 1/2 to 3 hours each time to get a tow truck out to get to us - these times have been especially frustrating.

After you talk to Ferrero this morning, please let me know what can be done to rectify this situation.

Thanks for your time.
[REDACTED]

Reference# 16012382

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The information contained in this message is privileged and confidential and is intended for the use of the addressee. If the reader of this message is not the addressee, you are hereby notified that any dissemination, distribution or copying of the message is strictly prohibited. If you received this message in error, please notify us by telephone or e-mail and delete the above message.

confidential

3/5/07

DaimlerChrysler Motors Company LLC
Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

RE: Colorado Lemon Law – 2006 Dodge Ram 2500

Dear DaimlerChrysler Customer Center:

This letter is in regards to the vehicle I recently purchased at **Ferrero Auto Center** in Loveland, CO. As of tonight, it has been towed into the shop again for the **5th time** since I purchased it for the same reason – it will not start. In addition to the vehicle being towed in for service, this also has happened on three other occasions where I have been able to start the vehicle by rolling it down a hill to "push start" it. I have been a loyal Dodge owner for a number of years and if you look back in your records, I am sure that you will find that fact to be true. I have never had problems with a vehicle like this truck is having. My vehicle is my livelihood and that is why I have always purchased new vehicles so that I would have the comfort of knowing that my vehicle would be reliable. I have lost all faith in this truck. If I can not get this resolved with you in a timely manner, this is the first time I can honestly say I would never buy another Dodge or DaimlerChrysler product ever again.

Ferrero Auto Center has performed the work on my vehicle every time. They can't seem to find the problem and say it is "intermittent". You should be able to contact them for my service records. The first time this problem happened, the truck had less than 2,000 miles and was only 2 weeks old. It happened again a couple of months later. Recently, it has been back at the shop on 11/28/06, 12/11/06, and 3/5/07 (tonight). I think I have been more than reasonable and patient while this truck has been in the shop for service. I purchased a new vehicle and I expect to have the reliability of a new vehicle. In this instance, I have been severely disappointed with this truck and Dodge, in general.

Pursuant to the supplemental book for the Owner's & Warranty Manual, I wish to invoke that this vehicle be declared a "lemon" and we come to an agreement on a replacement vehicle with the same features & accessories that I currently have on this vehicle. I would expect to receive the same vehicle, same features, & same accessories (spray-on bedliner, off-road tires, mud flaps, undercoating) as what is on my current vehicle plus applicable tax, title, & licensing fees so that I am not out-of-pocket on any further expenses. I like Dodge trucks and even with this experience, I'd prefer to get a Dodge truck again. I am willing to work with you to come to a resolution on this matter because I do believe that Dodge, in general, builds the best trucks. I just didn't get a good one in this instance.

As requested here's my information:

Customer Name: [REDACTED]

Address: [REDACTED]

Fort Collins, CO

Daytime Telephone Number: [REDACTED]

Home Telephone Number: [REDACTED]

VIN Number: 3D5KS28C86G [REDACTED]

Date of Purchase: 07/08/06

Servicing Dealer: Ferrero Auto Center

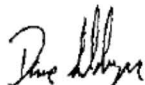
Number of days the vehicle has been out of service: 16 (not including this time)

Number of repair attempts to repair the same condition: 5 (including this time)

Description of Concern: The vehicle will not turn over. There seems to be power to everything, but the vehicle will not start. I do not know what else to tell you to diagnose the problem.

Please contact me upon receipt of this letter so that we may come to a resolution on this matter.

Thank you for your assistance and prompt response.



Dave Sulsberger

[REDACTED]
Fort Collins, CO [REDACTED]

Home [REDACTED]

Cell - [REDACTED]

Facsimile transmittal

To: **Renee (ext. 69521)** Fax: **(865) 425-1592**
From: [REDACTED] Date: **3/6/2007**
Re: **06 Dodge Ram 2500** Pages: **2**
Cc: **[Name]**

Urgent For review Please comment Please reply Please recycle

Notes:

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confidential

3/5/07

DaimlerChrysler Motors Company LLC
Customer Center
PO Box 21-8004
Auburn Hills, MI 48321-8004

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As requested here's my information:

Customer Name [REDACTED]

Address:

Fort Collins, CO [REDACTED]

Daytime Telephone Number [REDACTED]

Home Telephone Number [REDACTED]

VIN Number: 3D5KS28C86G [REDACTED]

Date of Purchase: 07/08/06

Servicing Dealer: Ferrero Auto Center

Number of days the vehicle has been out of service: 16 (not including this time)

Number of repair attempts to repair the same condition: 5 (including this time)

Description of Concern: The vehicle will not turn over. There seems to be power to everything, but the vehicle will not start. I do not know what else to tell you to diagnose the problem.

Please contact me upon receipt of this letter so that we may come to a resolution on this matter.

Thank you for your assistance and prompt response.

[REDACTED]

PE14-013

CHRYSLER

8-11-2014

ENCLOSURE 6

Field Reports PUBLIC

CUSTOMER COMPLAINTS

SUBJECT VEHICLE

REPORTS

April 23, 2009

Ms. Barbara Edens
State Farm Insurance Co.
P.O. Box 2371
Bloomington, IL 61702

RE: Your Claim No.: 44-3330-468
Your Insured: [REDACTED]
Date of Loss: February 1, 2008
Our File No.: [REDACTED]
V.I.N.: 3D7LX38C46G [REDACTED]

Dear Ms. Edens:

This will acknowledge your correspondence dated April 9, 2009, regarding your insured referenced above.

A review of our records shows Chrysler has previously reviewed this claim, and denied responsibility. We are unable to glean any additional information that would allow us to change our previous decision.

Thank you for writing.

Sincerely,

J. S. Susalla
Special Investigations
(248) 944-7149

JSS/kat

State Farm Insurance Companies



~~19327780~~

April 9, 2009

State Farm Insurance
Subrogation Services
PO Box 2371
Bloomington, IL 61702-2371

Certified Mail-Return Receipt Requested

CHRYSLER LLC
1000 Chrysler Dr Cims485301330
Auburn Hills, MI 48326

RECEIVED

RE: Claim Number: [REDACTED]
Date of Loss: February 1, 2008
Our Insured: [REDACTED]
Vehicle: Dodge, Ram 3500
VIN: 3D7LX38C46G [REDACTED]
Mileage:
Your File Number:
Insured's Deductible: \$250.00

APR 15 2009

CCRG

Office of the General Counsel

RECEIVED

APR 17 REC'D

SPECIAL INVESTIGATIONS

Dear Consumer Affairs:

This notice is to advise of a loss that occurred to our insured's vehicle. The damage was caused by the intermittent defective clutch safety switch was replaced by the Dodge dealer after the loss. The tire service technician reached in the window to start the truck and it lurched forward without depressign clutch.

Our investigation indicates that CHRYSLER LLC is responsible for this loss. By virtue of our payment, we are entitled to recover from the responsible party. Please consider this letter as our demand to CHRYSLER LLC for reimbursement of \$1,194.59.

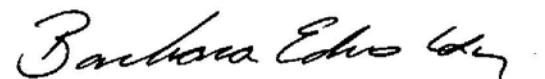
Any settlement with State Farm's policyholder with respect to this loss must not prejudice our rights, as subrogor, and shall not be released by execution of a general release with such policyholder.

In order to assist you in evaluating and processing the claim we are asserting, we may provide nonpublic personal information about our customer. We are sharing this information to effect, administer, or enforce a transaction authorized by the consumer. However, you are neither authorized nor permitted to: (1) use the customer information we provide for any purpose other than to evaluate and process the subrogation claim, or (2) disclose or

Page 2
April 9, 2009

share the customer information we provide for any purpose other than to evaluate and process the subrogation claim.

Sincerely,

A handwritten signature in cursive script that reads "Barbara Edens".

Barbara Edens
Claim Representative
(877) 457-8276, Team 60

State Farm Mutual Automobile Insurance Company

Enclosure

PLEASE SEE LEGAL DOCUMENT

RETENTION FOR PHOTOS



RBZ0006Z
date: 04-10-09

page: 1

route to: Stephanie Gregory

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

AUTO PAYMENTS BY COL

claim number



policy number



date of loss
02-01-08

COL 403

C denotes consolidated payment
P denotes previous data

E denotes EFT payment

col: 403 indemnity: 944.59 dir rcov: 0.00 expense: 0.00

payment number	payee	amount	status	COL	pay cd	rsn	reporting party
		944.59	PAID	403	1		Named Insu



RBZ00032
date: 04-10-09
time: 02:05 PM

route to: Gregory, Stephanie

STATE FARM MUTUAL AUTOMOBILE INSURANCE COMPANY

VEHICLE DAMAGE REPORT

claim number



date of loss
02-01-08

```

*****
* Estimate Vehicle Info *
*
* Vehicle Owner: [REDACTED] *
* Vehicle Description: 06 DODG RAM 3500 4X4 QUA 4D SHORT WHITE *
*
*****

```

02/25/2008 AT 10:43 AM
17830

JOB NUMBER: 1934

WOLFORD COLLISION REPAIR INC.
LICENSE #: [REDACTED] FEDERAL ID #: [REDACTED]
595 W. CENTER ST.
LOGAN, UT 84321
(435)753-4421 FAX: (435)755-8799

SUPPLEMENT OF RECORD 2 WITH SUMMARY

WRITTEN BY: WHITNEY ROBINSON 02/25/2008 10:43 AM
ADJUSTER: KRISTIN DENNIS

INSURED: [REDACTED]
OWNER: [REDACTED]
ADDRESS: [REDACTED]
DAY: [REDACTED]
DAY: [REDACTED]

CLAIM #: [REDACTED]
POLICY # [REDACTED]
DEDUCTIBLE: \$250.00
DATE OF LOSS: 02/01/2008 AT 12:00 PM
TYPE OF LOSS: COLLISION
POINT OF IMPACT: 12. FRONT

INSPECT WOLFORD COLLISION REPAIR INC.
LOCATION: 595 W. CENTER ST.
LOGAN, UT 84321

DAY: (435)753-4421

INSURANCE STATE FARM INSURANCE COMPANIES
COMPANY: 10585 S STATE STREET
WEST VALLEY CITY, UT 84120

DAY: (800)324-0704
3 DAYS TO REPAIR

VEHICLE DROP OFF DATE:02/20/2008
REPAIR COMPLETION DATE:02/22/2008

REPAIR START DATE:02/20/2008
VEHICLE PICK UP/RETURN DATE:02/22/2008

2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT WHITE INT:
VIN: 3D7LX38C46G [REDACTED] LIC: [REDACTED] UT PROD DATE: [REDACTED] ODOMETER: 59684
STYLED STEEL WHEELS REAR STEP BUMPER 6 SPEED TRANSMISSION
4 WHEEL DRIVE OVERDRIVE POWER STEERING
TILT WHEEL POWER BRAKES 4 WHEEL DISC BRAKES
ANTI-LOCK BRAKES (4) AM RADIO FM RADIO
STEREO SEARCH/SEEK CD PLAYER
AIR CONDITIONING DRIVER AIR BAG PASSENGER AIR BAG
CONSOLE/STORAGE INTERMITTENT WIPERS DUAL MIRRORS
CLEAR COAT PAINT

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H FRONT BUMPER				1.8	
3**S01	REPL	RECOND FACE BAR CHROME	1	405.00*	INCL.		
4		ADD FOR FOG LAMPS				0.4	
5	REPL	AIR DEFLECTOR	1	128.00	INCL.		
6#	RPR	LT BUMPER BRKT				1.0	
7		FRONT LAMPS					
8	R&I	LT HEADLAMP ASSY				0.4	
9		FENDER					
10*	RPR	LT FENDER				S 2.0*	2.0
11		ADD FOR CLEAR COAT					0.8

02/25/2008 AT 10:43 AM
17830

JOB NUMBER: 1934

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT WHITE INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
12	REPL	LT NAMEPLATE CUMMINS TURBO DIESEL	1		18.00	0.2	
13#	R&I	LT W/O MLDING				0.3	
14	REPL	LT FENDER LINER 4WD	1		47.25	0.5	
15#		HAZARDOUS WASTE	1		4.00		
16#		CAR COVER	1		6.00		
17#		MASK FOR OVERSPRAY	1				0.5
18#		E COAT	1				0.5
19#		COROSION PROTECTION	1		6.00	0.3	
20#	S02	FINAL AUTH SECURED	1				

SUBTOTALS ==> 614.25 6.9 3.8

PARTS			614.25
PARTS DISCOUNT	\$ 193.25	-5.0%	-9.66
BODY LABOR	6.9 HRS	@ \$ 40.00/HR	276.00
PAINT LABOR	3.8 HRS	@ \$ 40.00/HR	152.00
PAINT SUPPLIES	3.8 HRS	@ \$ 24.00/HR	91.20

SUBTOTAL \$ 1123.79
SALES TAX \$ 1123.79 @ 6.3000% 70.80

GRAND TOTAL \$ 1194.59

ADJUSTMENTS:
DEDUCTIBLE 250.00

CUSTOMER PAY \$ 250.00
INSURANCE PAY \$ 944.59

THANK YOU FOR COMING IN! THIS IS AN ESTIMATE ONLY! IF FURTHER REPAIRS ARE NEEDED THERE MAY BE ADDITIONAL CHARGES. WE HOPE WE CAN BE OF SERVICE TO YOU!

02/25/2008 AT 10:43 AM
17830

JOB NUMBER: 1934

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT WHITE INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR3TH03, CCC DATA DATE 02/01/2008, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2006 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

02/25/2008 AT 10:43 AM
17830

JOB NUMBER: 1934

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT WHITE INT:

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
20#	S02	----- ADDED ITEMS ----- FINAL AUTH SECURED	1				
SUBTOTALS ==>					0.00	0.0	0.00

PARTS 0.00

SUBTOTAL \$ 0.00

ESTIMATE 1181.83 TIM WOLFORD
SUPPLEMENT S01 12.76 WHITNEY ROBINSON
SUPPLEMENT S02 0.00 WHITNEY ROBINSON

JOB TOTAL \$ 1194.59

CUSTOMER PAY \$ 250.00
INSURANCE PAY \$ 944.59

THANK YOU FOR COMING IN! THIS IS AN ESTIMATE ONLY! IF FURTHER REPAIRS ARE
NEEDED THERE MAY BE ADDITIONAL CHARGES. WE HOPE WE CAN BE OF SERVICE TO
YOU!

02/25/2008 AT 10:43 AM
17830

JOB NUMBER: 1934

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT WHITE INT:

ESTIMATE BASED ON MOTOR CRASH ESTIMATING GUIDE. UNLESS OTHERWISE NOTED ALL ITEMS ARE DERIVED FROM THE GUIDE DR3TH03, CCC DATA DATE 02/01/2008, AND THE PARTS SELECTED ARE OEM-PARTS MANUFACTURED BY THE VEHICLES ORIGINAL EQUIPMENT MANUFACTURER. OEM PARTS ARE AVAILABLE AT OE/VEHICLE DEALERSHIPS. OPT OEM (OPTIONAL OEM) OR ALT OEM (ALTERNATIVE OEM) PARTS ARE OEM PARTS THAT MAY BE PROVIDED BY OR THROUGH ALTERNATE SOURCES OTHER THAN THE OEM VEHICLE DEALERSHIPS. OPT OEM OR ALT OEM PARTS MAY REFLECT SOME SPECIFIC, SPECIAL, OR UNIQUE PRICING OR DISCOUNT. OPT OEM OR ALT OEM PARTS MAY INCLUDE "BLEMISHED" PARTS PROVIDED BY OEM'S THROUGH OEM VEHICLE DEALERSHIPS. ASTERISK (*) OR DOUBLE ASTERISK (**) INDICATES THAT THE PARTS AND/OR LABOR INFORMATION PROVIDED BY MOTOR MAY HAVE BEEN MODIFIED OR MAY HAVE COME FROM AN ALTERNATE DATA SOURCE. TILDE SIGN (~) ITEMS INDICATE MOTOR NOT-INCLUDED LABOR OPERATIONS. NON-ORIGINAL EQUIPMENT MANUFACTURER AFTERMARKET PARTS ARE DESCRIBED AS AM, QUAL REPL PARTS OR COMP REPL PARTS WHICH STANDS FOR COMPETITIVE REPLACEMENT PARTS. USED PARTS ARE DESCRIBED AS LKQ, QUAL RECY PARTS, RCY, OR USED. RECONDITIONED PARTS ARE DESCRIBED AS RECOND. RECORDED PARTS ARE DESCRIBED AS RECORE. NAGS PART NUMBERS AND BENCHMARK PRICES ARE PROVIDED BY NATIONAL AUTO GLASS SPECIFICATIONS. LABOR OPERATION TIMES LISTED ON THE LINE WITH THE NAGS INFORMATION ARE MOTOR SUGGESTED LABOR OPERATION TIMES. NAGS LABOR OPERATION TIMES ARE NOT INCLUDED. POUND SIGN (#) ITEMS INDICATE MANUAL ENTRIES. SOME 2006 VEHICLES CONTAIN MINOR CHANGES FROM THE PREVIOUS YEAR. FOR THOSE VEHICLES, PRIOR TO RECEIVING UPDATED DATA FROM THE VEHICLE MANUFACTURER, LABOR AND PARTS DATA FROM THE PREVIOUS YEAR MAY BE USED. THE PATHWAYS ESTIMATOR HAS A COMPLETE LIST OF APPLICABLE VEHICLES. PARTS NUMBERS AND PRICES SHOULD BE CONFIRMED WITH THE LOCAL DEALERSHIP.

CCC PATHWAYS - A PRODUCT OF CCC INFORMATION SERVICES INC.

02/25/2008 AT 10:43 AM
17830

JOB NUMBER: 1934

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT WHITE INT:

ALTERNATE PARTS SUPPLIERS

3 RECOND FACE BAR CHROME	PART NO. 55077103AB	PRICE 405.00
SALT LAKE CHROME PLATING	(800) 843-1956	
1050 WASHINGTON ST.	(801) 355-2864	
SALT LAKE CITY, UT 84101		

02/25/2008 AT 10:43 AM
17830

JOB NUMBER: 1934

SUPPLEMENT OF RECORD 2 WITH SUMMARY
2006 DODG RAM 3500 4X4 QUAD CAB 6-5.9L-TD 4D SHORT WHITE INT:

ALTERNATE PARTS USAGE

AFTERMARKET PARTS

AFTERMARKET SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN AFTERMARKET PART WAS AVAILABLE: 0

NO. OF AFTERMARKET PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

OPTIONAL OEM PARTS

OPTIONAL OEM SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT AN OPTIONAL OEM PART WAS AVAILABLE: 0

NO. OF OPTIONAL OEM PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

RECONDITIONED PARTS

RECONDITIONED SELECTION METHOD: MANUALLY LIST

NO. OF TIMES USER WAS NOTIFIED THAT A RECONDITIONED PART WAS AVAILABLE: 1

NO. OF RECONDITIONED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 1

RECYCLED PARTS

NO. OF TIMES USER WAS NOTIFIED THAT A RECYCLED PART WAS AVAILABLE: 1

NO. OF RECYCLED PARTS THAT APPEAR IN THE FINAL ESTIMATE: 0

881-9712

WELLSVILLE, UT			Home Phone	R/O Open Date	R/O Number
[REDACTED]			[REDACTED]	2/04/08	6005236
[REDACTED]			[REDACTED]	Time Received	Time Premised
[REDACTED]			[REDACTED]	8:56	2/04 17:00
* Customer sleeps till 3			Key Tag #	Current Mileage	Mileage Out
[REDACTED]			466	58115	
Year	Make	Model	Body	Engine Code	Service Advisor
2006	DODGE	3500	QUAD	5.9 CUMMINS	AMBER SUMME
Vehicle Identification Number			Color	License Number	Delivery Date
3D7LX38C46G			WHITE		8/20/07
UI33217					

#1 - MISC: MISC
 CUSTOMER STATES THAT HE WAS AT LES SCHWAB HAVING NEW FRONT TIRES ON IT AND THEY REACHED IN THE WINDOW AND STARTED THE VEHICLE AND IT STARTED IN 1ST WITHOUT THE CLUTCH DEPRESSED AND WENT FORWARD THROUGH THEIR TIRE MACHINE. WE DUPLICATED.

Fax (800) 324 0645

Claim# [REDACTED]

" "

I Tried To start a vehicle Didn't start
 - unless clutch Depressed.
 Intermittent Defective ~~Clutch~~ SAFETY Switch

I hereby authorize the repair work to be done along with the necessary material and agree that you are not responsible for loss or damage to parts 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. Thereby grant you or your employees permission to use as the vehicle herein described on account, registry, or lease where the purpose of making a repair. An express warranty is hereby acknowledged on above vehicle to assist the amount of repair thereon. Any warranties on original sale of parts are those made by the manufacturer. This repair hereby expressly disclaims all warranties, express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the sale of either a new or used vehicle and the person in charge of the repair is not liable with the sale of said product. And this repair order does not apply where prohibited by law.

Customer Signature

DAVIS AUTO CENTER

2800 North Main North Logan, UT 84341
 Phone: (435) 752-0050 Toll Free: (800) 948-1763
 www.davisautogroup.com

OLD TO	SHIPPED TO
<div style="background-color: black; width: 100px; height: 20px; margin: 0 auto;"></div> <p>WELLSVILLE, UT</p> <div style="background-color: black; width: 100px; height: 20px; margin: 0 auto;"></div>	

RETURN POLICY: No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit. No returns after 15 days.

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

YOUR PURCHASE ORDER		TERMS		INVOICE DATE		INVOICE NUMBER / P.G.	
Verbal		Payment Due Upon Receipt		2/04/08		Quote 1	
SHIP VIA				SALESPERSONS NAME			
WILL CALL				RYAN RHODES			
QTY.	DESCRIPTION	SOURCE	LIST	NET	AMOUNT		
1	5175417AA : SWITCH: CLUTCH IDLE U	EP	309.00	309.00	309.00		
DATE PRINTED		2/04/08		TIME		14:28:20	
PARTS DEPARTMENT HOURS 8:00 a.m. to 6:00 p.m. Mon - Fri <h2 style="margin: 0;">Thank You!</h2>				SERVICES OR EQUIPMENT		309.00	
				SHIPPING			
				C.O.D. CHARGE			
				SALES TAX OR TAX I.D.		19.47	
				DEPOSIT ON CONTRACT			
		TOTAL		328.47			
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.							
X							

PE14-013

CHRYSLER

8-11-2014

ENCLOSURE 6

Field Reports PUBLIC

CUSTOMER COMPLAINTS

SUBJECT VEHICLE

REPORTS

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Aug 26 13:34:13 EDT 2009
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Am having tthe clutch pedal-ignition interlock switch replaced on my 2006 Dodge Ram 2500 due malfunction/breakage. I have no complaint about the dealer's service. They will have it replaced by tomorrow afternoon.

Comments:

I believe that you have a defective part here as I have found several people online who have suffered the same problem. As this is a safety item, it seems that it should be on extended warranty similar to pollution control devices, and that the materials should be much more durable than a life of just 3 years from manufacture. Clutch discs and bearings have much longer life and receive much more pressure and wear than this little switch. Your thoughts??

Sender Information:

Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Aug 26 15:21:00 EDT 2009
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Ram.

We appreciate the time and effort you took to write to us and apologize for the inconvenience caused.

In response to your email regarding the clutch pedal-ignition interlock switch, we would like to inform you that comments like yours are one way to learn of the problems that develop and the improvements that are desired by customers. The information received is used in the product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

Furthermore, our records indicate that your vehicle is involved in the factory recall campaign listed below:

Recall Campaign # H46 Steering Linkage

Please contact your local authorized dealership to arrange for an inspection, for the repairs and at your convenience. The recall services are performed free of charge.

For any further assistance in the future, please feel free to contact us using the reply link given below.

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM6571130I25261L0KM&

Thanks again for your email. We value you and your business.

Sincerely,

Angela Thomson
Customer Service Representative
Chrysler Customer Assistance Center

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

REFERENCE NUMBER: 18881062
EMAIL CASE NUMBER: 2308808

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Am having tthe clutch pedal-ignition interlock switch replaced on my 2006

Dodge Ram 2500 due malfunction/breakage. I have no complaint about the dealer's service. They will have it replaced by tomorrow afternoon.

Comments:

I believe that you have a defective part here as I have found several people online who have suffered the same problem. As this is a safety item,

it

seems that it should be on extended warranty similar to pollution control devices, and that the materials should be much more durable than a life of just 3 years from manufacture. Clutch discs and bearings have much longer life and receive much more pressure and wear than this little switch. Your thoughts??

VIN:

6G [REDACTED]

Mileage:

31000

Servicing Dealer:

Tim Parker Chrysler, Hot Springs, AR

Title:

Mr.

First Name:

Middle

Last Name

Address

Address 2:

City:

Hot Springs

State:

AR

Zip:

Email:

Work P [REDACTED]

PE14-013

CHRYSLER

8-11-2014

ENCLOSURE 6

Field Reports PUBLIC

CUSTOMER COMPLAINTS

SUBJECT VEHICLE

REPORTS



ARBITRATION FORUMS, INC.

Industry created. Membership driven.

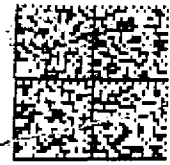
Member Service Department
P.O. Box 30174
Tampa, FL 33630-3174

RECEIVED

DEC 28 2010



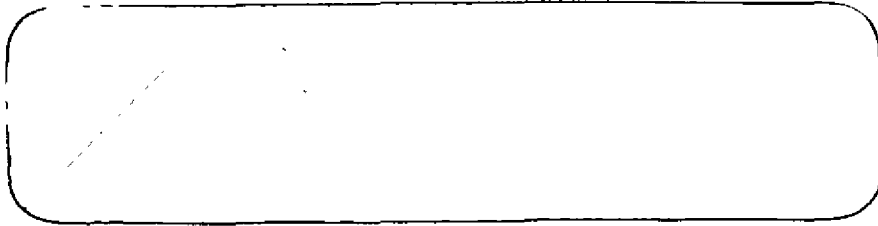
RESORTED
FIRST CLASS



US POSTAGE
\$00.35
DEC 22 2010
ZIP 33634
02 1T
6953138

SPECIAL INVESTIGATIONS

ARBITRATION APPLICATION



JACCS31 48321



Auto-Form

This is a Binding arbitration. Nonmembers
answering are bound by this decision.

Print

Online Filing Form

I. APPLICANT INFORMATION

Company Code 00750 - 0003 Billing Code G50001
Company/Subsidiary Name STATE FARM MUTUAL AUTOMOBILE INS C
Representative JOHN MCCLUER
Rep. Address PO BOX 2374
BLOOMINGTON, IL 61702-2374
US

Telephone Number 866-927-8276

Fax Number 866-228-0085

Insured 

File Number 

Date of Loss 2/1/2008

City NORTH LOGAN State UT

LOCATION OF ACCIDENT

II. RESPONDENT INFORMATION

Respondent #1

Subsidiary Name 01014-0002 DAIMLER CHRYSLER INSURANCE CO

Rep. Name SUB DEPT

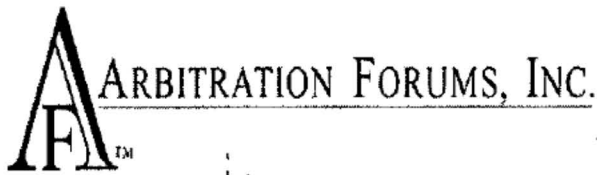
Rep. Address PO BOX 218004
AUBURN HILLS, MI 48321-8004
US

Rep. Phone: 248-944-7038

Rep. Fax:

File # 17322780

Insured CHRYSLER LLC



AUTOMOBILE ARBITRATION CONTENTIONS SHEET
(Required per Rules)

File provided by: **Applicant**

Date Printed 12/22/2010

Company Name: 00750 - 0003 STATE FARM MUTUAL AUTOMOBILE INS CO

Insured: [REDACTED]

File # [REDACTED]

APPLICANT AFFIRMATIVE PLEADINGS (Rule 2-4):**DEFERMENT JUSTIFICATION (Rule 2-10):****CONTENTIONS:**

APPLICANT'S CONTENTIONS

Facts:

This accident happened on February 1, 2008 at Les Schwab, an automotive repair shop, in North Logan, UT.

The Applicant vehicle was in the shop. The Applicant was in the waiting room. The person working on the vehicle reached into the vehicle and turned the ignition. The vehicle should not have cranked because it has a clutch safety switch. The vehicle did crank and lurched forward striking the wall. The vehicle was damaged. The shop's insurance company investigated the case and determined there was a defective clutch switch from the manufacturer. Based on this the shop determined they are not negligent for the damages but Chrysler, the manufacturer, is negligent for the damages.

Contentions:

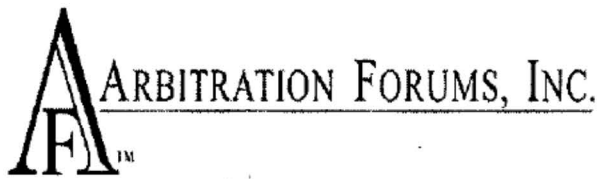
1. The Applicant looks to the Respondent for all damages.
2. The Applicant, please see the recorded statement, noted the facts as stated above.
3. The Witness, please see the recorded statement, noted the facts as stated above.
4. Please see the Applicant vehicle damage photos.
5. Please see the invoice from Davis Auto Center. They note on the bill they were able to duplicate the problem with the clutch so they replaced the clutch.
6. The Respondent owes a greater duty to build vehicles that are safe to operate with non-defective parts. The Respondent breached this duty and caused the resulting damage to the Applicant vehicle. The Respondent is wholly negligent for the Applicant's damages.

Law:

1. The Respondent was inattentive and negligent in their selection of parts

Prayer:

The Applicant prays for full recovery.



AUTOMOBILE ARBITRATION CONTENTIONS SHEET
(Required per Rules)

File provided by: **Applicant**

Date Printed 12/22/2010

Company Name: 00750 - 0003 STATE FARM MUTUAL AUTOMOBILE INS CO

Insured: [REDACTED]

File # [REDACTED]

EVIDENCE:

List evidence which will support contentions stated above (i.e., police report, estimates, statements). Photocopies of evidence are suggested. Photos will not be returned without a sufficient size self-addressed envelope with adequate postage.

Note this request in Administrative Request Section below.

- 1 Applicant Recorded Statement
- 2 Witness Recorded Statement
- 3 Vehicle Damage Photos
- 4 Estimate
- 5 Other

Davis Auto Center. Invoice for the Clutch Safety Switch.
Davis also checked the clutch safety switch and noted the duplicated the problem.

- 6 Proof of Payment

APPLICANT ITEMIZED COMPANY-PAID DAMAGES:

Itemize payments made to support your Total Company Claim Amount. The Total Itemized Company-Paid Damages must match your Total Company Claim Amount.

- | | |
|--|----------|
| 1. Auto Damage (less ded. paid by insured) | \$944.59 |
|--|----------|

Total Itemized Company-Paid Damages: \$944.59

(excluding Payments Accepted, Deductible Paid By Insured, and Salvage Amount)

Total Company Claim Amount: \$944.59

Deductible Paid By Insured: \$250.00

Administrative Requests:

Tampa MSD

HEARING NOTICE

TO: DAIMLER CHRYSLER INSURANCE CO
Attn: SUB DEPT
PO BOX 218004
AUBURN HILLS, MI 48321-8004
US

Date Printed: 12/22/2010

Pursuant to Rules 2-1 and 3-1, this will serve as your Hearing Notice for the attached case filed against your company via Arbitration Forums' online filing process. The Docket Number, Hearing Date and Last Day to respond are listed below. You may respond online or submit your documents to AF by mail by the date provided below. To view more information about this case please visit AF's website at www.arbfile.org.

Case Information

Docket Number:	[REDACTED]
Hearing Date:	04/20/2011
Hearing Time:	9:30am
Hearing Type:	SCHEDULED HEARING
Last Day to Respond:	04/05/2011
Hearing Location:	BEAR RIVER MUTUAL 778 E WINCHESTER ST MURRAY UT 84107

Reminder: A copy of your Response and Contentions MUST be received by AF and all parties involved on or before the last day to respond listed above.

ARBITRATION FORUMS, INC. (AF) IS DEDICATED TO ENSURE OUR MEMBERS RECEIVE THE LEVEL OF SERVICE THEY DESERVE. WE HAVE IMPLEMENTED A NUMBER OF TRAINING OPTIONS DESIGNED TO DELIVER ESSENTIAL KNOWLEDGE AND SKILLS-BASED ARBITRATION TRAINING THAT MEMBERS CAN APPLY IMMEDIATELY TO IMPROVE THEIR RESULTS. AF'S TRAINING OFFERINGS INCLUDE: REFERENCE GUIDES, ONLINE TUTORIALS, AND FACILITATED WEBINARS. FOR MORE INFORMATION ON WHAT SUPPORT AF OFFERS TO IMPROVE OUR MEMBERS' ARBITRATION EXPERIENCE, VISIT THE TRAINING SECTION AT WWW.ARBFILE.ORG

PE14-013

CHRYSLER

8-11-2014

ENCLOSURE 6

Field Reports PUBLIC

CUSTOMER COMPLAINTS

SUBJECT VEHICLE

REPORTS



LI'L - ROCK'R



5th WHEEL HITCH

15 K



Codes:

1. Scratches	4. Loose Moulding	7. Rust	10. Peeling Paint
2. Chips	5. Overspray	8. Missing Part	11. Mismatched Paint
3. Dings/Dents	6. Broken/Cracked Part	9. Sun-Faded	12. Other

Did we contact you within 24 business hours? Yes No

Have we answered all your questions at this time? Yes No

If no what other concerns do you have at this time? _____

How often would you like to be called for updates and at what time while your vehicle is with us? _____

Your promised completion date is: _____

Your responsibility when vehicle is ready will be. ~ \$ _____

Customer signature _____ Shop Rep: _____

Customer Name

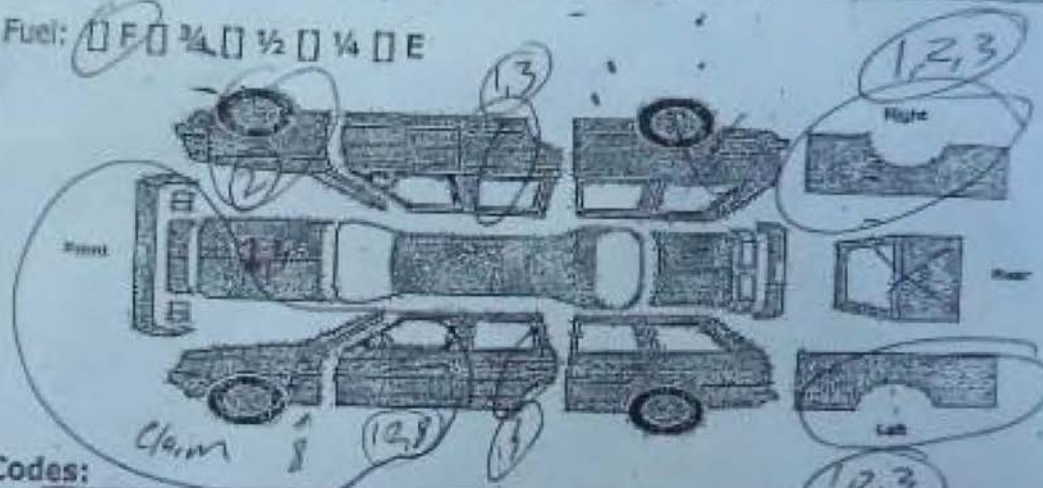


Date 26 Feb 12

Vehicle Year/Make/Model 2006 Dodge Ram 3500

Odometer: 49162 Warning Lights: None

Fuel: F 3/4 1/2 1/4 E



Codes:

1. Scratches	4. Loose Moulding	7. Rust	10. Peeling Paint
2. Chips	5. Overspray	8. Missing Part	11. Mismatched Paint
3. Dings/Dents	6. Broken/Cracked Part	9. Sun Faded	12. Other

Did we contact you within 24 business hours?

Yes No

Have we answered all your questions at this time?

Yes No

If no what other concerns do you have at this time? _____



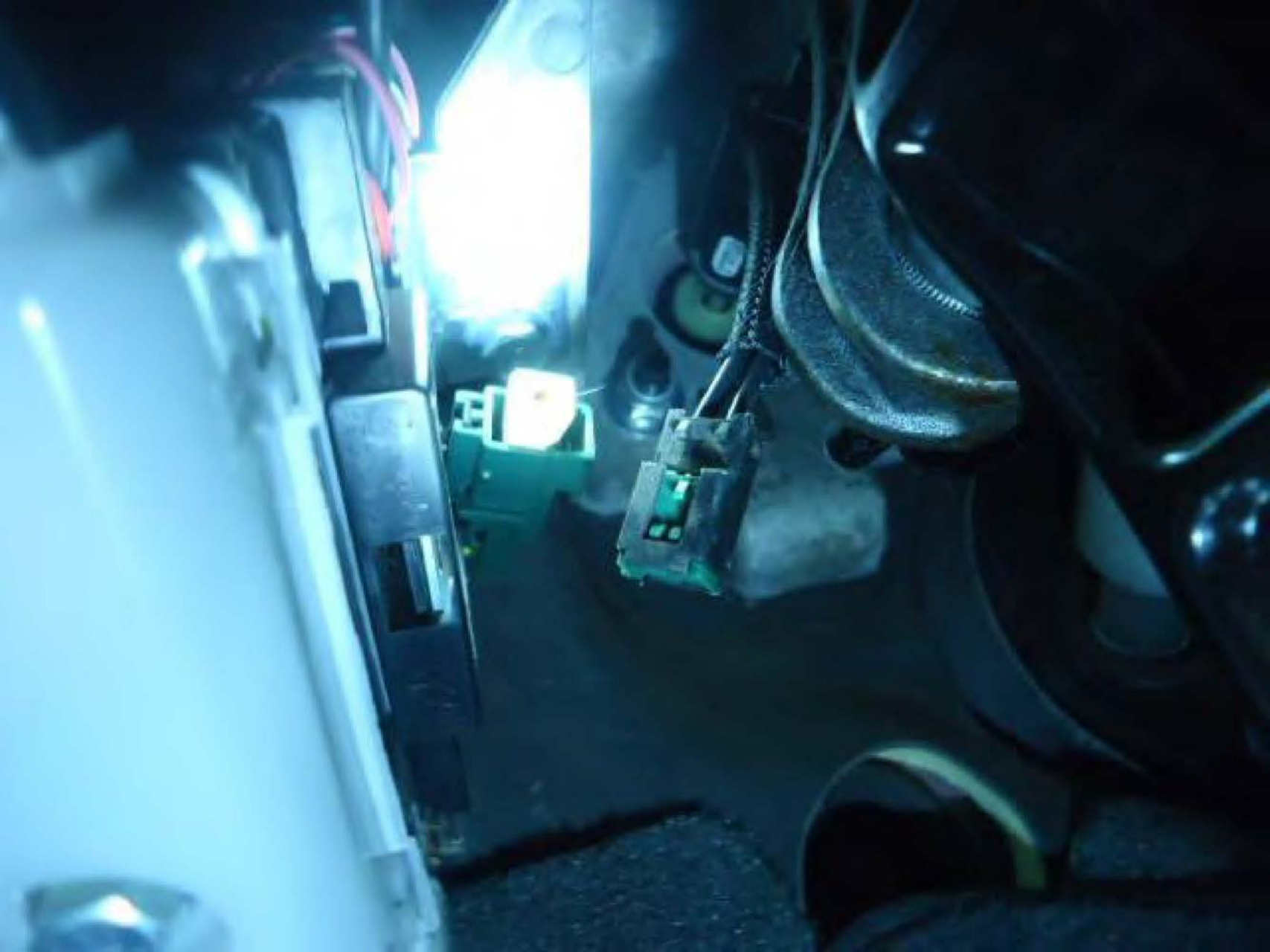


























MANUFACTURED BY
 CUMMINS INC.
 FOR
 OATHELEIGH/STL FF
 REGISTERED IN THE USA



Date of Mfg: 05-25-06

WARNING: Injury may result and warranty is voided if fuel rate, rpm or altitude exceed published maximum values for this pool and application.

Engine No. 57550931	Serial No. 3342376	Model 18-21	Rated Net P (kW)	15.0
Idle Speed (rpm)	750	Rated Net P (hp)	20.0	27.0
Filtering Order	1-2-3-4	Rated Net P (kW) @ 1500	15.0	20.0
Rated Net P (kW)	15.0	Rated Net P (hp) @ 1500	20.0	27.0

IMPROPER USE OF EQUIPMENT MAY VOID WARRANTY. THIS EQUIPMENT IS DESIGNED TO OPERATE AT SEA LEVEL. OPERATING AT ALTITUDE WILL REDUCE PERFORMANCE. SEE OPERATING MANUAL FOR DETAILS.



WARNING
 Do not open high pressure fuel system engine running. Check garden hose fuel pressure, high pressure fuel spray can cause injury or death.

























MPH km/h

49 163

Vehicle: 2001 DODG RAM 3500 401 QUAD CAB 4D SHORT 6-3.9L TD RED

28	EO1		Color Tint				0.5	Body
29	EO1		Corrosion Protection					
30	EO1		Cover Car For Refinishing	1	5.00	Other		
31	EO1		Flex Additive	1	3.50	Other	0.3	Body
32	EO1	Sublet	Hazardous Waste	1	5.00	Other		
				1	3.00	Other		

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts		87.50			538.35
Sublet/Miscellaneous					3.00
Labor, Body			48.00	12.8	614.40
Labor, Refinish			48.00	10.6	508.80
Material, Paint					318.00
Subtotal					1,982.55
Sales Tax					0.00
Grand Total					1,982.55
Net Total					1,982.55

Estimate Version	Total \$
Original	1,982.55
Insurance Total \$:	1,982.55
Received from Insurance \$:	0.00
Balance due from Insurance \$:	1,982.55
Customer Total \$:	0.00
Received from Customer \$:	0.00
Balance due from Customer \$:	0.00

19460

2006 DODG RAM 3500 4X4 QUAD CAB

Owner:	[REDACTED]	Mileage In:	49,162
License:	[REDACTED]	Vehicle In:	12/19/2012
VIN:	3D7LX38C86G [REDACTED]	Vehicle Out:	
Body Style:	4D SHORT	Estimator:	Jacob Jennings
Paint Code:		Job Number:	
Trim Code:		Estimate Hours:	23.4
Insurance:	CUSTOMER PAY		
Adjuster:			
Claim Number:			
Deductible:			

STAR BODY WORKS

RD Number: 19460

Owner:	[REDACTED]	Year:	2006	Exterior Color:	RED
Vehicle In:	12/19/2012	Make:	DODG	Paint Code:	
Vehicle Out:		Model:	RAM 3500 4X4 QUAD CAB	License:	[REDACTED]
Estimator:	Jacob Jennings	Body Style:	4D SHORT	Mileage In:	49162
Insurance:	CUSTOMER PAY	VIN:	3D7LX3BC86G [REDACTED]	Job Number:	will/brett

Work Order - DE-TRIM TEAM

Line	Inc	Operation	Qty	Part Number	Description	Labor Type	Part Type	Assigned Hours	Tech Initials
1					FRONT BUMPER				
2		Remove / Install	0	68001349AA	R&I bumper cover	Body		0.8	
3		Remove / Install	0	35077763AB	Step pad	Body		0.4	
4					FRONT LAMPS				
5		Remove / Replace	1	55077795AD	LT Headlamp Assy	Body	LKQ	0.4	
6			0		Air headlamps	Body		0.5	
7					FENDER				
8		Remove / Install	0	55276799AF	LT Fender liner-4WD	Body		0.5	
9		Remove / Install	0	55078116AA	LT Nameplate CUMMINS TURBO DIESEL	Body		0.2	
10					FRONT DOOR				
11		Remove / Install	0	55276703AH	LT Belt w/strip outer	Body		0.3	
12		Remove / Replace	1	55077332AH	LT Nameplate "Ram 3500"	Body	OEY	0.2	
13		Remove / Install	0	55077174AD	LT Side molding chrome	Body		0.4	
14		Remove / Install	0	55077439AJ	LT Mirror Assy manual 6x9, black	Body		0.3	
15		Remove / Install	0	55275949AC	LT Handle, outside w/o keyless entry	Body		0.3	
16		Remove / Install	0	53V291DSAC	LT R&I trim panel	Body		0.3	
17		Repair	0		Clean and Replace Moldings	Body		0.5	
Subtotal:								5.3	
Grand Total:								5.3	

800-888-8888
 10/2004
 10/2004
 10/2004

Repair Order Parts Reconciliation

Order Number: **19460**
 Year: **2006**
 Make: **DODG**
 Model: **RAM 3500 4X4 QUAD CAB**

Owner: [REDACTED]
 Style: **4D SHORT**
 Color: **RED**
 VIN: **3D7LX38C86G** [REDACTED]

Part Number	Description	Type	RO Qty	RO List \$	Received Qty	Vendor	Invo Num
55077795AD	LT Headlamp assy	LKQ	1	175.00	--	--	--
55276987AB	LT fender assy	LKQ	1	175.00	--	--	--
55077332AB	LT Nameplate "Ram 3500"	OEM	1	87.35	--	--	--
	Cover Car For Refinishing	Other	1	3.50	--	--	--
Subtotals:		LKQ	2	350.00			
		OEM	1	87.35			
		Other	1	3.50			
Grand Total:			4	440.85			

6	EO1	Remove/Install	Seep pad				1.0	Body	1.0
7	EO1	Remove/Replace	FRONT LAMPS				0.4	Body	1.2
8	EO1		LT Headlamp assy						
9	EO1		Arm headlamps	1	175.00	Used	0.4	Body	
10	EO1	Repair	HOOD & GRILLE				0.5	Body	
11	EO1		Hood(SPOT PAINT)						
12	EO1		Overlap Major Non-Adj. Panel				3.0	Body	2.7
13	EO1		Add for Clear Coat						(0.2)
14	EO1	Remove/Replace	FENDER						0.4
15	EO1		LT fender assy						
16	EO1		Overlap Major Adj. Panel	1	175.00	Used	1.7	Body	3.0
17	EO1		Add for Clear Coat						(0.4)
17	EO1	Remove/Install	LT Fender liner 4WD						0.7
18	EO1	Remove/Install	LT Nameplate CUMMINS TURBO DIESEL				0.5	Body	
19	EO1		FRONT DOOR				0.2	Body	
20	EO1	Blend	LT Outer panel						
21	EO1	Remove/Install	LT Belt w/strip outer						1.4
22	EO1	Remove/Replace	LT Nameplate "Rim 3500"				0.7	Body	
23	EO1	Remove/Install	LT Side molding chrome	1	87.35	OEM	0.7	Body	
24	EO1	Remove/Install	LT Mirror assy manual 6x9, black				0.4	Body	
25	EO1	Remove/Install	LT Handle, outside w/o keyless entry				0.3	Body	
26	EO1	Remove/Install	LT R&I trim panel				0.3	Body	
27	EO1	Repair	Clean and Retape Moldings				0.3	Body	

T = Transfer Item, BFD = Broken Prior Damage, AA = Apparent Abnormality, HFD = Unrelated Prior Damage, RM = Replaced Original Piece, N/F = Not Found, B/F = Broken, B/M = Manufacturer, O/P = Non-Original Equipment Manufacturer, Recor = Record, LAD = Last Used Date of Used, DIA = Diagnostic, Tel = Technical, Rec = Recondition, M = Mismatch, Mod = Modification

STAR BODY WORKS

Star Body Works for YOU
 1024 SUMMIT AVE., MEDFORD, OR 97501
 Phone: (541) 779-5621
 FAX: (541) 779-4685

Workfile ID:
 Federal ID:

a16e5602
 93-1027262

Estimate

RO Number: 19460

Customer: [REDACTED] ASHLAND, OR [REDACTED]	Insurance: CUSTOMER PAY	Adjuster: Phone: Claim: Loss Date: Deductible:	Estimator: Jacob Jennings Create Date: 12/15/2012
--	----------------------------	--	--

Year: 2006	Style: 4D-SHORT	VIN: 3D7LX3BC6G [REDACTED]	Mileage In: 49162
Make: DODG	Color: RED	Job Number: will/brett	Mileage Out:
Model: RAM 3500 4X4 QUAD	License: [REDACTED]		Vehicle Out:

Line	Ver	Operation	Description	Qty	Extended Price \$	Type	Labor	Type	Paint
1	E01		FRONT BUMPER						
2	E01	Remove/Install	R&I bumper cover				0.8	Body	
3	E01	Repair	Bumper cover painted				2.0	Body	2.0
4	E01		Add for Clear Coat						1.2
5	E01	Remove/Install	Step pad				0.4	Body	
6	E01		FRONT LAMPS						
7	E01	Remove/Replace	LT Headlamp assy	1	175.00	Used	0.4	Body	
8	E01		Arm headlamps				0.5	Body	
9	E01		HOOD & GRILLE						
10	E01	Repair	Hood (SPOT PAINT)				3.0	Body	2.7
			Overlap Major Non-Adj. Panel						(0.2)







SUPPLEMENTAL TIRE PRESSURE INFORMATION

FOR LIGHT LOAD AND MAX LOAD CONDITIONS

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

	FRONT	REAR
LIGHT LOAD INFLATION PRESSURE (COLD)	345 kPa, 50 PSI	280 kPa, 40 PSI
MAX LOAD INFLATION PRESSURE (COLD)	410 kPa, 60 PSI	520 kPa, 75 PSI
TIRE SIZE	LT265/70R17E	LT265/70R17E

SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION



6G281788



DISCOVERER STT

COOPER



COOPER

DISCOVERER S/T

LT285/70R17

ONLY ON 17 INCH RIM

101-1132

S LT285/70R17

UNIT ONLY ON 17 INCH RIM

MADE IN THE USA
MAY 2011
MAY 2011

REINFORCED

LOAD RANGE D

LT 285/70R17

ONLY ON 17 INCH SIX

MADE IN MEXICO

120/1150

3.00
F/150

LT285/70R17

ONLY ON 17 INCH RIM

B

117

1515



mts

31

26

21

16

11



32

27

22

17

12



ds

31

26

21

16

11

30

25

20

15

10



nds

31

26

21

16

11

NR / ZGS DAIMLERCHRYSLER



A9712800411050406058161



MAGAL

PART NUMBER MAGAL

032482



























MFD BY DAIMLERCHRYSLER CORPORATION

DATE OF MFR
6-06

GVWR
4491 KG(9990 LB)

GVWR FRONT

2359 KG(5200 LB)

WITH TIRES

LT265/70R17E

RIMS AT

17X8.0

COLD

410 KPA(60 PSI)

GVWR REAR

2813 KG(6200 LB)

WITH TIRES

LT265/70R17E

RIMS AT

17X8.0

COLD

520 KPA(75 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: 3D7LX38C86G [REDACTED]

TYPE:

TRUCK

SINGLE X DUAL



MDH: 060221

PNT:PRH

VEHICLE MADE IN MEXICO IRR:VLDS 4648567



















Dodge
1995
12/24



PE14-013

CHRYSLER

8-11-2014

ENCLOSURE 6

Field Reports PUBLIC

CUSTOMER COMPLAINTS

SUBJECT VEHICLE

REPORTS

Document Recieved from Customer

Car Number: [REDACTED]

Date Received: 2013-02-14 11:52:24.054231

Files Not Recieved: 0

Case [REDACTED]

[REDACTED]



SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Saturday
9:00 a.m. to 4:00 p.m. Sunday

R/O Open Date	R/O Number
2/06/13	
R/O Close Date	Status
2/06/13	Pre-Invoice
Mileage In	Mileage Out
75236	75236
Service Advisor / Tag #	
Nick Lagusis/7512	
Vehicle Identification Number	
3D7KS28C36G	
Delivery Date	In-Service Date
6/14/09	
Color	License Number
GOLD	

BAR #: AD216027 EPA #: CAL000148576

VACAVILLE, CA			Work Phone	Vehicle Identification Number	
			Home Phone	3D7KS28C36G	
Year	Make	Model	Body	Color	License Number
2006	DODGE TRUCK	RAM P/U 2500		GOLD	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - TIREP: CHECK AND SET TIRE PRESSURE TO MANUFACTURE SPEC THIS IS A NO CHARGE SERVICE Work performed by house tech (999) TIRES PRESSURE TO SPEC ... Sub Total: .00</p>	
<p>#2 - 210: TRANS AUTO/MANUAL CUSTOMER REPORTS THAT THE VEHICLE WILL NOW START WITHOUT CLUTCH PEDAL BEING DEPRESSED CHECK AND ADVISE OF NEEDS .CUSTOMER HAS A CARE OPEN WITH CHRYSLER CASE 23040015 .800-763-8422 X 66248 DEBBI E .. Caused by INSPECTED CIRCUITS AND WIRING VERIFIED THAT THE CLUTCH SAFETY SWITCH STUCK CLOSED WILL NEED CLUTCH SAFETY SWITCH AND RECHECK AFTER..IS A SOP UNIT Work performed by GP (300) CUSTOMER ADVISED OF NEEDS .ALSO SPOKE TO TINA AT CHRYSLER REGARDING CONCERN AND NEEDS TO REPAIR THEY TO REVIEW .CUSTOMER TO TAKE AND CHRYSLER TO CALL CUSTOMER WITH OUTCOME OF POSS ASSISTANCE . Sub Total: 100.00</p>	100.00

Please Note: *** CLUTCH SAFETY SWITCH SOP UNIT \$175.00 (E)
LOP 08805901 .3

PAID
FEB - 6 PAID

CASH
MC
AM EX

CHECK
VISA
DISC

68528044517
DODGE-CHRY-J OF VACAVI
681 ORANGE DR.
VACAVILLE, CA 95687
(707) 449-8900

Ref #: 023
Term ID: 001

Sale

5747 DEBIT
Entry Method: Suiped
02-06-13 16:33:09
Inv #: 000023 Appr Code:
Appr: Online Batch#: 037001
Trace: 08445530
Total: \$ 100.00

Customer Copy

LABOR	100.00
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	100.00

I acknowledge notice and oral approval of this invoice.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X