

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

FIELD REPORTS

LEGALS PAGE 5

CUSTOMER COMPLAINTS

PAGE 40

PE14-019

CHRYSLER

8/25/2015

ENCLOSURE 5 Request No. 3

Backup Data

Field Reports

Field Report

VEHICLE

Model Year	2005	Body	DR1L41	DODGE RAM ST 1500 QUAD CAB PICKUP		
VIN	1D7HA18N25	5	Built Date	03/31/2005	Mileage	863
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE				
Transmission	DEJ	6-SPEED MANUAL GETRAG 238 TRANS				
Color	PW7	BRIGHT WHITE CLEAR COAT				

GENERAL

Case Ref	4564499	Component Group	21M - MANUAL TRANS OR T/CASE
Customer Complaint	BE	CRACKED	
Created	06/07/2005 14:27:34	By	T1207MR
Updated	06/07/2005 14:27:34	By	T1207MR

CONTACT

Dealer		Phone	
Address			
City	State	ZIP	
Dealer Zone	County	Country	
Tech			
STAR	T1207MR		

CUSTOMER CONCERN

Jerry states veh's drive shaft came off cause major damage to tail shaft of trans. Replaced trans assy. Trans did not fail. :MDR55:06/07/2005

Updated: 06/07/2005 14:27:34 By T1207MR

RESOLUTION

Star advise Jerry to fill out a diag sheet stating what happened. Place sheet inside of trans shipping container when returning core. :MDR55:06/07/2005

Updated: 06/07/2005 14:27:34 By T1207MR

Field Report

VEHICLE

Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
VIN	1D7HA18D4	5S [REDACTED]	Built Date	01/26/2005	Mileage	85,668
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Color	PR4	FLAME RED CLEAR COAT				

GENERAL

Case Ref	11356421	Component Group	03 - DIFFERENTIAL AND DRIVELINE			
Customer Complaint	IA	INFORMATION				
Created	04/29/2011 12:04:38	By	T8085MB			
Updated	05/17/2011 12:24:58	By	T8085MB			

CONTACT

Dealer	45189	DCH CHRYSLER JEEP DODGE OF	Phone	(951) 676-0010		
Address	26845 YNEZ RD					
City	TEMECULA	State	CA	ZIP	92591 4695	
Dealer Zone	71	County	RIVERSIDE	Country	USA	
Tech	John Hall					
STAR	T8085MB					

CUSTOMER CONCERN

rear pinion nut backed off causing diff to lock up and drop drive shaft this happened 14months/14000 miles ago no signs off anything funny happening any help to why this is happening would be helpful

Updated: 04/29/2011 12:04:38 By T8085MB

back for samething sorry this happen last night and 14 months ago

Updated: 04/29/2011 12:31:02 By T8085MB

RESOLUTION

John, what is vehicle in for if this happened 14 months ago?

Updated: 04/29/2011 12:04:38 By T8085MB

John, advised that if vehicle has a vibration it could cause this to happen. Also advised that if the differential pinion bore hole is off center this could also cause this. Advised that when the pinion is removed inspect the races for a pattern that is not touching on all places. Advised that this is a sign the housing bore is off. Advised that a defective pinion can also cause this.

Updated: 04/29/2011 12:31:02 By T8085MB

REPLACED RING AND PINON

Updated: 05/17/2011 12:24:58 By T8085MB

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP
DATA

LEGALS

BACK-UP FOR RESPONSIVE
SV LEGAL CLAIMS

**MILTON, LEACH, WHITMAN
D'ANDREA & ESLINGER, P.A.**

RECEIVED

MAY 15 2013

Joseph P. Milton (1943-2011)
Eric L. Leach ★‡
Joshua A. Whitman ★▼
James L. D'Andrea
Michael P. Milton
C. Ryan Eslinger +
Andrew P. Collins, II *
Jeffery C. Close

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- ★ Board Certified Civil Trial Lawyer
- ▼ Board Certified Civil Trial Advocate by the National Board of Trial Advocacy
- ‡ Also admitted Georgia
- + Also admitted Maine
- * Also admitted South Carolina

May 14, 2013

VIA OVERNIGHT DELIVERY

Marjorie Loeb, Esq.
Chrysler Group, LLC
1000 Chrysler Drive
CIMS 485-13-62
Auburn Hills, Michigan 48326

**Re: [REDACTED] vs. Florida East Coast Railway, L.L.C.,
Circuit Court, Seventeenth Judicial Circuit, Broward County, Florida
Case No.: [REDACTED] Division No: 18**

Dear Ms. Loeb:

We have the privilege of representing Florida East Coast Railway, LLC ("FEC") in connection with the above-referenced case. As set forth in the attached Complaint and personal injury report, Mr. [REDACTED] alleges on October 10, 2010 that he sustained permanent right knee injuries during the course and scope of his employment as a police officer with the Florida East Coast Railway, LLC while driving a 2005 Dodge Ram 1500 QUAD ST/SLT - Crew Pickup (VIN #1D7HU18D55J[REDACTED]). Specifically, Mr. [REDACTED] claims that the drive shaft on the vehicle suddenly and unexpectedly fell out resulting in an emergency stop which caused his right knee injuries.

Although our client denies liability in connection with the accident, please accept this letter as a formal request that Chrysler Group, LLC defend and hold FEC harmless in connection with the above-referenced lawsuit based upon the allegedly defective nature of the Dodge Ram truck.

Marjorie Loeb, Esq.
May 14, 2013
Page 2

Please contact the undersigned attorney within the next ten (10) days to discuss this matter. We can provide additional materials at your request, including Plaintiff's medical records and/or maintenance records for the truck involved in the accident. If a representative of Chrysler Group, LLC does not contact the undersigned within the next (10) days, we will have no alternative but to file a Third Party Complaint against Chrysler Group, LLC seeking indemnity and/or contribution, together with a request for attorney's fees and costs. We look forward to speaking with you or your staff regarding this matter. With best regards.

Very truly yours,

A handwritten signature in black ink, appearing to read "Eric L. Leach". The signature is written in a cursive style with a prominent initial "E".

Eric L. Leach

Enclosures

FLORIDA EAST COAST RAILWAY COMPANY

Report of Personal Injury or Illness Record 13 2010

Complete and forward immediately

LEGAL DEPARTMENT

EMPLOYEE INFORMATION					LEGAL DEPARTMENT	
1. Name - Last name, first name, middle initial		2. Date of Birth:	3. Sex (M/F)	4. Social Security Number:	5. Date Hired:	
[REDACTED]		[REDACTED]	M	[REDACTED]	07-24-04	
7. City			8. State	9. Zip	10. Home Phone No. (including area code)	
PLANTATION			FL	[REDACTED]	[REDACTED]	
11. Occupation:	12. Married or Single:		13. Name & address of spouse or other nearest relative:			
POLICE OFFICER	MARRIED		SAME AS ABOVE -			
ACTIVITY/INCIDENT/EXPOSURE DESCRIPTION						
14. Date of accident:	15. Time Shift Began:	16. Time of Occurrence:	17. Specific Site:			
10-12-10	0600	PM 0815-0830	[REDACTED]			
18. City		19. County		20. State	21. Zip	
PLANTATION		BROWARD		FL	[REDACTED]	
22. Name of nearest station:	23. M.P.	24. No. ft. North or South of M.P.	25. Department:	26. Headquarters Location:	27. Name of Supervisor	
[REDACTED]	343	N/A	PASS	MIAMI	SGT. J. Young	
28. Describe in detail the injury or illness condition that you sustained. Include a discussion of the body parts affected. If this is a recurrence, list date of last occurrence						
FEC VEHICLE SUSTAINED UNIMPROVED MECHANICAL DAMAGE TO ITS DRIVE SHAFT / REAR- END, WHILE I WAS TRAVELING AT 30-40 MPH. REAR WHEELS COMPLETELY LOCKED VEHICLE #1503 BEGAN SKIDDING AT A 45 DEGREE ANGLE. I ATTEMPTED TO APPLY BRAKE, DUE TO FORCE OF HABIT, WHILE IN HEAVY TRAFFIC. RIGHT FOOT HIT SIDE OF BRAKE PEDAL AND I FELT A "POP" ON THE INSIDE OF RIGHT KNEE. KNEE						
29. Describe all factors associated with this case that are pertinent to an understanding of how it occurred. Include a discussion of the sequence of events leading up to it and the tools, machinery, processes, material, environmental conditions, etc. involved.						
WHILE TRAVELING NORTHBOUND IN THE [REDACTED] FEC VEHICLE #1503 BEGAN TO EMIT A RATTLING NOISE FROM UNDER-CARRIAGE. SUDDENLY A LOUD CLUNK OCCURRED AND THE WHEELS LOCKED-UP. THE VEHICLE BEGAN TO SKID AT A 45 DEGREE ANGLE AND I ATTEMPTED TO STEER CLEAR OF HEAVY TRAFFIC AND INTO A LEFT TURN LANE. ONCE THE VEHICLE CAME TO A COMPLETE						
30. Injured or ill persons report of who witnessed the accident:						
NONE REPORTED						
31. Where was injured party at time of accident or illness occurred?						
INSIDE VEHICLE #1503 IN DRIVER'S SEAT.						
32. What was injured party doing when accident or illness occurred?						
OPERATING VEHICLE #1503.						
33. Weather condition:		34. Train and/or Engine Number:			35. Moving or standing?	
CLEAR, SUNNY, WARM		N/A			N/A	
I have completed this report, and have retained a copy thereof.						
[REDACTED SIGNATURE]						Date
Signature of employee						Date

28

WAS INITIALLY SORE. HOWEVER, AFTER A FEW HOURS, I FELT DISCOMFORT TO INSIDE OF RIGHT KNEE, AT THE JOINT, AND A "SPONGY" FEELING WHILE WALKING, FURTHER, WHEN ATTEMPTING TO PIVOT ON RIGHT KNEE, A SHARP STABBING PAIN ENSUED TO INSIDE OF RIGHT KNEE, AT THE JOINT. [REDACTED]

29

STOP, I ACTIVATED MY EMERGENCY LIGHTS TO WARN ONCOMING TRAFFIC, AS IT WAS RUSH HOUR. AFTER EXITING THE VEHICLE I OBSERVED 40-50 FEET OF SKID-MARKS AND THE DRIVE SHAFT, RESTING ON THE ROADWAY AS IT BROKE FROM THE REAR [REDACTED] TRANSPORT HOUSING. [REDACTED]



IN THE SEVENTEENTH
JUDICIAL CIRCUIT COURT,
IN AND FOR BROWARD
COUNTY, FL

[Redacted] a Florida resident,

Plaintiff,

CASE NO.: [Redacted]
DIVISION [Redacted]

v.

FLORIDA EAST COAST RAILWAY, L.L.C.,

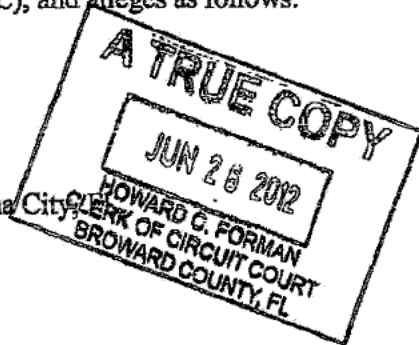
Defendant.

18

COMPLAINT

Plaintiff, [Redacted] by and through counsel, files this Complaint for damages against Defendant, Florida East Coast Railway (FEC), and alleges as follows:

1. Plaintiff resides at [Redacted] Panama City, FL



2.

Defendant is a Florida Limited Liability Company in the business of railroad operations. Defendant is an employer subject to the Federal Employers' Liability Act ("FELA"), 45 U.S.C. § 51, *et seq.*, and the statutes and regulations promulgated and enforced by the Secretary of Transportation and the Federal Railroad Administration. Defendant is engaged in interstate commerce in the Broward County.

3.

Defendant maintains and operates rail lines, tracks, locomotives and rail cars in Broward County. As of the time of filing this Complaint, Defendant does business in Broward County.

4.

Defendant is subject to the jurisdiction of this Court.

5.

Venue in this Court is proper.

6.

This action is maintained pursuant to 45 U.S.C. § 51, *et seq.*, commonly referred to as the Federal Employers' Liability Act ("FELA"), and jurisdiction of this Court is vested herein by virtue of the FELA at 45 U.S.C. § 56. Plaintiff avails himself of the rights, benefits, and immunities afforded him under FELA, including the right to maintain this action.

7.

At all times relevant hereto, Plaintiff, as employee, and Defendant, as employer, were mutually engaged in acts and services substantially affecting interstate commerce.

8.

At all times relevant hereto, Plaintiff was employed by Defendant.

9.

Defendant is an employer subject to FELA.

10.

On or about 10/12/10, Plaintiff was an employee of Defendant. At all times relevant to this civil action, Plaintiff and Defendant were engaged in activities that were in furtherance of interstate commerce.

11.

On or about 10/12/10, while so employed in the regular course of his duties, Plaintiff was injured, to include his knee, at or near Plantation, FL (Broward County) when the driveshaft of Defendant's Ram 1500 truck fell out causing the vehicle to swerve. While attempting to control the vehicle Plaintiff injured his right knee.

12.

At the above time and place, Defendant owed Plaintiff a duty to provide him a reasonably safe place to work and equipment/vehicles in reasonably safe condition. While performing his job activities, Plaintiff was injured as a result of the negligence of Defendant, its agents, and/or employees. Defendant breached its duty to Plaintiff causing his injuries.

13.

At all times relevant hereto, including the time of the injury, Plaintiff was working in furtherance of interstate commerce and participating in work which directly, closely and substantially affected the general interstate commerce carried on by Defendant.

14.

At the above time and place, while performing his job activities, Plaintiff was injured as a result of the negligence of Defendant, its agents and/or employees, when the driveshaft of the subject truck fell out causing injury. Defendant knew or should have known that the subject truck had not been properly maintained and inspected. Proper maintenance and

inspections would have prevented the driveshaft from falling out and prevented Plaintiff's injury.

15.

As a direct result of the negligence of Defendant and its agents and employees, Plaintiff suffered severe, permanent, disabling and debilitating injuries (and aggravation of any preexisting conditions) including his knee and lower extremity, causing him pain and suffering, mental anguish which, with reasonable certainty, will continue in the future.

16.

As a direct result of said occurrence, Plaintiff has been caused to lose income and fringe benefits, which he otherwise would have earned and, with reasonable certainty, he will be caused to lose earnings/benefits in the future. His ability to work and earn monies has been permanently impaired. Defendant failed to comply with the provisions and requirements of the Federal Employers' Liability Act, 45 U.S.C. §§51-60, and other implementing federal rules and regulations.

17.

Plaintiff alleges that Defendant was negligent in failing to use reasonable care to provide Plaintiff with a reasonably safe place to work and reasonably safe equipment/vehicles including, but not limited to, the following particular acts of commission and omission of each of which caused or contributed to cause Plaintiff's injuries as alleged:

- a. In negligently failing to properly maintain and inspect the subject truck, to include but limited to the driveshaft;

- b. In negligently failing to warn the Plaintiff that the subject truck had not been properly maintained or inspected, to include but not limited to failure to adequately inspect or maintain the driveshaft on subject vehicle;
- c. In negligently instructing the Plaintiff to operate the subject vehicle when it knew or should have known that the vehicle was not properly maintained or inspected;
- d. In negligently failing to promulgate rules/procedures to adequately maintain and inspect the subject vehicle;
- e. In negligently failing to adequately respond to a prior similar incident wherein a driveshaft fell out of one of Defendant's similar vehicles.

WHEREFORE, Plaintiff prays as follows:

- a. Trial by jury;
- b. Judgment in his favor against Defendant for all recoverable damages in the sum determined by the enlightened conscious of the jury, including but not limited to past and future lost wages and benefits, pain and suffering and all other damages permitted by the FELA;
- c. All costs of Court to be cast against the Defendant; and
- d. Such other further relief as this Court deems just and equitable under the circumstances.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that the foregoing *Plaintiff's Complaint* was forwarded via PERSONAL SERVICE, this 20 day of June, 2012.

COOK, HALL & LAMPROS, LLP

By: 

Ga.
FL Bar 890480
The Veranda
822 A1A North, Suite 301
Ponte Vedra Beach, FL 32082
Phone: 904-280-5604
Fax: 904-280-5369
Attorney for Plaintiff



Origin ID: NRBA



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Jacksonville, FL 32207

J13111302120326

SHIP TO: (944) 346-3800

BILL SENDER

Marjorie Loeb, Esquire
Chrysler Group, LLC
1000 Chrysler Drive
CIMS 485-13-62
Auburn Hills, MI 48326

Ref #
Invoice #
PO #
Dept #

WED - 15 MAY 3:00P
STANDARD OVERNIGHT

TRK# 7997 5498 7684

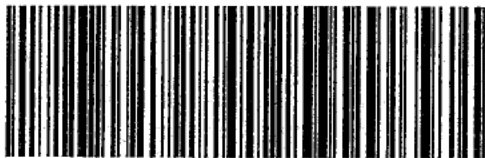
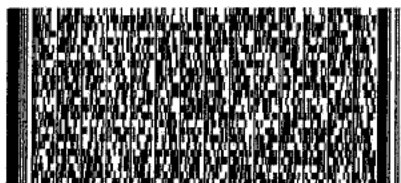
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IN THE CIRCUIT COURT, SEVENTEENTH
JUDICIAL CIRCUIT, IN AND FOR
BROWARD COUNTY, FLORIDA

CASE NO.: [REDACTED]
DIVISION NO: 18

[REDACTED]
Plaintiff,

v.

FLORIDA EAST COAST RAILWAY, L.L.C.,

Defendant/Third Party Plaintiff

v.

CHRYSLER GROUP, L.L.C.

Third Party Defendant

**DEFENDANT'S AMENDED ANSWER AND AFFIRMATIVE
DEFENSES TO PLAINTIFF'S COMPLAINT**

Defendant, Florida East Coast Railway, L.L.C., by and through the undersigned counsel,
answers Plaintiff's Complaint as follows:

Defendant admits that it owns and operates a common carrier engaged in interstate
commerce, but it specifically denies each and every allegation contained in Plaintiff's Complaint
not herein specifically admitted and demands strict proof thereof.

First Affirmative Defense

Defendant denies the alleged negligence and consequences thereof in Plaintiff's
Complaint.

EXHIBIT "A"

Second Affirmative Defense

Defendant alleges that at the times and places of the alleged accident and/or incidents which are the subject matter of Plaintiff's Complaint, the Plaintiff was guilty of negligence contributing in whole or in part to his injuries; and to the extent that this negligence contributed or resulted wholly in his injuries, Plaintiff is barred from recovery herein; and to the extent that his negligence resulted in part to his injuries; Plaintiff's damages are diminished in accordance with the degree of negligence attributable to him. In making such affirmative averments and allegations, this Defendant does not thereby admit any negligence whatsoever on its part or that the Plaintiff was in any way injured as claimed.

Third Affirmative Defense

Defendant further alleges that at the time and place of the allegations contained in Plaintiff's Complaint, that if the Plaintiff's alleged accidents and alleged injuries were not caused solely by his negligence, then they were caused by non-negligent causes, as Plaintiff was performing normal and routine work at the times and places of his alleged accidents and/or alleged injuries.

Fourth Affirmative Defense

Defendant affirmatively asserts that the Plaintiff has failed to mitigate his damages, and to the extent that he has failed to mitigate his damages, he is barred from recovery herein.

Fifth Affirmative Defense

The injury and damages of the Plaintiff, if any, were caused by and through the acts of third parties over which this Defendant had no control and for which this Defendant bears no legal responsibility.

Sixth Affirmative Defense

Defendant is entitled to a set-off for all sums paid or which are or may become payable to Plaintiff from all collateral sources.

Seventh Affirmative Defense

Plaintiff's alleged injuries and damages as set forth in Plaintiff's Complaint are not the foreseeable consequences of any act and/or omission and/or conduct on the part of this Defendant and are too remote and speculative to warrant a recovery against this Defendant.

Eighth Affirmative Defense

Defendant took all reasonable measures and precautions to provide Plaintiff with a reasonably safe place to work and did provide Plaintiff with a reasonably safe place to work.

Ninth Affirmative Defense

The allegations set forth in Plaintiff's Complaint attempt to impose a higher duty on this Defendant than required by law.

Tenth Affirmative Defense

Plaintiff's Complaint seeks damages not recoverable herein as a matter of law. To the extent Plaintiff's alleged hospital, doctor, medical and pharmaceutical expenses have been paid under GA 23000 and/or its successors, such claims should, accordingly, be stricken.

Eleventh Affirmative Defense

To the extent that Plaintiff has released this Defendant from any and all claims asserted or sought to be asserted in Plaintiff's Complaint, Plaintiff is therefore barred from recovery herein.

Twelfth Affirmative Defense

The Defendant is entitled to reduction of any damages awarded by such amount as may

be derived by Plaintiff from collateral sources of indemnity, pursuant to Florida Statutes, Section 768.76.

Thirteenth Affirmative Defense

The incident referred to in the Complaint was the result, in whole or in part, of the negligence or fault of one or more third persons or entities over which this Defendant had no dominion, authority or control, and, as a result, this Defendant is entitled to have its liability to Plaintiffs if any, reduced as a result of the negligence or fault of said persons or entities, pursuant to the provisions of Florida Statutes, § 768.81.

Fourteenth Affirmative Defense

The Defendant affirmatively asserts that Plaintiff's injuries were caused in whole or in part by a pre-existing injury or condition and/or subsequent injury or condition, and Plaintiff's recovery should be barred or reduced accordingly.

Fifteenth Affirmative Defense

Plaintiff's claims are barred by the doctrines of judicial and/or collateral estoppel and/or res judicata.

Sixteenth Affirmative Defense

Plaintiff's alleged accident and injuries were caused by Plaintiff's sole negligence and are therefore barred.

THIRD PARTY COMPLAINT

The Defendant/Third Party Plaintiff, Florida East Coast Railway, L.L.C.. (hereinafter "FEC"), pursuant to Rule 1.180 of the Florida Rules of Civil Procedure, files the following Third Party Complaint, and sues the Third Party Defendant, Chrysler Group, L.L.C. (hereinafter "CHRYSLER").

GENERAL ALLEGATIONS

1. This is an action for damages which, according to the allegations of the Plaintiff, [REDACTED] (hereinafter [REDACTED]), exceeds \$15,000.00, exclusive of interest, costs and attorneys' fees.

2. The Third Party Defendant CHRYSLER is a Michigan corporation which, at all times material hereto, was authorized to and was doing business in Florida.

3. On or about June 20, 2012, [REDACTED] filed the Complaint in the instant case (hereinafter "[REDACTED] Complaint"), a copy of which is attached hereto as Exhibit "A" and is incorporated herein by reference.

4. [REDACTED] Complaint alleges that on or about October 10, 2012, [REDACTED] injured his knee when he was required in the performance of his job duties to operate a Dodge 1500 Ram pickup truck, and during that operation, the driveshaft of the vehicle fell out, causing the vehicle to swerve.

5. According to the Complaint, "while attempting to control the vehicle Plaintiff injured his right knee." See Complaint paragraph 11.

6. To the extent the subject Dodge Truck was allegedly defective, it was caused to do so, if at all, by CHRYSLER, and not by FEC.

7. Without admitting that [REDACTED] was in any way injured as claimed, FEC states that, upon information and belief, that if the Dodge Ram truck driveshaft failed, it did so as a result of the negligence and/or strict products liability of CHRYSLER.

8. All conditions precedent to the bringing of this action have been either performed or waived.

COUNT I
STRICT LIABILITY AGAINST CHRYSLER

9. The Defendant/Third Party Plaintiff, FEC realleges and reincorporates herein paragraphs 1 through 8 above and states further as follows.

10. CHRYSLER designed, manufactured, marketed, distributed, supplied, sold, and placed the Dodge Ram 1500 pickup into the stream of commerce intending that it be used in the precise manner that it was being used at the time the above-mentioned failure and alleged injuries occurred.

11. At the time the Dodge Ram 1500 pickup was manufactured and placed into the stream of commerce by the Third Party Defendant, it contained manufacturing defect(s), design defect(s), and/or defective warning(s) which were unreasonably dangerous to persons such as Plaintiff who were intended and foreseeable users.

12. At all times material hereto while the Dodge Ram 1500 pickup was in the possession of Third Party Plaintiff FEC and/or Plaintiff ██████, it was maintained and inspected as often as a reasonably prudent person would have done under the same or similar circumstances and at no time material hereto, was the Dodge Ram 1500 pickup subjected to any unintended and/or unreasonable conditions.

13. The Dodge Ram 1500 pickup was in substantially the same defective condition at the time of the above-mentioned accident as it was when it left Defendant CHRYSLER's, possession or control.

14. As a result of the defective conditions, the Dodge Ram 1500 pickup failed to perform as safely as an ordinary consumer would expect when utilizing the Dodge Ram 1500 pickup in an intended and/or reasonably foreseeable manner.

15. The aforementioned defect(s) in the Dodge Ram 1500 pickup were the direct and proximate cause of driveshaft's failure which caused the accident described in Plaintiff's Complaint.

WHEREFORE, Third Party Plaintiff FEC demands judgment against Third Party Defendant, CHRYSLER, together with costs and other such relief that this Court may deem just and proper.

COUNT II
(Negligence)

16. The Defendant/Third Party Plaintiff, FEC realleges and reincorporates herein paragraphs 1 through 8 above and states further as follows:

17. At all times material to the allegations contained herein, CRYSLER had a duty to use reasonable care in the manner which it designed, manufactured, assembled, distributed, marketed, and sold the Dodge Ram 1500 pickup in this action.

18. CHRYSLER breached its duty of reasonable care as follows:

a. by designing, manufacturing, assembling, distributing, marketing and selling the subject Dodge Ram 1500 pickup which had an unreasonable propensity for the driveshaft to fall out of the vehicle when subjected to foreseeable use conditions;

b. Although CHRSYLER knew or should have known of the propensity of the driveshaft of the vehicle to fall out under foreseeable use, CHRYSLER failed to advise, label, warn, and instruct owners of the Dodge Ram 1500 pickup of the dangers associated with the use of the Dodge Ram 1500 pickup;

c. CHRSYLER failed to recall the Dodge Ram 1500 pickup after it became aware of the design and manufacturing defects as noted above.

WHEREFORE, Third Party Plaintiff FEC demands judgment against Third Party Defendant, CHRYSLER, together with costs and other such relief that this Court may deem just and proper.

COUNT III
(Common Law Indemnity)

19. FEC reaffirms and realleges the matters set forth in Paragraphs 1 through 8 as if fully set forth herein.

20. FEC further alleges that if it is liable to ██████ for the matters set forth in ██████ Complaint, which is specifically denied, FEC's liability if any, is purely technical and/or vicarious whereas the liability of CHRSYLER is in the nature of actual and active negligence, as its agents, and/or employees and/or servants, either caused, or knew, or should have known, of the allegedly unsafe conditions of the Dodge Ram 1500 pickup which, according to ██████ Complaint, was defective and caused the injuries which he allegedly sustained.

21. As a direct and proximate result of CHRYSLER'S actual and active negligence, if any, as more specifically alleged in Exhibit "A" hereto, FEC has incurred expenses and costs, as well as medical expenses and medical management expenses, and has been compelled to spend money in the nature of investigation expenses and has incurred additional expenses in the nature of attorneys' fees in the defense of the aforesaid litigation and said amount is likely to increase as the litigation continues. Also, there is a likelihood that this litigation may result in FEC having to pay a judgment and/or settlement in favor of Jordan.

WHEREFORE, FEC demands judgment against CHRYSLER, in respect to all sums which it has paid or may be required to pay in connection with the suit brought by ██████

including reasonable attorneys' fees, costs and expenses together with attorney's fees and costs expended in pursuing this claim and any other such relief that this Court may deem just and proper.

COUNT IV
(Contribution)

22. FEC reaffirms and realleges those matters set forth in Paragraphs 1 through 8, as if fully set forth herein.

23. FEC further alleges that, because of its non-delegable duty to [REDACTED] under the Federal Employers' Liability Act, CHRYSLER's active negligence has caused FEC and CHRYSLER to be jointly liable for the alleged damages of Jordan.

22. Therefore, FEC is entitled to contribution from CHRYSLER, for the proportion of negligence directly attributable to CHRSYLER, and in excess of FEC's pro-rata share of the entire liability, if any, under Florida Statutes Section 768.31.

WHEREFORE, the Defendant/Third Party Plaintiff FEC demands contribution from the Third Party Defendant CHRYSLER, for any and all damages for which FEC incurs as the result of the matters alleged in [REDACTED] Complaint, together with costs and post judgment interest.

DEMAND FOR JURY TRIAL

FEC demands trial by jury on all issues raised herein.

**MILTON, LEACH, WHITMAN,
D'ANDREA, & ESLINGER, P.A.**

/s/ C. Ryan Eslinger

Eric L. Leach

Florida Bar No. 745480

[REDACTED]
C. Ryan Eslinger

Florida Bar No. 634859

[REDACTED]
Secondary Email Address

[REDACTED]
Jacksonville, Florida 32207

[REDACTED]
Attorneys for Defendant Florida East
Coast Railway, LLC

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

LEGALS

MATTER #	1172459
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	14552347, 15873902
DATE OF INCIDENT	NA
DATE OF NOTICE	09/06/2006
MODEL/MODEL YEAR	2005 Dodge Ram 1500 Slit Quad Cab 4x4
VIN	1D7HU18D35S [REDACTED]
MILEAGE	22,017
OWNER	[REDACTED] Cleveland, OH [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Drivetrain
DESCRIPTION	Customer alleged the rear driveshaft fell out of the vehicle, breaking the transfer case and rear axle housing. Vehicle has had four repair attempts for transmission & driveshaft. Driveshaft fell out on to the street stranding the owner with his children."
INJURIES	0
FATALITIES	0
ANALYSIS	The vehicle had four repair attempts related to the transmission and driveshaft. However, the vehicle was not inspected and was repurchased.

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

LEGALS

MATTER #	1173705
FILE TYPE	Claim
FILE NAME	[REDACTED]
CAIR #	15536736
DATE OF INCIDENT	10/10/2006
DATE OF NOTICE	10/12/2006
MODEL/MODEL YEAR	2005 Dodge Ram 1500 Slt Quad Cab 4x2
VIN	1D7HA18N35 [REDACTED]
MILEAGE	36,282
OWNER	[REDACTED] Jensen Beach, FL [REDACTED]
COURT	NA
DOCKET #	NA
ALLEGED DEFECT	Drivetrain
DESCRIPTION	The owner stated he was driving to work in Riviera Beach travel south on I-95 when the drive shaft fell of the truck striking my fuel tank and right rear rim before hitting the right rear door on the car behind me.
INJURIES	0
FATALITIES	0
ANALYSIS	Based upon available information, it is unclear whether the rear axle locked-up or the driveshaft detached from the rear differential caused by loose pinion nuts. The owner stated he had retained the driveshaft, but at the inspection ¹ , it was missing. The owner removed the rear propeller yoke from the differential drive pinion gear flange prior to inspection. The differential drive pinion gear flange was bent. The rear propeller yoke and universal joint were broken.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege. The available inspection photos are being produced in this submission, which are labelled in a folder by the CAIR number.

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

LEGALS

MATTER #	1238951
FILE TYPE	Case
FILE NAME	[REDACTED]
CAIR #	NA
DATE OF INCIDENT	10/12/2010
DATE OF NOTICE	05/17/2013
MODEL/MODEL YEAR	2005 Dodge Ram 1500 Slt Quad Cab 4x4
VIN	1D7HU18D55J [REDACTED]
MILEAGE	127,244
OWNER	[REDACTED] [REDACTED] Jacksonville, FL [REDACTED] [REDACTED]
DOCKET #	[REDACTED]
ALLEGED DEFECT	Drivetrain
DESCRIPTION	[REDACTED] was driving a 2005 Dodge Ram 1500 owned by Florida East Coast Railway when the driveshaft of the vehicle suddenly and unexpectedly fell out resulting in an emergency stop which caused right knee injuries. No accident resulted.
INJURIES	1
FATALITIES	0
ANALYSIS	The vehicle was repaired post-accident and the driveshaft was discarded. The vehicle had been driven for 127,244 miles over rough terrain at high speeds with sudden acceleration due to its use as a police vehicle before the alleged drive shaft separation. Records produced by Florida East Coast Railway and Amoco reveal that the driveshaft on the vehicle that separated was not the driveshaft on the vehicle at the time the vehicle was manufactured as it had been replaced, along with the transfer case 17 months prior to the incident.

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

LEGALS

MATTER # 1180312
FILE TYPE Legal Claim
FILE NAME [REDACTED])
CAIR # 16032093
DATE OF INCIDENT 7/15/2005 and 03/11/2007
DATE OF NOTICE 05/04/2007
MODEL/MODEL YEAR 2005 Dodge Ram 1500 Slit Quad Cab 4x2
VIN 1D7HA18N15S [REDACTED]
MILEAGE 9,242 and 37,8790
OWNER [REDACTED]
COURT Cherry Hill, NJ [REDACTED]
Superior Court
DOCKET # [REDACTED]
ALLEGED DEFECT Drivetrain
DESCRIPTION The driveshaft in this vehicle reportedly fell out two times. The vehicle was serviced (routine maintenance) at the dealer on July 15, 2005 at 9,242 miles. The very next day, Plaintiff was reportedly driving his vehicle when he traveled over some railroad tracks and felt a banging sound and the vehicle stopped running. He looked under the vehicle and saw that the driveshaft was hanging down. The vehicle was towed to the dealership. The dealership replaced the broken driveshaft and related parts and that was covered under the warranty. On March 11, 2007 at 37,879 miles, Plaintiff and some of his friends were driving back from a movie in the evening when they heard a banging noise and looked back and saw the driveshaft was on the road. They glided to the shoulder of the road. A state police officer followed them and retrieved the driveshaft. The vehicle was towed to the dealership. Repair under warranty was initially denied, but eventually the repairs were covered under the warranty with a \$100.00 deductible.
INJURIES 0
FATALITIES 0
ANALYSIS Chrysler did not inspect the vehicle and the case was dismissed because the vehicle was repaired under warranty.

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

LEGALS

MATTER # 1173931
FILE TYPE Claim
FILE NAME [REDACTED]
CAIR # 15567511
DATE OF INCIDENT 10/17/2006
DATE OF NOTICE 10/19/2006
MODEL/MODEL YEAR 2005 Dodge Ram 1500 Slit Quad Cab 4x4
VIN 1D7HU18D95S [REDACTED]
MILEAGE 54,716
OWNER [REDACTED]
COURT Jasper, GA [REDACTED]
NA
DOCKET # NA
ALLEGED DEFECT Axle
DESCRIPTION Owner stated he had just left gas station and was accelerating. He stated the vehicle had reached between 45/50 MPH when he heard a noise. He stated just after he heard the noise the driveshaft fell off the vehicle and the rear end locked up resulting in the vehicle skidding off the wet road surface onto the grass shoulder and hitting a road sign. Owner also indicated at the time of the incident he was pulling a 5'x8' covered utility trailer with approximately 600 to 700 pounds of equipment. He stated that trailer did not separate from vehicle, he also stated trailer had very minimal damage
INJURIES 0
FATALITIES 0
ANALYSIS Vehicle inspection¹ observed the following vehicle damages: Front air dam was hanging loose from fasteners on right and left sides. Right 1/4 panel was scratched above wheel well and dented on lower side behind rear wheel. Inspection of undercarriage observed scratches on gas tank shielding and pinion gear shaft was pushed upward. Rear pinion seal was cut and leaking fluid. Rear wheel would not turn when placed on ground, but would turn by hand when lifted off ground by jack. Fluid residue was observed on floor pan, axle housing and other parts surrounding differential housing.

¹ The inspection was conducted at the request of counsel in anticipation of litigation and the report is being withheld under a claim of attorney work-product privilege. The available inspection photos are being produced in this submission, which are labelled in a folder by the CAIR number.

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

LEGALS

MATTER #	1203765
FILE TYPE	Legal Claim
FILE NAME	[REDACTED]
CAIR #	18728694
DATE OF INCIDENT	Unknown
DATE OF NOTICE	07/09/2009
MODEL/MODEL YEAR	2005 Dodge Ram 1500 Slit Quad Cab 4x4
VIN	1D7HU18D25 [REDACTED]
MILEAGE	59,943
OWNER	[REDACTED] [REDACTED]
COURT	Springfield, OH [REDACTED] NA
DOCKET #	NA
ALLEGED DEFECT	Rear Axle
DESCRIPTION	Customer alleges that he was heading to Myrtle Beach and the pinion came completely unscrewed which caused both rear tires to lock up, causing the vehicle to spin twice and end up in a seven foot ditch.
INJURIES	0
FATALITIES	0
ANALYSIS	No inspection was conducted because the customer repaired the vehicle.

Customer Assistance Inquiry Record (CAIR)#

13579083

VIN	1D7HA18N2 5J [REDACTED]	Open Date	05/24/2005	Built Date	03/31/2005
Model Year	2005	Body	DR1L41	DODGE RAM ST 1500 QUAD CAB PICKUP	
In Service Dt	05/20/2005	Mileage	850	Dealer Zone	66 ORLANDO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DEJ	6-SPEED MANUAL GETRAG 238 TRANS			
Dealer	44769	WESTSIDE CHRY-DODGE-JEEP INC			
Dealer Address	298 E DEPOT STREET				
Dealer City	MOCKSVILLE	Dealer State	NC	Dealer Zip	27028
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WALKERTOWN NC [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Unknown - Defective - Unknown

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

bought a lemon

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

Email States:

On friday the 19th i bought my truck and on sunday morning while driving with only 800 miles the drive shaft broke off and tore every thing under the body off. WHY I paid Good Money for your company to sell me a lemon. I except a phone call asap as I am stranded.

5/24- Writer shows in linked file that owner called after sending email. Also, this is a duplicate email. See CAIR #13579040 for handling. NAN

Customer Assistance Inquiry Record (CAIR)#**13579158**

VIN	1D7HA18N2 5J [REDACTED]	Open Date	05/23/2005	Built Date	03/31/2005
Model Year	2005	Body	DR1L41	DODGE RAM ST 1500 QUAD CAB PICKUP	
In Service Dt	05/20/2005	Mileage	850	Dealer Zone	66 ORLANDO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DEJ	6-SPEED MANUAL GETRAG 238 TRANS			
Dealer	44769	WESTSIDE CHRY-DODGE-JEEP INC			
Dealer Address	298 E DEPOT STREET				
Dealer City	MOCKSVILLE	Dealer State	NC	Dealer Zip	27028
Owner	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	Home Phone	[REDACTED]	[REDACTED]
[REDACTED]	WALKERTOWN NC [REDACTED]	[REDACTED]	Country	UNITED STATES	

Product - Drive Shaft/Universal Joint - Shaft - Improper Installation/Missing - Unknown

Customer states the driveshaft came loose and destroyed the under body.

Customer states that he just purchased this vehicle cash on Friday 5/20/2005. Customer purchased vehicle from 44819 in Florida. Customer was traveling north on the interstate and states that while in North Carolina he was coming off an exit and heard banging under the vehicle and lost all power when he pulled over he noticed that there was gas pouring out everywhere. Customer states that the drive shaft came loose and destroyed the under body of the vehicle, tore gas line and electric lines, customer states that the transmission is cracked as well. Customer took the vehicle to 44769 in North Carolina. Customer is stranded in North Carolina. Customer is requesting a rental vehicle. Customer also requesting for DCX to buy back this vehicle and give him another one of the exact kind.

Agent contacted Jerry at 44769 who states that the vehicle was taken there over the weekend and has not been diagnosed. Jerry states that they will try to get a diagnosis on it today. Agent informed Jerry that once a diagnosis is complete contact agent with information requested. Agent informed customer that once a diagnosis is done by the dealership they will contact DCX with information and agent will contact customer to inform of resolution. Customer requesting a rental car. Agent informed customer that before DaimlerChrysler would be able to consider offering any goodwill assistance a diagnosis would need to be performed by an authorized DaimlerChrysler dealership.

Customer called dccac again on 5/23/05 wants rental vehicle. Dealer has still not inspected the vehicle. Customer was advised until diagnosis is made no assistance will be offered.

Agent contacted 44769 and spoke to SM Jerry. Jerry states that the transmission rear housing, drive shaft, bolts, fuel tubes, vapor tubes, NVLD pump, drive shaft mount, and heat shield need to be replaced. Jerry states that the drive shaft (p/n 52853162AA) is on back order. Customer requesting rental assistance. 44769 was trying to assist customer with rental cost but rental company requesting major credit card from customer which he does not have. Agent contacted [REDACTED] at [REDACTED] and spoke with [REDACTED] who stated that since the customer had an out of states driver's license they would normally need a major credit card, but since they will be doing a direct bill to the dealership they

will accept the customer debit card instead. Agent contacted customer and informed him of information provided by [REDACTED] at enterprise. Owner calls seeking information regarding file. Writer advised owner of above information. Owner requests contact and meeting with district manager. Writer advised owner that requests for meetings with DM are made by dealership management. Owner understands. Jerry contacted agent and informed agent that the customer's vehicle is ready for pick up. Jerry states that they replaced the entire transmission, fuel pump, heat shield, drive shaft, fuel line, vapor line, drive shaft carrier, NVDL, they under coated the bottom, and filled the customer's gas tank. Agent contacted customer to inform him that the vehicle was ready for pick up. Customer still wants to speak to DM. Jerry stated that the DM has been on vacation and is due back on Monday. Agent informed customer that he will need to speak to dealership to speak to DM.

Customer Assistance Inquiry Record (CAIR)#**13947705**

VIN	1D7HA18D5	5S [REDACTED]	Open Date	08/19/2005	Built Date	06/13/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	06/30/2005	Mileage	3,963	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	67035	WHITTIER CHRYSLER JEEP DODGE				
Dealer Address	13840 WHITTIER BOULEVARD					
Dealer City	WHITTIER	Dealer State	CA	Dealer Zip	90605	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	HUNTINGTON BEACH CA [REDACTED]				Country	UNITED STATES

Corporate - Other - Default - Default - Default

RESTRICT TRANSMISSION WARRANTY

8/8/05 VEHICLE TOWED TO POWER DODGE 43922. DRIVE SHAFT WAS DAMAGED AND TRANSMISSION CASE WAS CRACKED. DEALER DECLINED WARRANTY REPAIR DUE TO PHYSICAL DAMAGE. ENTERPRISE TOWED VEHICLE OUT OF DEALERSHIP. DM REQUESTED WARRANTY RESTRICTION ON TRANSMISSION THROUGH WBC.

[REDACTED]
DISTRICT MANAGER

Customer Assistance Inquiry Record (CAIR)#**14011773**

VIN	1D7HA18D4 5S [REDACTED]	Open Date	09/06/2005	Built Date	12/09/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	03/12/2005	Mileage	5,600	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	42802	UNIVERSITY DODGE INC			
Dealer Address	5455 SOUTH UNIVERSITY DRIVE				
Dealer City	DAVIE	Dealer State	FL	Dealer Zip	33328
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MIAMI FL [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Broken or Cracked - Default	Customer states that the axel broke .
Corporate - Rental Vehicle - Default - Default - Default	Customer is seeking rental assistance.

Customer called stating that the axel broke while he was driving on the freeway. States that the vehicle was towed to above dealership. Writer called dealership and spoke with service manager Pete who required a call back because he can not find a ticket on the vehicle.

**** Begin structured narrative CL-RENTAL ****

Is the vehicle still under warranty?:Yes

Does the vehicle have any service contract that covers rental?:No

What repairs are currently being completed?

Not Available

Why has the vehicle not been repaired and returned to the owner?

The vehicle is not at the dealership yet.

What is the estimated date that the repair will be completed?

Unknown

Is this a recall repair?:No

Is this a pre-authorization or a request for reimbursement?

No

DCX authorizes rental? Explain why or why not...

DCX will not offer rental assistance due to no diagnosis of the issue.

How many days are being authorized and at what dollar amount?

Unknown

**** End structured narrative CL-RENTAL ****

Customer is calling on the above issue. Customer states the towing company states that haven t towed his vehicle to the dealership 42802. Customer is seeking rental assistance due to the above issue.

Agent informed customer to reference number 14011773 for further assistance on this issue after a diagnosis of the issue is stated.

Customer seeking information about above issue. Customer stated that the vehicle is not at the dealership and he would like to know where the vehicle is. Writer informed customer that agent would not be able to locate vehicle, and advised customer to contact roadside assistance. Customer calling about the above.

Cusotmer demanded that agent tell him why the vehilce broke down. Agent advised customer to contact the dealership. Customer became irate and

abusive. Agent was able to close the call.

Customer calling on above issue. Customer is requesting rental assistance. Agent contacted Johnathan the Service manager. Johnathan stated that at the time the customer requested the dealership to come and pick up the vehicle, the dealership did not have a loaner vehicle to offer the customer. Johnathan stated that the rear differential and the driveshaft are on order and that the rear differential locking up caused the drivshaft to break.

Advised agent to contact dealer and determine how long it will take dealer to repair vehicle and return it to customer.

Agent offered the customer a call back. Customer accepted. Agent called dealership back and spoke to Peter the Service Manager. Peter stated that his parts are on order and the part numbers are as follows: Axle 5072510AD, Driveshaft 5210592AE and Axle Bolts 6506497AA. Peter stated that there is no order number for these parts as they are being ordered with their daily order. Peter stated that this vehicle should be finished either Friday evening or Monday morning.

Advised agent to send direct-to-dealer for vehicle being down at the dealership. Contact dealership and request they update the order to special handling and VOR.

Rental not approved at this time. Part order is only on a daily order.

After the upgrades on the order, the part should come in sooner, thus negating the need for rental.

Agent informed customer that DCX will not pay for a rental vehicle.

Customer understands. Customer is not happy with the DCX decision. Agent informed customer that a loaner or rental vehicle is at the dealerships discretion.

Customer Assistance Inquiry Record (CAIR)#**14340070**

VIN	1D7HU18D3 5J [REDACTED]	Open Date	12/05/2005	Built Date	02/11/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	06/13/2005	Mileage	3,400	Dealer Zone	32 NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	58906	CIRCLE DODGE INC			
Dealer Address	781 ROUTE 70				
Dealer City	BRICK TOWN	Dealer State	NJ	Dealer Zip	08723
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	BRICK NJ [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2005-12-03

Road Side File Created 12-05-05 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]
WALL BRICK TOWN

NJ USA NJ

CALLER COMMENTS DRIVE SHAFT BROKE--CELL# [REDACTED]

DEALER CODE : 58906 CIRCLE DODGE INC

Customer Assistance Inquiry Record (CAIR)#**14933054**

VIN	1D7HA18D9 5J [REDACTED]	Open Date	05/15/2006	Built Date	10/18/2004
Model Year	2005	Body	DR1L41	DODGE RAM ST 1500 QUAD CAB PICKUP	
In Service Dt	07/28/2005	Mileage	17,000	Dealer Zone	66 ORLANDO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44692	RICK KEFFER DOD-CHY-PLY-JEEP			
Dealer Address	464037 E STATE ROAD 200				
Dealer City	YULEE	Dealer State	FL	Dealer Zip	32097
Owner	[REDACTED]	Contact Type	ROADSIDE		
Address	[REDACTED]	Home Phone			
	YULEE FL [REDACTED]	Country	UNITED STATES		

Corporate - Roadside Services - Warranty - Towing - Default

Roadside Assistance Contacted - DATE : 2006-05-11
 Road Side File Created 05-15-06 FOR WARRANTY
 VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

[REDACTED]
 FL USA FL
 CALLER_COMMENTS DRIVE SHAFT BROKE OFF // NEAR THE
 DEALER CODE : 44692 RICK KEFFER DOD-CHY-PLY-JEEP

Customer Assistance Inquiry Record (CAIR)#**15536736**

VIN	1D7HA18N3 5S [REDACTED]	Open Date	10/11/2006	Built Date	07/22/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	10/30/2005	Mileage	36,282	Dealer Zone	
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	JENSEN BEACH FL [REDACTED]	Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	accident
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

Drive shaft fell off the vehicle while driving during rush hour hitting another vehicle.

Description of the incident (what, when, where, injuries, etc)

Owner stated yesterday (10/10/06) when driving home from work traveling approximately 85-90 MPH when his drive shaft fell off the vehicle, striking his fuel tank and right rear rim before hitting the vehicle behind him. Owner was able to get the vehicle stopped and no one was hurt.

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number

NO ANSWER PROVIDED BY AGENT

Where is the vehicle exactly located (provide name/address/phone #)

Owners place of Business

[REDACTED]
Riviera Beach, FL [REDACTED]

Is there property damage or other vehicles involved in the accident?

Yes, vehicle behind owner was struck in the right rear door by the drive shaft.

Has a Police or Fire report been filed (what municipality & report #)

Yes, owner has a copy of the State Trooper report.

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner concerned with why the drive shaft fell off. Owner was able to get the shaft before it was picked up by a crew clearing the accident. Owner does have the yoke for the drive shaft though.

Forwarding file to Special Investigations.

Per OGC Matrix, reassigned to 82T. JSS15.

10/12/06 assigned to tk27/_jlg117

CAIR NUMBER 15536736 REQUEST EAA INSPECTION 10-12-2006 09:17

CAIR NUMBER 15536736 E-MAIL SENT TO EAA 10-12-2006 09:18

Inspection Requested: 10/12/2006 (CBizor)

3/28/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

Customer Assistance Inquiry Record (CAIR)#

15567511

VIN	1D7HU18D9 5S [REDACTED]	Open Date	10/19/2006	Built Date	12/03/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/24/2005	Mileage	52,000	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	23825	JASPER JEEP-DODGE-CHRY-PLYM			
Dealer Address	1050 HIGHWAY 515 SOUTH				
Dealer City	JASPER	Dealer State	GA	Dealer Zip	30143
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	JASPER GA [REDACTED]	Country	UNITED STATES		

Referral - Tier Three - Default - Default - Default	Referral Tier Three
Product - Differential Gear Assy's - Gears - Seized, Sticks, Binds - Rear	accident
Corporate - Property Damage - Default - Default - Default	
Product - Unknown - Unknown - Accident - Default	

Customer states having drive-train issues causing vehicle to be involved in accident. Referred customer to DCCAC for discussion of Special Investigations issue.

(NOTE - referral...left message for owner at 11:50am to request info pertaining to alleged accident claim..name/number provided).....ltm

**** Begin structured narrative SI POLICY FIRE OR ACCIDENT ****

Owner Alleges:

owner alleges the rear end of vehicle broke, locked up the tires and the vehicle skidded about 200 feet

Description of the incident (what, when, where, injuries, etc)

incident occurred on 10/17 and owner said the rear end suddenly appeared to give out and the tires locked up...the vehicle skidded for about 200 feet...no other vehicles involved and no injuries

Has the owners insurance company been contacted ?

No

If yes provide name/policy number and phone number

No, owner feels this is a DCX liability

Where is the vehicle exactly located (provide name/address/phone #)

Vehicle is at [REDACTED]

Is there property damage or other vehicles involved in the accident?

yes, to rear of owner vehicle

Has a Police or Fire report been filed (what municipality & report #)

yes, with [REDACTED]

Incident# 06107739

**** End structured narrative SI POLICY FIRE OR ACCIDENT ****

owner alleges rear end collapsed causing accident...referring to Special Investigations for further handling.....ltm

Per OGC Matrix, reassigned to 82T. JSS15.

_10/19/06 assigned to tk27/jlg117

CAIR NUMBER 15567511 REQUEST EAA INSPECTION 10-19-2006 15:38

CAIR NUMBER 15567511 E-MAIL SENT TO EAA 10-19-2006 15:38

Inspection Requested: 10/19/2006 (KThornton)

Inspection Conducted: 10/25/2006 (KThornton)

Inspection Report Received: 10/26/2006 (KThornton)

Customer seeking update on issue. Transferred per AAM41.

11/1/06 - Owner stated he is calling for an update to his file. Writer transferred to CCRG for further assistance.

****DEALER CALL *****

Jerry May the Service Manager with dealer 23825 states the customer advised the inspector informed DCX would pay for the repairs to the vehicle. Caller requesting clarification on the determination from investigations. Agent consulted with PDF17. Agent transferred for review of circumstance to Tier III.

Joe May the Service Manager with dealer 23825 calls DCCAC seeking to know if he can repair, reviewed with JSS15 who explains SM should notify CCRG. This phone number was provided to Jerry as a reference. Agent refers to CCRG at [REDACTED] for any further discussion or update of the file.

CCRG Close Date: 11/28/2006

3/25/08 VCW2 updated cair image from pending to X.

Image may not be available due to technical issue.

Customer Assistance Inquiry Record (CAIR)#**15574088**

VIN	1D7HU18N55	5	Open Date	10/23/2006	Built Date	01/26/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	02/23/2005	Mileage	44,000	Dealer Zone	63	DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH		Market	U	US
Color	PX8	BLACK CLEAR COAT				
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	44554	DAVID STANLEY DODGE LLC				
Dealer Address	7609 S E 29TH STREET					
Dealer City	MIDWEST CITY			Dealer State	OK	Dealer Zip 73110
Owner	[REDACTED]				Contact Type	LETTER
Address	[REDACTED]				Home Phone	
	OKLAHOMA CITY OK [REDACTED]				Country	UNITED STATES

Dealer - Used Car - Unknown - Unknown - Default	07.13.06
Product - Differential Gear Assy's - Housing W/ Tubes - Broken, Cracked - Rear	

BBB INQUIRY (BETTER BUSINESS BUREAU)

CUSTOMERS LISTED ISSUES:

rear end locked up and electrical problems.

I called SM John in dealer to discuss. _

The truck was bought used 07.13.06 ny [REDACTED], and [REDACTED] is her boyfriend.

The rear diff is OOW, and dlr quoted \$3100 new or \$1500 used.

[REDACTED] called this mroning and said put in new.

The finance company also called dlr regarding a re-possession.

SM is waiting to discuss with registered owner./

I declined repairs and explained to BBB

Customer Assistance Inquiry Record (CAIR)#**15708848**

VIN	1D7HU18D1	5S [REDACTED]	Open Date	11/27/2006	Built Date	02/09/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	03/15/2005	Mileage	40,000	Dealer Zone	32	NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	60263	MANFREDI CHRYSLER JEEP & DODGE,	LLC			
Dealer Address	1239 HYLAN BLVD					
Dealer City	STATEN ISLAND			Dealer State	NY	Dealer Zip 10305
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	STATEN ISLAND NY [REDACTED]				Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	States axle fell out and locked up.
Referral - Tier Three - Default - Default - Default	Tier Three Support Referral.

Customer is calling to let us know he has his vehicle in at the dealership because his axle fell out and his back tires locked up and caused him to hit another vehicle. Customer states vehicle is in his name and the co-signer. Agent advised would transfer for further review and someone would contact him as soon as the file is reviewed per MLB92. Agent had customer fax information to fix owner. Writer called the phone number listed on the primary page and women who answered mentioned that I have the wrong phone number and she doesn't know who Mr. Napoli is. If Owner calls back please obtain a working phone number

Customer Assistance Inquiry Record (CAIR)#**15857452**

VIN	1D7HA18D7	5S3 [REDACTED]	Open Date	01/11/2007	Built Date	06/23/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	10/23/2005	Mileage	20,000	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	43012	CERRITOS DODGE INC				
Dealer Address	18803 STUDEBAKER ROAD					
Dealer City	CERRITOS	Dealer State	CA	Dealer Zip	90703	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SAN PEDRO CA [REDACTED]				Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Broken - Unknown

Customer stated that his drive shaft fell out on the freeway.

Customer stated that his drive shaft fell out on the freeway. Customer stated that he was towed to a body shop. Customer stated that the towing was \$87 and the body shop paid for it. Customer wants to know if he is responsible for this. Customer stated that he was told by the dealership that it was his responsibility because he should have call roadside. Customer stated that the body shop will not release the vehicle until the towing charge is paid to them. Customer does not feel that he should be responsible. Agent informed customer that he would need to speak to roadside assistance for further information. Customer stated that he did call roadside assistance. Agent informed customer that he is responsible for the towing due to the fact the roadside assistance informed of this and he should have contacted roadside assistance for the towing per KMT29 and SG388. Customer disconnected the call.

Customer Assistance Inquiry Record (CAIR)#**15873902**

VIN	1D7HU18D3 5S [REDACTED]	Open Date	01/17/2007	Built Date	01/31/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	03/31/2005	Mileage	44,000	Dealer Zone	42 DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	43117	GANLEY DODGE WEST INC			
Dealer Address	15200 LORAIN AVE				
Dealer City	CLEVELAND	Dealer State	OH	Dealer Zip	44111
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CLEVELAND OH [REDACTED]	Country	UNITED STATES		

Corporate - Arbitration - Default - Default - Default	Binding arbitration case 4207B002OH
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	Rear driveshaft fell out, breaking transfer case and rear axle

Received binding arbitration case 4207B002OH
 Owner s concern: rear driveshaft fell out, breaking transfer case and rear axle housing.
 Owner seeking: Replacement vehicle plus \$5000.00 for mental anguish. Vehicle has had four repair attempts for transmission & driveshaft driveshaft fell out on to the street stranding the owner with his children.
 Offer mediate to replace vehicle. - declined \$5000.00 in mental anguish. Faxed offer to NCDS.
 NCDS calls and owner would like to review a repurchase offer. Revised offer and faxed to NCDS.
 Received signed settlement for a replacement vehicle.
 Ok to close file.

Customer Assistance Inquiry Record (CAIR)#**15874112**

VIN	1D7HU18D1	5S [REDACTED]	Open Date	01/17/2007	Built Date	04/04/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	06/14/2005	Mileage	42,000	Dealer Zone	74	DENVER
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	45146	MIDWAY CHRYSLER DODGE JEEP, INC.				
Dealer Address	219 SECOND AVE EAST					
Dealer City	KEARNEY	Dealer State	NE	Dealer Zip	68848	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	BROKEN BOW NE [REDACTED]				Country	UNITED STATES

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage.
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	Customer states the rear drive shaft is broken.

Customer called in seeking warranty information. Customer states the rear drive shaft seperated from the rear axle. Customer asked if there is a warranty on the rear drive shaft. Agent informed the customer that the warranty has expired by miles. Customer is seeking assistance with the repair. Customer is the second owner and purchased the vehicel in October of 06 and also the vehicle was a rental. Informed customer that DaimlerChrysler will not participate in the repair. The vehicle warranty has expired. Customer

Customer Assistance Inquiry Record (CAIR)#**16024893**

VIN	1D7HA18N4 5J [REDACTED]	Open Date	03/09/2007	Built Date	11/30/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	07/21/2005	Mileage	36,188	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	43012	CERRITOS DODGE INC			
Dealer Address	18803 STUDEBAKER ROAD				
Dealer City	CERRITOS	Dealer State	CA	Dealer Zip	90703
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	LA HABRA CA [REDACTED]	Country	UNITED STATES		

Corporate - Rental Vehicle - Default - Default - Default	Customer seeking rental assistance.
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	Customer states that the drive shaft fell off.

Customer states that he has had to have his vehicle towed to the dealership. Customer states that the vehicle is being towed now and he is seeking rental assistance. Customer states that the drive shaft fell off. Agent informed customer that at this point now rental assistance can be offered per DLP68. Agent did states that once the vehicle is at the dealership and the dealership is able to determine what has happened and how long it would take to fix the vehicle the customer can call back to have rental assistance looked into for him. Customer asked that if he did have to go on an get a rental now is there reimbursement that can be offered. Agent again stated that reimbursement for rental is something that also would have to be looked into and that renal reimbursement and assistance is done case by case but that DCX does work with customers concerning reimbursement and rental assistance once reviewed by an agent. Customer stated that is fine and agent gave reference number.

****Begin structured narrative CL-RENTAL

Is the vehicle still under warranty?

Yes

Does the vehicle have any service contract that covers rental?

No

What repairs are currently being completed?

Vehicle being towed in for drive shaft issues.

Why has the vehicle not been repaired and returned to the owner?

Vehicle being towed now.

What is the estimated date that the repair will be completed?

Vehicle being towed now.

Is this a recall repair?

No

Is this a pre-authorization or a request for reimbursement?

Customer inquiring about both.

No rental assistance offered at this time.

DCX authorizes rental? Explain why or why not...

Vehicle being towed now.

How many days are being authorized and at what dollar amount?

None

****End structured narrative CL-RENTAL

Customer Assistance Inquiry Record (CAIR)#**16032093**

VIN	1D7HA18N1	5S [REDACTED]	Open Date	03/12/2007	Built Date	08/20/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	01/28/2005	Mileage	36,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	58285	CHERRY HILL DODGE				
Dealer Address	1708 WEST MARLTON PIKE					
Dealer City	CHERRY HILL	Dealer State	NJ	Dealer Zip	08002	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	CHERRY HILL NJ [REDACTED]			Country	UNITED STATES	

Product - Drive Shaft/Universal Joint - Shaft - Other - Unknown	Customer states that the drive shaft fell out.
Referral - Other - Default - Default - Default	Referred to tier two for further assistance.

Special Investigation related contact - Escalated to Tier 2 Internal
 Agent received transfer First owner of vehicle seeking assistance with the repair of the drive shaft. Customer states that the drive shaft fell out while he was driving down the highway. Agent contacted dealership and spoke with Mike, service manager. Because customer brought the vehicle in late today the dealership cannot diagnose the vehicle until tomorrow. Dealer will call agent back with diagnosis. Customer was offered a call back and agreed. Customer was advised that the possibility of assistance is pending the diagnosis verifying no abuse neglect or modification.
 Service Manager calling with diagnosis on vehicle; transferred to previous agent s voice mail.
 Agent contacted dealership 58285 and spoke with Mike, service manager. Vehicle needs a new rear end. The rear end is on a national back order. There are already a few parts on vehicle off road status. Customer wants a rental. Customer has a third party contract that will give him 4 days of rental. There is gear oil all over the underside of the rear end that is burnt to the exhaust. Dealer advised that there is more oil than should be there. Dealership speculates that customer should have heard a noise or been aware a leak. This cannot be verified. ***Agent consulted with RJC135*** DCX will not provide rental assistance due to rental not being covered under this warranty. Part numbers are as follows: right and left axle shafts 52105924AF and 52067614AC, axle assembly 5072510AF, 10 studs 6036659AA, 2 seals 52070427AB, 2 BVGs 3507898AB, and 4 bolts 6506497AA. Dealer will make sure that the back ordered part is moved up to VOR status. Dealer has contacted Mopar expediting. Dealer will advise customer that rental will not be covered.
 Parts have been released from parts distribution center.

Customer Assistance Inquiry Record (CAIR)#**16123801**

VIN	1D7HA18D3 5J [REDACTED]	Open Date	04/06/2007	Built Date	10/18/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/14/2005	Mileage	24,225	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	57862	SOUTARS			
Dealer Address	631 WEST MAIN STREET				
Dealer City	BARSTOW	Dealer State	CA	Dealer Zip	92311
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	VICTORVILLE CA [REDACTED]	Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Customer concerned about his warranty.
Dealer - Unknown - Unknown - Problem Not Resolved - Default	Customer states the vehicle was misdiagnosed.
Product - Drive Shaft/Universal Joint - Shaft - Other - Rear	Customer states the vehicle was misdiagnosed.

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

Been in local shop, mis diagnosed and bigger problem now lied to twice and a fter the 3rd time in shop still not fixed or even close. told the tires were out of round and could not be balanced but when i left shop 1 mile away rear end blows out wont go

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

I love my truck and only want it back the way it was before it broke down. I have the money to go buy something else and my truck is paid off but this is my third Dodge truck and I dont want anything else please help me and fix my truck, it has a 70,000 mile 7 year drive train warranty and only 24,000 on it. If it wasnt mis diagnosed we probably would not be here now. The shop in question is not helping or very respectful, When you call I will go into better detail. PLEASE HELP A DODGE LOVER AND OWNER.... MY TRUCK IS EXACTLY HOW I WANT IT. THE STEREO, THE TINT, BED COVER, THE K&N.

*****END CUSTOMER EMAIL*****

Thank you for contacting the Chrysler Group Customer Assistance Center concerning your Dodge Ram.

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

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at 1-800-992-1997, 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

*****END EMAIL*****

Customer says he took vehicle to dealer 64855 because he had a vibration. They said it was the tires. Customer says he got a mile down the road, locked up, he had nothing. They misdiagnosed the issue. Customer towed the vehicle to dealer 64855. They rebuilt the rear end.

There was still a vibration. Customer was told there was nothing wrong

with it, the MDS was kicking in, it was normal. Customer was told by dealer If you think you re getting a new drivetrain, you re mistaken . That is the reason customer doesn t go to dealer 64855. The Service Director and Service Manager are fine. This mechanic is the problem. Customer understands dealer can make a mistake, but wants to know how much he can get replaced off that. They think it s fixed right now. Vehicle is at dealer 57862, the tow is out. Customer says drive shaft and all that have been replaced. Customer would like to know if he can request the drivetrain be replaced as far as the rear axles and the transmission goes.

Agent advised customer that we have to go by our dealership determinations for replacement on any parts for the vehicles. Customer states that he was advised that the tires were out of round and that he had a bad rear wheel. States he was also advised even though he replaced the tires he still had a bad rear wheel. States that the tires had to be balanced and rotated. States that the left rear rim has been rotated, so the issue is not the wheel, its that area. States dealer 57862 has acknowledged that there is a vibration. States that the vibration is still there in the rear end and he was advised that it was normal, but somewhat louder then it should be. States that he was advised that when a zone rep would come look at the vehicle. States that he was advised that it would take 10 days to put this request in. Agent contacted dealer 57862 and spoke with George (service manager). States that he has a tech request in right now for another vehicle, and when the field tech comes to look at the other vehicle he will be contacting the customer to bring his vehicle back to the dealer to try and seek a resolution for the vibration. Advised of direct-to-dealer. Advised customer of direct-to-dealer. Customer has already been provided with reference number.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance Center may be assigned to this CAIR for follow-up with the customer and will be available as another resource if required. Agent called dealer and spoke to George to inform that CAIR was being sent.

REASSIGNED TO BC/DLR 71 57862 05/01/07 15:12 R 16123801
*Contact Date:05/01/2007

Service Manager at the dealership has updated the Cair# 16123801
An appointment has been set with the customer.
DM NOTES: SM reports that SLD3 is to see vehicle on visit on May 15th, 2007
Furthermore, SM states that driveline concerns were at dealer 64855.
DM NOTES: DM received alert from PJO4 on CAIR. Emailed PJO4 that appointment set for 04/15/07.
DM NOTES: SM states that the concern has been related to tires by SLD3. As a courtesy SM will check tires for customer, and then provide estimate of any due tire repairs or replacement for CP.

*Contact Date:05/23/2007
Service Manager at the dealership has closed the Cair# 16123801
Repair is not covered by warranty and explanation has been provided to customer.
CAIR RETURNED FROM DEALER ON 5/23/2007 AT 10:40:802 R 16123801

Customer Assistance Inquiry Record (CAIR)#**16507331**

VIN	1D7HU18D9	5S [REDACTED]	Open Date	07/13/2007	Built Date	02/23/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	03/15/2005	Mileage	21,000	Dealer Zone	32	NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	23153	WESTBURY JEEP CHRYSLER DODGE, INC.				
Dealer Address	928 JERICHO TPKE					
Dealer City	WESTBURY	Dealer State	NY	Dealer Zip	11590	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	116 [REDACTED]	Home Phone	[REDACTED]			
	PLAINVIEW NY [REDACTED]	Country	UNITED STATES			

Product - Drive Shaft/Universal Joint - Shaft - Broken - Front

Customers driveshaft broke.

Purchased New or Used? new

Dated purchased used vehicle? na

Miles? na

From whom did customer purchase used vehicle? na

Customer drive shaft fell on 7/11/07 (customer was not aware of roadside assistant at that time) . Contacted a friend to help having vehicle towed to 44792. 44792 closed and went to 23153 because they were open till midnight. They did not have any loaners. Customer seeks rental assistance

Contacted 23153. Agent got dissoneted the first time. Spoke with Chris (parts manager) and was ono able to pull up any part information applogized to agent for the long hold during a shift change. Agent was refered to advisor Emily. Stated the vehicle has not been diagnosed yet. Agent provide Emily referance and contact number for advisor Danny to contact DCCAC regrading a diagnosis and any part information. Agent informed customer that once a completed diagnosis is completed and verification of parts ordered, only then DCX would look into further assistance for a rental vehicle while the vehicle is down at the dealership.

Customer states dealership 23153 has contacted him today and stated his vehicle will not be repaired for about 2 to 3 weeks. Customer would like a loaner vehicle. Customer states it has been 5 days already that he has been with out a vehicle. Agent contacted dealership 23153 and spoke with Emily the service manager who states they have not been able to diagnosis the vehicle at this time. Agent advised Emily that a direct to dealer will be sent. Agent advised customer that the file will be forwarded over to the dealership to get additional parties involved. Agent advised customer that this time DCX can not provide him with a loaner vehicle until there is a complete diagnose on the vehicle. Customer was upset.

DIRECT-TO-DEALER 1C

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt. A case manager from the Customer Assistance

Center may be assigned to this CAIR for follow-up with the customer and as another resource if required. Agent called dealer and spoke to Emily the service manager to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 32 23153 07/16/07 16:00 R 16507331

Customer is calling in upset because he claims no one will give him a straight answer. Customer states that he will go out and buy a new vehicle today if he cannot get a loaner vehicle today. Customer has also contacted Enterprise and tried to get a rental vehicle at his expense but Enterprise does not have anymore vehicles. Agent contacted dealer 23153 and spoke with Emily who is the Customer Service Manager at the dealership. Emily states that Danny is the service advisor and she is not sure if there is a full diagnosis yet. Agent left contact information for Emily to call with diagnosis. Agent informed the customer of this. The customer became irate and states that he has been without a vehicle for seven days and when he spoke to the dealer last he was told it could be two or three more weeks. Customer states that he will go out and buy a new vehicle and demands to speak to a supervisor. Agent advised the customer that supervisor would inform him of the same information and would not be able to authorize a rental. Customer still demands to speak with supervisor. Agent consulted with SG388 and informed the customer that further research can be completed once dealership has diagnosis. Customer began to use abusive language and states that the dealer keeps overlooking his vehicle because it cannot be moved and that is the reason they do not have a diagnosis. Customer demanded the number to Chrysler Financial to get out of his lease. Agent provided the number and disconnected the line.

Dealer calling advised that she has the vehicle diagnosed and needs new rear end. Emily advised that the rear end is on order. Dealer advised that the part will not be there until approximately 3- 5 days because part is on order. Emily advised then it will take another 2 days to ensure is repaired properly. Customer seeking rental. Per CDC45 will reimburse for five days in rental. Agent advised customer to submit repair order, and proof of payment for rental to dcsc address for reimbursement. Agent advised if additional rental is needed at the end of the five days customer must call in to request for review.

*Contact Date:08/02/2007

Dealer 23153 has updated the mileage to 20654.

Service Director at the dealership has closed the Cair# 16507331

Warranty repair has been documented on Repair Order#399705

CAIR RETURNED FROM DEALER ON 8/02/2007 AT 01:39:475 R 16507331

Customer contacting seeking reimbursement for the towing of his vehicle. States that he contact Roadside assistance and it was going to take them 2 hours to get to the vehicle and he did not want to wait. States that he contacted a private company and had the vehicle towed to his house and the next day he contact the private company and had them tow the vehicle to the dealership. Agent consulted with ALL34 inform customer that DCX will not reimburse for the towing of the vehicle because, he has Roadside assistance that would have been free of charge to him. Customer thanked agent and released the call.

Customer calling in to see if he will reimbursed for towing. Customer states all he wants reimbursed for is the towing the first time when he was not aware he had roadside assistance. Agent researched and consulted with TLD50 and was informed that roadside assistance information is in the warranty booklet and the no reimbursement decision can not be overturned.

Customer Assistance Inquiry Record (CAIR)#**16665580**

VIN	1D7HU16D9 5J [REDACTED]	Open Date	08/24/2007	Built Date	08/31/2004
Model Year	2005	Body	DR6H61	DODGE RAM SLT 1500 REG. CAB PICKUP	
In Service Dt	12/23/2005	Mileage	20,000	Dealer Zone	42 DETROIT
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	26494	JOHNNY WATKINS CHRYSLER CENTER			
Dealer Address	1039 S LAUREL RD				
Dealer City	LONDON	Dealer State	KY	Dealer Zip	40744
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CORBIN KY [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Unknown	Customer states rear yoke broke off axle shaft.
Product - Unknown - Unknown - Poor Handling - Default	Customer states vehicle locked up completely.

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle?

N/A

Customer states vehicle has had three power steering repairs done, and customer was driving vehicle, and power steering goes out. Customer states the transmission was slipping, and last night customer was driving, the entire vehicle locked up, and rear yoke that comes off the rear axle. Customer is seeking rental assistance. Agent called dealership 26494 and spoke with Service Advisor Ronny. Ronny states no diagnosis has been done yet. Agent advised customer that before rental assistance can be considered, a diagnosis will have to be completed, and to call back once the complete diagnosis has been done. Agent provided reference number.

Agent talked to Bea Greer-customer's grandmother and called to say that the dealership had reached a diagnosis on the vehicle and are still seeking rental assistance. Agent called Danus at dealership and he said that the differential case is busted and is hoping to have the repairs done by the end of the week. Agent concurred with DJP99 and this will need to be transferred to Tier 2. Agent advised will call Bea back as soon as time allows and will need to be transferred to Tier 2. [REDACTED].

[REDACTED] called back seeking rental assistance. Agent consulted with DJP99 and advised caller that rental assistance has been denied. Customer claims that the power steering unit has gone out numerous times. Claims that the vehicle was on the interstate and the gas pedal got stuck. Claims it was taken for repairs to that. Claims that she was told two new power steering units were put in. Claims nothing was changed like the dealership said. Claims that now the rear end has gone out. Claims the vehicle was towed to a dealership and was told a rental vehicle would be provided while it was being diagnosed. Agent advised that rental was denied per DJP99 due to the repairs being expected to be done by the end of the week. Customer released the call.

Customer s mother calling in to report that the vehicles rear end is going out for the second time. Agent informed the customer that the rear end is still under 12/12 warranty. Customer s mother wants an answer to this issue. Agent informed the customer that she will need to continue to work with the dealer to fix this issue. Customer seeking rental. Agent informed the customer that rental is a case by case basis and with out a diagnosis no rental assistance can be reviewed. Customer states she will call back with diagnosis. No rental assistance given or promised.

Customer Assistance Inquiry Record (CAIR)#**16828693**

VIN	1D7HA16D7 5J [REDACTED]	Open Date	10/11/2007	Built Date	01/18/2005
Model Year	2005	Body	DR1H61	DODGE RAM SLT 1500 REG. CAB PICKUP	
In Service Dt	08/04/2005	Mileage	70,408	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	26765	ALHAMBRA CHRYSLER JEEP DODGE			
Dealer Address	1100 W MAIN ST				
Dealer City	ALHAMBRA	Dealer State	CA	Dealer Zip	91801
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	PERRIS CA [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Bearings - Broken, Cracked - Rear	Differential bearings, drive shaft, ring and pinion are being replaced.
Service Contract - New Contract Coverage - Added Coverage - Component Coverage - Default	Seeking assistance with repairs.

Purchased New or Used? New

If Used, date purchased? NA Mileage? NA

From whom did customer purchase used vehicle?

CDJ dealer

Bob from Dealer 26765 states the ring and pinion, pinion bearings, side bearings and drive shaft are being replaced and is seeking assistance with these repairs. Dealer states the drive shaft came out because the pinion nut is missing and the pinion bearings failed.

Warranty prices are as follows:

Drive shaft: \$168

Ring and pinion: \$571.20

Differential nut: \$10.15

(2) Side bearings: \$22.82 each

(3) Gear oil: \$12.53 each

Additive: \$3.25

Silicon: \$14

Total parts: \$849.83

Warranty price for labor is \$295.26.

Total claim: \$1145.09

Consulted with KEG24 and will cover \$849.83 (parts) and customer will be responsible for \$295.26 (labor).

As a one-time goodwill gesture, Chrysler will cover \$849.83 of the repair. Customer will be responsible for a co-pay in the amount of \$295.26.

Bob calling back from dealer 26765 stating that the customer did not mention to him that he had a check engine light on. Bob states that the vehicle now needs an EGR valve. Agent advised Bob that the EGR valve was not covered by the CSC when it was active. Agent advised that CSC will not assist with the EGR valve replacement due to the vehicles warranty being expired.

Customer Assistance Inquiry Record (CAIR)#**17052658**

VIN	1D7HA16K5 5J [REDACTED]	Open Date	12/20/2007	Built Date	06/13/2005
Model Year	2005	Body	DR1L61	DODGE RAM ST 1500 REG. CAB PICKUP	
In Service Dt	02/04/2006	Mileage	40,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT			
Engine	EKG	"MAGNUM" 3.7L V6 ENGINE			
Transmission	DG4	MULTI-SPEED AUTO 45RFE TRANSMISSION			
Dealer	67943	BERRY CHRY-DODGE-JEEP			
Dealer Address	1971 EAST HWY 31				
Dealer City	CORSICANA	Dealer State	TX	Dealer Zip	75110
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	CORSICANA TX [REDACTED]	Country	UNITED STATES		

Corporate - Warranty Coverage - Default - Default - Default	Customer seeking warranty coverage information.
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	Customer states the drive shaft in the rear fell out of the vehicle.

Purchased New or Used? New

If Used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle? N/A

Customer states the driveshaft in the rear end fell out of the vehicle and claims the dealership informed her the repairs would not be covered under warranty. Agent contacted dealership 67943 and spoke to Dale (Service Writer) who states the repairs were denied due to the damage to the vehicle was not caused by a manufacturer s defect. Dale states the rear end was cocked up and the rear was straight up and down. Dale states the vehicle had lowering blocks installed and the holding shackles were broken. Dale states the brackets and the yolk on the front of the rear end were broken. Agent informed customer the damage caused to the vehicle was not due to a manufacturer s defect and informed her the repairs would not be covered under warranty. Customer inquired how to cancel her contract. Agent informed customer the warranty could be cancelled at her selling dealership. Customer claims she will never purchase another Chrysler vehicle.

Customer called in stating that the rearend is out in the vehicle and when the wheel is turned the hub does not turn and she feels that this is the reason that the drive shaft is broken and wants to know if that would allow the repair to be covered under the warranty. Agent advised customer to take the vehicle back to the dealership at her discretion to have it reinspected and see if the new information will allow the repair to be covered under warranty.

Customer Assistance Inquiry Record (CAIR)#**17078299**

VIN	1D7HA18D6	5S [REDACTED]	Open Date	01/02/2008	Built Date	02/21/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	08/21/2005	Mileage	25,000	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	59350	MOSS BROS. DODGE RIVERSIDE				
Dealer Address	8151 AUTO DRIVE					
Dealer City	RIVERSIDE	Dealer State	CA	Dealer Zip	92504	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MORENO VALLEY CA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Bent - Fender-Driver	Customer states area of bed that curves around fender is bent.
Dealer - Service/Body Shop - Personnel - Other - Technician	Customer states dealer damaged vehicle.
Product - Air Conditioning / Heater - Evaporator - Bent - Default	Customer states evap canister is bent.
Product - Fuel System - Fuel Tank - Other - Default	Customer states fuel tank shield is scratched.
Product - Drive Shaft/Universal Joint - Shaft - Other - Unknown	Customer states his differential removed its self.

Purchased New or Used? New

If used, date purchased? N/A Mileage? N/A

From whom did customer purchase used vehicle? N/A

Customer states his differential ceased, and the drive shaft removed its self from the differential. Customer is now driving a Ford focus and is seeking to be put back into a Chrysler vehicle and would also like to confirm that the drive shaft will be replaced due to the intensity of the concern.

Agent contacted the customers dealership and spoke to Jim, service manager who states the integrity of the vehicle has not been compromised and the repairs being done are to the rear differential and the drive shaft. Agent informed Jim that the customer was seeking to be placed in a Chrysler vehicle, agent informed Jim per his estimated repair date that Chrysler would submit a PA for \$40.00 a day up to three days. Jim notes he would get the customer in a Chrysler as soon as possible. Agent updated the customer and while providing the reference number the customer was contacted by Enterprise and no further assistance was requested.

Customer states he just picked up vehicle from dealership because a nut from pinion gear had come loose. States the evap canister is broken, fuel tank shield is scratched and bent, the end of the bed is bent where it curves around fender well with paint coming off of it, and no oil from the differential was cleaned up. Customer states dealer caused this damage and wants it repaired. Informed customer that the dealer is an independently owned business, and any workmanship issue caused by them is not something that Chrysler can assist in. Informed that it can only be resolved between the customer and the dealership since they are independently owned. Informed customer his complaint about the

dealership is documented and would be reviewed internally. Customer states this is probably the last Dodge he will purchase and disconnected. Jim-SM called and rental was \$100.00.

Customer Assistance Inquiry Record (CAIR)#**17560831**

VIN	1D7HA16N1 5J [REDACTED]	Open Date	06/02/2008	Built Date	01/19/2005
Model Year	2005	Body	DR1L62	DODGE RAM ST 1500 REG. CAB PICKUP	
In Service Dt	01/30/2005	Mileage	68,116	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Dealer	57858	LAUREL DODGE INC			
Dealer Address	10052 NORTH WASHINGTON BLVD				
Dealer City	LAUREL	Dealer State	MD	Dealer Zip	20723

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	RUXTON MD [REDACTED]	Country	UNITED STATES

Product - Differential Gear Assy's - Gears - Broken, Cracked - Rear	Rear axle - Pinion/Bearing failure.
Product - Differential Gear Assy's - Gears - Other - Rear	Rear axle failure - dealership denying repairs under warranty?

[REDACTED] truck down at dealer with rear axle failure. Dealer is requesting maintenance records in regards to rear axle/diff services. Don advised that they have none and is requesting assistance in getting repaired under the vehicles 7/70 powertrain warranty. Called dealer, spoke to Bob/Smg; Cause of rear axle failure isolated to pinion area. Pinion broke off and has caused damage to ring and pinion, bearings & driveshaft. Inspection of the failed parts indicates possible lack of lubrication issue to be the root cause of failure. Advised that dealer provided Leaseplan with an estimate to repair rear axle of approx. \$4,400.00 - \$3,300.00 in parts & \$1,100.00 in labor. Discussed and advised dealer that good will assistance from Chrysler would be to discuss and offer the customer a parts/labor split. Chrysler to pay parts under warranty, customer to pay the dealer labor as presented in original repair estimate. Writer has called [REDACTED], presented and discussed an offer for goodwill assistance as mentioned above. Don was to contact [REDACTED] and present writers offer of assistance. UPDATE - 06/06/08 - Followup call to [REDACTED]; Advised writer that [REDACTED] contacted account rep (RSM20) and because dealer would not commit to cause of failure that he authorized the repair under the 7/70 powertrain warranty. [REDACTED] was to pay the deductible. Writer called RSM20 to confirm and informed Leaseplan rep EBH2 of status and outcome.

Customer Assistance Inquiry Record (CAIR)#**17595076**

VIN	1D7HA18D2 5S [REDACTED]	Open Date	06/13/2008	Built Date	11/29/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	03/19/2005	Mileage	0	Dealer Zone	35 WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED] APT A	Home Phone	[REDACTED]
	PHILADELPHIA PA [REDACTED]	Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Broken - Unknown
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Complains of drive shaft disengaging from the transfer case.
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***** EMAIL BRIEF DESCRIPTION CONTENT *****

My driveshaft fell out

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

Purchased New or Used? New

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

Hello Chrysler, I just wanted to inform Chrysler LLC of a product defect. I lease a 2005 Dodge Ram 1500 quad cab 2wd, as I drove back to work from getting lunch 6/11/08 My drive shaft separated from the transfer case

and rear axel. This was a very dangerous situation. I find this very unsettling that this would happen to a truck with only 37,000 miles. It is

at the dealer now being repaired ,but what if it happens again and I have

My Pregnant Wife & Son are in the vehicle. I hate to think of

it. Please reply Kind Regards [REDACTED]

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

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Ram.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. We have documented your comments and have forwarded them to the appropriate department for review. To assist you at the earliest regarding the problem you have experienced we request you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones). When calling the Customer Assistance Center, please have your Reference (17588677) number handy. We have documented your concern under the mentioned reference number.

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

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

Customer Assistance Inquiry Record (CAIR)#

17595077

VIN	1D7HA18D2 5S [REDACTED]	Open Date	06/13/2008	Built Date	11/29/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	03/19/2005	Mileage	0	Dealer Zone	35 WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44413	FAMILY DODGE INC			
Dealer Address	6735-39 ESSINGTON AVENUE				
Dealer City	PHILADELPHIA	Dealer State	PA	Dealer Zip	19153
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	APT A	Home Phone	[REDACTED]	
	PHILADELPHIA PA [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Shaft - Broken - Unknown **problem with the driveshaft**

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

My driveshaft fell out

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

Purchased New or Used? New

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

Hello Chrysler, I just wanted to inform Chrysler LLC of a product defect. I lease a 2005 Dodge Ram 1500 quad cab 2wd, as I drove back to work from getting lunch 6/11/08 My drive shaft separated from the transfer case and rear axel. This was a very dangerous situation. I find this very unsettling that this would happen to a truck with only 37,000 miles. It is at the dealer now being repaired, but what if it happens again and I have My Pregnant Wife & Son are in the vehicle. I hate to think of it. Please reply Kind Regards Terrence Banks

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

No answer needed as customer already replied by the agent in the previous cair#17595076.

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

Customer Assistance Inquiry Record (CAIR)#**17617195**

VIN	1D7HU18D5	5S [REDACTED]	Open Date	06/19/2008	Built Date	11/22/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	10/31/2005	Mileage	73,373	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBT	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	42436	CUMBERLAND VALLEY MOTORS INC				
Dealer Address	6720 CARLISLE PIKE					
Dealer City	MECHANICSBURG	Dealer State	PA	Dealer Zip	17050	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CENTEREACH NY [REDACTED]				Country	UNITED STATES

Corporate - Policy Issues - Default - Default - Default	Customer seeking goodwill.
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	Stated drive shaft fell off.

Customer called in stating that his vehicle has just clocked 73000 miles and the drive shaft created a problem and damaged the other parts in the vehicle. He then stated that he is at the dodge dealership 42436 now and they have quoted the estimated cost for the repairs as \$7200.00. Customer wants chrysler to participate in the same. Agent then called the dealer 42436 and spoke to Will from the service department who confirmed that the pinion nut came off after which the drive shaft came off which misplaced the engine transfer case. Will then stated that it is a very rare case and he has never seen such a case before. Will also confirmed that the estimated cost for the repair is \$7200 and there is no physical abuse to the vehicle. Agent then transferred the call to Tier 3 for further handling.

Agent also provided the reference number.

Purchased New or Used? New

If used, date purchased? N/A Mileage? N/A

From whom did customer purchase the used vehicle? N/A

Customer stated the drive shaft fell off the vehicle.

Customer is seeking a \$100.00 co-pay.

Agent called Dealer 42436, and spoke with the service manager, Troy.

Is not adverse to CAC assisting the customer, and performing the repair at warranty rates.

Does not have warranty cost on hand, will call agent back with same.

Agent informed caller that agent was waiting for some information from the Service Manager.

Agent will call customer after dealer contact.

Agent provided caller with agent s contact information.

*****Voicemail*****

Recieved :06/19/08 @ 10:15am

Please contact [REDACTED]. Thank you.

Agent called Dealer, and spoke with Troy.

Warranty cost of repair:

Parts=\$5227.20

Labor=\$499.80

Total=\$5727.00

Dealer is unwilling to use DSA because the customer has never been to the dealership before.

Vehicle mileage is 73373.

Agent called customer, and left voice message informing that the request for assistance was still being researched.

*****Voicemail*****

Received :06/20/08 @ 1:19pm

Please contact Troy (Dealer) @ 717-697-9448. Thank you.

Cost of repair will be \$5,727.00 (Parts & Labor)

06/23/08 NJI reviewed above. Vehicle is over 3,000 miles out of the 7/70 powertrain warranty. As a one time goodwill offer, Chrysler will cover the repair less \$200 co-pay the customer is responsible for. EJW will input a PA into the system...nji

Approved...EJW

Agent called customer with goodwill offer.

Customer accepted.

Agent called dealer, and informed of customer s acceptance of the goodwill offer.

Customer Assistance Inquiry Record (CAIR)#**17694698**

VIN	1D7HU18D0 5S [REDACTED]	Open Date	07/15/2008	Built Date	11/24/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/02/2005	Mileage	86,747	Dealer Zone	35 WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MONTPELIER VA [REDACTED]	Country	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Bent - Unknown	Customer alleges that the differential shaft failed and came out.
Product - Transmission / Transaxle - Transfer Case - Other - Default	Customer alleges that the transfer case was broken.
Referral - Tier Three - Default - Default - Default	Customer seeking goodwill assistance.

Customer alleges that her husband was driving the vehicle on the highway, when the rear differential axle shaft broke and cracked the transfer case. Customer alleges that the vehicle was taken to the dealer 60376 for diagnoses and repairs. Customer alleges that the dealer informed them that it would not be covered under warranty. Customer alleges that they had to pay for the repairs. Customer alleges that the cost of repairs was total of parts and labor 4153.44. Customer alleges that the dealer informed them to call CAC for goodwill assistance. Customer seeking goodwill assistance. Agent transferred the call to Tier 3 for further assistance.

***Writer spoke to Rick, in service, who said there was rear end failure involving the rear axle, drive shaft and transfer case. Writer notes the owner has had 3 Chrysler vehicles and although it is out of warranty, writer will review the receipt for partial reimbursement as well as a CDI number. She was given the fax number and my direct line for follow up.

***Owner has a lease that expires 8/2/08 but intends to purchase this vehicle. Owner has 11 Chrysler vehicles listed at their address.

***Writer received a fax with information on the repair. I contacted Mr. [REDACTED] who said it was his wife, [REDACTED] that was involved in this situation. Writer left my direct number and will process a CDI number if she requests it. Mr. [REDACTED] said they contacted CFC about extending the lease for one more year.

Customer Assistance Inquiry Record (CAIR)#**17768851**

VIN	1D7HU18D9	5S [REDACTED]	Open Date	08/04/2008	Built Date	12/01/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	07/14/2005	Mileage	70,609	Dealer Zone	66	ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	57588	BOB BOAST DODGE				
Dealer Address	4827 14TH ST WEST					
Dealer City	BRADENTON			Dealer State	FL	Dealer Zip 34207
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BRADENTON FL [REDACTED]				Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Broken or Cracked - Default	Customer facing problem with the transmission.
Product - Differential Gear Assy's - Unknown - Seized, Sticks, Binds - Rear	
Product - Drive Shaft/Universal Joint - Universal Joints - Broken - Rear	

Customer calls in saying that his transmission fell of and he told that he called the dealership and they told that its just over 70000 miles and the warranty has already expired so he needs to contact Chrysler to see what can be done, agent called the dealership and spoke with the SM and told the vehicle is still not in. Agent told the customer that until the vehicle is diagnosed there is nothing which Chrysler can do. Agent didn't promised anything to the customer and told to call back once the vehicle is diagnosed.

****Next agent if the customer calls back check if the vehicle is diagnosed and if yes check what can be done for customer and transfer the call to appropriate department.****

Dealership states the the Estimated cost is \$2270.48labour+part. Agent transferred the call to Tier3 for further assistance. Customer agreed.

8/5/08 Service Advisor (SA), Bob states rear differential locked up causing damage to the differential and rear driveshaft u-joints. Rear differential assembly and rear driveshaft u-joints need to be replaced.

No abuse or neglect. 1st time at the dealer. No Chrysler service contract. Cost of the repair is \$2,236.98. Chrysler will assist with the cost of the repair less a \$500.00 customer copay. Created pre-auth.

Updated file with both phone #s.

Pre-auth.(UN07168570805).

Customer calling in regarding the same concern. Agent transferred the call to tier3 for further assistance.

Customer claims that he was only suppose to pay a \$100 deductible for repair. Agent advised customer per documentation by JWK11 the repair will be done at a \$500 copay. Customer claims no one ever informed him of this information. Agent contacted Richard SM at dealership 57588 who verified with Bob that he informed the customer of the \$500 copay. Agent informed the customer of the situation.

Customer Assistance Inquiry Record (CAIR)#**17924602**

VIN	1D7HA18D1 5J [REDACTED]	Open Date	09/23/2008	Built Date	08/31/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	12/28/2004	Mileage	41,000	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44419	MURPHY AND SHELBY DODGE INC			
Dealer Address	603 SAN FERNANDO RD				
Dealer City	SAN FERNANDO	Dealer State	CA	Dealer Zip	91340
Owner	[REDACTED]	Contact Type	D2D NO CASE MANAGER		
Address	[REDACTED]	Home Phone			
	ENCINO CA [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Shaft - Other - Rear	Customer complains that the rear drive shaft sheared .
Referral - Service Contracts - Default - Default - Default	Referred customer to service contracts.
Product - Differential Gear Assy's - Gears - Other - Rear	ustomer complains about the rear Differential lock-up failure

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

2005 Dodge Ram 1500 Rear Differential lock-up failure

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

Purchased New or Used? New

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

2005 Dodge Ram 1500 rear differential failure: I have a 2005 Dodge Ram 1500 Quad-cab. My wife was driving to work on Friday Sept 19, 2008 when the rear differential locked-up on street traffic at approx 40 mph, severe and erratic driving (Rear bucking) conditions existed as the rear drive shaft sheared as well. No indication of premature failure conditions existed, no signs of squeaks or grinding noises. Nothing has ever been towed by this vehicle as well. Recently had major service performed at Big Valley Dodge dealership in Van Nuys CA for 30-35K scheduled interval checkup? New differential fluid was added and differential was inspected along with the other maintenance checks. My wife was very fortunate she wasn't driving the freeway at high speeds when this differential gear failure occurred. An onsite police officer explained that the differential fluid loss would most likely create a serious accident with oncoming traffic unable to brake at high velocity speeds. My wife was very scared as result of this rare vehicle failure occurring to such late model 2005 model year. I purchased the extended warranty coverage on the truck, but believe it would still be covered under normal warranty conditions. A rental vehicle is needed because of the discussed repair and lead order time. Murphy Shelby Dodge failed offers of compensation or customer satisfaction arrangements for this rare and frightening experience. I bought the Dodge Ram for safety and piece of mind. I'm hoping you can return reply back with a minimum failure analysis discussions, & assurance it will not occur again. Your reply on this issue will have major impact on my next vehicle decision making process [REDACTED]

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

Thank you for contacting the Chrysler Customer Assistance Center

regarding your 2005 Dodge Ram.

We appreciate the time and effort you took to write to us.

In response to your email we would like to inform you that, it is always a concern when a customer is dissatisfied with our products or Dealer service.

Over the past few years, we have made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark.

Please accept my sincerest apologies for the problems you have had.

However we recommend that, it is necessary to discuss this issue with you directly. So please call the Customer Assistance Center at

1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday.

We would also like to suggest that when calling the Customer Assistance Center, please have your Reference number and the following information handy:

Vehicle owner name

Vehicle owner address

Day and evening phone numbers

Vehicle Identification Number (VIN)

Name of dealership where vehicle was purchased

Date of purchase

Dealership where service was performed

Date of last service

Current vehicle mileage

An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your continued business with us.

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

Customer called for the same reason,transferred to TIER 3,as it was a safety concern,approved by NS670

Customer very very upset,wanted to know what dodge is doing regarding this concern as for CUSTOMER SATISFACTION-transferred to TIER 3,approved by NS670

Purchased New or Used? New

Customer calling in stating that his vehicle is at dealer 44419 having a rear axle replaced. Customer wants assurance that vehicle is safe. Agent advised customer that she could not advise him on this and that he would need to ask the dealer ship for technical assistance. Customer provides he would like to be reimbursed for rental because this repair is being covered under his servicec contract. Agent showed where customer had 5 days of rental at \$35.00 a day on the service contract. Customer wants to know could he be reimbursed for rental. Agent advised customer that he would need to speak with the service contract department. PER LGP14. Agent contacted dealer 44419 and spoke with Mike James SM. Mike states that the customer needs the rear differential, drive shaft, and exhaust pipe replaced. The repair is being covered under the service contract. Agent advised Mike that the customer has rental coverage under the service contract. Mike states he advised customer that they could get them a truck, but customer told him he did not need rental. Mike provides he will go ahead and put customer in a rental. Mike gets part numbers for agent.

Rear Differential and Drive Shaft:5142314AE; invoiced to PDC.

Mike states vehicle should be ready in the next couple days. Agent advised that we would be forwarding a file over since vehicle was down at dealer. Mike understood.

Agent advised customer of the file getting forwarded. Customer was transferred to Service Contracts.

DIRECT-TO-DEALER Code=4B

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer s concern(s). If needed, seek assistance from your District Mgr, Business Center or STAR. Please update this CAIR within 24 hours of receipt.

Agent called dealer and spoke to Mike to inform that CAIR was being sent.

CUSTOMER CONTACT INFORMATION: [REDACTED]

#####

REASSIGNED TO BC/DLR 71 44419 09/24/08 17:24 R 17924602

Customer needs an authorization for rental for 5 days. Customer states he was going to meet with an accident. Agent transferred the call to T3.
Approved by T7021KN.

While researching information to assist customer, customer disconnected.
If customer calls back please process as normal.

10/7/08 DM spoke with SM today via phone - he states to me that vehicle has been repaired and customer is satisfied. DM to close CAIR at this time.JSC9
Jerry 44419 requesting deductible be waived due to vehicle was repaired and then brought back due to canister seal defective. Writer approved.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The USCAC is sending this CAIR to you because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Chrysler at 800-992-1997 .

Customer has been informed of this decision. If not, please contact this customer and extend the goodwill offer as discussed.

Please update and close CAIR when complete

#####

REASSIGNED TO BC/DLR 71 44419 10/31/08 11:11 R 17924602

***Dealer calls about a service contract repair and was referred to the dealers phone number for CSC.

Customer Assistance Inquiry Record (CAIR)#**18163920**

VIN	1D7HU18D7	5S [REDACTED]	Open Date	12/11/2008	Built Date	02/15/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	04/12/2005	Mileage	71,000	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	43174	TUTTLE-CLICK'S TUSTIN CHRYSLER	JEEP DODGE			
Dealer Address	40 AUTO CENTER DRIVE					
Dealer City	TUSTIN	Dealer State	CA	Dealer Zip	92782	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	TEMECULA CA [REDACTED]				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeks goodwill assistance.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Unknown	Drive shaft sheered of the axel (differential).

Customer states that while driving the vehicle on a plain road, the bearing failed and drive shaft sheered of the axel (differential). Vehicle was at the dealership twice. Estimated repair cost \$3500. Customer seeks goodwill assistance. Agent transferred the call to tier 3. Authorized by AM1106.

Customer stated he is looking for assistance for cost of repair. Customer stated the drive shaft of the axel differential needs to be repaired. Customer stated they are currently working on the repairs, and stated he did authorize them. Customer stated the vehicle is at DLR 43174. Spoke to SM Dale who stated the nut on the rear shaft came off, and dropped the drive shaft. Dale stated barrings, need driver shaft. Dale stated the cost of repairs will be \$3946.00. Dale stated the customer has already authorized the repair. Dale stated the customer has been to the dealer once, with no history of maintance with them. Dale also stated the vehicle has 72,221 miles. Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Approved by CH868. Customer stated he has owned many Chrysler vehicles, and will never buy another Chrysler. Customer stated he will write letters, and will call the dealership.

Customer Assistance Inquiry Record (CAIR)#**18238851**

VIN	1D7HA18N2 5J [REDACTED]	Open Date	01/09/2009	Built Date	02/09/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	09/30/2005	Mileage	63,827	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	60026	BAKERSFIELD CHRYSLER JEEP			
Dealer Address	3101 CATTLE DRIVE				
Dealer City	BAKERSFIELD	Dealer State	CA	Dealer Zip	93313
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	STOCKTON CA [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Gear Selector / Linkage - Defective - Default	Damaged differential gears.
Product - Exhaust - Unknown - Defective - Default	Damaged evaporative canister.
Product - Drive Shaft/Universal Joint - Universal Joints - Defective - Unknown	Drive line fell off.
Referral - Tier Three - Default - Default - Default	goodwill- consequential expenses

******Begin structured narrative T2 - TIER THREE REFERRAL**

Transferred customer to T3 or Reassigned CAIR to

T3

T3 in-basket insert in-basket #Ü per NIC Ü.

RP777

******End structured narrative T2 - TIER THREE REFERRAL**

Customer states the vehicle broke down a few days ago as the driveline fell off. Customer states when it fell off, it damaged the evaporative canister and the differential gears. Customer is seeking for assistance for the repairs of the evaporative canister and the differential gears.

Lorna, the Service Advisor informed the agent that the driveline is under warranty, so the consequential expenses should be covered. Agent transferred the call to T3. Approved by RP777.

Customer called to explain that vehicle initially was repaired at dealer 60026 and he got it back on 1/5/09. However he have to take the vehicle back to dealer 68858 on 1/6/09 because the ignition light came on.

Customer said dealer 60026 told him to bring the vehicle back for final repair but since vehicle is at dealer 68858 he would like that them do the actual repair. Writer advice that he can make the request to dealer 60026 to transfer his case to the other dealership and present his case.

Writer also advice customer that dealer are independent entities and he needs to find a friendly resolution. Customer said he will contact both of them to try to do that.

Customer Assistance Inquiry Record (CAIR)#**18413035**

VIN	1D7HU18D7	5S [REDACTED]	Open Date	03/11/2009	Built Date	02/10/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	04/20/2005	Mileage	39,575	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	43272	DODGE CHRYSLER JEEP CITY				
Dealer Address	4395 ROUTE 130 S					
Dealer City	BURLINGTON	Dealer State	NJ	Dealer Zip	08016	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	MEDFORD NJ	[REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Unknown - Broken, Cracked - Rear	Alleges that the rear shaft is damaged.
Corporate - Warranty Coverage - Default - Default - Default	Provided the warranty information.
Corporate - Roadside Services - Warranty - Towing - Default	Seeking towing information.

Customer alleges that the rear shaft came apart from the rear differential. Customer alleges that he wants to know where he can take his vehicle for repairs. Agent informed the customer that the vehicle has a powertrain warranty and can take the vehicle to a Chrysler dealer for repairs. Customer seeking towing assistance information. Agent provided the contact number for towing company.

Agent updated the email address.

Advised customer to submit original repair order & proof of payment to:
Chrysler Customer Assistance Center
PO Box 21-8004
Auburn Hills, MI 48321

Advised customer to make a copy of these documents for their records. Asked the customer to include a brief letter of explanation & request, including their name, address, phone number, VIN, & reference number 18413035. Advised customer the goodwill offer is dependent upon verification of all documents requested.

Customer is requesting assistance with towing expenses. Because of prior noted Writer advised customer to send in proof of payment and other information listed just above for consideration. Writer advised customer that Goodwill is dependent on receiving this information and to allow a few weeks for processing.

Customer Assistance Inquiry Record (CAIR)#**18639333**

VIN	1D7HU18D6	5S [REDACTED]	Open Date	06/04/2009	Built Date	10/12/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	02/19/2005	Mileage	64,845	Dealer Zone	42	DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	61116	BALES MOTOR CO INC				
Dealer Address	630 BROADWAY					
Dealer City	JEFFERSONVILLE			Dealer State	IN	Dealer Zip 47130
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ELIZABETH IN [REDACTED]				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill.
Product - Steering - Linkage - Defective - Default	Pinion nut defective.
Corporate - Warranty Transfer - Default - Default - Default	Warranty transfer.

[REDACTED] called in to inform that he is experiencing a problem with the pinion seal. Customer states that in Oct 08 the pinion case was been replaced at the dealership (43973) and it was not fixed properly so he is experiencing the problem with the vehicle. He states that the drive shaft and the transfer case have been affected by due to that. He states that he has been to the dealership (43973) and they informed him that since they are no longer going to be the Chrysler authorized dealership they cannot look into this matter. Customer states that he then took the vehicle to the another dealership BALES MOTOR CO INC (61116) and they informed him that the repairs wont be covered under the warranty. Agent called up the dealership and spoke with Sunny the service advisor and he informed that he feels that it is a workmanship issue and therefore it won t be covered under the warranty. He states that if Chrysler authorizes the repairs he can perform the repairs under warranty. As customer is seeking for assistance from Chrysler to fix the problem agent transferred the call to tier3. *****Approved by SF309*****

Agent also informed the customer about the warranty transfer. Agent advised the customer to go to any Chrysler authorized dealership and get the warranty transferred under his name. Agent informed the customer about the \$150 transfer fees.

What is the customer requesting from Chrysler? Goodwill for the repairs.
How far out of warranty is the vehicle/repair by time and/or mileage?28842 miles beyond the warranty.
Service contract (Chrysler or 3rd party) that would cover the repair?No
Original owner? (yes/no) If no, purchased when? No, 12/10/07
How many Chrysler vehicles has the customer owned including this vehicle?
2
Is there any repair history related to the current concern? yes
Has the vehicle been diagnosed by a Chrysler, Dodge or Jeep dealership?yes
Service dealer code?61116
Service manager name?NA
NIC of team leader/floor walker who authorized escalation of caller?Sf309
*****Begin structured narrative T2 - TIER THREE REFERRAL

Transferred customer to T2.5 or Reassigned CAIR to
Transferred to tier3.
T2.5 in-basket insert in-basket #U per NIC U.
SF309

****End structured narrative T2 - TIER THREE REFERRAL

****Begin structured narrative T2 - T2 1/2 referral

Transferred customer to T2.5 or Reassigned
CAIR to T2.5 inbasket insert inbasket #U per
NICU.

****End structured narrative T2 - T2 1/2 referral

The customer claims that the pinion nut was replaced less than 9 months ago they replaced the seals and the nut was removed, to replace the seals. Recently the nut fell off and caused the driveshaft to fall off and destroyed the transfer case and transmission is cracked. He was told by dealer that the rear end needs to be put back together, put in a new transfer case and new drive shaft. He is being told this is not covered under the warranty due to the nut backing off. He feels that he has not abused this truck or uses it for towing and he feels it should be covered. Writer contacted the Service Manager (SM) who is not in. Service Advisor Sunny, he stated that a pinion was put in under the 7/70 8 months ago and the evidence they see is the transfer case is cracked and the driveshaft was ripped up and the rear differential. The nut threads are in good condition. The nut was lodged between the propeller shaft and the yoke plate. They feel that it may be a workmanship issue it looks like it was not torque properly. It may have a rear differential issue or a transmission problem as they can not drive the vehicle if it was from the rear differential then it may not be a workmanship. They will contact writer with more information.

Writer contacted SM Paul, he stated that SA Sunny that they are waiting for the parts.

Customer called and wanted to speak to IL502. Agent transferred the call to Tier2.5

*****SF309*****

Customer is concerned because this is his only mode of transportation. May need rental assistance? Writer transferred to IL502.

Agent attempted to contact dealer Service Manager (SM) Paul, 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 66079.

Writer contacted the Service Manager (SM) Paul stated that they are still waiting for the transfer case. The part has not arrived. Writer contacted the customer to provide the updated information from the dealership.

Customer wanted to speak to IL502. Transfer approved by LL679. Agent transferred the call to the ext # 66079

Customer called in regarding the same concern stating its a bit urgent to get an alternate transportation since he has no other means of transportation. Writer tried to transfer the call to IL502 but reached a voicemail. Writer transferred the call to Tier 2.5 for further handling.

Approved by RP762.

*** Customer called in because it has been 3 weeks since the accident happened and he is seeking rental assistance during the repair. Writer referred him to IL502 who is working on the issue. He indicated that in the future he would like to be contacted at [REDACTED]

Customer/Caller transferred to extension # 66079.

Customer calls requesting to speak with IL502

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66079

Writer contacted the customer back and advised that we will speak to the Service Manager (SM), first thing in the morning.

Agent attempted to contact dealer Service Manager (SM), 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 66079

Customer called in and states that he wanted to speak with IL502. Agent took authorization and transferred the call to extension number 66079 for further assistance.

Writer reached the Service Manager SM Paul he stated they still have not received the transfer case.

Part number: 52853059AC

Order number: C0605

ETA N/A

Customer seeking rental assistance because assist with the rental

Contacted Service Manager, Paul at 61116 to

discuss the customer's request for rental assistance. Confirmed customer's concern and with Service Manager concurrence, authorized 6 days of rental per guidelines in Warranty Bulletin D-04-26. (Total 6 days).

Customer called regarding the same issue and wanted to be transferred to IL502. Agent checked the documentation and transferred the call to Ext # 66079 by the approval of IK57.

Customer called regarding the same issue and wanted to be transferred to IL502. Agent checked the documentation and transferred the call to Ext #66079.

Customer calling in regards to the same concern. Customer wishes to speak with IL502. Agent transferred the call approved by **PD594**

Customer calls requesting to speak with...IL502

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66079

Customer called and wanted to speak to IL502. Agent transferred the call to Tier2.5****PD592****

Customer calls requesting to speak with IL502.

Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66079

Agent has checked for decline standard paragraph. Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66079

Writer contacted the SM Paul he stated that the ETA is now 7-13-09, they are not positive if the customer returned the rental. Writer contacted the customer and he has not returned the rental as he mis-understood the rental terms. Writer understood the situation and will extend the rental which needs to be returned on 7-15-09. After 7/15/09 we will not be able to provide additional rental.

Start Date: 6-22-09

End Date: 7-15-09

Total Days: 24 days

Total Dollars: \$840.00

The customer is concerned that he may be charged for this repair as it may or may not be a workmanship issue. Writer advised until the transfer case is repaired we will not be able to make this determination. He understood.

REASSIGNED TO BC/DLR 42 61116 07/10/09 14:39 R 18639333

As a one-time goodwill gesture, Chrysler will assist with rental. Customer will be responsible for a co-pay in the amount of 0.00. This goodwill is being offered because: customer has been without the vehicle for 30 days and the part has been on back order.

DIRECT-TO-DEALER ##### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created

within GWA. If you need additional assistance with this PA, contact Ingrid at 800-992-1997 extension # 66079

You may also contact us by email at: T2email@chrysler.com

Customer has been informed of this decision

Please update and/or close CAIR when complete.

#####

*Contact Date:07/13/2009

Service Director at the dealership has updated the Cair# 18639333

Parts have been ordered.

Writer recieved a voicemail from Service Writer (SW) Sonny, regarding the customer vehicle.

Agent attempted to contact dealer Service Manager (SM), 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 66079

*Contact Date:08/04/2009

Service Director at the dealership has closed the Cair# 18639333

Warranty repair has been documented on Repair Order#670552

CAIR RETURNED FROM DEALER ON 8/04/2009 AT 04:55:777 R 18639333

Customer Assistance Inquiry Record (CAIR)#**18715053**

VIN	1D7HU18D35J [REDACTED]	Open Date	06/30/2009	Built Date	02/19/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	09/26/2005	Mileage	45,288	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	41198	HADDAD DODGE			
Dealer Address	3000 HARRIS RD				
Dealer City	BAKERSFIELD	Dealer State	CA	Dealer Zip	93384
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	BAKERSFIELD CA [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Unknown - Broken, Cracked - Rear

Bolt holding rear pinion fell off, drive line broke while driving

6/30/09 Service Manager Tom McHugh from Haddad Dodge (41198) calls Area Manager JSC9 to inform me that customer has issues with his vehicle. Apparently, while customer claims that while driving the drive line broke, and dealership did brief inspection and noticed that the bolt that holds rear pinion fell off. Customer could NOT produce any maintenance records at time of write up, but states that he has had a rear diff service back at 14,000 miles (once again - just verbal, no proof, nothing in writing). The rear diff service was done at an independent facility. The only time customer has been to Haddad Dodge was for a battery issue. Customer was informed that he would have to authorized a complete teardown to determine if the failure was a manufacturing defect, and hence WOULD be covered under warranty if that was the case. Customer DECLINED teardown, and stated firmly 'that if this is not warranty, then he will take vehicle elsewhere.' Area Manager WILL NOT cover this repair under warranty until a proper diagnosis and customer paid teardown can determine cause of failure. Area Manager DECLINES all warranty at this time due to lack of maintenance, and will review case if needed at a later time. JSC9 closing this informative CAIR at this time. JSC9

Customer Assistance Inquiry Record (CAIR)#

18721239

VIN	1D7HU18D5	5S [REDACTED]	Open Date	07/02/2009	Built Date	12/17/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	03/16/2005	Mileage	70,601	Dealer Zone	32	NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	25002	CARBONE DODGE CITY				
Dealer Address	5017 COMMERCIAL DR					
Dealer City	YORKVILLE	Dealer State	NY	Dealer Zip	13495	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	FRANKFORT NY [REDACTED]	Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Defective - Rear	Complains that rear drive shaft has seized.
Product - Differential Gear Assy's - Unknown - Other - Rear	Failure

The customer called in to complain about the rear end has seized. The customer states that the vehicle was diagnosed at an IRF and they stated that the rear end has seized. The customer states that the IRF has provided the estimate cost as \$2300 to rebuild the drive shaft. The customer was looking for assistance. The agent updated the mailing address in COIN. The agent informed that the vehicle had 3/36 basic warranty and that has expired. The customer called in to state that he was not informed about the \$150 warranty transfer fee. The agent asked the customer to get the vehicle diagnosed. The agent provided the reference number for future contacts. Provided no commitments.

7/10/09 Service Advisor (SA), Jim from dealer 25002 called regarding above. SA states vehicle was towed in with the driveshaft in the back and rear differential cover removed. Nut came off the pinion shaft causing damage to the rear differential. 7/70 limited powertrain warranty was never transferred. 1st time into the dealer. No Chrysler service contract. 2nd owner. 2 other Chrysler vehicles used. Vehicle was initially taken to an independent. Vehicle is beyond warranty. Chrysler declines any assistance.

Updated file with primary phone #.

Writer stated that they are welcome to take the case up with the SM at their dealership.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#

18728694

VIN	1D7HU18D2 5S [REDACTED]	Open Date	07/06/2009	Built Date	04/05/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	06/02/2005	Mileage	54,943	Dealer Zone	42 DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44900	JEFF WYLER DODGE			
Dealer Address	1501 HILLCREST AVE				
Dealer City	SPRINGFIELD	Dealer State	OH	Dealer Zip	45504
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SPRINGFIELD OH [REDACTED]	Country	UNITED STATES		

Referral - Tier 2.5 - Internal Escalation - Default - Default	Rear end damaged.
Corporate - Property Damage - Default - Default - Default	
Product - Differential Gear Assy's - Gears - Broken, Cracked - Rear	
Product - Unknown - Unknown - Accident - Default	

1. Who is calling and what is their contact information? Owner, [REDACTED] Monday- Friday 8am-5pm cell 9 [REDACTED]

2. What happened? Customer states that he was heading to Myrtle Beach pinion came completely unscrewed which caused both rear tires to lock up causing the vehicle to spin twice and end up in a seven foot ditch.

3. What is the current location of the vehicle?
Customer s Personal Shop
Auto Doctor

3718 Lawrentville Drive
Springfield, OH 45504
937-964-8101

07.08.09

Per CAC Matrix, called customer left a VMM
Per OGC Matrix, reassigned to 82T. MG17.
7/8/09 ASSIGN TO TNT16. LSE6.
7/8/09 N-I-R. LSE6.

7/8/09 NO INSPECTION REQUIRED. LSE6.
Customer called for the updates on the case.
Transferred to T2.5. ES738.

Customer called to check for goodwill. Customer s common law husband is an ex-service technician of dealer 44900 who now runs his own shop. He expressed interest in saving Chrysler money in the repair by doing the work himself. Writer referred the customer to dealer 44900.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of the repair of his broken pinion and

related repair work.

Based on the information at hand, agent is considering the following:

Possible 50/50 or parts and labor split.

Customer called in regarding above documentation. Agent consulted MIB8 and transferred call to tier 2.5

-

Customer calls requesting to speak with Walter
Customer/Caller name match to CAIR confirmed.

The CAIR is 30 days old or less.

Agent has checked for decline standard paragraph.

Customer informed to leave message if agent isn't available.

Customer/Caller transferred to extension # 66156

-

Customer called and left a voice mail to call back.

Customer stated that dealer 44900 no longer services Dodges. Writer called dealer 44900 and spoke to the receptionist and with John (SA) who both stated that they are a Chrysler dealer. Writer called customer [REDACTED]

[REDACTED] back at both numbers that she left ([REDACTED])
[REDACTED]. No one answered, left voice mails.

Customer calls requesting to speak with WM240. Customer/Caller transferred to extension # 66156.

Customer called and left a voice mail to call him back at ([REDACTED])
Writer called him back but the line was busy.

Writer called the customer and found that dealer 44900 was unwilling to work with him because he had already torn the vehicle down. Customer stated that the only reason he tore it down was because one of the dealers advisors told him that the parts were not under warranty and that it would be all on him. Customer expressed interest in doing his own work. Writer explained that it was his choice, but that if he wanted Chrysler participation he would need for a Chrysler dealer to look at it and determine the parts and labor needed and whether there was any customer neglect or abuse. Customer understood.

CCRG Open Date: 07/08/2009 09:50:02

Customer Assistance Inquiry Record (CAIR)#**18779377**

VIN	1D7HU18D6	5S [REDACTED]	Open Date	07/23/2009	Built Date	10/12/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	02/19/2005	Mileage	64,843	Dealer Zone	42	DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	43973	COYLE DODGE INCORPORATED				
Dealer Address	513 EAST SPRING STREET					
Dealer City	NEW ALBANY	Dealer State	IN	Dealer Zip	47150	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	ELIZABETH IN [REDACTED]				Country	UNITED STATES

Referral - Tier Three - Default - Default - Default	Customer seeking goodwill.
Product - Steering - Linkage - Defective - Default	Pinion nut defective.
Corporate - Warranty Transfer - Default - Default - Default	Warranty transfer.

Writer received a second call from Sunny at dealer code 43973, he stated that it looks like the pinion nut backed off; they can not determine if this is a warranty issue. Writer referred the Service Writer to the District Manager to make a warranty decision on this issue. The differential housing is full of bearings and needs to be replaces. The teeth on the pinion gear have has sheared off. It has severe damage. He cannot say what has failed too much damaged to tell.

Customer Assistance Inquiry Record (CAIR)#**18835360**

VIN	1D7HU18D5	5S [REDACTED]	Open Date	08/11/2009	Built Date	07/30/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	06/18/2005	Mileage	62,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	23224	MILLER'S INC				
Dealer Address	300 BALTIMORE PIKE					
Dealer City	SPRINGFIELD	Dealer State	PA	Dealer Zip	19064	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	GLENOLDEN PA 1 [REDACTED]				Country	UNITED STATES

Product - Differential Gear Assy's - Gears - Broken, Cracked - Rear	Caller states that Driveshaft pinion has snapped.
Corporate - Complaint Contact - Default - Default - Default	

Mr [REDACTED] calling to advise that he exited the freeway and his driveshaft pinion gear separated from the rear differential. Caller states that the vehicle is at an IRF he normally uses. Writer advised that vehicle would have to be diagnosed by an authorized dealership.

Vehicle reflects the below warranty and Owner has been advised of \$100.00 deductible:

2004-2006 3/36 7/70 \$100* 5/100
 * \$100 DEDUCTIBLE BEYOND 3/36 BASIC
 TRANSFERABLE TO 2ND OWNER - \$150 FEE

Customer is requesting alternate transportation assistance.

Writer calling SA - Kevin as SM is unavailable @ MILLER S INC (23244) @ [REDACTED]. Kevin states that they do not have loaner vehicles. Millers uses Budget Rental (cost is \$30 - \$35 per day).

Advised Mr [REDACTED] that Writer would be unable to provide rental assistance until the vehicle is diagnosed - advised customer that he may rent a vehicle at Budget Rental and if diagnosis is confirmed that CAC would authorize payment for rental assistance.

Mr. [REDACTED] will contact Kevin at Miller s to arrange service appointment and towing to dealership.

Customer has previously purchased 2 Chrysler products and currently owns 1 purchased new.

Customer calling back seeking assistance with car rental, customer states that the vehicle is at the dealer. Writer called Kevin (SM) to verify information, Service Manager was not available.

Customer called seeking information on his rental. Writer contacted the dealership and spoke with the SM. The SM claims that the vehicle has not been diagnosed yet. Writer informed customer that we still were waiting for a diagnosis and a decision would be made after that diagnosis.

Customer calls requesting to speak with KB615
Customer/Caller name match to CAIR confirmed.
The CAIR is 30 days old or less.
Agent has checked for decline standard paragraph.
Customer informed to leave message if agent isn't available.
Customer/Caller transferred to extension # 66195
Customer called in wanting to be transferred to KB615.
Customer called in seeking rental while the vehicle is repaired.
Customer indicates that the diagnosis has been pushed back to the middle of next week and that the dealership said that because he was not one of their customers they are going to serve their customers first. Writer apologized for the delay at the dealership but informed him that we cannot even consider rental assistance it does have to be diagnosed.
Rental reason code cannot be entered as the CAIR is open by another agent.
Writer calling SA - Bob @ [REDACTED] and he advises that shop is swamped and that he would be unable to diagnose until next Wednesday or Thursday - 19/20Aug09 and [REDACTED] [REDACTED] has previously advised customer of timeframe. Updated phone numbers for Customer as provided by dealership from Customer's service order.
Customer called and is seeking help with towing from dealer 23224 to dealer 43232 to get quicker diagnosis. Writer advised customer that he can seek reimbursement from Chrysler as his vehicle has not yet been diagnosed. Writer provided information for reimbursement.
As customer is moving vehicle to dealer 43232 and issue was obtaining a diagnosis CAIR is moot.

Customer Assistance Inquiry Record (CAIR)#**18840932**

VIN	1D7HU18D0	5S [REDACTED]	Open Date	08/12/2009	Built Date	12/01/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	12/31/2004	Mileage	80,000	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	43320	CHRYSLER JEEP DODGE BELLEVUE				
Dealer Address	316 116TH AVENUE N E					
Dealer City	BELLEVUE	Dealer State	WA	Dealer Zip	98004	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	SNOHOMISH WA [REDACTED]	Country	UNITED STATES

Referral - Tier 2.5 - Internal Escalation - Default - Default	Customer seeks assistance for the repairs.
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Rear-Pass	Customer states that the rear axle shaft is broken.

****Begin structured narrative T2 - Referral to SLC

Contact requires transfer to T2.5

goodwill

Transfer approved per

MIB8

****End structured narrative T2 - Referral to SLC

Customer states that the rear axle shaft is broken. Customer states that he has been to an authorized dealership and they have informed him that the repairs are not covered under the warranty. Customer seeks assistance for the repairs. Agent transferred the call to Tiker 2.5 for further handling as approved by MIB8.

What is the customer requesting from Chrysler? goodwill

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

44000 miles

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

Original owner? no

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

one

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? 43320

Service manager name? NA

NIC of team leader/floor walker who authorized escalation of caller? MIB8

Customer seeks Chrysler s goodwill assistance for the repair of 1) ring and pinion, 2) rear differential, and 3) both rear axil shafts. Customer states that all four bolts came loose causing the tires to lock up and causing the rear drive shaft to fall off the rear axil. Customer states he was lucky it did not cause an accident. CAC called dealer 43320 and spoke with SM Cindy. Cindy states the customer is loyal as a used car purchasing customer and that his car is well maintained by the dealer. Cindy states she recommends considering goodwill but will need to call EB401 back with the Warranty costs on parts and labor. CAC asked customer to wait to hear from the dealer (likely Friday 8/14/09) when

research can be complete. No goodwill offer is given at this time.
REASSIGNED TO BC/DLR 71 43320 08/13/09 15:02 R 18840932
Cindy SM from dealer 43320 called and left a message for the writer.
Cindy states that the cost of parts is \$1,751 and the cost of labor is \$552 for a total of \$2,303. (The 7/70 was not transferable). Called Cindy back and offered \$500.00 off the parts warranty costs. Suggested they can also assist by giving customer the warranty cost of labor. Sending D2D and creating a PA for \$500.00.

As a one-time goodwill gesture, Chrysler will assist with the customer's repairs in a total amount of \$500.00 off his warranty cost of parts. This goodwill is being offered because of customer loyalty.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Ann at 800-992-1997 extension # 66125

You may also contact us by email at: T2email@chrysler.com

Customer has not been informed of this decision.

Please update and/or close CAIR when complete.

#####

Customer seeks assistance from Chrysler. States that Chrysler had assisted the customer as per the previous lines. Dealership first quoted the price as \$2100 + tax. After Chrysler's assistance, the price came to \$1800 + Tax. 4 hours later, the customer received a call from the dealership stating that the vehicle will need some extra parts. Total would be \$3400. Seeks assistance for the additional \$1500 that he would be charged.

Transferred to T2.5.

Customer seeking additional goodwill assistance per the dealership informed customer additional work is needed. Writer attempted to contact dealer Service Manager Cindy, 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 agent's extension, which is 66008. Writer informed customer of message left. Customer called in to follow up, disconnected while reading notes. Customer checking the status of case, requested AB1120. Transferred.

Customer Assistance Inquiry Record (CAIR)#

18906604

VIN	1D7HA18D4 [REDACTED]	Open Date	09/04/2009	Built Date	12/10/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	04/25/2005	Mileage	77,033	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	43654	JERRY ULM DODGE CHRYSLER JEEP			
Dealer Address	2966 NORTH DALE MABRY HIGHWAY				
Dealer City	TAMPA	Dealer State	FL	Dealer Zip	33607
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	NEW PRT RCHY FL [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Unknown	Customer states that his rear axle came apart.
Corporate - Complaint Contact - Default - Default - Default	

Customer states that back in Oct of 2008 he had a repair done at dealer 45376 and had the rear axle overhaul repaired under warranty 7/70. Customer alleges a few days later it started making a humming noise, customer contacted dealer and wanted to take it in but wasn't able to make it to the dealer before the 70000 miles so that it would be covered under 7/70 warranty. Customer is seeking from Chrysler to assist with a repair for his rear axle that came completely apart and could've caused an accident, he took his vehicle to dealer 43654 and spoke with SM Mike that informed him that he will contact Chrysler and see if there's any assistance with this repair. Agent contacted dealer and spoke with SM Mike he states that rear axle overhaul was done Oct of 08 for the customer at another dealer that is no longer with Chrysler. SM diagnosed that the rear axle exploded the driveshaft fell out while he was on the road, SM has contacted his DM to let him know of the customer's situation and is willing to take this issue in their own hands and see if they can use their DSA. SM said he has all the information he needs to provide to the DM so that he can make a decision. Agent advised customer that at this time the dealership is working on this case and by sending it to the DM he can override our decision. Agent suggested to customer to check up on the status of this case with his SM to see if the DM approves this repair. Customer agreed.

As a one-time goodwill gesture, Chrysler/Dealer is willing to look at the customer's issue on a case-by-case basis by contacting their DM and see what his decision is.

This goodwill is being offered because: Customer's vehicle came apart and the dealer that did the repair are no longer franchised with Chrysler.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has been informed of this decision. Update and/or close CAIR when complete.

If you need to speak with the agent about this CAIR, please call [REDACTED] Agent extension is 66174 or you may email us at

[REDACTED]

#

REASSIGNED TO BC/DLR 66 43654 09/04/09 08:48 O 18906604

Sm calls in and states that the DM is off today and is closed until tuesday. Sm states that he has the same issue that was taken care of prior, sm believes he deserves assistance.

\$1,700 in warranty cost parts and labor. SM states there is no abuse or neglect that caused the axle to blow up. SM state s the customer is expecting to pay nothing out of pocket. SM states that the repair was just done at 62,317 and he feels that the customer should get more help and is only 3,000 out of mopar. SM thinks \$700.00 co-pay would be fair however he understands its out of warranty but thinks we should assist the customer a little more. Agent will submit review and contact SM Mike as soon as we have more information.

Agent will submit for customer pay of \$500.00 with Chrysler paying \$1,200 based off of SM recommendations.

Agent contacted dealer and spoke to SM Mike. Agent informed Mike that we would assist and the customer and that he would be responsible for \$500.00.

As a one-time goodwill gesture, Chrysler will assist the customer with the repair of the axle.

Customer will be responsible for a co-pay in the amount of \$500.00. This goodwill is being offered because:The customer is only 3000 out of the mopar warranty, is still in by time on his powertrain warranty, and also the dealer suggests we assist the customer. Also no abuse or neglect and the customer has had 2 vehicles with us, and 2 in the household.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, contact Ross at [REDACTED] extension # 66133

You may also contact us by email at: [REDACTED]

Customer has not been informed of this decision

Please update and/or close CAIR when complete.

#####

Writer received call from customer, customer wants to know why he is being charged 500.00. Writer advised customer that as this is a workmanship issue, we would not normally participate, as it is the responsibility of the dealership that did the work, but we are assisting with part of the cost because that dealer is out of business. This issue is the responsibility of the original repairing dealer, and customer drove the vehicle with transmission noise for 7000 miles prior to the rear end blowing up. Writer cannot improve on this offer.

Writer cannot improve this offer for the customer. Writer gave consideration for the customer s situation. Writer recommended other possible solutions to work with a recovery because the business is independently owned and operated.

*Contact Date:09/08/2009

Dealer 43654 has updated the mileage to 77031.

Service / Parts Director at the dealership has closed the Cair# 18906604

DCX goodwill repair is documented on Repair Order#599766

CAIR RETURNED FROM DEALER ON 9/08/2009 AT 06:48:209 R 18906604

Customer Assistance Inquiry Record (CAIR)#**18934513**

VIN	1D7HA18DX	5S [REDACTED]	Open Date	09/15/2009	Built Date	10/20/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	11/23/2005	Mileage	60,000	Dealer Zone	63	DALLAS
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	44107	ACADIANA DODGE INCORPORATED				
Dealer Address	1700 SOUTHEAST EVANGELINE HIGHWAY					
Dealer City	LAFAYETTE	Dealer State	LA	Dealer Zip	70508	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	CLARKSVILLE TN [REDACTED]				Country	UNITED STATES

Corporate - Technical Assistance - Default - Default - Default	Customer called seeking tech assistance
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Unknown	Customer stated he has a hole in the rear end assembly
Corporate - Complaint Contact - Default - Default - Default	

Customer stated he was on the side of the road due to vehicle Drive shaft. It turns but not the tires and underneath there is a hole in rear end assembly and he s lost differential fluid and vehicle is locked. Customer wanted some information on warranty and nearest dealer. Agent contacted dealership and spoke with SA - George to give heads up that customer was coming in.

Customer Assistance Inquiry Record (CAIR)#**19126665**

VIN	1D7HU18N35	5	Open Date	11/30/2009	Built Date	12/06/2004
Model Year	2005	Body	DR6L41	DODGE RAM ST 1500 QUAD CAB PICKUP		
In Service Dt	10/31/2005	Mileage	103,203	Dealer Zone	32	NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	44259	DOVER DODGE CHRYSLER JEEP, INC.				
Dealer Address	396 ROUTE 46					
Dealer City	ROCKAWAY	Dealer State	NJ	Dealer Zip	07866	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	LANDING NJ [REDACTED]			Country	UNITED STATES	

Product - Transmission / Transaxle - Unknown - Seizes, Sticks, Binds - Default	Customer states the truck does not move.
Corporate - Complaint Contact - Default - Default - Default	

Why is the customer contacting Chrysler?

Caller is an employee of this business and takes care of the trucks. Customer states his dealer closed who did the transmission work under the warranty or the service contract but now he is not covered and the transmission, transaxles and rear end all need to be rebuilt which he thinks is about \$4,000 just for parts.

What are the customer's expectations?

Customer would like to find out if Chrysler can assist with the repair since he had it done before and the dealer closed.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is [REDACTED].

Who has possession of the vehicle? Caller

Has the vehicle been diagnosed by a CDJ dealer? No

Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today at 07:50 am MT

Customer was provided with agent's extension: 66098.

Writer stated to the customer that he would have to take the vehicle into a dealership to have it diagnosed before we can consider goodwill assistance. Customer is taking the vehicle into dealer.

Agent attempted to contact dealer Service Manager Brian, 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 agent's extension, which is 66098.

Writer called the SM Brian back on this CAIR. The SM will help writer get a diagnosis on the vehicle and let the writer know of the results.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of

warranty assistance in the form of help with transmission repair.
Based on the information at hand, agent is considering the following:
split on the repair.

2nd attempt made to contact customer on 12/04/09 at 11:00 am MT.
Left message indicating another attempt will be made.

Customer was provided with agent s extension:66098. The customer s preferred phone number did not have voice mail. Writer called the business phone and left message.

Writer called the dealership and spoke to the SM Brian and he stated that the vehicle was towed into the dealership yesterday 12/03/09 and they have not yet had time to look at it. SM stated they hope to have it looked at by Monday 11/07/2009.

Writer called the dealership and spoke to SA Joe. He stated that when the vehicle came in the differential,transmission and axle were in a box. They are not sure exactly what caused this to happen. The SM Brian is on emergency leave today. The differential, drive shaft and transmission and front drive case are in pieces and they are missing some parts. The have a couple theories of what might have happened and will discuss them with Brian when he gets back tomorrow.

3rd attempt made to contact customer on 11/09/2009 at 11:57 am MT
Left detailed message for a return call if required.

Customer is calling for an update on his case. Writer informed that we still need to speak with the SM. Customer is satisfied.

Writer calling dealer 44259 regarding diagnosis of vehicle. Writer spoke to Tom who advised that the SM will have to call her back. SM was on a test drive. Writer will wait for SM s phone call.

Writer returning SM s call. Writer spoke to SM who advised writer that the pinion nut backed off the yoke and the rear end locked up. SM states that the transfer case housing cracked, rear extension housing cracked and vehicle needs front drive shaft differential, ldp pump and canister and overhaul on the rearend. Warranty cost is \$3981.05. SM states that this should not have happened. Writer advised SM that this will be submitted for review and either DT354 or writer will call SM back on 12/15/09.

Writer contacted SM again for breakdown of warranty parts/labor and advised SM that she will submit request for review for out of warranty assistance with repair. In reviewing information, request will be Chrysler assisting with 70%, (\$2655.00) and customer co-pay will be 30%, (\$1327.00). Writer advised SM that either she or DT354 will call him back on 12/15/09.

CONTACT UPDATE - Customer was contacted today at 4:42 pm MT
Customer was provided with agent s extension: 66098.

Why is the customer contacting Chrysler?Customer calling in to get information on decision. Informed the customer of decision of %70 and %30.

What are the customer s expectations?none.

Writer called the SM Brian and told him of the decision was made there will be no assistance with the repair.

CONTACT UPDATE - Customer was contacted today at 1:19 pm
Writer stated to the customer:

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer stated that this is not going to work and he will be contacting his attorney.

Customer called in following the goodwill assistance decision.. Customer was informed that the decision has been denied unless the customer offers new information, decision remains unchanged

He said that he will contact the news and his lawyer about this issue.

Customer wishes to have case reviewed as DT354 was not taking into account that it was due to a mechanical error that caused his problem.

Customer calls requesting to speak with DT354. Customer/Caller transferred to extension # 66098

Writer received voice mail from the customer and has called the dealership.

Agent attempted to contact dealer Service Manager Brian, however, SM not available. Left message for a return call at extension 66098.

The customer called stating the dealer has confirmed that the locking

bolt on the drive shaft was reused not replaced. The customer stated the dealer confirmed that is what caused the drive shaft to come loose and break the transmission. The customer stated he wants to know why he was told 70% of the repair would be covered then he was told there would be no assistance. Writer reviewed with agents that worked the case. The call dropped.

The customer stated that there was a washer that caused the problem and the dealership

(60141) Trend Motors did not repair the transmission correctly when they worked on it. The customer stated that the SM Brian has told him that the nut could have caused the failure but can not confirm that it did. The customer also stated that Trend Motors told him to drive the vehicle and they would fix it under warranty when it failed and now they are out of business. Writer called the dealership and spoke to the SM Brian and stated since our director denied the claim and it still is not resolved that writer is sending the CAIR to the dealership as an unresolved concern.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your

District Manager, Business Center or STAR.

The unresolved concern is transmission coming apart.

Agent called dealer and spoke to SM Brian informed that CAIR was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 32 44259 12/21/09 15:04 R 19126665

*Contact Date:12/29/2009

Service Manager at the dealership has closed the CAIR# 19126665

Repair is not covered by warranty and explanation has been provided to customer.

CAIR RETURNED FROM DEALER ON 12/29/2009 AT 05:37:568 R 19126665

Customer Assistance Inquiry Record (CAIR)#**19181308**

VIN	1D7HU18N1 5J6 [REDACTED]	Open Date	12/21/2009	Built Date	05/20/2005
Model Year	2005	Body	DR6L41	DODGE RAM ST 1500 QUAD CAB PICKUP	
In Service Dt	08/05/2005	Mileage	114,000	Dealer Zone	32 NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DEJ	6-SPEED MANUAL GETRAG 238 TRANS			
Dealer	23055	SOUTH SHORE DODGE CHRYSLER JEEP			
Dealer Address	579 WASHINGTON ST				
Dealer City	HANOVER	Dealer State	MA	Dealer Zip	02339
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	NORWELL MA [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Unknown - Defective - Rear	Customer is seeking Chrysler to repair the rear end
Corporate - Complaint Contact - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer is very upset and said the rear end broke again despite a previous repair 3 months ago

What are the customer s expectations?

Wants Chrysler to cover the current repairs because he thinks the dealer did not fix it properly

****End structured narrative T2 - Beginning Narrative

Customer states that at around 41000 miles the dealer 44429 MCGEE (No longer with Chrysler) put a new rear end. At 90,000 miles the was taken to the Dealer 23055 replaced the U-joint; the noise went out and then came back 30 days later. Then, customer alleges that the same dealer 23055 replaced the rear end differential (few months ago). Customer alleges that last Wednesday night, while driving on the highway, the rear end fell off and the vehicle had been towed to the Dealer 23055. Customer states that he is being charged the repair while the dealer did not fix the issue properly at first place.

Customer wants Chrysler to cover what ever needs to be done under warranty.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is [REDACTED]

Who has possession of the vehicle? Dealer 23055

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

12-21 SM contacted DM to review owner file...SM states rear diff. bearings replaced at 99K under CSC 3 months ago. Customer has driven truck and snapped off pinion shaft. Customer continued to drive vehicle and overheated the rear end, seizing rear end. SM feels truck was overloaded or pinion shaft would not have snapped in half. Had owner not driven vehicle rear end would not be damaged. Vehicle has 104,000 miles and no coverage for needed repairs. SM will provide owner with estimate for repairs and used rear end asap. No Warranty Assistance to be provided to owner. DM inspected vehicle this date and concurs with Dealership decision. /cmj

Customer called back and states that the agent with the dealership swore at him and was verbally abusive. Writer apologized that the dealership spoke with him that way. Customer is unhappy that he has to pay for his repair. Customer states that the DM has not looked at the vehicle. Customer disconnected.

Customer states he wants to speak with the DM boss. Writer informed customer that CAC does not have that contact information. Customer became angry and disconnected the call.

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer will be contacted on 12/22/09.

Writer spoke with customer about problem with his rear differential.

Customer had a repairs done 3 months ago at 99,000 miles. Customer feels Chrysler should pay for his repairs. Stated DM has reviewed file and has declined warranty assistance. Customer disconnected call.

Customer Assistance Inquiry Record (CAIR)#**19208364**

VIN	1D7HA18N8 5S [REDACTED]	Open Date	01/04/2010	Built Date	10/28/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	02/13/2005	Mileage	98,500	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	67962	POTAMKIN'S PLANET DODGE			
Dealer Address	9975 N W 12TH STREET				
Dealer City	MIAMI	Dealer State	FL	Dealer Zip	33172
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	SUNRISE FL [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default

Product - Drive Shaft/Universal Joint - Shaft - Broken - Front

Customer states that he had his vehicle in to the dealer several times for a drive shaft issue. The dealer diagnosed the problem and fixed the drive shaft. The customer states that he was driving down the road three months later, and the drive shaft fell off causing extreme damage to the vehicle. The customer states that the dealer now needs to replace the drive shaft but now they are saying the original problem may not have even been the drive shaft and they want him to pay for all of those repairs as well. The customer is now also paying for a rental car that the dealer will not cover. The customer is seeking good will assistance for the problems on the vehicle and would like Chrysler to get in touch with the dealer to find out what the problem is with the vehicle.

Customer was advised that due to the nature of their contact a call back is required and will take place within one business day

Preferred call back number is [REDACTED]

Who has possession of the vehicle? The dealer 45426

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

Customer is also seeking assistance for the tow truck that was needed to tow the vehicle after the drive shaft broke.

CONTACT UPDATE - Customer was contacted today at 1:26 MST

Left message indicating that another attempt will be made.

Customer returned agents call. Please call him asap.

Customer calls requesting to speak with Dawna

Customer/Caller transferred to extension # 66128

Customer calls requesting to speak with DA687U

Customer/Caller transferred to extension # 66128

Customer states he has called several times seeking to get additional information on his case 19208364, customer states it is kind of hit or miss getting in touch with him. Customer states he would very much like to speak with Dawna.

Customer calls requesting to speak with DA687

Customer/Caller transferred to extension # 66128

2nd attempt made to contact customer on 01/06/10 at 12:18 MST

Left message indicating another attempt will be made.

Customer calls requesting to speak with DA687

Customer/Caller transferred to extension # 66128

Customer states he needs to talk to DA687 because he is in a rental car and it is costing him money each day he waits. Customer states he needs to know the resolution and would like a call back from a supervisor.

Writer advised customer a supervisor will call him back in 1 hour.

Vehicle was purchased new.

No other vehicles in household.

Vehicle currently over 18,000 miles out of powertrain warranty.

Customer alleges that there has been ongoing issue with drive shaft, however there is nothing to support this in warranty history.

No related recalls.

Assistance has been declined.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Supervisor Call Back - Writer contacted customer and customer states that he took the vehicle to the dealer 2 months ago and repaired the drive shaft. Customer states that he is getting the run around by the dealer. Customer states that his family was placed in danger by this failure, because he couldn't control the vehicle. Customer states that he feels the work was done incorrectly and the dealership is not handling his vehicle properly. Customer is not seeking assistance with repairs, but would like complaint filed. Writer advised customer he may contact the dealer to find resolution for his case. Customer was upset about the fact that he only received one phone call a day.

Customer Assistance Inquiry Record (CAIR)#**19286428**

VIN	1D7HU18D3 5J [REDACTED]	Open Date	02/02/2010	Built Date	08/30/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	12/04/2004	Mileage	76,295	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PYH	SOLAR YELLOW CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	45158	OUTTEN COUNTY CHRYSLER, LLC			
Dealer Address	16614 POTTSVILLE PIKE				
Dealer City	HAMBURG	Dealer State	PA	Dealer Zip	19526
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	STOCKPORT OH [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	
Product - Drive Shaft/Universal Joint - Universal Joints - Broken - Rear	
Product - Steering - Power Rack and Pinion / Gear - Seizes, Sticks, Binds - Default	
Product - Transmission / Transaxle - Transfer Case - Complete Failure - Default	

Why is the customer contacting Chrysler? customer calling in because of a defect with one of our parts. Customer states that the pinion bearing locked up, which dropped the rear drive shaft and severely damaged his transfer case. Customer states he is just out of 70,000 miles warranty and is stating they pinion bearing is the cause of this accident and transfer case and drive shaft damage is consequential damage. What are the customer s expectations? For Chrysler to help cover the cost of this repair.

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

Who has possession of the vehicle? Dealership
Has the vehicle been diagnosed by a CDJ dealer? yes
Reassigned to 88F

***** SENIOR RESOLUTION TEAM *****
CONTACT UPDATE - Customer was contacted today at 3:50.
Customer was provided with agent s extension: 66131.

Customer calls requesting to speak with JF849
Customer/Caller transferred to extension # 66131.
Customer is wanting to see what the status is on the case. Writer has said that there is a case manager and he will call him back as soon as he can.

Customer stated JF849 has not called him and he has left JF849 many messages and customer cannot get a hold of JF849.
Customer calls requesting to speak with JF849.
Customer/Caller transferred to extension # 66131

Why is the customer contacting Chrysler? Customer was calling in to get in contact with Agent# JF849 and stated has still hasn t been called to him on his business contact telephone number [REDACTED].
Customer states that he has a airline flight to retrieve his vehicle.
Customer also stated that the dealership has not heard from Chrysler as well at Aulouston 610-562-5174.

What are the customer s expectations? Customer expect to hear back on his situation really soon.

Writer told the customer that he ll notate everything and that hell have a hand note to the assigning SR Agent# JF849.

Writer is contacting dealer 45158 for Case Manager JF849, Writer spoke to SM Tom, who advised writer that he is not certain if it is due to abuse or neglect. Writer is waiting for breakdown of cost from dealer. Writer called customer and advised that she was waiting for additional information from the dealer and that she would be in contact with customer on 2/9/10.

SM called writer back with breakdown of prices: transfer case \$940.00/labor \$85.00, rear differential assembly \$1795.00 and rear drive shaft \$353.50/labor \$510.00, and 4 bolts \$20.00 for a total of \$3703.50. Writer submitted for review for Chrysler to assist with a \$600.00 co-pay from the customer. Writer will contact dealer and customer when decision is made. Customer has had a total of 6 vehicles in the household and currently owns 3.

Customer called in to get update on case and states he never received a call back from agent on 2/9/2010. Writer transferred to agent GSA Per GS829 to assist customer.

Customer calling to check on status. Writer advised that a request for review was submitted on 2/9/10 and as soon as the decision is made, writer will contact customer.

Caller states they have not heard from GS829 or case manager JF849. Customer states he wants to work with GS829 and not the case manager JF849. Customer states he never calls him back. Customers best contact [REDACTED]. Customer states the dealer advised the axles are on nationwide back order. Customer states he has about \$800 for travel expensive due to this problem. Customer states he needs a call back as soon as possible.

Customer Brian Jarvis states he would like an answer as soon as possible. Per GS829 this case is still under review and someone will call the customer back when the senior resolution team has made a decision. Customer states he will wait for a call.

Writer contacting customer in regards to out of warranty assistance. Customer agrees to \$600.00 co-pay and would like writer to also consider rental. Writer advised that more research would have to be done and customer understood.

Writer contacted dealer 45158 and SM was not in. Writer left message with SA Andy to have SM call back.

Tom Manzolillo SM stated he wants to check the status of the decision. Writer read as per lines 68-73. Writer verified that GS829 was available and transferred SM to ext 66081

Writer spoke to SM in regards to rental for the customer. Dealer 45158 is in PA and customer is in Ohio, so dealer would not be able to do rental through his end. Writer called customer and advised that Chrysler would have to reimburse for rental, but only at \$40.00 per day, customer stated he would have to get back to writer.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on describe the reason why this goodwill is being offered. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$3108.50

Labor = \$595.00

With the concurrence of the Service Manager, Tom, the customer will have a co-pay of \$600.00

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Gail at [REDACTED] extension # 66081. You may also contact us by email at:

[REDACTED]. This customer has been informed of this decision. Please update and/or close CAIR when complete.

REASSIGNED TO BC/DLR 35 45158 02/16/10 10:15 O 19286428
*Contact Date:02/18/2010

Service Manager at the dealership has updated the Cair# 19286428 Parts have been ordered.

CLOSED LOOP UPDATE - customer was contacted today at 12:46.
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 asked to speak with GS829. Agent reviewed the goodwill decision. Customer was transferred to the assistance line 66077.
Customer stated that he was told to call GS829 directly.

Customer Assistance Inquiry Record (CAIR)#**19348956**

VIN	1D7HU18D4	5S [REDACTED]	Open Date	02/26/2010	Built Date	11/11/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	09/23/2005	Mileage	62,381	Dealer Zone	32	NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	23171	HUNTINGTON JEEP CHRYSLER INC				
Dealer Address	1220 EAST JERICO TURNPIKE					
Dealer City	HUNTINGTON	Dealer State	NY	Dealer Zip	11743	
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	[REDACTED]				Home Phone	
	LAKE RONKONKOMA NY [REDACTED]				Country	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Rear-Driver	Rear differential locked up
Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Outbound - Service Follow-up - Roadside - Successful Contact	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	

Roadside Assistance Contacted - DATE : 2010-02-24

Road Side File Created 02-26-10 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

I-495 W 1221 EAST JERICO TURNPIKE

COMMACK ROAD

DIX HILLS HUNTINGTON

NY USA NY

CALLER_COMMENTS 01 ~ BETWEEN EXITS 53-51 - KEITH

DEALER CODE : 23171 HUNTINGTON JEEP CHRYSLER DODGE

DEALER CONTACT Date & time of Dealer contact? 02/26/10 at 1:21

Mike SA states that vehicle has snapped the yoke on the rear differential and the rear wheels are locked up. Mike SA states that they have not had a chance to diagnose this to determine warranty or not yet.

Mike SA states that the customer they have is [REDACTED].

CONTACT UPDATE - Date & time of customer contact? 02/26/10 at 1:27

Per COIN, customer name is Donna Hayes and contact phone number is:

[REDACTED]

This number is no longer in service. Writer will attempt to reach dealership 03/01/10 and customer if necessary at that time as well.

Writer will follow up 03/02/10.

****Begin structured narrative T2 - PCCP

Who did you speak with at the dealer and what is their dealer code?

Mike SA / 23171

Is the vehicle at the dealer now?

Yes

When did it arrive at the dealer?

02/24/10

What is the current mileage?

62381

If known, what is the reason for the tow?

rear differential yoke snapped

Have the repairs been completed?

No

If yes, when were they completed?

N/A

If no, what is the estimated repair date?

03/04/10

Are there any parts that need to be ordered?

Yes

If yes, what are the part & order #s?

N/A

Rental provided?

No

If yes, how many days? (either by the dealer or USCAC)

N/A

Dealer provided the following customer contact information.

[REDACTED]

****End structured narrative T2 - PCCP

Mike SA states that the gears locked up and this repair is covered under powertrain warranty. Mike SA states that parts should arrive tomorrow 03/03/10.

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

What are the customer's expectations?

****End structured narrative T2 - Beginning Narrative

CONTACT UPDATE - 03/02/10 at 10:33

Customer was advised that PCCP would like to oversee the repairs on the vehicle and ensure that they get completed smoothly. Writer advised that a follow-up phone call will take place if there is any updated information.

[REDACTED] is owner's spouse)

April SA states that she does not show any record of this vehicle. Mike SA is currently at lunch, writer will attempt to reach dealership again later today.

Brian SA states that they are still waiting on parts to complete repair and hope that it will be completed 03/05/10.

Brian SA states that they are still waiting on parts. Part #s all show they have been released to PDC with no ETA information.

52105064

5072506AA

5161549AA

5010321AF

Brian SA states that he has been in contact with the customer with this update.

Brian SA states that parts came in and vehicle was repaired and picked up 03/08/10.

CONTACT UPDATE - 03/10/10 at 2:04

Customer states that the vehicle is back, and he will probably take the vehicle back to dealership because the transmission slips a little bit, but the suspension is working fine. Customer states that he is very happy with Chrysler and dealer service and that they have stood behind their vehicle's 100% and he is planning on giving this vehicle to his son and getting a new duely.

****Begin structured narrative T2 - PCCP Survey

Overall how satisfied were you with the Roadside service you received?

9

How satisfied are you with the overall handling of this event?

10

****End structured narrative T2 - PCCP Survey

CLOSED LOOP UPDATE

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)#

19360407

VIN	1D7HA16D25J	5J	Open Date	03/02/2010	Built Date	09/08/2004
Model Year	2005	Body	DR1H61	DODGE RAM SLT 1500 REG. CAB PICKUP		
In Service Dt	01/17/2005	Mileage	40,895	Dealer Zone	71	LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Color	PYH	SOLAR YELLOW CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	26765	ALHAMBRA CHRYSLER JEEP DODGE				
Dealer Address	1100 W MAIN ST					
Dealer City	ALHAMBRA	Dealer State	CA	Dealer Zip	91801	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	SOUTH EL MONTE CA [REDACTED]				Country	UNITED STATES

Product - Body / Trim / Paint Finish - Body Hardware - Broken, Cracked - Rear Facia/Valance	Customer states that the skirt on vehicle was damage by differential.
Product - Exhaust - Unknown - Other - Default	Customer states the exhaust was damaged from the differential went out.
Product - Fuel System - Fuel Tank - Other - Default	Customer states the fuel tank damage from the differential went out.
Dealer - By-Pass - Default - Default - Default	

Why is the customer contacting Chrysler? Customer calling in to find out if parts that are damage from a warranty is covered under the warranty.
 What are the customer s expectations? Customer wants to know if parts that are damage from a warranty is covered under the warranty.
 Customer states the fuel tank, fuel sensor, exhaust was damage, and the skirt at the driver side door was damaged when the rear differential went out and popped out and damage these other parts. Customer would like assist on getting these parts fixed because they are damaged from a warranty part.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED]
 Who has possession of the vehicle? Dealership
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 Reassigned to 88F
 Per CB783

***** SENIOR RESOLUTION TEAM *****

CONTACT UPDATE - Customer was contacted today.
 Agent called customer and informed him that I would need to speak with the dealer about this. Agent called dealer (26765) and spoke to SA (Luis). SA advised me that he will have his SM and area rep review the customers concerns.

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Please follow your Business Center guidelines in an attempt to resolve this customers concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is the customer feels a covered componenet caused a non-covered component to fail. Agent called dealer and spoke to Luis, informed that CAIR

was being sent. Please update this CAIR with resolution.

#####

REASSIGNED TO BC/DLR 71 26765 03/03/10 18:18 O 19360407

*Contact Date:03/04/2010

Service / Parts Director at the dealership has closed the Cair# 19360407

Repair is not covered by warranty and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/04/2010 AT 12:23:769 R 19360407

Customer Assistance Inquiry Record (CAIR)#

19373249

VIN	1D7HA18N4	5S [REDACTED]	Open Date	03/08/2010	Built Date	12/14/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	09/18/2005	Mileage	42,000	Dealer Zone	66	ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	45148	JACKSONVILLE CHRYSLER JEEP DODGE				
Dealer Address	11101 NURSERY FIELDS DRIVE					
Dealer City	JACKSONVILLE	Dealer State	FL	Dealer Zip	32256	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	JACKSONVILLE FL	[REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Gears - Broken, Cracked - Rear Pinion

****Begin structured narrative T2 - Beginning Narrative
 Why is the customer contacting Chrysler?
 Customer stated that the pinion broke.
 What are the customer s expectations?
 Customer is seeking powertrain warranty information.
 ****End structured narrative T2 - Beginning Narrative
 Customer stated that the rear end locked up. Customer stated that he was across from Napa so he pushed the vehicle over there. Customer stated that the tech s took a look at the vehicle and diagnosed it as the pinion in the differential broke. Customer stated that he contacted his local dealer and they advised him that the component would not be covered under warranty. Writer researched information and informed the customer that this component would be covered under warranty. Writer informed customer that someone can contact the dealer to determine why they advised him that this component is not covered under warranty.
 Customer was advised that due to the nature of their contact a call back is required and will take place within one business day
 Preferred call back number is [REDACTED].
 Who has possession of the vehicle?Napa Service Center
 Has the vehicle been diagnosed by a CDJ dealer?No
 Reassigned to 88F
 Customer is checking on a claim and was checking to see what was happening. Writer informed the customer an agent had been assigned and would be calling before 5:00 pm.
 Customer stated that it is 5:00 and no one has called him. Writer informed that the agent has till 8:00 mountain time to contact him.
 Customer understood. Writer apologized for incorrect information given.
 ***** SENIOR RESOLUTION TEAM *****
 Customer inquiring if pinion gear broke and dealership told him it would not be covered but in the warranty booklet states the axle, axle housing, and all internal components are covered under 7/70. Writer advised customer of doing research and will follow up 3/10/10.
 CONTACT UPDATE - Customer was contacted today.
 Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.
 WRiter called customer and informed him that to determine if the part is

covered under warranty he needs to take the vehicle into the dealership to get the vehicle diagnosis.
CLOSED LOOP UPDATE - no need for additional follow-up.
Customer called to see if he can get towing assistance. Gave towing assistance number.

Customer Assistance Inquiry Record (CAIR)#**19380547**

VIN	1D7HU18D6	5S [REDACTED]	Open Date	03/10/2010	Built Date	10/30/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	08/15/2005	Mileage	56,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45258	CARMAN DODGE, INC.				
Dealer Address	196 S DUPONT HWY					
Dealer City	NEW CASTLE	Dealer State	DE	Dealer Zip	19720	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	MIDDLETOWN DE [REDACTED]	Country	UNITED STATES

Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Customer frustrated that repair of vehicle was not diagnosed first time.
Product - Drive Shaft/Universal Joint - Unknown - Vibration - Unknown	

****Begin structured narrative T2 - Beginning Narrative

Why is the customer contacting Chrysler?

Customer calling stating that dealer misdiagnosed vehicle for vibration in vehicle. States he was told he needed new tires, vibration was still in vehicle and now new diagnosis is for a drive train part.

What are the customer s expectations?

Customer is seeking assistance from Chrysler to get his \$100 deductible (per repair visit) waived.

****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

Preferred call back number is [REDACTED] (Cell).

Who has possession of the vehicle? Dealer 45258

Has the vehicle been diagnosed by a CDJ dealer? Yes

Reassigned to 88F

Customer states that he had a vibration in vehicle, took it to dealer and was told that this was his tires and that they need to be replaced.

Customer states he bought four new tires and vibration was still in vehicle. States he took it back to dealer and dealer found that vibration was broken piece on drive line? Dealer then told him that he would need to pay another \$100 for repair. Customer is upset with this because first diagnosis was not a repair, dealer just told him he needed tires.

Customer is seeking assistance from Chrysler to waive \$100 deductible for actual repair of vehicle. Writer advised customer that case would be sent to resolution team for review and that they can expect a call back by 03/11/10 5pm eastern.

***** SENIOR RESOLUTION TEAM *****

Customer is OOW by time, still in with powertrain, and perforation

Customer has no SC

Customer is the 2nd owner, previous 2, current 1

CONTACT UPDATE - Customer was contacted today at 6:19 am. Customer states that the first time that the dealership replaced the rear end, but didn t replace the drive shaft. The drive shaft snapped prior to this.

Customer still had the vibration even after they told him it was the tires. Customer replaced the tires and still the vibration. Customer states that the truck is at the dealership right now. Customer is just seeking to waive the deductible. Customer was informed that a call would be placed to the dealership and Chrysler will review the case.

Agent spoke to SM Larry. SM states that he paid the deductible, and they did a differential repair 10,000 miles ago. SM states that he did a test drive, and they weren't able to duplicate the issue. SM states that DM was aware of the situation, and it was discussed. Normally SM would have waived the deductible, however customer doesn't like it when he has to pay. SM states that the customer had drive shaft issues and they fixed it. SM states that the drive shaft came off, but what really happened was the pinion itself sheared. SM states that he and the DM reviewed the case and declined the deductible due to the time between the 2 repairs. Customer has only been in for warranty work, but won't spend anything or else he will argue the issue.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair DM has concurred with the decision to not waive the deductible, due to the amount of time in between the repairs.

Unless the customer offers new information, decision remains unchanged.

2nd attempt made to contact customer on 03/11/10 at 6:34 am. Customer was informed of the decline

Customer states that he won't deal with this dealership anymore.

Customer states that he is unhappy because of the misdiagnosis, however per the SM, the main issue was the pinion.

CLOSED LOOP UPDATE - customer was contacted today at 6:39 am

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)#**19477179**

VIN	1D7HU18D4 5J [REDACTED]	Open Date	04/16/2010	Built Date	03/18/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	06/11/2005	Mileage	104,546	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	NOKESVILLE VA [REDACTED]	Country	UNITED STATES

Product - Transmission / Transaxle - Manual Trans / Transaxle - Other - Default	rear differential needs replaced.
Corporate - Excessive Contacts - Default - Default - Default	

Customer called in regarding the vehicle. Customer stated the rear end locked up on him as he was driving. Customer stated his vehicle is currently at the dealership and the customer stated that the dealership is wanting Chrysler to contact them.
 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 Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? No
 If a CDJ dealer has diagnosed, what is the dealer name or code? 60369
 Reassigned to 88F

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

CONTACT UPDATE - Customer was contacted today at 12:39 PM MT. Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer calls requesting to speak with RB1093
 Customer/Caller transferred to extension # 66153

Customer contacted writer to inform that a diagnostic has not been done and he is not going to pay for one. Writer informed customer of goodwill process. Customer would like writer to contact dealership.

The customer stated that the diagnosis was completed this morning at dealer 60369 and they stated that the bolt had come loose in the rear differential and will charge the \$3550.00 to repair the rear differential.

customer calling stating that he wants to speak with case holder writer transferred customer

Customer is out of warranty by 34,000 miles. Original owner. 5 previous Chrysler vehicles.

CONTACT UPDATE - Customer was contacted today at 11:30 AM MT. Writer contacted customer to inform that due to mileage Chrysler will only be assisting with \$500 off of total cost. Writer informed customer that repair total cost might be lower as well. Customer was unsatisfied with this and asked to speak with supervisor.

Customer states that he was supposed to receive a call from a supervisor and would like to know when a supervisor will be calling him back. Writer informed customer that a supervisor is currently working on his case and will be contacting him once she speaks with the dealership. Customer would like to know the supervisors name and who her supervisor is. Writer informed customer that we do not give out our superiors information and he will be receiving a call today.

Writer called dealership 60369 and spoke to SM Ray, Ray states that the Mr. [REDACTED] came in on Thursday and told Ray that Chrysler is going to be assisting in the repair. Ray told the customer the standard operating system with Chrysler is that they tear down the vehicle and diagnosis would be at the customer expense. Ray states the customer told him that he did not have the money to for diagnosis and drove vehicle off the lot. Ray states the pinion nut came off while customer was driving and he had the vehicle towed into the dealership. Ray states that there is not abuse or neglect to the vehicle and the vehicle is well maintained as far as appearance is concerned. Ray states that the customer has no loyalty to his dealership. Ray states he is super DSA. Writer asked Ray if the pinion nut coming lose could have resulted from lack of maintenance and Ray indicated No it is however something that is checked when the fluid is filled for the rear differential every 30 thousand miles. Ray states he would not mind seeing customer s maintenance records to see if this has ever been completed. Ray states the customer pay would be about \$3550.00 and asked writer to call back tomorrow for pricing. Writers told Ray that a call would be made to the customer and ask that he supply this information.

Writer called [REDACTED] and spoke to Mr [REDACTED]. Mr. [REDACTED] states he states he doesn t agree with the \$500.00 he has been requested to pay. Writer told customer that his case is still under review and that a call would be made to the dealership tomorrow to work out pricing and a return call to him after we completed conversation with the dealership. Mr. [REDACTED] asked for my direct reports contact information at which writer attempted to supply customer with the CEO address, customer wanted a phone number. Writer told customer to please allow us until the end of business tomorrow to finish coming to a resolution to his case. Customer states if he is not satisfied with the outcome he will 'go to the top to get what he wants'.

*****Dealer email received*****

Rear Differential over haul, (tow in, rear drive shaft came off of rear differential) pinion nut came off, flange still attached to drive shaft.

Labor, 4.3 hours (Warranty)

Parts, \$2040.59, (Warranty)

Note; this customer has never been to our facility; furthermore, the rear differential had to be making a terrible noise before it was ever brought here. When the pinion nut backs off of the rear diff. there is no pre load on the pinion bearings. This condition did not occur overnight.

I would prefer we had some service history on the differential, or on the vehicle period.

Sincerely,

Raymond Wood

Service Manager

Safford C.J.D. of Warrenton

[REDACTED]

*****Dealer email ended*****

Mileage was confirmed in email as being 104,546 and it has been updated on the CAIR.

Writer called and spoke to Mr. [REDACTED], writer advised Mr. [REDACTED] that he will need to supply service history on the vehicle to the SM. Mr.

[REDACTED] s states some of the maintenance he had preformed himself and some at a Jiffy Lube. Mr [REDACTED] states he will get what he can and get that into the SM. Writer advised customer a follow up call will take place 4/22.

Customer calls requesting to speak with AR931

Customer/Caller transferred to extension # 66???

Writer tried to ask customer if there was any way I can help, but customer only wants to speak with AR931 because she is aware of the situation.

Customer is requesting to speak with Adrey. Writer informed customer Adrey was not in this morning he would like to submit a message to her when arrives. Writer will send callback message.

Writer called and spoke to Mr. [REDACTED] states that the nut coming loose has nothing to due to with the maintenance records and in addition he could not find any of them that show fluid being placed in the rear differential. Mr. [REDACTED] states he called down to Jiffy Lube and asked them if they would tighten any bolts and Jiffy Lube told him

they would not. Mr [REDACTED] states he told the SM yesterday that he would pay the \$500.00 for this repair. Writer will call SM to confirm and call customer back.

Writer called and spoke to SM Ray. Ray states the customers came in yesterday and told him that he would pay \$500.00 and call it good . Ray told the customer he is not able to make that decision. Ray and writer discussed what had been offered to by his case manager that Chrysler would put in \$500.00 towards the repair and that there may have been some miscommunication that customer believes that he would only be paying \$500.00. Both SM and Writer agree to Chrysler only paying \$500.00 towards this repair due to mileage and no maintenance records on the vehicle have been supplied.

Writer confirmed with SM Ray that customer pay for this repair is \$3550.00

Warranty Parts \$2040.29

Warranty Labor \$369.00

Total \$ 2409.29

Customer will be required to pay \$500.00 less total amount plus tax and supplies.

Customer called in looking to speak with AR931, writer put customer on hold with permission to see if she was able to take the customers call. AR931 is currently on the phone with another customer so writer left a note for her, when writer went back to the phone the customer had hung up.

Writer called and spoke to Mr [REDACTED] was provided the goodwill decision. Mr. [REDACTED] states we are playing 'head games' and that we 'discriminate because he is an old man'. Writer told that we see he is loyal to Chrysler however this vehicle doesn t qualify for any other goodwill assistance then what has already been discussed. Mr. [REDACTED] asked for my manger and name and phone number. Writer provided manager name however told him that he doesn t have a direct contact number. Writer offered to provide CEO s name and address and customer would only take the name. Mr. [REDACTED] states he is not done with this and will call back every 10 minuets and hung up the phone. .

Customer states he is going to call every 10 minutes until Chrysler does something. Customer asked for AR931 s supervisor. Writer informed the customer the decision is not going to change. Writer informed the customer he can write in his complaint. Customer stated he will call back in 10 minutes.

Customer neither accepted or declined the offer. Writer was unable to inform the customer

the goodwill offer is valid for 30 days from today s date. Writer attempted to call SM Ray to let them know of the pending offer, SM was in a meeting.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer has purchased 3 new vehicles. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$2040.29

Labor = \$369.00

With the concurrence of the Service Manager, Ray, the customer will have a co-pay of \$1909.29.

DIRECT-TO-DEALER ##### ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Adrey at 800-992-1997 You may also contact us by email at:

[REDACTED] This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

As noted before, customer is continuing to call every 10 minutes.

Customer states he wasn t given any information about someone above AR931 that he could speak to directly.

Writer informed customer nicely that no matter how many times he would be able to call in, the goodwill offer stands as Chrysler s decision.

Writer informed customer there is no direct information for someone above AR931 but he could definitely address a letter to Chrysler s CEO as noted above. Writer provided customer with mailing address for Auburn Hills,

MI.

REASSIGNED TO BC/DLR 35 60369 04/21/10 12:03 R 19477179

Customer called stating the dealer did not know anything about the \$500 that was authorized by AR931. Writer talked AR931 and she advised that she called and talked to the SM Ray at the dealer that he know what is going on. Writer advised customer to talk to the SM Ray. Customer wanted writer to talk to the SM and got SM Ray on the line. Writer talked to SM Ray and confirmed the PA of \$500. SM Ray states the customer misunderstood him. He was advising the customer that the repairs are being done under warranty rates and it will save him money. Ray advised he will talk to the customer and take care of the problem. The dealership is a SA short today. It got a little busy so he will make sure Mr Phillips understands what is happening.

*Contact Date:04/22/2010

Vehicle shows lack of maintenance and explanation has been provided to customer.

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 4/22/2010 AT 08:13:479 R 19477179

Writer called and spoke to SM Ray and he said that the customer came into the dealership on 4/23 and was very angry that his vehicle was not completed, SM Ray states he told the customer that he was waiting on one part that arrived late ups and that his vehicle would not be done until Monday. Ray states that customer then shows up Monday without a call made by the dealership, the customer had to wait around until the paperwork could be completed. SM states he apologized for being angry and appeared to be satisfied.

CLOSED LOOP UPDATE - Customer was contacted today at 9:30 am MT at [REDACTED]. Customer said that he hasn't had a chance to drive the vehicle much, but everything seems to be working just fine. Customer stated that he was very happy with the assistance provided and with Ray at the dealership.

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 a Case Manager.

Customer Assistance Inquiry Record (CAIR)#**19624182**

VIN	1D7HU18D1 5	Open Date	06/10/2010	Built Date	01/26/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	02/23/2005	Mileage	60,000	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner		Contact Type	TELEPHONE
Address		Home Phone	
	COLO SPGS CO	Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	
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Why is the customer contacting Chrysler?

Customer is contacting Chrysler because the driveshaft on his vehicle snapped off and caused other damage as well.

What are the customer s expectations?

Customer expects for Chrysler to look into his situation to determine if possible assistance would be available.

Customer states he was driving down the freeway on Sunday and the driveshaft snapped off and the rear-end blew up. Customer states the aftermarket-warranty will not cover it because the pinion ring bolt backed off. Customer states he had no warning and it has not been making a noise beforehand. Customer states the vehicle was serviced on Saturday by the Mazda dealership who he purchased it from and they did not find a sign of a problem either therefore no warning. Customer states that the nut backed off and caused the rear-end to jam up and a lot of other problems with the vehicle. Customer states this should never have happened to his vehicle in the first place. Customer states he takes care of this vehicle and is seeking assistance from Chrysler because of this random issue that he could never have prevented with his vehicle. Customer states he will be taking his vehicle to the dealership (60415) when he can. Customer states the dealership says they cannot look at it for another week and he will not be able to get a rental car. Customer states he needs a vehicle to drive until this vehicle gets repaired.

Writer informed customer that their situation would be submitted to a case manager from Chrysler as he was informed to take it to a dealership already and they would look into the details and determine if Chrysler would be able to provide assistance.

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 Morning/Midday call back number is (Cell)
Preferred Afternoon/Evening call back number is (Cell)

Who has possession of the vehicle? IRF (King s Auto)

Has the vehicle been diagnosed by a CDJ dealer? No

If a CDJ dealer has diagnosed, what is the dealer name or code? N/A

Reassigned to 88F

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

CONTACT UPDATE - Customer was contacted today at 8:19am.

Customer was provided with agent s name and brand number if the customer needs to re-contact the agent.

Customer has no service contract, purchased 2 used Chrysler vehicles, out of warranty by 24,000 miles and 27 months.

*****PLEASE INFORM CUSTOMER OF DECISION*****

This vehicle is too far OOW to qualify for good will assistance.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Attempted to inform customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer called in requesting status on his case. Writer informed customer of the decline. Customer still is requesting to speak with KL330 about the decline. Writer transferred call to extension 66310.

2nd attempt made to contact customer on 6/14/10 at 12:24pm.

Left message indicating another attempt will be made.

Customer was provided with agent's name and Brand number.

3rd attempt made to contact customer on 6/15/10 at 2:25pm.

Left detailed message for a return call if required.

CLOSED LOOP UPDATE - customer was contacted today at 2:28pm.

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 states that he has a 3rd party warranty, which is giving him a difficulty in covering the repairs to the vehicle.

Customer Assistance Inquiry Record (CAIR)#**19663138**

VIN	1D7HA18D1 5S [REDACTED]	Open Date	06/24/2010	Built Date	02/09/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/26/2005	Mileage	70,053	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	68513	DALLAS DODGE CHRYSLER JEEP			
Dealer Address	1246 OLD GRIFFEN ROAD				
Dealer City	DALLAS	Dealer State	GA	Dealer Zip	30132
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	AUSTELL GA [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Unknown	rear differential
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	

******Begin structured narrative T2 - Beginning Narrative**

Why is the customer contacting Chrysler?

Customer states while driving down a side street doing about 40 MPH his differential started making a grinding noise and then it sounded like something was being dragged, when customer got out it was the drive shaft on the ground.

What are the customer's expectations?

Customer is hoping Chrysler will cover this repair under powertrain warranty with it only being out by 51 miles.

******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 Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 68513

Reassigned to 88F

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

Customer is OOW on the powertrain by 51 miles and 2 years.

Customer is the original owner of the vehicle.

2 new CDJ vehicles in the household.

NO SC

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] at 6:58 PM EST

Customer was not available.

Left a message indicating another attempt would be made.

Customer calls requesting to speak with provide NIC or first name U

Customer/Caller transferred to extension # 66021, unfortunately agent did not answer call was advised to leave a VM.

Agent attempted to contact dealer Service Manager, however,

SM not available. Left message for a return call at extension 66021

2nd attempt made to contact customer on 6-25 at 5:52 PM EST at

[REDACTED]

Left message indicating another attempt will be made.

Customer was provided with agent s name and Brand number.
Customer calls requesting to speak with LD357
Customer/Caller transferred to extension # 66021
Customer called in and we spoke with the customer about his concerns and he had it diagnosed as something from the factory possibly, writer informed customer that we would speak with SM on monday for a resolution. Dealer called in stating that this vehicle is not at his dealership and has not been since 2007 he has not diagnosed the vehicle. S/M Jim Callen would like a return call regarding this case.
Agent attempted to contact dealer Service Manager Jim Callen, however, SM not available. Left message for a return call at extension 66021
Agent attempted to contact dealer Service Manager at dealer 68513 however,
SM not available. Left message for a return call at extension 66021
3rd attempt made to contact customer on 6-28 PM EST at 11:22 PM EST.
Writer spoke with customer and there was a misunderstanding and the vehicle is currently at dealer 68513. Writer will speak with the SM at dealer 68513 in regards to this case.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on Customer retention and loyalty to the brand. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$857.38
Labor = \$525.95
Total = \$1383.33

With the concurrence of the Service Manager, Terry the customer will have a co-pay of \$683.33

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Leo at 800-992-1997 extension # 66021. You may also contact us by email at:

[REDACTED]. This customer has not been informed of this decision. Please update and/or close CAIR when complete.

REASSIGNED TO BC/DLR 66 68513 06/28/10 11:53 O 19663138

Customer calls in wanting to know if we can give him a better goodwill assistance offer. He states he feels he should not be paying half of the repairs when he was only 51 miles outside the warranty and because this is something that would have happened anyway. Writer explains to the customer that Dodge does not have to offer anything in the way of goodwill assistance because the vehicle is oow and that goodwill assistance is designed for customer retention. Writer explained the offer given is the final offer and he has 30 days to accept or decline the offer. Customer says he is accepting the offer. Customer is provided with the CAC address to send a letter describing his concerns. Chrysler Group Customer Care

P.O. Box 21-8004
Auburn Hills, MI 48321-8004

*Contact Date:06/29/2010

Service Manager at the dealership has updated the Cair# 19663138

Parts have been ordered.

*Contact Date:07/01/2010

DCX goodwill repair is documented on Repair Order#194066

CAIR RETURNED FROM DEALER ON 6/30/2010 AT 09:25:761 R 19663138

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

19689467

VIN	1D7HU18D9 5S [REDACTED]	Open Date	07/02/2010	Built Date	07/28/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	08/31/2005	Mileage	41,000	Dealer Zone	35 WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	60355	CHAPMAN CHRYSLER JEEP			
Dealer Address	555 W STREET RD				
Dealer City	WARMINSTER	Dealer State	PA	Dealer Zip	18974
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WARMINSTER PA 1 [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Unknown - Seized, Sticks, Binds - Rear	Customer alleges the rear end will lock up.
Corporate - Rental Vehicle - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer called in requesting to get his rental extended due to the dealership not being able to finish the repair before he goes on his trip.

Briefly summarize what the customer is expecting:

Customer is seeking to get his rental coverage extended for a day or two.

****End structured narrative T2 - Beginning Narrative

Customer was advised that due to the nature of their rental request a call back is required and will take place by close of business today.

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Reassigned to 88R

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

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

at 5:54 pm. Writer informed the customer that Chrysler will extend his rental for a couple of days and then writer will call

Service Advisor Tim on Tuesday 7/6/10 to set up D2D.

SA Alfredo is calling in to get more days authorized on rental for the customer. Customer was covered under the service contract for rental from 6/30/2010-7/5/2010. 7/6/2010, 7/7/2010 were covered by CAC rental dept. 7/7/2010- 7/10/2010 needs to be covered. Case manager has agreed to cover rental through the 7/10/2010 for the customer .

SA Alfredo states that the vehicle repair was just completed and is going to call the customer to come get the vehicle. Customer is leaving from Virginia tomorrow morning to head back with the rental vehicle to pick up his vehicle.

Confirmed customer's concern and with Service Advisor Alfredo authorized 4 additional days of rental per guidelines in Warranty Bulletin D-04-26.

Dates: 7/7/10 - 7/10/10 @ \$35.00 per day for a total of \$140.00

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this rental

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Denise at 800-992-1997 extension # 66089. You may also contact us by email at: T2email@chrysler.com.

REASSIGNED TO BC/DLR 35 60355 07/09/10 15:20 O 19689467
CLOSED LOOP UPDATE - no need for additional follow-up. 11:48 am SA Ed confirmed complete

Customer Assistance Inquiry Record (CAIR)#**19691236**

VIN	1D7HA18D9 5S [REDACTED]	Open Date	07/03/2010	Built Date	03/17/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	08/01/2005	Mileage	120,000	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	68487	BREVARD CHRY-PLYM-DODGE-JEEP			
Dealer Address	5600 SOUTH US 1				
Dealer City	TITUSVILLE	Dealer State	FL	Dealer Zip	32780
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	TITUSVILLE FL [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Unknown - Broken, Cracked - Rear

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer is seeking assistance from Chrysler to repair the rear end on the vehicle, because it has gone out and needs to be replaced. They have replaced twice already. She purchased the vehicle new. This is her only Dodge vehicle.

Briefly summarize what the customer is expecting:

The customer wants Chrysler to cover the repair.

****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 Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

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

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

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

Reassigned to 88F

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 6:57.

Customer stated that the rear end was replaced at about 30,000 then at about 60,000 and now about 120,000. Customer stated that they had to have the vehicle towed to their house. Customer stated that they do some towing. Customer stated that they have a pull behind trailer. Customer stated that the pinion nut came off. Customer stated that the trailer they pull is an enclosed equipment trailer.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of rear differential.

Based on the information at hand, agent is considering the following:

Customer has been having problems with the differential in the past.

This is the 3rd time they have been having problems.

The states that the rear end is worn out, the customer states that she does not know how the rear end broke.

Customer calls requesting to speak with Mc1157

Customer/Caller transferred to extension # 66350

Customer states the diagnosis has been completed at dealer 68487.

Customer calls requesting to speak with MC1157

Customer/Caller transferred to extension # 66350

Writer contacted the customer about this case. Customer stated that she took the vehicle into the dealer about this situation. Writer advised customer that the agent needed to contact the SM for more information.

Writer contacted the dealer and spoke with SM Mike. SM stated that the vehicle had a rear end done 67859 miles. SM stated that the vehicle 121465 mi at this time. SM stated that pinion nut backed off and caused the problem. SM stated that he didn t have any fluid from the differential. SM stated that the last time they saw the vehicle was when they worked on the rear end the last time Jan. 08. SM stated that the customer pay would probably be about \$5500.00 for the repair. SM stated that the cost of the repair for warranty is labor \$373.92 parts \$3779.38 total \$4153.33.

Customer calls requesting to speak with MC1157. the customer is asking for the case manager a call back at [REDACTED]. the customer is stating that she needs a answer ASAP.

writer informed the customer that the case manager is still working on the case. writer informed the customer to give the case manager some time to give a call back.

Agent attempted to contact dealer Service Manager Mike, however, SM not available. Left message for a return call at extension 66350

Customer stated that she has had other estimates on the vehicle.

Customer stated that she feels that this is a major problem with the RAM rear ends. Customer stated again that this is the 3rd time that the rear end has had a problem.

Writer contacted the dealer and spoke with SM Mike. SM and writer both agreed that the warranty cost would be the best at \$4153.33.

Writer contacted the customer about this case. Customer didn t like the cost of the repair. Customer stated that was the same price that the dealer gave them. Writer advised the customer that the cost of the repair would be 5500.00 normally. Customer stated that she feels that Chrysler should pay more for the repair. Writer and SM both agreed that the cost should be the \$4153.33 because they have to re-build the whole back end and not just buy a full kit.

*****Supervisor*****

Advised customer that offer to the the repair at cost will remain the final offer.

Writer contacted the customer about this case. Customer stated that she thinks that Chrysler raised the price on the repair. Customer stated that she is going to get the repair done on her own. Writer advised the customer that the case is going to be closed at this time.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**19816219**

VIN	1D7HA18D6 5J [REDACTED]	Open Date	08/10/2010	Built Date	03/31/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	10/10/2005	Mileage	46,800	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	43939	RAY BRANDT DODGE CHRYSLER JEEP			
Dealer Address	1660 WESTBANK EXPY				
Dealer City	HARVEY	Dealer State	LA	Dealer Zip	70058
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	NEW ORLEANS LA [REDACTED]	Country	UNITED STATES		

Product - Brakes - Unknown - Leaks - Rear	Brake fluid leaking/brakes not holding
Dealer - Service/Body Shop - Transaction - Repeated Trips Required - Default	Customer states dealer neglected to put vehicle back together
Product - Drive Shaft/Universal Joint - Shaft - Other - Rear	Drive shaft replaced
Dealer - Parts - Transaction - Parts N/A / Backordered - Default	Part on back order
Product - Suspension - Unknown - Other - Rear	Rear axle split

Briefly summarize why the customer is contacting Chrysler: Customer states that he is displeased about the dealership who put in a new drive shaft that came out of his vehicle and the dealer kept for two Weeks and got a rental car on the extended warranty.

Customer states that he got his vehicle back on Monday 08/02 and by Thursday 08/04 there was brake fluid leaking on the ground and brakes were not holding correctly.

Customer states that he called the dealer 08/05 to tow and the dealer states that the axle was broken and was told that the part is on back order.

Customer states that he feels like the dealer has neglected putting the brakes back together properly and doesn't know if they damaged anything in the process.

Customer states that his vehicle is going on the third time being at the dealership.

Customer states that he's been talking to Don Delaune.

Customer states that he needs his vehicle for his business.

Briefly summarize what the customer is expecting: Customer is requesting to file a complaint against the dealership.

Customer is requesting assistance to get the part quicker.

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 anytime call back number is [REDACTED] primary cell

Preferred anytime call back number is [REDACTED] secondary cell

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 43939

Reassigned to 88F

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

Spoke with SA Don Delaune at dealer 43939 who confirmed that the brake

lines are on order. Don states that they were ordered Monday night and did not hit the order desk until Tuesday morning. Don states that he has not been informed of anything being on backorder at this point, as they have only been on order for one day.

55366909AB- brake line

55366899AB- hose

4137696AB - screw

Don also states, in regards to the customer's claim that there was negligence on the dealer's part that resulted in the failure, upon inspection of the brake lines, it is obvious that something hit them from underneath. Agent advised that whether something hit it or if there was workmanship, Chrysler will not get involved.

Agent will review the status of the parts currently on order and contact the customer to inform.

Agent has reviewed parts status. Per GPOP, the brake line does not show an ETA, but it was already invoiced at the PDC. The hose and screw do not show on order. It is possible that the dealer may already have them in stock.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] at 9:37 MST

Customer was not available.

Left a message indicating another attempt would be made.

Advised, per VM, that another attempt will be made by 8/13/10.

Customer called in requesting to speak with cm DA687 Writer transferred to extension 66128

Vehicle owner requesting case manager or supervisor to handle this matter. Writer attempted to transfer and informed customer case manager not available, informed will document to make when case manager calls customer to call both numbers. Case manager please call both numbers.

[REDACTED]
Contacted dealer 43939 service dept, spoke with Phil who confirmed that the parts did arrive and the repairs have been complete. Agent is closing case, unless further contact from customer.

Customer Assistance Inquiry Record (CAIR)#**19859568**

VIN	1D7HU18D9	5S [REDACTED]	Open Date	08/23/2010	Built Date	06/24/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	01/23/2006	Mileage	70,507	Dealer Zone	32	NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	23171	HUNTINGTON JEEP CHRYSLER INC				
Dealer Address	1220 EAST JERICHO TURNPIKE					
Dealer City	HUNTINGTON			Dealer State	NY	Dealer Zip 11743
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	NORTHPORT NY [REDACTED]				Country	UNITED STATES

Product - Differential Gear Assy's - Gears - Improper Installation/Missing - Rear

Nut backed off Differential blowing out flange

Vehicle towed in. Driveshaft blown out, transfer case damaged, rear pinion jammed & seized. SMgr claims nut backed off pinion flange. This is 3rd time rear end has failed. Not manufacturing responsibility. Warranty coverage expired. No adjustment to be made. Owners responsibility at this point. RGR1, AMgr

Customer Assistance Inquiry Record (CAIR)#**20150484**

VIN	1D7HU18D2 5J [REDACTED]	Open Date	11/16/2010	Built Date	02/14/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/10/2005	Mileage	48,300	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	45046	SAVAGE DODGE			
Dealer Address	4645 POTTSVILLE PIKE				
Dealer City	READING	Dealer State	PA	Dealer Zip	19605
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SINKING SPRING PA [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Poor Ride - Default	entire rear end failure
Corporate - Excessive Contacts - Default - Default - Default	

Customer purchased vehicle back in Feb. Customer has been complaining about noise in rear end since shortly after purchase. Now a complete rear-end failure has occurred and dealer is saying customer has to pay for it. Customer calling to see what can be done to help him out. 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 Morning/Midday call back number is [REDACTED] Preferred Afternoon/Evening call back number is 4 [REDACTED] Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer 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? 45046 Reassigned to 88F

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

- Is the 3rd owner
- Has 7 NEW and 2 USED CDJR vehicles
- Has no service contract

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:50 AM MST.

Customer was not available.

Left a message indicating another attempt would be made. Customer is calling to speak with case manager. Writer informed customer that case manager will call back.

CONTACT UPDATE - 1st Contact, phone number dialed, [REDACTED] at 12:07 AM MST.

Customer alleges that the dealership stated that the locker in the rear end fell apart. Customer stated that the dealership gave him a 30 day warranty, within those 30 day the customer was in and out of the dealership.

Agent attempted to contact dealer Chris (SM), however, SM not available. Left message for a return call.

CONTACT UPDATE - Writer spoke with the customer and explained that once writer speaks with the SM the customer will get a call back from writer.

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

Customer was not available.

Left a message indicating another attempt would be made.
Customer called in to check the status. Writer informed customer case manager is doing research however CM did try to contact the SM and has not heard back from him. Writer informed customer that Cm will be notified of his concen

2nd attempt made to contact customer on 11/26/10 at [REDACTED]
Writer contacted customer and explained that we are still working a case. Agent attempted to contact dealer Mike (SM), however, SM not available. Left message for a return call at extension 66217. Customer called asking about the status of his vehicle. Agent advised that the CM is waiting on a return call from the SM. Customer stated that he has had issue with this particular SM and that he doesn t return calls. Customer said that the GM neme is TIM as an FYI. Customer requested to speak with BU18. Writer informed the customer that the agent is not available but a note will be made for a call back.

DEALER CONTACT - Writer spoke with Mike Neal (SM) and the SM explained that the customer s driveshaft fell complete out of the vehicle. SM stated the driveshaft would have to be sent to a different department so they could run a diagnostic on the driveshaft which would be at least \$100.00 or more for the diagnostic. SM gave the writer a rough lay-out of how much everything would be minus the driveshaft and SM stated that they are looking at least \$3,200.00. SM alleges that the customer stated that he feels that he should only pay a \$100.00 deductible because this issue was not his fault. Writer asked if this was anyway of neglect or abuse and the SM stated that it was not. Writer will give the customer a call to see if he will allow the dealership to sent the driveshaft to be diagnosed.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 12:09 PM MST.

Customer was not available.
Left a message indicating another attempt would be made.
Customer calling to speak with case manager. Transferred through for further assistance.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 10:30 AM MST.

Writer spoke with the customer and explained that in order to get assistance the driveshaft would have to be sent to get a diagnosed. Customer stated that he will call the dealership to send the driveshaft in for a diagnostic. Customer will call the writer back for the appointment date.

CONTACT UPDATE - 1st Contact attempt, phone number dialed, [REDACTED] at 11:59 AM MST.

Customer stated that the dealership is waiting for the okay from Dodge to assist with the repair cost of the vehicle.

DEALER CONTACT - Agent attempted to contact dealer Mike (SM), however, Mike (SM) not available. Left message for a return call at extension 66217.

CONTACT UPDATE - Writer spoke with the customer and explained that once Mike (SM) gathers the warranty pricing, Dodge will be assisting with the repair cost of the vehicle.

Email from Dealer

Parts to repair rear differential at Factory rates \$2141.00
Labor to repair at Factory rates \$305.55
Total repair -- \$2447.27

* * Please call before setting goodwill. *

Mike Neal

Service Manager
Savage '61' Dodge

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$ 2141.00
Labor = \$ 305.55

With the concurrence of the Service Manager, Mike, the customer will have a co-pay of \$500.00.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Breeyanna at 800-992-1997 extension # 66217. You may also contact us by email at:

T2email@chrysler.com. This customer will be informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 35 45046 12/10/10 13:33 O 20150484

*Contact Date:12/13/2010

Service Manager at the dealership has updated the Cair# 20150484 Parts have been ordered.

The writer called dealer 45046 and spoke with SA Jeff, who stated that the repair was just barely finished a half-hour ago and that his SM Mike would send the CAIR back to us soon.

*Contact Date:12/14/2010

DCX goodwill repair is documented on Repair Order#808960

CAIR RETURNED FROM DEALER ON 12/14/2010 AT 03:14:181 R 20150484

CLOSED LOOP UPDATE - customer was contacted today at 7:57 AM MST.

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 states that there are still issues after having picked up the vehicle last night. Customer states that it only happened once this morning and has not happened again.

Customer states that this morning when he started the truck to warmed it up, went back out 10-15 minutes later no oil pressure, check engine light and another were on, customer states he drove the vehicle down to corner store turned it off restarted it and there was oil pressure and lights had gone off. Issue has not happened since. Customer states that he contacted the dealer and they advised him that sometimes that happens. Next time spray some lubricant on the key.

Customer Assistance Inquiry Record (CAIR)#**20165459**

VIN	1D7HU18D2 5S [REDACTED]	Open Date	11/20/2010	Built Date	02/10/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	07/18/2005	Mileage	81,000	Dealer Zone	51 CHICAGO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PBJ	ATLANTIC BLUE PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	43720	SOUTH OAK DODGE CHRYSLER JEEP			
Dealer Address	4550-4560 W LINCOLN HWY				
Dealer City	MATTESON	Dealer State	IL	Dealer Zip	60443
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	HOMEWOOD IL [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Axle Shaft - Seized, Sticks, Binds - Unknown	Customer was going down the hill when the truck locked up
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******Begin structured narrative T2 - Beginning Narrative**

Briefly summarize why the customer is contacting Chrysler:

Customer said he was going down the hill and the differential completely locked up. Even though it is 11,000 miles out of warranty he has taken very good care of it and can support the care history with documentation. He uses it in his job so he is losing money while it is held up at the dealer.

Briefly summarize what the customer is expecting:

Customer was offered 1/3 off from the DM but doesn't feel that is good enough for the mileage and his history with Dodge/Chrysler.

******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 Morning/Midday call back number is [REDACTED] cell Preferred Afternoon/Evening call back number is [REDACTED] cell

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 43140 I am not sure if that is dealer.

Reassigned to 88F

Customer is calling back stated that the vehicle is with South Oak Dodge 708-747-7950.

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

DEALER: Called the SM, Joe at SOUTH OAK DODGE, 43720, and he states that differential assembly as broken. The DM has offered a 1/3 goodwill assistance on the \$5000.00 repair. The customer has not been loyal to the dealer and by the maintenance receipts is not loyal to any dealership.

CUSTOMER: Called the customer to discuss his request for assistance and to explain that because he has an offer to assist from the DM that Ram would not be able to assist. The customer was not available, left a message along with the contact information and reference number.

Customer calls requesting to speak with PR628

Customer/Caller warm transferred to extension # 66199

CUSTOMER: The customer returned call and discussed the differential

repair that is needed. The customer states that he has done regular maintenance on his vehicle including the rear differential servicing as per the maintenance schedule. The customer and his wife have purchased 4 vehicles, 3 new. The customer states that the 1/3 offer was like a slap in the face since he has been a loyal Dodge owner. The customer states that he has been out of work since last November and does odd job plumbing work and the truck is needed to be able to that work.

CONTACT UPDATE - 1st Contact attempt, as per lines 29-32 and 35-42.

Customer calls requesting to speak with PR628

Customer/Caller transferred to extension # 66199

Customer called in seeking for the status of their case.

Customer did not have any information to present at this time.

CUSTOMER: The customer called to see if writer had any information from the SM about the DM s offer. Had the customer hold and call the dealer but the SM is off until Monday. Left a voice mail for the SM to see if he had any information as to whether the goodwill offer could be changed.

Informed the customer that the SM was off until Monday.

DEALER: Dealer returned call and stated that 1/3 of cost of the repair and the balance the customer would be responsible for.

CUSTOMER: Called the customer and left a message that the offer from the DM to pay 1/3 of the cost of the repair will stand and if wish to go ahead with the repair to call the dealership.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer stated that since We are not able to give more assistance, Customer will take advantage of the free oil changes that were offered, and would like CM to contact Customer with the details at [REDACTED] Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

CUSTOMER: Returned all to the customer. Customer was unavailable, left a voice message along with the contact information and reference number.

Customer wishes tro speak to cm PR628 , re-opened and transfered.

Customer calls with a concern, vehicle is at the dealer, the cost of the repair and the dealer is stating that dodge is only going to cover 1/3rd of the cost.

Repair New 5,000.00

Used 3,000.00

Customer requesting to speak with their Case Manager. Call-back note completed and delivered to floor support for distribution to Case Manager.

DEALER: Called Joe, SM and states that the customer came in and stated that Chrysler was going to do 1/3 the cost for the used transmission.

Explained that based on the notes that the offer is 1/3 for the NEW transmission and is a DM offer.

CUSTOMER: Called the customer to go over the the DM offer is for 1/3 on the New repair. Also explained that he needs to work with the SM at the dealership to get the offer and that Joe, SM will see if he can get just a little better offer if the customer comes in and discuss the repair with him.

Explained that since the offer is a DM offer that this cair was going to be closed.

CLOSED LOOP UPDATE - no need for additional follow-up.

CUSTOMER: Returned call to the customer to go over the DM s offer again. The customer was not available, left a voice message along with the contact information and reference number.

Customer Assistance Inquiry Record (CAIR)#**20373046**

VIN	1D7HU18D9 5J [REDACTED]	Open Date	01/31/2011	Built Date	01/14/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	06/30/2005	Mileage	97,000	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	68914	HALEY OF FARMVILLE INC			
Dealer Address	1906 S MAIN ST				
Dealer City	FARMVILLE	Dealer State	VA	Dealer Zip	23901
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	DILLWYN VA [REDACTED]	Country	UNITED STATES		

Corporate - Excessive Contacts - Default - Default - Default	5
Product - Differential Gear Assy's - Housing W/ Tubes - Broken, Cracked - Rear	pinion shaft broke and caused damage to differential

Customer called to complain that on New Years Eve 2010 his pinion shaft broke. Customer states he is a loyal customer and states that the pinion gear shaft broke and caused the rear differential assembly housing to lock up and had to be replaced. The dealership, Dealer Code: 68914, Dealer Phone : [REDACTED] 6 told the customer that they have never seen one break like it did. Customer is seeking reimbursement for the repairs that he incurred. Customer can be reached at cell-[REDACTED].

**** END OF CUSTOMER NARRATIVE***

Escalating to 88F for assistance

*****END OF ESCALATING NARRATIVE***

* * * * * CASE MANAGER TEAM - District U * * * * *

Third owner

household 3 current 3

no service contract

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

Left message

2nd attempt made to contact customer at cell [REDACTED].

Customer loyalty

3rd owner - purchased 06/26/10

Vehicles: Total 3. Current 2. New - 1. Used 2. Household 0.

Service Contract None

Factory warranty basic out by 61000 miles, 30 months

Customer states that his vehicle broke down on News Years day, it was on the side of the road and everything was closed so he had this taken to the closest auto shop.

States that he could not take this to the dealer as they would have charged him too much.

The repairs were done by IRF using a used rear differential.

States that he has been a Dodge truck owner since back in the 70 s.

He has a 1988 Dodge and a 2004 Dodge Ram.

Customer feels that Chrysler should take responsibility for the cost of the repair due to the dependability of the part. He had taken this part in to the dealership and spoke with Jeff who told him he had never seen one break like that before and gave him the number to call Chrysler

Assistance Center (CAC) for assistance with the repair cost.
Customer states that he did not contact a CDJ dealer for help before the repair due to he has never had any other trouble with his vehicles and did not know this type of assistance was available.
Writer explained that this reimbursement would be declined.
Chrysler does not offer goodwill assistance for used parts or for any repair that does not have a diagnosis with information for the cause.
Customer also asked for arbitration.
Writer explained the Chrysler Group arbitration process is available in only four states and Virginia does not participate.
The AnswerCONNECT article that was referenced to provide the answer to the customer was # 16935
Customer states that he will get a diagnosis from the dealer.
Writer offered a Service Contract (SC) for oil changes for the time and trouble customer took to call in with this concern.
Customer states that he wanted to contact the CEO for Dodge Ram, and gave the name as Fred Diag.
Writer explained that he can go to the web site for the Dodge Ram to send an e-mail for the CEO.
Contacted dealer, spoke with Scott who states that he is the Chrysler person that the customer would be checking with. Keith Underwood is the SM.
Scott states that he will not be able to determine what the cause was unless it was still in the vehicle.
Writer explained that the customer may be contacting his dealership for a diagnosis.
The customer has been informed any diagnosis fee is up to him to pay, Chrysler will not reimburse any diagnostic fees.
Dealer called in to get some clarification on the situation and writer got over to the cm
Jay calling from the dealer to give some clarifying information.
States that the customer came to him 2 weeks ago on a Sat and brought in a broken pinion and it was snapped in half.
Writer informed Jay, that a call was being made to the dealer just to let them know that this customer may be contacting them to see if a diagnosis can be made.
At that point a decision can be made if any type of goodwill assistance can be given to the customer.
Writer explained to Jay that a free Service Contract (SC) for oil changes has been offered to the customer for the time he took to contact CAC.
Contacted customer, cel [REDACTED], call went to voice mail, left message another attempt will be made.
Chrysler will not assist with goodwill assistance request, as the part in question is no longer on the vehicle and the dealer is not able to give a diagnosis as to why the part failed.
A service contract for oil changes can be approved for the customer.
Contacted customer, cel [REDACTED], explained that the diagnosis would need to be made with the part on the truck.
AT this point Chrysler will not assist with reimbursement.
Writer offered customer a 2 year Essential care SC and customer accepted.
Attempted to contact customer at cell-[REDACTED] call went to voice mail, left message for customer to call back. Customer needs to be informed that the SC is active now.
GERALD K WASHINGTON calls to speak with their Case Manager. Customer was returning the CM s call. Writer informed customer that the CM was calling to inform him that his service contract is now active. Customer wanted to know if he would receive anything in the mail. Writer informed the customer that he should be receiving a card in the mail in around 6 weeks. Writer also informed the customer of the SC number.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**20373333**

VIN	1D7HU18D4	5S [REDACTED]	Open Date	01/31/2011	Built Date	03/09/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	05/02/2005	Mileage	86,979	Dealer Zone	32	NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	23528	SKINNER & DAMULIS INC				
Dealer Address	3144 US HIGHWAY 20					
Dealer City	RICHFIELD SPRNGS			Dealer State	NY	Dealer Zip 13439
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	RICHFIELD SPRING NY [REDACTED]				Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear

second driveshaft failure.

Caller states that the driveshaft has fallen out of the vehicle for the second time, it was first repaired in 08/2009 at 62721 miles. This second occurrence has happened at 86000 miles. Caller would like the repair done under warranty with no charge as she feels this is a manufacturing defect.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is 3 [REDACTED]

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 23528

Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

1 vehicle

1 current

0 new

1 used

2nd owner of vehicle

OOW by time and mileage No SC

23528-Contact dealership on [REDACTED] Writer spoke with Service Manger

Jeremy answered states that customer came to dealership year ago for the

same issue on vehicle. SM states that drive shaft fell out that he has

not pulled out everything yet as far as he can see that part on vehicle

had a manufacture defect. SM states that customer came to dealership for

same issue was covered under power train warranty now issue happened

again dealership states that part on vehicle is a manufacture defect

customer will not charge for issue.

Warranty Price

Part-\$1438.00

Labor-\$291.76

Total-\$1730.05

Customer Co-Pay is \$0.00

Dodge will assist \$1740.00

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] at 12:46pm

Writer spoke with customer informed that customer will not charge for repair customer was happy agreed with offer. Writer informed customer to call dealership and authorize repair customer agreed call ended.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on due to customer loyalty to dealership and Dodge. According to the dealer, the warranty

costs of the repair are as follows:

Parts =\$1438.00

Labor = \$291.76

Total = \$1730.05

Co-pay =\$0.00

Amount Pre-authorized (PA) = \$1740.00

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Jessica at 800-763-8422

You may also contact us by email at:

[REDACTED]. This customer has been informed of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 32 23528 02/01/11 14:49 O 20373333

REASSIGNED TO BC/DLR 32 23528 02/04/11 13:07 O 20373333

REASSIGNED TO BC/DLR 32 23528 02/12/11 07:11 O 20373333

Jeremy at dealer states pinion hit rear differential casing and cracked it. Jeremy is seeking additional goodwill for rear differential and carrier assembly.

Writer received call from dealer asking for their case manager. The case manager was not available. Writer advised dealer I will inform their CM of their call.

Caller requested to speak to the case manager. Agent transferred caller to the case management department.

customer called to speak with case manager case manager was unavailable writer advised customer that a call back note would be giving to her Jeremy from the dealership is calling and states there was additional related damage on this vehicle. New pricing is as follows:

Parts = \$3722.00

Labor = \$291.76

Caller request a decision from the CM. Written request for a return call sent through floor support.

Jeremy calling from dealership stating that he needs the PA updated to \$4024.00. He stated to have CM give him a call with any questions and to verify the PA has been updated. He also stated the customer is waiting as well so the vehicle can be repaired. Writer sent note to CM.

Jeremy, from dealer 23528, called seeking to speak with case manager.

Jeremy states that he has been trying to get in contact with the case manager for a week and half. Agent transferred Jeremy to Case Management Team.

SA-Jeremy requesting to speak with CM in regards to the PA needing to be updated. SA-Jeremy has not heard from the CM since last week when the request was made and needs to have the approval so that the vehicle can be worked on. CM was out to lunch so CM JV735 took the call.

Jeremy states that they didn't know that the axle needed to \$1395.00, carrier is \$889.00. Writer informed him that this will need to be approved.

REASSIGNED TO BC/DLR 32 23528 02/25/11 16:12 O 20373333

23528-Contact dealership on 315-858-1350. Writer spoke with Service Manager Jeremy states has not been repaired that he was waiting for authorization. Writer informed that PA has been approved for \$4,025.00 SM agreed call ended.

Customer called seeking the status of her case. Agent informed customer that the CM has been in contact with SM Jeremy this morning (02/28/11).

Agent advised customer to contact her dealership for more information. Dealer is currently repairing vehicle. Repair to be finished by 3/7/2011

*Contact Date:03/11/2011

DCX goodwill repair is documented on Repair Order#82880

Request was reviewed with DM.

CAIR RETURNED FROM DEALER ON 3/11/2011 AT 10:32:495 R 20373333

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

20405425

VIN	1D7HA18N9 5J [REDACTED]	Open Date	02/11/2011	Built Date	03/18/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	07/29/2005	Mileage	72,933	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PB7	PATRIOT BLUE PEARL COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	43026	THOMPSON CHRYSLER DODGE JEEP			
Dealer Address	124 N POINT BLVD				
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21224
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ROSEDALE MD [REDACTED]	Country	UNITED STATES		

Corporate - Complaint Contact - Default - Default - Default	customer states vehicle is a lemon
Dealer - By-Pass - Default - Default - Default	

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

My piece of crap Dodge Ram.

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

My engine went up 10,000 miles ago. Now my drive shaft fell out. The check engine light has been on a few times as well. It is also currently on. If

you can't make a decent product, stop making and selling trucks. My 1995 Dodge Dakota was great. This is a big fat LEMON!!!

*****END OF CUSTOMER EMAIL *****

Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center. Please accept our sincere apologies for the delayed response to your email. Because of the public's current interest in Chrysler Group and our products, we are unable to respond as promptly as we would like. Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one (1) business day. We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank you for taking the time to communicate with us.

Sincerely,

Alyssa

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

*****CUSTOMER STATES VEHICLE IS A LEMON*****

*****FORWARDING TO 88*****

***** CASE MANAGER TEAM - District o ù *****

Original owner.

Currently 2 new and 1 used in household. 5 new and 1 used in household history.

Warranty expired.

Essential care service contract expired.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Customers wife answered the call. She stated that the customer was currently at work and provided us his cell phone number, [REDACTED]. Called his cell number and got voicemail, left message.

Need to verify dealership information.

Attempted to contact the customer on his cell phone to gather information as to whether or not the vehicle has been in to a dealership for diagnosis and if so which dealership. Not available, left message.

Customer calls to speak with their Case Manager. The vehicle was taken to an IRF for diagnosis. The IRF told the caller that the drive shaft is broken. The yoke on the drive shaft broke away from the u-joint. CM was unavailable at the time of the call. Note was forwarded.

Attempted to contact the customer to see if the vehicle has been in to a dealership or still being looked at by the IRF. Not available, left message.

Drive shaft is fixed but check engine light is still on. the oxygen sensor needs to be replaced.

Customer calls to speak with their Case Manager. Sent to voicemail. and sent note.

Contacted the customer to go over his issues.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. He states that there is an additional issue with the engine making a tapping noise. He asked if he could get the dealership to look at that issue as well. Advised that he could have the dealership look at any issues he is currently having with the vehicle. Customer states that he will try and get the vehicle in for a diagnostic this week. Set call ack for Monday to allow time for the diagnostic to be completed.

Attempted to contact the customer to see if the diagnostic has been completed. Left message with callback for Friday.

Customer called and left voice mail stating that the vehicle is at the dealership now for diagnosis and we can contact them for information.

Contacted the dealership to speak to the service manager about the customers concerns. He stated that the vehicle is in need of repairs to the exhaust manifold and the o2 sensors. He also advised that the front and rear brakes need to be replaced and that it needs a tune up. Advised that the customer was wondering why a tune up is necessary because he states that he just had one 12000 miles ago. Service manager states that it can be related to the failure of the o2 sensors. He agreed to provide us with warranty pricing for the repairs to the exhaust manifold and the o2 sensors. Provided e-mail address so that he could send us the information. He also states that the customer has no history at his facility. He states that he will assist in any way decide, but does feel that the customer should have some contribution to the repair.

Contacted the customer to go over the information from the dealership. He was not available, left message with call back set for Monday.

Contacted the dealership to see if we could get the pricing information for the exhaust manifold and the o2 sensors. Ron was not available. Left message with reason for the call and contact information.

Text-to-Dealer message was sent to the dealer to inform of the referral.

Attempted to contact the customer to let him know that we were still waiting to hear from the dealership on warranty pricing for the repairs in question. He was not available, left message.

Contacted the customer to inform him of the status of is case. Informed him that we were still waiting for the pricing information from the dealership. Advised that if we did not hear from the dealer soon, that we would contact them again for the information. Advised customer that writer will be out of the office until Tuesday and would follow up next

week if not today.

Contacted the dealership to get the pricing information for the repairs. He was not available, left message with reason for the call and contact information.

Text-to-Dealer message was sent to the dealer to inform of the referral. Contacted the dealer to speak to Ron about the customers repair. He was not available, left message with request for pricing information and contact information.

Attempted to contact the customer to inform him of the status on his vehicle. Not available, left message with call back set for Thursday unless we get the information sooner.

Ron returned our call and left a voice message requesting the VIN for the customer. Returning his call. He stated that he would have someone send the information to the e-mail address provided. Verified e-mail address. e-mail from dealer.

WARRANTY PRICING FOR REPAIRS /PARTS \$336.80/LABOR \$305.32 FOR O2 SENSORS AND EXHAUST MANIFOLD BOLTS..

Contacted the dealership to speak to Ron the service manager about the customers repair. He was not available, left message indicating that we were considering a \$200.00 co-pay for the repair. Requested that he contact us to let us know if he is in agreement with that offer.

Attempted to contact the customer to inform him of the status of the case. He was not available, left message with call back set for no later than Monday.

Attempted to contacted Ron to make sure that he is on board with the offer of assistance. He was not available, left message.

Contacted the dealership to speak to Ron regarding the repairs. He stated that a \$200.00 co-pay for these repairs is fine with him.

Attempted to contact the customer, not available. Left message with informing that we have reached an agreement with the dealership regarding his repair and that we would like to discuss it with him. Set call back for tomorrow.

Attempted to contact the customer to go over the decision of assistance. Not available, left message.

Customer returned our call and we did discuss the offer. He did accept the offer of a \$200.00 co-pay. Informed customer that we would notify the dealership of the agreement and that he could contact them to schedule the appointment. Also informed customer that we would be checking back with him when the repairs have been completed.

Contacted the dealership to let Ron know that the customer had accepted the offer of assistance.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on brand loyalty.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$336.80

Labor = \$305.32

Total = \$642.12

Co-pay = \$200.00

Amount Pre-authorized (PA) =\$442.12

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Kevan at 800-763-8422 ext. 66159

You may also contact us by email at:

kh489@chrysler.com. This customer has been informed

of this decision. Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 35 43026 04/05/11 09:03 O 20405425

*Contact Date:04/06/2011

Service Manager at the dealership has closed the Cair# 20405425

Customer request has been fulfilled.

CAIR RETURNED FROM DEALER ON 4/06/2011 AT 07:18:082 R 20405425

Contacted the dealership to verify the repair, was informed that the repair should be finished by the end of the day today.



Customer Assistance Inquiry Record (CAIR)#**20438017**

VIN	1D7HU18DX 5 [REDACTED]	Open Date	02/21/2011	Built Date	02/22/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/17/2005	Mileage	100,000	Dealer Zone	63 DALLAS
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	67688	PETERS CHRYSLER-JEEP			
Dealer Address	4181 N US HIGHWAY 259				
Dealer City	LONGVIEW	Dealer State	TX	Dealer Zip	75605
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ITASCA TX [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Axle Shaft - Noisy - Unknown

no contract seeking assistance.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer stated that the axle failed due to a nut came off pinion shaft causing the housing to bust.

Briefly summarize what the customer is expecting:

Customer calling to see if there is any assistance. Customer stated he has owned 3-4 new chrysler vehicle in the past.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place within one business day by COB their time

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

Who has possession of the vehicle? shop/owner

Has the vehicle been diagnosed by a CDJ dealer? Yes, by an irf.

If a CDJ dealer has diagnosed, what is the dealer name or code? Stanley s 254-582-2525.

Reassigned to 88F

***** CASE MANAGER TEAM - District 88U *****

Mr. Mears is not listed as an owner, the last owner disposed of the vehicle on 9/28/10, Mr. Mears may need to be added as an owner.

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

Customer called in requesting to speak with their Case Manager (CM). CM was not available. Writer inquired as to whether he is the owner of the vehicle and was told that he is. Writer updated the ownership information in COIN. Customer relayed that on the message left by his CM that she inquired as to the location and status of the vehicle. Customer stated that the vehicle is at an IRF but has not yet been torn into. Customer is requesting a call back today. Call back note was completed and submitted to floor support for distribution.

3rd Owner

1 New

1 Used

OOW by 64,000 miles

No CSC

***** GOODWILL ASSISTANCE HAS BEEN DECLINED *****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.
Unless the customer offers new information, decision remains unchanged.

Customer was disappointed but understood.
CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**20474948**

VIN	1D7HA18D9 5S [REDACTED]	Open Date	03/01/2011	Built Date	12/13/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	11/30/2005	Mileage	125,000	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	68513	DALLAS DODGE CHRYSLER JEEP			
Dealer Address	1246 OLD GRIFFEN ROAD				
Dealer City	DALLAS	Dealer State	GA	Dealer Zip	30132
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	DALLAS GA [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	drive shaft fell out.
Dealer - Service/Body Shop - Transaction - Unsatisfactory Maintenance - Default	drive shaft not installed correctly.

Caller states the drive shaft fell off the vehicle, he states it separated from the differential. Vehicle had an engine replacement in 06/2009 and the invoice shows that the drive shaft was replaced at that time. Caller alleges that the drive shaft was not installed properly and this led to the current failure. Caller states that he has not gotten an estimate of the cost. Caller alleges dealer 68513 will not stand behind their work but he is outside the parts warranty for the driveshaft. Caller wants the dealer to stand behind their work and wants Chrysler to help with this issue.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Who has possession of the vehicle? IRF

Has the vehicle been diagnosed by a CDJ dealer? No

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

Reassigned to 88F

OOW by 2 Years & 89000 Miles, Original Owner, 1 Vehicle

***** CASE MANAGER TEAM - District M *****

Writer contacted dealership and spoke to Assistance Service Manager Katie who stated that the customer did come in to dealership and the customer has vehicle at a IRF and the Mechanic advised him that the drive shaft was not installed right. ASM stated that they advised customer to bring vehicle into dealership and they would diagnose issue and repair and work with the customer with the price of repair. ASM stated that the repair was in 2009 and past the 12/12 warranty for repair. ASM stated that customer had broke around the corner from them but chose to have vehicle towed to IRF.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Writer spoke to customer who stated that the drive shaft

on his vehicle has broke and that the IRF that is working on his vehicle

stated that the drive shaft was installed incorrectly. Customer stated

the he went to dealership when his vehicle broke down around the corner

and asked for assistance in getting vehicle to dealership and he stated

he waited about an hour and then had a IRF come and get vehicle. Customer states that it is a workmanship issue with service department. Writer advised customer of conversation with the ASM Katie at dealership and that they have not or were not given a chance to diagnosis and look at vehicle. Writer stated to customer that if issue is a workmanship issue with the dealership that he needs to resolve issue with dealership. Writer also advised customer that we do not work with IRFs. Writer advised customer that at this time Dodge declines any form of assistance with repair due to being out of warranty and vehicle being at IRF. Customer needs to work with dealership if it is a workmanship issue. Decline was approved by MM1448.

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Writer advised customer that case will be closed.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**20524970**

VIN	1D7HA18D4 5J [REDACTED]	Open Date	03/11/2011	Built Date	08/31/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	11/26/2004	Mileage	92,000	Dealer Zone	66 ORLANDO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	42674	NICHOLS DODGE INC			
Dealer Address	988 PLANTATION RD				
Dealer City	BURLINGTON	Dealer State	NC	Dealer Zip	27216
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ALAMANCE NC [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	customer stating that rear differential gone, causing drive shaft to go
Corporate - Recall - Default - Default - Default	

Customer calls seeking recall information. Customer stating that something happened to his rear differential causing the rear drive shaft to break. Customer stating that there was no locktite on nuts. Advised the customer there are no incomplete recalls for this vehicle. The customer was also advised a notification letter will be mailed to the address on file in the event their vehicle is involved in a future recall.

Customer Assistance Inquiry Record (CAIR)#**20758725**

VIN	1D7HU18D5	5S [REDACTED]	Open Date	05/03/2011	Built Date	02/17/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	06/29/2005	Mileage	65,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR8	DEEP MOLTEN RED PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	23246	JACK GIAMBALVO JEEP				
Dealer Address	1793 WHITEFORD ROAD					
Dealer City	YORK	Dealer State	PA	Dealer Zip	17402	

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

Product - Differential Gear Assy's - Seals - Broken/Cracked - Rear	Rear end is broken. Driveshaft fell out.
Corporate - Excessive Contacts - Default - Default - Default	

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Customer states that vehicle s rear end has broken and isnt driveable.

Briefly summarize what the customer is expecting:

Customer would like problem fixed under warranty.

****End structured narrative T2 - Beginning Narrative

* * * * * CASE MANAGER TEAM - District 88T * * * * *

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Writer spoke to the customer who stated this happened today and he will be taking the vehicle to Hanover Dodge.

Writer is showing the customer purchased the vehicle from Stetler CDJ today. (05/03/2011)

Writer contacted Stetler CDJ and left message.

Customer calls to speak with their Case Manager.

Caller requesting to speak with Case Manager. Transferred to voicemail

Customer calls to speak with their Case Manager.

Caller requesting to speak with Case Manager.

Customer stated that he did not take her car to the dealership yet because he wanted to make sure it would be covered under warranty. Writer informed him that there is never promises of assistance before a diagnoses and it would have to be at an authorized dealership. He stated that he will have the truck taken to STETLER DODGE CHRYSLER JEEP 23246 and would like a follow up on Monday. WRiter will inform the case manager of the update.

Writer spoke with SA Alan as SM is not available. SA states that paper work is not yet completed. SA states that it appears that drive shaft broke loose from rear differential . Rear Diff. has been repalced. Writer left message for SM Rocky as SA was unsure if repair was covered under warranty.

Writer spoke to Greg SA who stated the customer s vehicle repairs were covered under the powertrain warranty.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Caller: ROCKY from the dealership

Customer calls to speak with their Case Manager. requested to be trans to 66290

Rocky from the dealership called to speak with their Case Manager. Rocky Requested to be transferred to Case Manager s extension (66290). SM Rocky states on 5/5 dealer checked VIP report which showed vehicle had 7/70 warranty. Claim returned because customer is third owner, not second as listed. Claim was rejected on 30 day no follow up. SM Rocky states warranty bulletin d-11-23 was created AFTER vehicle came into dealer. SM will retry submitting claim thru warranty center. Writer explained that no goodwill was offered customer and case was closed when noted repair covered under warranty.

Customer Assistance Inquiry Record (CAIR)#**20779532**

VIN	1D7HU18D4 5S [REDACTED]	Open Date	05/05/2011	Built Date	02/09/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	07/27/2005	Mileage	93,800	Dealer Zone	35 WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	06922	POMOCO CHRYSLER JEEP DODGE			
Dealer Address	12629 JEFFERSON AVE				
Dealer City	NEWPORT NEWS	Dealer State	VA	Dealer Zip	23602
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	CARROLLTON VA [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Shaft - Broken - Unknown
--

Customer states that the drive shaft sheared off from rear end
--

Briefly summarize why the customer is contacting Chrysler:

Customer states that the drive shaft sheared off from the rear end.

Briefly summarize what the customer is expecting:

Chrysler to cover the cost of the repair.

Customer states that they were driving down the interstate and the drive shaft sheared off from the rear end.

Customer states that the tow charge was \$600.00.

Customer states that the vehicle is at an IRF.

Wilson Auto in Newport News, VA [REDACTED]

Customer states that the estimate is \$2,000.00.

Customer states that they would like Chrysler to cover the cost of the repair.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

Who has possession of the vehicle? IRF

Has the vehicle been diagnosed by a CDJ dealer? No

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

Reassigned to 88F

***** CASE MANAGER TEAM - District P *****

Customer is the original owner, one used in the home.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Writer advised the customer that in order to consider assistance a diagnosis would need to be done at a dealership. Customer stated he will get his vehicle in to 06922. Customer will be calling with the diagnosis appointment time and date.

Dealer SM Jeff calling in stating that he has not diagnosed the vehicle.

He is stating that the vehicle is a commercial vehicle and has 35 tires. Jeff is stating that he has no loyalty. Jeff s direct line [REDACTED].

Writer spoke to the SM Jeff who stated that the truck is a commercial vehicle and is on 35 inch tires. SM stated that the vehicle may be on a lift kit. SM stated that he will need to do a full diagnosis.

Writer called for SM Jeff who was unavailable. Writer will try again later. Writer updated the dealer code.

Writer called for SM Jeff Anton. Left a message.

Writer called for SM Jeff Anton who stated that the vehicle has not been modified.

The vehicle needs a full differential and u joints. SM would like the customer to fax maintenance records to [REDACTED]

Writer called the Customer and advised of lines 41-42. Writer will follow up once the SM has reviewed the documentation and priced the repair.

Spoke with SM manager, dealer is not comfortable charging any of this repair to warranty. Owner has made modifications, at this time maintenance records for the rear axle have not been made, customer did not expect warranty as he took it to an IRF. Would like to review rear axle service records before a goodwill offer is extended to the customer.

Jack Killian Area Manager

Writer spoke to SM Jeff who stated that the Area Manager has been involved. AM will not assist until records have been provided.

INFORMATION FROM SA-Cust cannot provide any record of actually changing the rear diff fluid but has provided a receipt that states fluid was checked 437 miles before it blew up. Receipt is from Smithfield fast lube and states that the fluid level was checked, no recommendation for service was made. This is the only documentation I have from the cust. Repair is 2957.19 in parts and 328.00 labor at warranty.

Offered 50/50 on the rear axle repair based on customer fluid check 437 miles ago. Strongly encouraged the front axle to be serviced as customer pay, SA to contact customer. Jack Killian

Writer spoke to SM Jeff Anton who stated that the DM agreed to cover the repair 50/50 and the vehicle is going to be ready on Monday 5/16/2011.

Writer called the service department to confirm repairs. The vehicle is still being worked on.

Writer called the service department to confirm repairs. The vehicle is repaired but has not been picked up.

Writer spoke to the the customer and advised that it was ready to be picked up.

Caller requesting to speak with Case Manager.

Caller requesting to speak with Case Manager.

Writer recieved a call from the customer who stated he went to the dealership and they stated that his vehicle will not be ready until 5/19/2011.

Writer advised that I may be able to reimburse for some of the rental he has paid.

Writer called for SM Jeff Anton who was unavailable. Left a message.

Writer spoke to the customer and advised that the vehicle should be repaired tomorrow.

Writer called for SM Jeff Anton who stated that the vehicle should be ready today.

Writer called the customer who stated that the vehicle is repaired.

Customer will be trying to get a receipt for his rental.

Caller requesting to speak with Case Manager.

Attempt made to contact customer. Left message.

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

[REDACTED] on 2011-05-25 @ 15:23

Writer contacted the customer, he says the repairs were made and he got the repairs done and everything is good. Customer is seeking rental reimbursement for 5-6 days worth of rental. Writer informed him that the case manager will contact him once the documents have been received.

[REDACTED]
Attempt made to contact customer. Left message.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**20998580**

VIN	1D7HU18D7	5S [REDACTED]	Open Date	06/17/2011	Built Date	06/15/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	09/19/2005	Mileage	96,000	Dealer Zone	42	DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	36464	TOM O'BRIEN CHRYSLER JEEP DODGE	-GREENWOOD			
Dealer Address	750 US 31 N					
Dealer City	GREENWOOD	Dealer State	IN	Dealer Zip	46142	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PLAINFIELD IN [REDACTED]				Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear

Briefly summarize why the customer is contacting Chrysler:

Customer Garrett is calling to put in a service claim because of a situation he now finds himself in. Customer was driving and the nut on the pinion backed off and shattered the transfer case, drive shaft split in half, and there is damage done to the rear end. Customer states that in 2009 he believes that Tom O'Brien told customer he had a pinion seal on the rear axle and they would fix this under warranty. Customer's vehicle is at Larkin's Motors an IRF phone number [REDACTED] and has been working with [REDACTED]. Customer has called the dealership 36464 and SM Ed is stating they did something completely different to the vehicle than they told him before. Customer is calling to see if we have service records or are able to offer any assistance. Agent could not find this warranty work so is escalating CAIR for further review.

Briefly summarize what the customer is expecting:

Customer is calling to see if we have records and to ask for assistance with dealership.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred call back number is

Preferred alternate call back number is [REDACTED]

Customer email address for case updates: [REDACTED]

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

Has the vehicle been diagnosed by a CDJ dealer? (Yes/No) No, called 36464

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

Reassigned to 88F

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

What is the customer requesting from Chrysler assistance with service records

How far out of warranty is the vehicle repair by time 2 year and 9 months and or mileage oow basic 3/36 by 60000.

Is there a service contract that would cover the repair NO.

Original owner? Yes purchased when 09/19/05.

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

Is there any repair history related to the current concern yes 01/11/10.

Status update provided via email to the following email address:

[REDACTED]

Dear Mis Syra

My Name is Barbara and I have been assigned as your Case manager. Here is some information that will be helpful for you to have:

Your Case number: 20998580

Chrysler Case Management telephone number: [REDACTED]

My direct extension: 66029

My work hours: 9:AM-5:PM Eastern Time Monday-Friday.

I will contact you by telephone to review you case with you.

End of Status Update

CONTACT UPDATE - 1st Contacted, phone number dialed, customers husband and did advise of information service warranty done on 01/11/10 and advise to ask for copies of service history from dealership and that 12/12 has expired on last repair.

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of financial assistance with repair pinion and drive shaft.

Based on the information at hand, agent is considering the following: possible financial assistance with repair pinion and drive shaft depending on diagnosis.

Customer called in today to speak a case manager and supplied agent with case number. Agent transferred call to case management team Agent did speak with Mitch at dealership # 36464 Tom O Brien Who states that customer was in on 01/11/10 and had differential seal and could not contributed to the issues customer states the vehicle has suffered Decline approved BY DC768

*** GOODWILL ASSISTANCE HAS BEEN DECLINED ***

Customer has not been advised that Chrysler will not participate in the repair.

The vehicle warranty has expired by time 2 years 9 months and or mileage ow basic 3/36 by 60000 miles. Repair is being done at IRF.

Unless the customer offers new information, decision remains unchanged.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**21024569**

VIN	1D7HA16D0 5J [REDACTED]	Open Date	06/22/2011	Built Date	02/22/2005
Model Year	2005	Body	DR1H61	DODGE RAM SLT 1500 REG. CAB PICKUP	
In Service Dt	06/21/2005	Mileage	40,300	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	68349	LA BREA CHRYSLER JEEP			
Dealer Address	401 SOUTH LA BREA AVE				
Dealer City	LOS ANGELES	Dealer State	CA	Dealer Zip	90036
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	MANHATTAN BEACH CA [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	Customer seeking goodwill
Product - Differential Gear Assy's - Axle Shaft - Seized, Sticks, Binds - Unknown	Rear differential locked up

Has customer had previous history with current issue? N
 Customer has a history of diagnosis for an intermittent problem? N
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? N
 Customer has a history of purchasing Chrysler vehicles? Y
 If yes, number in household? 3
 Customer claims to maintain vehicle as per maintenance schedule? Y
 Has a mechanical Chrysler Group Service Contract? N
 Warranty coverage code? 706
 Ownership status? Second
 Basic warranty component? N
 Powertrain warranty component? Y
 Service contract or Mopar warranty component? N
 Within 3 years or 36,000 miles? Y
 Within 2 years or 24,000 miles? Y
 Within 1 year or 12,000 miles? N
 Customer seeking goodwill for rear differential lock up and drive shaft.
 Customer says that he was driving when the rear differential locked up and caused the vehicle to start vibrating violently and stopping. The driveshaft fell off the vehicle onto the ground. Customer states that the drive shaft was literally handed to him with dents. The associate he was working with is named Joseph. Customer needed the vehicle to be towed to the dealership. The repairs have not been done yet.
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Customer email address for case updates: N/A
 Who has possession of the vehicle? Dealer
 Has the vehicle been diagnosed by a CDJ dealer? Yes
 If a CDJ dealer has diagnosed, what is the dealer name or code? 68349
 Reassigned to 88F
 No email address
 ***** DEALER CONTACT *****
 [REDACTED]

Agent attempted to contact dealer Service Manager (SM) [REDACTED] however he was on the phone.

Left message for a return call at extension 66089 or [REDACTED]
***** CASE MANAGER TEAM - District O *****

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

Left message for customer to call case manager at 800-763-8422 ext 66089
Service Manager left message stating they are taking care of the repair under warranty with a \$100.00 deductible. Case Manager sent email to SM to confirm this understanding.

Customer left message stating there was a loose bolt in the rear end that caused it to freeze up and the drive shaft fell to the ground while driving. Customer stated he has had all services done at La Brea # 41849, which is now closed.

As a one-time goodwill gesture, Chrysler/Dealer will assist with the repair of the rear axel. Customer will be responsible for a co-pay in the amount of \$100.00.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

The CAC is sending this CAIR because of a goodwill policy decision that was made on behalf of this customer. You have indicated you will be using your DSA to assist this customer. The customer has informed of this decision. Update and close CAIR when complete.

#

REASSIGNED TO BC/DLR 71 68349 06/25/11 16:56 O 21024569

Customer Assistance Inquiry Record (CAIR)#**21062720**

VIN	1D7HA16D05J	Open Date	07/01/2011	Built Date	04/02/2005
Model Year	2005	Body	DR1H61	DODGE RAM SLT 1500 REG. CAB PICKUP	
In Service Dt	01/21/2006	Mileage	120,120	Dealer Zone	66 ORLANDO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	42631	LANDMARK DODGE CHRYSLER JEEP			
Dealer Address	6850 MOUNT ZION BLVD				
Dealer City	MORROW	Dealer State	GA	Dealer Zip	30260
Owner	[REDACTED]			Contact Type	TELEPHONE
Address	[REDACTED]			Home Phone	
	MCDONOUGH GA	[REDACTED]	Country	UNITED STATES	

Product - Drive Shaft/Universal Joint - Shaft - Bent - Rear	Broke after another part broke
Product - Transmission / Transaxle - Transfer Case - Defective - Default	Broke because another part broke
Product - Differential Gear Assy's - Gears - Broken, Cracked - Rear	Broke from another part breaking
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer is seeking goodwill to replace vehicle parts.

Briefly summarize why the customer is contacting Chrysler: Customer is calling in because the Pinion nut came off and fell into the ring gear on his 2005 daytona pickup. Nut got into the housing and locked the rear end up causing the truck to slide off the road. The driveshaft swung out from underneath the vehicle causing the driveshaft to bend. Before all this happened, the vehicle was making an abnormal growling sound which made the driver drive slower and with extreme caution.

Briefly summarize what the customer is expecting: The customer is claiming this to be from a manufacturers defect. Customer is a mechanic and claims that none of this should have happened if the pinion nut was put on the vehicle correctly at the manufacturer. Customer is expecting financial assistance from Chrysler to repair the vehicle for him.

Has customer had previous history with current issue? N

Customer has a history of diagnosis for an intermittent problem? N

Has had repair history at Chrysler dealership(s)? Y

Was this vehicle purchased new by this customer? Y

Customer has a history of purchasing Chrysler vehicles? Y

If yes, number in household? 1

Customer claims to maintain vehicle as per maintenance schedule? Y

Has a mechanical Chrysler Group Service Contract? N

Warranty coverage code? 704

Ownership status? Current owner

Basic warranty component? N

Powertrain warranty component? N

Service contract or Mopar warranty component? N

Within 3 years or 36,000 miles? N

Within 2 years or 24,000 miles? N

Within 1 year or 12,000 miles? N

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]
Preferred Afternoon/Evening call back number is [REDACTED] (Work#)
Customer email address for case updates: [REDACTED]
Who has possession of the vehicle? Owner
Has the vehicle been diagnosed by a CDJ dealer? No
If a CDJ dealer has diagnosed, what is the dealer name or code?
Reassigned to 88F

***** CASE MANAGER TEAM - District M *****

Original Owner, 2 Total, 1 Current, 2 New, No SC.
Status update provided via email to the following email address:

[REDACTED]
My name is Jessi and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21062720

Chrysler Case Management telephone number [REDACTED]

My direct extension: 66007

My work hours: 8:30 to 5:00 PM EST Monday-Friday

I will contact you within one business day by telephone to review your case with you.

End of Status Update

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED]. Customer stated the vehicle is currently at his work in the bay and he initially took the rear end off and when he saw the pinion nut had fallen into the ring gear he stopped and called the dealership. Customer stated he spoke with Mike in service at dealer 42631 who advised him to contact the CAC. Writer advised customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer stated he may be able to get the vehicle to the dealership for diagnosis today at the latest tomorrow, however he would call Mike in service to set up the appointment. Writer advised customer a call would be made to Mike in service and after the diagnosis information is received writer would follow up with him to advise what assistance if any can be provided.

Service Manager Mike states that a nut backed out and broke the drive shaft, bent the rear end. SM Mike states this is not something the customer could have avoided. SM Mike states there is no sign of abuse. SM Mike states the customer has been to his dealership 3 times, once for a transmission repair at 30,000 miles. SM Mike states he will accept a RA. SM states the customer has not been quoted a price yet, however they are looking about \$3000 retail.

Writer informed the SM this information has been documented and the case manager will contact him back to get warranty pricing if we are going to assist.

Writer found notes from conversation with SM Mike from last week were not saved. Writer was advised by MM1448 to save information from last week that writer could remember and note case number for reference. In conversation with SM Mike from last week writer was advised SM Mike would email writer warranty cost for the customer's repair.

Agent attempted to contact dealer Service Manager (SM) Mike, however, SM not available. Left message for a return call at extension 66007.

Writer received voice mail from customer at 11:51 AM EST on 07/12/11 requesting a call back at [REDACTED].

Writer contacted customer on [REDACTED]. Writer apologized for not being able to contact customer yesterday. Customer stated it was fine, he was just wondering what was going on with his case because he has to ride his motorcycle while his truck is down and he is dodging rain.

Writer advised customer writer was waiting to hear back from SM Mike regarding the cost for the repair and has not been able to get a hold of him. Customer stated he spoke with SM Mike yesterday and he advised customer that he was going to contact writer with the information that is needed to move forward. Writer advised customer when writer is able to speak with SM Mike and gather the information that is needed writer would follow up with him.

Agent attempted to contact dealer Service Manager (SM) Mike, however, SM not available. Left message for a return call at extension 66007.

Writer sent an email to SM Mike requesting the pricing information needed

to move forward with the repair.

Writer received voice mail from customer at 4:02 PM EST stating he has not been able to get a hold of SM Mike Crouch and he would like to know what can be done because he has already been without his vehicle for three weeks and would like a call back at [REDACTED].

Writer contacted customer on [REDACTED]. Customer was not available, writer left a message indicating writer has not been able to get a hold of SM Mike and if he needed his vehicle back writer would be willing to offer reimbursement towards the repair rather than assistance. Writer also indicated for customer to call back and advise writer what he would like to do to move forward.

Writer contacted customer on [REDACTED]. Writer advised customer writer has not yet received any information from SM Mike and was calling to inquire about whether or not he had heard anything. Customer stated he went to the dealership yesterday and sat in SM Mike s office for 10 to 15 minutes and SM Mike advised him he had all his paperwork in front of him and was expecting to hear from writer today. Writer advised customer writer left a message in regards to another customer earlier today requesting a call back to discuss the other cases with the dealership and did not receive a call or an email today. Customer stated he is going to call the dealership early tomorrow morning to try and get a hold of SM Mike and would call writer with any information he receives. Writer advised customer writer received permission to contact SM Mike s superior to address the concerns and would follow up with him tomorrow. Customer thanked writer for all that is being done in an attempt to assist him. Agent attempted to contact dealer Service Manager (SM) Mike, however, SM not available. Left message for a return call at extension 66007.

Writer received voice mail from customer requesting a call back at [REDACTED]

Writer contacted customer on [REDACTED]. Writer advised customer writer still has not heard back from SM Mike. Customer stated he called and left a message for him and never heard anything either. Customer stated he would try again tomorrow. Writer advised customer writer sent an email to him and his superior and would follow up again tomorrow. Customer thanked writer for the continued efforts.

Writer contacted dealer and spoke with SM Mike who advised writer he would email the warranty cost for parts and labor as well as his recommendation for a co-pay.

Writer received voice mail from customer requesting a call back at [REDACTED]

Writer contacted customer on [REDACTED]. Writer advised customer writer was able to speak with SM Mike this morning, however he was going to email writer the cost information and writer has not received it yet. Writer advised customer writer will call SM Mike again tomorrow morning if the email is not received when writer comes in. Customer stated he spoke with SM Mike this morning too and advised him that writer had sent an email to him. Customer stated he mentioned to SM Mike that his biggest concern is that he is riding his motorcycle and they have had a few rain storms there. Writer advised customer writer would call him tomorrow.

Writer contacted dealer and spoke with SM Mike who advised writer he will be sending an email with all the information in 15 minutes.

Writer received email from SM Mike stating the parts is \$1506.54 and the labor is \$335.16 with a deductible of \$500.00.

Writer contacted customer on [REDACTED]. Writer advised customer writer received the pricing information from SM Mike and the deductible will be \$500 plus tax. Customer stated he is fine with the deductible and thanked writer for the assistance.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer satisfaction.

According to the dealer, the warranty costs of the repair are as follows:

Parts = \$1506.54

Labor = \$335.16

Total = \$1841.70

Co-pay = \$500.00

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

If you need assistance with claim payment, please refer to
Warranty Bulletin D-11-19.

This customer has been informed of this decision.
Please update and/or close CAIR when complete.

#####

Agent attempted to contact dealer Service Manager (SM)Mike, however, SM
not available. Left message indicating the customer accepted the offer.
REASSIGNED TO BC/DLR 66 42631 07/22/11 15:43 O 21062720

Agent attempted to contact dealer Service Manager (SM) Mike, however,
SM not available. Left message for a return call at extension 66007.

*Contact Date:07/28/2011

DCX goodwill repair is documented on Repair Order#365652
CAIR RETURNED FROM DEALER ON 7/28/2011 AT 10:31:245 R 21062720

Writer contacted customer on [REDACTED]. Customer was not available,
writer left a message indicating writer received the case back from the
dealership indicating the repairs were completed and writer was calling
to follow up on the repairs.

Agent attempted to contact dealer Service Manager (SM) Mike, however,
SM not available. Left message for a return call at extension 66007.

Writer contacted customer on [REDACTED]. Customer stated he is
currently out of town and will be back on Monday. Writer advised
customer writer would follow up on Tuesday to give him time to get the
vehicle back and drive it before closing out the case.

Writer contacted customer on [REDACTED]. Customer stated the vehicle
is not ready yet. Customer stated he spoke with Teresa in the service
department and was advised the vehicle may be ready possibly Wednesday or
Thursday. Writer advised customer writer would contact the dealership
and follow up again on Friday.

Writer contacted the dealer and spoke with Teresa in Service who advised
writer they are currently working on the repairs to the rear end of the
vehicle.

Writer contacted customer on [REDACTED]. Writer inquired if the
vehicle had been returned to him yet. Customer stated the last he heard
they were waiting on drive train. Writer advised customer writer would
note the information and follow up again sometime next week.

REASSIGNED TO BC/DLR 66 42631 08/05/11 12:15 O 21062720

Please do not close this CAIR until the repairs to the vehicle have been
completed to ensure proper follow up can be made with the customer.

Thank you.

Writer received voice mail from SM Mike requesting a call back on his
cell phone [REDACTED].

Agent attempted to contact dealer Service Manager (SM) Mike, however,
SM not available. Left message for a return call at extension 66007.

Writer received voice mail from customer indicating he received his
vehicle back and wanted to thank writer for all the help.

Writer contacted customer on [REDACTED]. Customer was not available,
writer left a message indicating writer received his message and was
happy to hear he had received his vehicle back.

Writer received voice mail from customer stating he was on the other line
and can be contacted at [REDACTED].

Writer contacted customer who advised writer he has his truck back and is
very grateful for all the help. Writer advised customer writer would
note the information and close the case, however if he needed further
assistance to contact the CAC.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Mike called from dealer to discuss case. Writer transferred Mike to CM s
extension.

Customer Assistance Inquiry Record (CAIR)#**21124945**

VIN	1D7HU18D6	5S [REDACTED]	Open Date	07/19/2011	Built Date	01/26/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	04/13/2005	Mileage	60,994	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	45287	FREEDOM CHRYSLER JEEP DODGE, INC.				
Dealer Address	447 SHAWNA RD					
Dealer City	NORTHERN CAMBRIA			Dealer State	PA	Dealer Zip 15714
Owner	[REDACTED]				Contact Type	ROADSIDE
Address	N/A				Home Phone	
	NANTY GLO PA [REDACTED]				Country	UNITED STATES

Corporate - Outbound - Proactive Customer Alert - Roadside - Default	
Corporate - Roadside Services - Warranty - Vehicle Inoperable - Default	
Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Rear-Driver	
Product - Differential Gear Assy's - Housing W/ Tubes - Other - Rear	

Roadside Assistance Contacted - DATE : 2011-07-19

Road Side File Created 07-19-11 FOR WARRANTY

VEHICLE PROBLEM AT: VEHICLE TAKEN TO:

3696 WILLIAM PENN AVENUE 447 SHAWNA RD

PENWAY ROAD

JOHNSTOWN(CAMBRIA/SOMERSET) NORTHERN CAMBRIA

PA USA PA

DEALER CODE : 45287 FREEDOM CHRYSLER JEEP DODGE, INC.

***** CASE MANAGER TEAM - District Z *****

Who did you speak with at the dealer and what is their dealer code?

Dealer Code: 45287 Requested to speak with Doug, service manager

Is the vehicle at the dealer now? Yes

When did it arrive at the dealer? 7/18/11

What is the current mileage? 60994

If known, what is the reason for the tow? Drive shaft fell off while

driving - diagnosis not complete

Writer is reassigning case to PR628 to open a new CAIR. CAC cannot work

Roadside assistance cases. Please assign new CAIR to KP346 for proper

Zone handling.

CALLED dealer to check on diagnosis and repair and he states that the

whole rear end is out of the vehicle. He has been directed to send

pictures to digital imaging to make determination on the repair.

CALLED the dealer and spoke to Doug, service manager. He states that are

going to rebuild the rear end. Part of the parts are in the balance

should be in tomorrow. He anticipates that the repair will be completed

by 7/28/11.

CALLED and spoke to Doug, service manager and he states that the repair

is completed and the customer will be picking up on Saturday.

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

Customer states that he has only driven the vehicle a little over a 100

miles since he picked it up but it seems to be working fine. He states

that roadside was fine but it took a little long to get the repair

completed.



Customer Assistance Inquiry Record (CAIR)#

21157815

VIN	1D7HA18D7 5J [REDACTED]	Open Date	07/26/2011	Built Date	08/11/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	06/15/2005	Mileage	82,349	Dealer Zone	66 ORLANDO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	66732	GALEANA CHRYSLER JEEP INC			
Dealer Address	14375 S TAMIAMI TRAIL				
Dealer City	FT MYERS	Dealer State	FL	Dealer Zip	33912
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	ORLANDO FL [REDACTED]	Country	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	rear differential
Corporate - Lost Customer - Default - Default - Default	
Product - Differential Gear Assy's - Axle Shaft - Other - Unknown	

Briefly summarize why the customer is contacting Chrysler: Mr [REDACTED] called in stating that he replaced his rear differential on the vehicle at 57,000 miles, and now needs to replace the drive shaft for the rear differential at 82,349 miles.

Briefly summarize what the customer is expecting: Customer is seeking financial assistance

Has customer had previous history with current issue? Y / N yes

Customer has a history of diagnosis for an intermittent problem? Y / N yes

Has had repair history at Chrysler dealership(s)? Y / N yes

Was this vehicle purchased new by this customer? Y / N yes

Customer has a history of purchasing Chrysler vehicles? Y / N no

If yes, number in household?

Customer claims to maintain vehicle as per maintenance schedule? Y / N yes

Has a mechanical Chrysler Group Service Contract? Y / N no

Warranty coverage code? 704

Ownership status? original

Basic warranty component? Y / N no

Powertrain warranty component? Y / N yes

Service contract or Mopar warranty component? Y / N no

Within 3 years or 36,000 miles? Y / N yes

Within 2 years or 24,000 miles? Y / N no

Within 1 year or 12,000 miles? Y / N no

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: XXXXX@XXXXX.com

Who has possession of the vehicle? (Dealer)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? Phone number provided was [REDACTED]

Reassigned to 88F

Email address not provided.

***** CASE MANAGER TEAM - District 88M *****

Original owner, currently owns 1 CDJ, 0 previously owned, no service contract. One prior claim related to customer concern. See Claim # 20113140 dated 11/30/10. District Manager involvement. Vehicle is out of 3/36 warranty by 3 years 1 month and 46,349 miles. Powertrain 7/70 warranty has expired by 12,349 miles.

EMAIL sent to dealer requesting diagnostic information and willingness to participate.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

Customer email address: . Customer stated first repair completed in 8/2009 by dealership in Virginia.

Repair was covered under warranty. Customer was hearing rear end noises at 75,000 miles, vehicle taken to Orlando Dodge for diagnosis (See Air 20113140). No repair completed at that time. Noise went away. Customer was making turn on 7/23/11 and differential fell off of vehicle. Vehicle towed to dealer 66732. Dealer has requested 6 hours of labor time to diagnose vehicle. Writer advised customer dealer would be contacted regarding diagnostic time being required up front.

EMAIL sent to dealer requesting confirmation that customer will have to pay tear down fees.

Writer connected customer to CM Ext, no new updates

George, Service Manager stated tear down fee is required because nut that holds pinion in place backed off and allowed rear end to fall down into rear end housing. For this reason tear down fee is required.

Writer returned customer's call to explain purpose of tear down fees.

Customer state prior repair completed by dealership. Writer advised customer that repair would be a workmanship issue with dealer. Customer became irate and will never own another Dodge.

Writer contacted customer to confirm customer does not plan to pay for tear down fee. Customer stated he has an attorney. Writer advised customer case would be closed.

Customer Assistance Inquiry Record (CAIR)#

21223786

VIN	1D7HU18D4 5S [REDACTED]	Open Date	08/10/2011	Built Date	06/23/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	07/22/2005	Mileage	74,000	Dealer Zone	51 CHICAGO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	42977	WILDE CHRYSLER JEEP DODGE			
Dealer Address	1627 EAST MORELAND BLVD				
Dealer City	WAUKESHA	Dealer State	WI	Dealer Zip	53186
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	WAUKESHA WI [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Shaft - Broken - Unknown	Broken drive shaft
Product - Differential Gear Assy's - Unknown - Broken, Cracked - Rear	Broken rear differential
Product - Transmission / Transaxle - Transfer Case - Other - Default	Broken transfer case

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:
 Customer contacted Ram because as he was driving home from work the nut that holds the differential backed off and blew out the transfer case and the rear differential fell off.

Briefly summarize what the customer is expecting:
 Customer is seeking good will for the repair since he is 4,000 miles out of warranty.

****End structured narrative T2 - Beginning Narrative

Has customer had previous history with current issue? No
 Customer has a history of diagnosis for an intermittent problem? No
 Has had repair history at Chrysler dealership(s)? Yes
 Was this vehicle purchased new by this customer? Yes
 Customer has a history of purchasing Chrysler vehicles? Yes
 If yes, number in household? 4
 Customer claims to maintain vehicle as per maintenance schedule? Yes
 Has a mechanical Chrysler Group Service Contract? No
 Warranty coverage code? 704
 Ownership status? Original
 Basic warranty component? No
 Powertrain warranty component? Yes
 Service contract or Mopar warranty component? No
 Within 3 years or 36,000 miles? Yes
 Within 2 years or 24,000 miles? No
 Within 1 year or 12,000 miles? No
 Customer advised a call back is required and will take place within one business day by COB their time
 Preferred Morning/Midday call back number is [REDACTED]
 Preferred Afternoon/Evening call back number is [REDACTED]
 Who has possession of the vehicle? (Owner/Dealer/IRF) Dealer
 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? 42977
 As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the repair. According to the dealer,

the warranty

costs of the repair are as follows:

Warranty Bulletin D-04-26.

This customer has been informed of this decision.

Please update and/or close CAIR when complete.

#####

Parts = n/a

Labor = n/a

Total = n/a

Co-pay = n/a

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. Agent is authorizing up to 5 days of rental with \$0 co pay for the customer.

REASSIGNED TO BC/DLR 51 42977 08/10/11 17:21 O 21223786

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

Agent spoke to the dealership and the total repair will be a complete rear end rebuild, transfer case replacement, and drive shaft replacement.

8/12/11 Writer contacted SM Kevin for update. Per SM vehicle in dealership now for repair. Per SM waiting for call center decision on assistance. CCS_

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on customer loyalty, vehicle maintenance, and the fact that the customer is just outside of warranty .

According to the dealer, the warranty costs of the repair are as follows:

Warranty Bulletin D-11-19.

This customer has been informed of this decision.

Please update and/or close CAIR when complete.

#####

Parts = 2002.44

Labor = 384.72

Total = 2387.16

Co-pay = 900.00

DIRECT-TO-DEALER

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer.

REASSIGNED TO BC/DLR 51 42977 08/12/11 10:31 O 21223786

Agent followed up with the customer. Customer is picking up the vehicle today after work. Agent advised the customer that if he had any further questions or concerns to not hesitate to give the Agent a call at 1-866-726-4636 ex 4718183.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

8/19/11 Writer contacted SM Kevin for update. Per SM vehicle repaired RO#220323 on 8/17/11 at 74441 miles. CCS_

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.



Customer Assistance Inquiry Record (CAIR)#**21337484**

VIN	1D7HU18D8	5J [REDACTED]	Open Date	09/12/2011	Built Date	09/27/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	12/22/2004	Mileage	73,600	Dealer Zone	35	WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	68951	SUPERIOR CHRYSLER JEEP DODGE				
Dealer Address	2 SUPERIOR WAY					
Dealer City	UNIONTOWN	Dealer State	PA	Dealer Zip	15401	
Owner	[REDACTED]	Contact Type	TELEPHONE			
Address	[REDACTED]	Home Phone				
	SINCLAIRVILLE NY [REDACTED]	Country	UNITED STATES			

Product - Suspension - Drive Shaft / CV Joint / Boot - Other - Unknown	Drive shaft end broke
Product - Differential Gear Assy's - Gears - Other - Rear	Drive shaft ruined diff
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Seeking goodwill

Briefly summarize why the customer is contacting Chrysler: Customer called in stating the drive shaft broke and got into the differential causing damage to the gears. Vehicle is currently at an IRF.

Briefly summarize what the customer is expecting: Customer seeking goodwill to cover the cost of the repair.

Has customer had previous history with current issue? N

Customer has a history of diagnosis for an intermittent problem? N

Has had repair history at Chrysler dealership(s)? N

Was this vehicle purchased new by this customer? N

Customer has a history of purchasing Chrysler vehicles? Y

If yes, number in household? 1

Customer claims to maintain vehicle as per maintenance schedule? Y

Has a mechanical Chrysler Group Service Contract? N

Warranty coverage code? 704

Ownership status? Second owner

Basic warranty component? N

Powertrain warranty component? Y

Service contract or Mopar warranty component? N

Within 3 years or 36,000 miles? N

Within 2 years or 24,000 miles? N

Within 1 year or 12,000 miles? Y

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#**21365128**

VIN	1D7HU18D1 5J [REDACTED]	Open Date	09/20/2011	Built Date	05/04/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	08/23/2005	Mileage	41,000	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	45113	BRIGGS DODGE			
Dealer Address	3137 S KANSAS AVE				
Dealer City	TOPEKA	Dealer State	KS	Dealer Zip	66611
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone			
	TOPEKA KS [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Shaft - Other - Rear	customer states rear shaft fell off while driving
--	---

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

Driveshaft came apart from rear axle.

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

Drive shaft came apart from rear axle. Nothing was broken. appears that the pinion nut slowly vibrated off, there was no pin or lock-tite to keep the nut in place, is this common. I would like to request that dodge should pay for the repairs as a result of poorly installed part. this is not good workmanship and i will not buy another dodge/chrysler if responsibility for this is not taken. Dodge needs to resolve this mistake. Thanks

*****END OF CUSTOMER EMAIL*****

Has customer had previous history with current issue? N
 Customer has a history of diagnosis for an intermittent problem? N
 Has had repair history at Chrysler dealership(s)? Y
 Was this vehicle purchased new by this customer? N
 Customer has a history of purchasing Chrysler vehicles? N
 If yes, number in household?
 Customer claims to maintain vehicle as per maintenance schedule? Y
 Has a mechanical Chrysler Group Service Contract? N
 Warranty coverage code? 749
 Ownership status? Fourth
 Basic warranty component? N
 Powertrain warranty component? Y
 Service contract or Mopar warranty component? N
 Within 3 years or 36,000 miles? n/a
 Within 2 years or 24,000 miles? n/a
 Within 1 year or 12,000 miles? n/a

Dear Adam:

Thank you for contacting the Ram Customer Assistance Center in regards to your 2005 Ram 1500.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and

vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Customer Assistance Inquiry Record (CAIR)#**21567789**

VIN	1D7HU18D7 5S [REDACTED]	Open Date	11/15/2011	Built Date	04/11/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/16/2005	Mileage	102,042	Dealer Zone	42 DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	TROY MI [REDACTED]	Country	UNITED STATES

Product - Differential Gear Assy's - Unknown - Other - Rear	Customer having problems with her rear differential
Dealer - Service/Body Shop - Transaction - Excessive Service Costs - Default	Customer said dealer charged too much for differential repair
Dealer - Service/Body Shop - Transaction - Problem Not Resolved - Default	Differential went out again
Dealer - Service/Body Shop - Transaction - Failure to Explain Charges - Default	

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that she is having a repeated failure with her rear differential. Customer stated that the rear differential just fell out again 3 years ago. Customer stated that she brought the vehicle into a repair shop and they advised her that this repair should have cost no more than \$2000 and this should have lasted 10 years. Customer stated that when she had this repair done last year she was charged over \$5000 and never received any receipts for parts or anything. Customer stated that she feels this dealership ripped her off.

Briefly summarize what the customer is expecting: Customer is expecting Chrysler to look into this and to see what she is supposed to do next because she does not want this to happen again.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: teitos [REDACTED]

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? 44052

Reassigned to 88F

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

2nd owner of 1 current CDJ vehicle.

No Service Contract.

5,000 mi out of 7/70 Power Train Warranty.

Previous related repair 7/22/10 at 71,003 miles under warranty, and customer claims she paid \$5,000 for same repair.

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

Writer spoke with Mrs. [REDACTED], and she said this will be the third time the differential will need to be repaired. She said she was driving, and vehicle started humming, then rear tires locked up, and the whole differential was hanging down. She called her insurance company, and they towed it to her sisters. She said the first time it was repaired under warranty, the 2nd time she paid \$3400 and Chrysler paid \$1500. She said Gage repaired it last time, and she doesn't understand the bill, because

it says labor \$900 and parts \$3000, and the dealer paid \$1500 and she had to pay \$300. She feels dealer charged her too much. Writer told her, she would need to take that up with the dealer directly, but if she can get the vehicle back to the dealer, Chrysler will escalate case to get Chrysler more involved, to see why differential keeps going out, and possibly offer some assistance towards cost, but not guaranteed, until writer gets diagnosis information. She said she will take the vehicle back to Gage for diagnosis, but needs to speak with her husband first, and see if they can afford to have it towed.

Status update provided via email to the following email address:

[REDACTED]
My name is Patti, and I have been assigned as your Case Manager. Here is some information that will be helpful for you to have:

Your Case number: 21567789

Chrysler Case Management telephone number: 800-763-8422

My direct extension: 66103

My work hours: 6am-2:30pm Mountain Time, Monday-Friday

I will contact you within one business day by telephone to review your case with you.

Note: This is a system generated message. Please do not reply.

Sincerely,

Patti

Customer Care

End of Status Update

Writer attempted to contact Stan SM, not available. Writer spoke with Craig, and he said they only repaired the differential once, 1 1/2 years ago. He said it is possible it could be bad again, depending on how customer drives vehicle. Writer told him, writer has made no guarantee of assistance. He said he will call or email back after vehicle diagnosed.

Writer attempted to contact the customer to see if they were able to tow the vehicle to the dealership.

Writer left a message.

Customer said he doesn't want to take the vehicle to the dealer, have them tear it apart, and then pay to put it back together, because if they do, he can have the repair done somewhere else cheaper. Writer advised he contact the dealer, and they can tell him if they will charge to put it back together. He requested writer to follow up with him this afternoon, and to contact him on his cell [REDACTED].

Writer attempted to contact customer in afternoon, but got busy signal.

Writer spoke with customer, and he said he contacted the dealer and they want a diagnosis fee. He said he doesn't feel that he should have to pay any diagnosis fees because this is the 3rd time the differential needs repaired. Writer explained that the dealer has a right to charge diagnosis fees for their time and trouble of finding and repairing the problem. Writer told him, Chrysler will take into consideration that he has had these previous problems, and maybe the dealer can work towards a root cause of why this is happening, but cannot do anything until vehicle has been diagnosed by the dealer, and writer cannot consider any assistance without that diagnosis. He said he will think about it, and call writer back tomorrow.

Customer also said, if he has vehicle diagnosed, he will probably take it to Crown Chrysler 45521.

2nd attempt made to contact customer at [REDACTED]. Left message inquiring if customer made a decision, if taking in for diagnosis for rear differential.

Customer left message that vehicle has been diagnosed at Crown Chrysler 45521, on 12/5/11.

Writer spoke with Mike SM, and he said he has a copy of the bill from Gage date 7/22/2010. \$5400 repair bill, \$1500 paid by Chrysler, \$3900 by customer. He said this will be the 3rd repair for rear differential.

1/2008 at 31,000 miles, pinion bearings replaced in rear differential, at another dealership. He said vehicle has not been completely diagnosed, needs further teardown. Diagnosis fee could be around \$100.

Customer left message to contact him at [REDACTED].

Writer attempted to contact customer at above number. Left message.

Writer spoke with Mrs [REDACTED], and told her that dealer has to get authorization from customer for further teardown, otherwise Chrysler can't consider assistance. Writer explained that customer would be responsible for all diagnosis fees and repair costs should Chrysler not assist, and assistance is not guaranteed, but will consider it, if no

abuse or lack of maintenance. She said she has been waiting for the dealer to call. Writer advised she, or her husband contact the dealer and let them no if they want to proceed with diagnosis or not. She said she will. Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of cost to repair rear differential. Jeff SA left message that rear differential has been diagnosed, and requested call back.

Writer spoke with Jeff SA at Crown Chrysler, and he said vehicle at dealer, and the mass of parts, front pinion gear broke and damaged everything else internally. Needs to replace all bearings, pinion, inside differential assembly case, drive shaft broken. He said will need to replace rear axle assembly, all inner gears, spacers, bearings, and pinion, and drive shaft. He was surprised customer didn't notice some noise before it happened. Usually will get a whining noise. Internal failure of front pinion gear, and damaged everything else. He said he doesn't know if customer tows a lot or weight or not. He doesn't see why this keeps happening. He has not seen this happen often. Last repair was done at 71,000 miles. Warranty cost parts \$3361.59, labor \$691.84. Customer pay parts \$4290.94, labor \$1089. Customer's first time at dealer. Previous repair seems like it was fine, but hard to say if previous dealer did something wrong inside, but doesn't look like it. Jeff said, per the receipt from last repair, Gage noted pinion nut was left loose after pinion seal was replaced by previous dealer that repaired the vehicle, so they suspected original dealer may not have tightened it, but don't know for sure.

3 repairs for rear differential done by different dealers. First repair 31,409 miles 1/10/2008, 31,409, 7/22/2010 at 71,003 miles, now need repaired again, all needing same repairs. Jeff said Mike SM is on vacation until 12/13/11, and there is no one else that has the authority to make a decision.

Writer spoke with Mrs. Nunez, and she said she wants to wait to have repair completed until writer speaks with SM, because she doesn't have the money to pay for another repair. She also said, when this happened, she went to an IRF, and she said they quoted her \$1000 to do the same repair, so she wants to know if she has IRF repair vehicle, will Chrysler still assist. Writer told her, Chrysler will not consider assistance if she has vehicle repaired outside of Chrysler. She said she wants as much assistance as possible, because this is the 2nd time within 2 years this is happened, and if Chrysler doesn't assist, they will seek legal help.

DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Please follow your Business Center guidelines in an attempt to resolve this customer's concern(s). If needed, seek assistance from your District Manager, Business Center or STAR.

The unresolved concern is 3rd repair for rear differential within 4 years. Customer wants assistance.

Agent called dealer and spoke to Jeff, informed that CAIR was being sent. Please update this CAIR with resolution.

REASSIGNED TO BC/DLR 42 45521 12/08/11 10:27 O 21567789

Writer spoke with Mike SM, and he said he might do an interview with the customer for more information. He said the customer is military, and probably not using it commercially. Mike said he will have Jeff set up an interview with the customer to get more information of how vehicle is being driven to rule out any possible abuse. Mike said he will call writer back after speaking with customer.

May get a STAR case going.

Requesting Case manager to contact AM prior to making Decision. We need to find out the root cause causing this issue. This could possibly be happening if customer is hauling too much. Let's discuss when you get a moment...pdb36

Writer spoke with AM, and he the customer was at Gage motors, did goodwill decision, and doesn't like that customer took vehicle previously to IRF for diagnosis. He said Crown diagnosed the rear differential, and he and writer agree that unless there are extenuating circumstances, can

see no reason for assistance. AM said he needs to get more information as to why this is happening, just has a feeling something isn't right, as writer agrees. Writer told him, writer spoke with Mike SM, and Brent is going to probe the customer for more information. AM said he doesn't want a decision made until Mike SM has had a chance to speak with the customer, and then will review case.

Jeff (Advisor) left message for update on case.

Writer spoke with Jeff, and he said there is no evidence of customer pulling too much weight, although he is not sure. He said SM Mike has personal crisis, and is going to be gone for awhile and he will find out who is filling in for him. Writer updated Jeff that Mike was going to have him speak with customer for more information regarding how vehicle is driven, and AM is waiting for this information, and then will review it. Jeff said he will see about contacting customer, or what to do next, and then contact writer with update.

Writer attempted to contact customer at [REDACTED]). Left message with update that Chrysler still reviewing case.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Writer spoke with AM and he said

- 1.) Loyalty- has not been back to my dealer for even a lof.
- a. They even took to an aftermarket shop to diagnose
- 2.) I don't believe anything the previous dealer did on the last repair caused the issue at hand. If there were a problem it would have happened at least a month after vehicle was repaired.
- 3.) Used car owner
- 4.) A one-time goodwill has already been provided.
- 5.) I am unable to prove it but believe the customer must be abusing the vehicle and towing something heavy.
- 6.) The Customer had to have heard the loud noise coming from the rear in advance and could have prevented a majority of the damage.

Unable to prove why this is happening. Writer talked to AM and he explained, the majority of cases happen due to lack of maintenance or too much force on the rear axle. Causes could be pulling heavy trailers, pulling out stumps, off roading. This is being treated as goodwill decision, but being decline due to customer had previous goodwill. Issue rarely happens on ram trucks, not a common issue, isolated case. If manufacture's defect, the problem would have happen within a short amount of time of the repair.

Writer spoke with Jeff, and he said he looked at the vehicle again, and he said there are signs that the customer does tow something heavy with the vehicle. He said he and AM came to a mutual decision that the customer does not warrant assistance. Writer told Jeff, writer is contacting customer with decline.

Writer spoke with Mrs. [REDACTED] and informed her of decision and the reasons for the decision. Customer said she disagrees and wanted to know the name of the AM so she could have her attorney call. Writer told her to have her attorney contact Chrysler at [REDACTED] and ask for the Legal Department, and they will call her attorney back.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**21609284**

VIN	1D7HU18N0 5S [REDACTED]	Open Date	11/29/2011	Built Date	07/29/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	08/29/2005	Mileage	37,546	Dealer Zone	32 NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	CHELMSFORD MA [REDACTED]	Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Shaft - Broken - Front	Customer states vehicle drive shaft is broken
Product - Transmission / Transaxle - Transfer Case - Other - Default	Customer states vehicle transfer case broke and shattered

******Begin structured narrative T2 - Beginning Narrative**

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

******End structured narrative T2 - Beginning Narrative**

Briefly summarize why the customer is contacting Chrysler: Customer states vehicle drive shaft is broken and shattered while driving.

Customer states drive shaft had broke the transfer case. Agent advised customer of the warranty coverage on the vehicle. Agent advised customer any Chrysler dealer would be more then happy to assist with looking at the vehicle. Agent updated vehicle ownership information. Customer was very pleased but would like to speak to a supervisor.

Briefly summarize what the customer is expecting:Customer seeking supervisor call back

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Ms. [REDACTED] called in and states that truck was towed to 495 dealership. The rear differential bearing locked up and the driveshaft shattered and got broken and the transfer case was broken in the highway while they were driving. The customer states that the dealer told them that they could not find the driveshaft anymore and they could not honor the warranty because they need the driveshaft. The customer wants to talk to her CM. Agent informed CO135 and was advised that a callback will be made later today.

SUPERVISOR

Reassigning to RAM Supervisor.

Customer called in regard to her file and agent transferred to Ram Specialist

Agent spoke with customer and states the vehicle drive shaft is on the side of the highway. Agent advised customer the driveshaft has be brought to the dealership to determine if it was a manufactur defect. With out the drive shaft nothing can be done under warranty. Customer is going to look into getting the driveshaft. Agent adevised customer to contact agent if she has any future concerns.

Customer called in to speak to the Case Manager s supervisor. Agent transferred the call to supervisor s extension.

*****Supervisor Call*****

The writer spoke to Mrs [REDACTED] and she expressed her distress at not

having her vehicle repaired under warranty. The caller had her drive shaft seize and blow off the vehicle as she was driving down the freeway. The vehicle was towed to 495 Chrysler and the SM has refused to do the warranty work because the drive shaft was not also brought to the dealer. The caller stated that she had walked up and down the side of the freeway for 1.5 hours looking for the part but had no success. The writer told the customer that we would explore the possibility of having the warranty work done but some investigation would have to take place first. The writer told the customer that she would be contacted back by Tuesday Dec 6th. The caller was thankful for someone listening to her story. The caller also stated that she has all maintenance records from the day the truck was purchased.

Customer is calling because her husband went into the dealership yesterday and had a disagreement with the SM, states the customer. Customer states that the result of this argument is that the SM will not fix the truck and informed the customer and her husband that they will have to get it towed to a different dealership. Customer is calling in to inquire what course of action to take now. Agent informed customer that these notes will be available to her CM and will try to connect the customer to her CM at 4718501.

Customer called leaving a message stating her husband was told to leave the dealership and 495 CHRYSLER JEEP DODGE, INC was not going to repair the vehicle. Customer states her husband wants to get involved. Customer was told to get the truck off the property of the dealership. Customer states her husband wants to be contacted.

[REDACTED]

Customer called seeking to speak with case manager. Writer transferred to EXT.4718501.

Customer called looking for update of what is going to be done to have the repair completed under warranty. Customer does not want to have the repair completed at 495 CHRYSLER JEEP DODGE, INC. Agent contacted Allen Mello Chrysler Jeep and was advised by SM Bernie that he does not want to get involved. Agent was informed by Bernie the customer already contacted many dealerships in the area. Bernie states unless Chrysler calls and tells him they would cover the repair he does not want anything to do with it because there are no parts to verify what the cause was or send to Chrysler for reimbursement for the warranty repair.

Agent advised customer that there are no updates on file.

Customer stated that she needs an answer before Wednesday or she will be sitting down with a publicist and draft a letter and a video of everything that she has been going through and putting it on for public viewing. Customer stated that she has been sitting in limbo for way too long, it has been going on 3 weeks now. Obviously case manager does not know the extreme hardship the customers are going through without a truck which is a farm truck and is a business truck. Customer stated to Google [REDACTED] farms to see what they do.

Customer would like a call back with a yes or no so they can get on with their lives.

Agent advised customer that agent will update file and pass the message along.

As per response from:

Alan Stasiak

CR/Warranty Manager

North East Business Center

This is a second owner that did not transfer the warranty. They need to pay.

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

[REDACTED] on 2011-12-14 @ 14:50

***** Supervisor Call *****

The writer talked to Mrs [REDACTED], and told her that the cost of the repair would not be covered by Chrysler. The customer requested that she be reimbursed for the cost of the towing, as she had the vehicle towed because she was told by MC1335 that her vehicle was still covered under the powertrain warranty. The writer sent a document request link, asking for the 2 towing bills totalling \$180.00, so that the cost could be reimbursed. Reassigning to JB1728 for processing.

Customer Assistance Inquiry Record (CAIR)#

21818970

VIN	1D7HU18D2 5J [REDACTED]	Open Date	01/27/2012	Built Date	02/04/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/20/2005	Mileage	73,000	Dealer Zone	70
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	67847	DWAYNE LANE'S CHRYSLER JEEP INC			
Dealer Address	10515 EVERGREEN WAY				
Dealer City	EVERETT	Dealer State	WA	Dealer Zip	98204
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	MUKILTEO WA [REDACTED]	Country	UNITED STATES		

Corporate - Company Information Contact - Default - Default - Default	Customer provided RAM phone number
Product - Suspension - Drive Shaft / CV Joint / Boot - Other - Unknown	Customer states the drive shaft has fallen off
Corporate - CNA Change - Default - Default - Default	Customer's phone number updated in COIN
Corporate - Dealer Information - Default - Default - Default	local dealer
Corporate - Warranty Coverage - Default - Default - Default	warranty

Briefly summarize why the customer is contacting Chrysler: Customer is calling in regards to his drive shaft falling off yesterday. Customer is looking for assistance. Customer provided RAM phone number for future assistance. Customer s phone number updated in COIN.
 Briefly summarize what the customer is expecting: Customer inquiring about drive shaft falling off.
 Customer states that while driving is drive line broke and towed vehicle to IRF and was told failure because of pinion nut coming loose. Customer is seeking financial assistance with repairs.
 Agent verified warranty
 POWERTRAIN 84 Months or 70,000 Miles 100 May 20, 2012 Expired (Odometer)
 Agent provided local dealer
 Dwayne Lane s Chrysler Jeep Dodge
 2.72 miles away

[REDACTED]

Informed customer that before Chrysler considers offering any goodwill assistance outside of warranty, a diagnosis would need to be performed by an authorized Chrysler, Dodge, or Jeep dealer. Informed customer that any authorization for a Chrysler, Dodge, or Jeep dealer diagnosis would be at their discretion and expense. No commitment for goodwill assistance has been made at this time. Customer is seeking out of warranty assistance in the form of repairs to driveline
 Agent called dealer 67847 but SM was not available until Mon Jan 30 2012. Customer will tow vehicle to dealer and schedule appointment for diagnosis
 Has customer had previous history with current issue? N

Customer has a history of diagnosis for an intermittent problem? N
Has had repair history at Chrysler dealership(s)? Y
Was this vehicle purchased new by this customer? N
Customer has a history of purchasing Chrysler vehicles? Y
If yes, number in household?1
Customer claims to maintain vehicle as per maintenance schedule? Y
Has a mechanical Chrysler Group Service Contract? N
Warranty coverage code?704
Ownership status?second
Basic warranty component? N
Powertrain warranty component? Y
Service contract or Mopar warranty component? N
Within 3 years or 36,000 miles? N
Within 2 years or 24,000 miles? Y
Within 1 year or 12,000 miles? N
Agent provided CAIR 21818970 1-866-726-4636
****CM Gt566 ext 4718474 (4718414)
Customer called to update that vehicle is at dealer 67847
Agent called dealer to speak to SM James but was not available
Customer calling to speak with case manager - has contacted the dealer
and was told that they were waiting for case manager to contact dealer -
***** end of narrative *****
Agent called to speak to SM James but was not available. Left message
CAIR 21818970
Agent called dealer and spoke to SM James and AM Scott who state that
customer does not have any loyalty to dealer and no records of
maintenance. SM and AM state that customer never paid transfer fee of
\$150.00 to go from 704 to 705/706. Customer is second owner. Customer
only owns one vehicle used.
Customer called to speak with CM. Agent transferred call to GT566.
Customer called and advised that he will be authorizing repairs to
transmission. Agent offered \$500.00 reimbursement if documentation is
received and repaired at dealer.
Agent called to speak to SM James regarding possible assistance from
dealer because they are SUDSA. SM was not available
Agent caller to speak to SM James regarding possible assistance from
dealer because they are SUDSA. SM not available
CM spoke to SM James who is willing to provide warranty pricing for tow
and inspection. CM is authorizing because customer brought vehicle from
IRF to have work repaired at dealer. SM states that warranty pricing for
diagnosis \$93.90 and tow to dealer \$62.50
As a one-time goodwill gesture, Chrysler will be making a policy
adjustment for this repair based on customer bringing vehicle from IRF as
recommended from CM. According to the dealer, the warranty
costs of the repair are as follows:
Warranty Bulletin D-11-19.
This customer Rick Berry been informed of this decision.
Please update and/or close CAIR when complete.

Parts = \$93.90
Labor = \$62.50
Total = \$156.40
Co-pay = \$0
DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint
goodwill policy decision has been made on behalf of our mutual customer.
If you need assistance with claim payment, please refer to 21818970
REASSIGNED TO BC/DLR 70 67847 02/03/12 10:03 O 21818970
2-3 reviewed with service manager. He can handle the customer from _
this point forward. psh _
*****CM called to speak to SM James. SM states that vehicle is ready
for pick up and customer suppose to be coming in Feb 14th. CM will
reimburse \$350.00 towards repairs of customer pay \$3500.00 once
documentation if faxed in for review. Customer will be making three
installments of \$1155.00 towards repairs. SM states that customer also
had to pay for driveline \$325.00 which was at discounted rate (\$75.00).
CM called customer [REDACTED] and left message
*****Next Agent :Please advise customer needs to fax repair invoice
to [REDACTED] Attn Geoff CAIR 21818970 for review on reimbursement.

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

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

***** Customer Document Received ***** on 2012-02-16 @ 10:02

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

CM has reviewed repair invoice from dealer 67847 and customer is making payments (\$1155.00 towards total cost 3497.21 of transasmission replacement).CM has approved reimbursement of 10% therefore \$350.00.

CM has called customer to confirm repairs and to advise reimbursement has been submitted and will take 7-10 business days to receive.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#**21880571**

VIN	1D7HA18DX	5S [REDACTED]	Open Date	02/14/2012	Built Date	05/19/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	07/31/2005	Mileage	103,000	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBT	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	43633	WORTHINGTON DODGE OF CARLSBAD INC				
Dealer Address	5548 PASEO DEL NORTE					
Dealer City	CARLSBAD	Dealer State	CA	Dealer Zip	92008	

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	OCEANSIDE CA [REDACTED]	Country	UNITED STATES

Product - Differential Gear Assy's - Unknown - Other - Rear

Rear tires locked

Briefly summarize why the customer is contacting Chrysler: Customer states that the tires lock up as he was driving the vehicle. Customer states that it has not been diagnosed by a dealership, but he thinks it is the rear differential.

Briefly summarize what the customer is expecting: Customer seeks cost assistance for the repair of his vehicle.

Agent advised that due time and mileage Chrysler will not be able to help with this repair.

Has customer had previous history with current issue? N

Customer has a history of diagnosis for an intermittent problem? N

Has had repair history at Chrysler dealership(s)? N

Was this vehicle purchased new by this customer? Y

Customer has a history of purchasing Chrysler vehicles? Y

If yes, number in household? 2

Customer claims to maintain vehicle as per maintenance schedule? Y

Has a mechanical Chrysler Group Service Contract? N

Warranty coverage code? 704

Ownership status? Original

Basic warranty component? Y

Powertrain warranty component? N

Service contract or Mopar warranty component? N

Within 3 years or 36,000 miles? N

Within 2 years or 24,000 miles? N

Within 1 year or 12,000 miles? N

Customer Assistance Inquiry Record (CAIR)#**22162487**

VIN	1D7HA18D7 5J [REDACTED]	Open Date	04/24/2012	Built Date	03/22/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/21/2005	Mileage	109,485	Dealer Zone	71 LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PVE	GO MANGO!			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44962	FOLSOM LAKE DODGE			
Dealer Address	12545 FOLSOM BLVD				
Dealer City	FOLSOM	Dealer State	CA	Dealer Zip	95630
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	ELK GROVE CA [REDACTED]	Country	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeking goodwill.
Product - Transmission / Transaxle - Transfer Case - Defective - Default	Customer states the rear of the vehicle competely failed
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	Rear fell out of the vehicle

Briefly summarize why the customer is contacting Chrysler:

Sa Jeff from the dealership is calling on behalf of the customer and states that the customer had the vehicle towed there because it has damage to the bearing and the driveline on the differential.

Briefly summarize what the customer is expecting:

The customer is seeking cost assistance.

Has customer had previous history with current issue? N

Customer has a history of diagnosis for an intermittent problem? N

Has had repair history at Chrysler dealership(s)? Y

Was this vehicle purchased new by this customer? Y

Customer has a history of purchasing Chrysler vehicles? Y

If yes, number in household? 3 (2 New)

Customer claims to maintain vehicle as per maintenance schedule? Y

Has a mechanical Chrysler Group Service Contract? N

Warranty coverage code? 704

Ownership status? Original

Basic warranty component? N

Powertrain warranty component? Y

Service contract or Mopar warranty component? N

Within 3 years or 36,000 miles? Y

Within 2 years or 24,000 miles? N

Within 1 year or 12,000 miles? N

Preferred Morning/Midday call back number is [REDACTED]

Preferred Afternoon/Evening call back number is [REDACTED]

Customer email address for case updates: Declined

Who has possession of the vehicle? Dealer

Has the vehicle been diagnosed by a CDJ dealer? Yes

If a CDJ dealer has diagnosed, what is the dealer name or code? 44962

Reassigned to Ram.

Agent took transfer from Dealership and advise Jeff that agent will check

into case to see if Ram can help with the cost.
Brian from the dealership called and wanted to speak CM. Cm was not there so Brian asked to leave a voice message
Brain left a voice mail agent will contact dealership back.
CONTACT UPDATE: Agent called the customer who states the bolt came off of his pinion which caused the entire rear to fall apart. The yolk and driveline slipped out while the vehicle was in motion. The carrier is gone. All that is good is the housing.
Customer states only 5,000 of this units were produced, it s a numbered truck, #4,186 Daytona.
Agent called the dealership and left a message with SM, Ron to call agent.
Agent told the customer that he needs to speak with Ron/Jeff and then we can go from there. Agent stated he will follow up shortly.
CONTACT UPDATE: ASM, Jeff called agent stating that he is very familiar with this vehicle and it s never been abused or neglected. Customer has always used the dealership for maintenance. Jeff states the customer will be purchasing at least two more vehicles for his business. Agent asked Jeff to provide a total warranty quote for agent to consider.
CONTACT UPDATE: Jeff left agent message stating the warranty cost to repair the vehicle will be \$2,556.77.
CONTACT UPDATE: Agent spoke with Jeff who provided agent with total warranty cost for the repair.

Parts: \$2,051.11
Labor: \$496.76
Total: \$2,574.87

Agent stated he will offer the customer a 50% co-pay and should the customer accept agent will have the customer call the dealership to approve the repair.
Agent called the customer and left a message requesting a call back.
CONTACT UPDATE: Agent spoke with the customer and offered the co-pay which the customer accepted. Customer states he will need about a week to come up with the money. Agent stated that is something he can coordinate with the dealership. Customer stated he will talk with his wife and then call the dealership to give approval. Agent stated he will follow up this Friday.
CONTACT UPDATE: Agent spoke with the customer who states he s given the dealership approval to go ahead with the repair. Customer co-pay is \$1,287.44. Customer has talked with Jeff who states the parts have been ordered. Agent stated that he will follow up with both parties next Wednesday.
CONTACT UPDATE: Agent spoke with SA, Brian at the dealership who states the repairs are underway. Agent stated he will follow up this Friday.
Agent spoke with Jeff at the dealership. The vehicle is ready to be picked up next week. Agent stated he will put the RA through and follow up with the dealership next Tuesday.

As a one-time goodwill gesture, Chrysler will be making a policy adjustment for this repair based on the customer s history with Chrysler. According to the dealer, the warranty costs of the repair are as follows:
Parts - \$2,025.68
Labor - \$496.76
Total - \$2,549.44

With the concurrence of the Service Manager, Jeff, the customer the customer will have a co-pay of \$1,274.50
DIRECT-TO-DEALER #####
ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER
Customer Care is sending this file to your dealership because a joint goodwill policy decision has been made on behalf of our mutual customer. A pre-auth has been created within GWA. If you need additional assistance with this PA, you may contact Derek at 1-866-726-4636 extension # 4718078. The customer has been informed of this decision. Please update and/or close CAIR when complete.

*Contact Date:05/21/2012

DCX goodwill repair is documented on Repair Order#162259

CAIR RETURNED FROM DEALER ON 5/21/2012 AT 07:51:006 R 22162487

CONTACT UPDATE: Agent called the customer who states the dealership has contacted him and his vehicle is ready. Customer states he plans on picking the vehicle up this week. Customer states he wants the dealership to look at his transmission to ensure all is okay. Customer and agent agreed to a follow up this Friday.

CONTACT UPDATE: Agent spoke with the customer who states he will pick his vehicle up tomorrow. Agent stated that he will follow up with the customer on Tuesday to ensure all is okay with the repairs.

CONTACT UPDATE: Agent spoke with the customer who states his vehicle is running perfect and is very happy with the service received from the dealership and RAM. Customer states his battery was dead when he picked the vehicle up and his CD player no longer works. AM/FM is okay, no CD though. Customer is currently busy but wants to return to the dealership to have the CD player looked at. Customer thinks the dealership may of shorted it out. Agent requested the customer contact agent when he s ready to return to the dealership. Customer stated he would.

CONTACT UPDATE: Agent called the customer and left a message requesting a call back.

CONTACT UPDATE: Agent spoke with the customer who states he has not had a chance to make an appointment with the dealership. Customer also states his vehicle stalled out while in motion, although he was able to start it up again without issue and the problem has not returned. Customer states he would like to have the vehicle tuned up as well. Agent stated he will call the dealership to make an appointment for next Monday and have Jeff at the dealership call customer to confirm.

Agent spoke with Brian at the dealership as Jeff is off today. Agent stated the customer would like an appointment made for this coming Monday and would like to be contacted this Friday to confirm. Brian states he won t be at work Friday. Agent stated he will remind the customer this Friday. Brian says the customer can come in any time on Friday starting at 7am.

CONTACT UPDATE: Agent spoke with the customer and advised he bring his vehicle to the dealership any time this coming Monday after 7am. Customer stated he would. Agent advised he will be on holidays next week and the case will be assigned.

****NEXT AGENT****

Follow up with Brian at the dealership to see if the customer went to the dealership.

Reassigned to BC430 for handling

Agent contacted the dealership to speak Brian to find out if the customer brought his vehicle in to have a diagnosis done. Brian stated that the customer did not bring his vehicle in.

Agent contacted the customer to find out when he will be bringing his vehicle to the dealership. The number on file has been disconnected.

CONTACT UPDATE: Agent called the customer and left a message requesting a call back.

CONTACT UPDATE: Agent called the customer who states his vehicle is not running well at all. There are problems with the shifting into gear.

Customer has not called the dealership yet due to him moving. Customer states he won t be able to bring the vehicle to the dealership until at least next week. Customer states the vehicle has died at least five times and while in motion the vehicle jumps as though it wants to shift gears on it s own.

Agent advised the customer to book an appointment with the dealership and to advise customer when the appointment is made.

Agent will follow up with customer 6/29.

CONTACT UPDATE: Agent called the customer and left a message requesting a call back.

CONTACT UPDATE: Agent spoke with the customer who still has not been able to bring his vehicle to the dealership. Agent advised that Chrysler will not be able to assist further with regards to cost. Customer still feels there s an issue with his vehicle. Agent stated that if there is a problem and it ties back to the previous repair, the repair will be covered under the 12/12. If the problem is different the customer will have to pay OOP for the repairs. Agent stated the file will be closed and reminded the customer to call RAM in the future should he require further assistance.

CLOSED LOOP UPDATE

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)#**22173918**

VIN	1D7HU18D6 5S [REDACTED]	Open Date	04/27/2012	Built Date	11/03/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	12/30/2004	Mileage	74,927	Dealer Zone	42 DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	26764	BYERS CHRYSLER JEEP			
Dealer Address	465 S HAMILTON RD				
Dealer City	COLUMBUS	Dealer State	OH	Dealer Zip	43213
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	GREENWOOD IN [REDACTED]	Country	UNITED STATES		

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default
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Caller wanted to know why his transmission is defective already

Briefly summarize why the customer is contacting Chrysler: Caller states that his transmission has gone in his truck. The caller states that the transmission should not go at 74000 miles. The caller states that he is just out of coverage and the dealership would not help.

Briefly summarize what the customer is expecting: Caller was seeking help with the situation

Agent advised the caller that the situation will be handed to a CM for review.

Customer advised a call back is required and will take place within one business day by COB their time

Preferred Morning/Midday call back number is [REDACTED] (cell)

Preferred Afternoon/Evening call back number is [REDACTED] (cell)

Customer email address for case updates: N/A

Who has possession of the vehicle? (Owner)

Has the vehicle been diagnosed by a CDJ dealer? (Yes)

If a CDJ dealer has diagnosed, what is the dealer name or code? 36464

Reassigned to 88F

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

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] (cell). Left message. Follow up 05/03/12.

Customer called and stated that he is in Ohio dealer code 26764, and gave all information for updates of the dealership. SM Ron Brown, diagnosis.

SA Chad [REDACTED] is working on the vehicle. Follow up 05/02/12.

Writer called SM Ron. Left message. diagnosis. Writer recalled SA Chad, he stated that the pinion bolt came off and while driving it came loose and hit everything inside destroying the differential and other parts. They have ordered a remanufactured transmission. Follow up 05/04/12.

Writer called SM Ron, SA Chad stated its a rear differential and the part has arrived. Customer is asking for assistance, SM ron left message.

Follow up 05/07/12.

***** GOODWILL ASSISTANCE HAS BEEN DECLINED *****

Informed customer that Chrysler will not participate in the repair due to lack of vehicle maintenance/neglect which contributed to the failure of the rear differential.

Unless the customer offers new information, decision remains unchanged

SM Ron called and stated that there was very little gear oil in the rear differential.

Writer called customer [REDACTED]. Due to Per lines 31-38.

CLOSED LOOP UPDATE - no need for additional follow-up.

SM Ron has received all updated maintenance records and it shows they were up to date with the differential service repair at 36000 miles.

Parts \$ and Labor \$ follow up 05/08/12.

Writer called SM Ron, left message. Follow up 05/10/12.

Writer called customer at [REDACTED]. Waiting for warranty pricing.

Follow up 05/10/12.

[REDACTED] has pricing and for the axle to be rebuilt would need npn authorization. total \$ 4117.53. Service manager stated for an after market rebuilt axle would be \$3078.37 with a 3/100,000 warranty. possible customer assistance with 50% . Writer stated that the area manager be involved with decision.

Writer called SM Ron and he stated that the AM will offer assistance with an RA. Customer co-pay is \$ 1500.00. Writer called customer at

[REDACTED]. relayed offer customer co-pay \$ 1500.00. Follow up 05/15/12.

Agent attempted to contact dealer Service Manager (SM) Ron on cell

[REDACTED], SM stated that the customer has not picked up vehicle yet and it is done at dealers, customer is on vacation and is aware it is done.

Writer called SM, left message, writer called customer at [REDACTED] (cell) repair follow up 05/21/12.

CLOSED LOOP UPDATE - customer contacted today to confirm repairs.

Customer Assistance Inquiry Record (CAIR)#**22372092**

VIN	1D7HU18N2 5S [REDACTED]	Open Date	06/28/2012	Built Date	12/06/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	11/03/2005	Mileage	64,000	Dealer Zone	35 WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	ALLISON PARK PA [REDACTED]	Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Broken or Cracked - Default

Caller states that the drive shaft fell off.

Briefly summarize why the customer is contacting Chrysler: Caller states that the drive shaft fell off. Caller states that the vehicle locked up on the highway and the drive shaft fell off on the highway and it can not be found. Caller was seeking warranty information for the issues.

Briefly summarize what the customer is expecting: Caller was seeking warranty information

Agent advised the caller that the situation will be handed to a Ram CM for further assistance.

Reassigned to Ram CMBernie BD698 4718171

Customer has warranty coverage, but because the drive shaft fell off it is now missing. Customer states the dealership will not cover the repair under warranty because the part is missing.

Agent contacted dealership(60424) and spoke with Don(SM). Agent advised Don that Agent would be sending a D2D in regards to the customer s issue. Customer s vehicle had broken down while driving, and that there is notes from Roadside stating that the truck needed to be towed from [REDACTED] to the nearest dealership(60424).

ATTENTION SERVICE DIRECTOR OR SERVICE MANAGER

Agent called the dealer and spoke to Don and informed them of the customer s contact with the CCAC and informed the dealer of the Direct-to-Dealer CAIR. Please follow your Business Center guidelines in an attempt to resolve customer s concern(s).

If required, seek assistance from your District Manager, Business Center or STAR. Please update this CAIR with the final resolution.

Customer is unable to have repairs completed under warranty because of missing part. Customer s vehicle had broken down while driving, and the drive shaft had fallen out. The truck was towed to dealership, using roadside assistance. Customer has powertrain warranty and a service contract to pay for the repairs but the warranty s require the broken part in order to be valid. Can you please fix this as the customer is still under warranty.

REASSIGNED TO BC/DLR 35 60424 06/28/12 15:42 O 22372092

Agent attempted to contact customer at 412-487-4631, to advise of case update. Agent was unable to leave a voicemail message as the voicemail box was full.

Parts are on order D2D...Expected to arrive 7/5

*Contact Date:07/05/2012

Dealer 60424 has updated the mileage to 63546.

Warranty repair has been documented on Repair Order#73720

CAIR RETURNED FROM DEALER ON 7/05/2012 AT 04:56:320 R 22372092

Agent attempted to contact customer at 412-487-4631, agent was unable to leave a voicemail as the voicemail box is full. Agent will close the CAIR on July 12th/2012, if no contact by customer has been made.

CLOSED LOOP UPDATE

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.

OTS PC739

Customer Assistance Inquiry Record (CAIR)#**22522438**

VIN	1D7HA18D5 5S [REDACTED]	Open Date	08/14/2012	Built Date	01/27/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	02/21/2005	Mileage	120,000	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Dealer	44937	TEAM DODGE OF UNION CITY
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Dealer Address	4201 JONESBORO RD	
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Dealer City	UNION CITY	Dealer State	GA	Dealer Zip	30291
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Owner	[REDACTED]	Contact Type	TELEPHONE
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Address	[REDACTED]	Home Phone	
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OPELIKA AL [REDACTED]	Country	UNITED STATES
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Corporate - Complaint Contact - Default - Default - Default	rear axle came loose
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	rear axle fell off

Briefly summarize why the customer is contacting Chrysler
 Customer calling in with a complaint about bolts came right out of rear end driveshaft.

Agent was in the middle of conversation with customer and phone disconnected the call.

Briefly summarize why the customer is contacting Chrysler: Customer states that the he was speaking with an agent and the line was disconnected. Customer states that the blots in the rear axle need to be repaired.

Briefly summarize what the customer is expecting: Customer seeks cost assistance with the repair of the bolts.

Agent advised customer that due to age and mileage Chrysler was unable to assist with the repair of the vehicle.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#**22595504**

VIN	1D7HU18D9 5S [REDACTED]	Open Date	09/06/2012	Built Date	12/01/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	12/22/2004	Mileage	90,750	Dealer Zone	74 DENVER
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44067	CHRISTOPHER'S DODGE WORLD INC			
Dealer Address	16655 WEST COLFAX AVE				
Dealer City	GOLDEN	Dealer State	CO	Dealer Zip	80401
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	EVERGREEN CO [REDACTED]	Country	UNITED STATES		

Product - Drive Shaft/Universal Joint - Unknown - Other - Unknown

goodwill request

***Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Owner stated that a nut has backed off and the drive train fell out of the truck.

writer found that the contract has expired

Briefly summarize what the customer is expecting:

Owner feels that this should not have happened and is asking Chrysler to cover the repairs.

****End structured narrative T2 - Beginning Narrative

Customer advised a call back is required and will take place

within one business day by COB their time

Call owner anytime @ [REDACTED]

Who has possession of the vehicle? Owner

Has the vehicle been diagnosed by a CDJ dealer? Yes

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

Christophers Dodge in Golden Colorado

Reassigned to 88F

***** CASE MANAGER TEAM - District N *****

OOW of 3/33 by 4 years and 54,750 miles.

Customer currently owns one vehicle, purchased used.

No other vehicles in household.

8 years/80,000 miles service contract expired.

Writer contacted dealership 44067 at 303-238-7311. Writer spoke to Service Manager (SM), Gene. SM informed customer that vehicle had not been brought in to dealership for diagnosis. SM advised writer that dealership is picking up vehicle now. SM advised writer that SM can call writer back with diagnosis by the end of business today, no later than Monday, 9/10/12. SM advised writer that customer brought vehicle in for driver door repairs and cooling system repairs in August of 2010. SM stated that was the first time they had seen the vehicle. SM stated that customer brought vehicle in for the second time in July of 2012 for routine maintenance. Writer understood and thanked SM for time.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Writer informed customer that writer is waiting for a call back from dealership with diagnosis. Customer understood. Writer informed customer a call back can be scheduled for Monday, 9/10/12. Customer

agreed. Customer informed writer that customer would prefer to be contacted on Monday at [REDACTED]. Writer understood and thanked for time. Customer provided writer with the following email address for case updates: [REDACTED].

Status update provided via email to the following email address:

[REDACTED]

Hello my name is Vanessa and I have been assigned as your case manager. Here is some information that will be helpful for you to have.

Chrysler case management telephone number: [REDACTED]

My direct extension: 66055

My work hours: Mon-Fri, 8:00AM-4:30PM

I will contact you on Mnday, 9/10/12, by telephone to review your case.

Thank you.

End of Status Update

Service Manager (SM), Deen, contacted writer. SM advised writer that the entire drive train needs to be rebuilt. SM advised writer that no cause of failure could be found. SM advised writer that customer has been very cooperative. SM and writer agreed to assist customer with Chrysler paying \$500.00 towards repairs and SM cutting hourly labor costs down.

Writer contacted dealership 44067 at [REDACTED] to verify prices. Left message.

SM contacted writer. SM advised writer that dealership had not figured out warranty prices yet. Writer understood. SM advised writer that SM would contact writer tomorrow with warranty prices. Writer understood and thanked for time.

Writer contacted customer at [REDACTED]. Left message.

Writer contacted dealership 44067 at [REDACTED]. Left message for SM. SM left voicemail for writer informing writer that warranty price for parts is \$1,321.11. SM also advised writer that SM had informed customer of decision.

Writer contacted SM at [REDACTED], as per request from SM on voicemail.

Writer left message for SM.

Customer contacted writer. Customer informed writer that dealership had not informed him of any assistance that would be given. Writer informed customer that because vehicle is out of warranty and due to the high mileage on vehicle, writer is willing to supply \$500.00 towards repairs if customer is interested. Customer understood. Writer informed customer that writer is waiting for a call back from the dealership. Customer understood. Writer scheduled a follow up with customer no later than Friday, 9/14/12, after more information had been relayed from the dealership. Customer understood.

Writer contacted SM at [REDACTED]. Writer misdialed.

Writer contacted SM at [REDACTED]. Left message.

SM contacted writer. SM informed writer that repairs were completed and customer had picked up vehicle. SM informed writer of warranty prices listed below. Writer thanked for time.

As a one-time goodwill gesture, Chrysler will be approving this out of warranty repair. According to the dealer, the warranty costs of the repair are as follows:

Parts = \$1,361.06

Labor = \$348.25

Tax= \$102.08

Total = \$1,811.39

Co-pay = \$1,311.39

DIRECT-TO-DEALER

Customer Care is sending this file to your dealership because a joint goodwill decision has been made on behalf of our mutual customer.

If this repair falls under the Digital Imaging (DI) process, you will need to follow the DI process of submitting images or the required DI documents to the Powertrain Service Center for claim approval. Be sure to include in your comments that Customer Care is involved. Customer Care will add DM Notes to the VIN describing our decision. These notes are available to the DI group for reference.

When repairs are completed, submit your claim as you would normally.

If you need assistance with claim payment, please refer to Warranty Bulletin D-11-19 or for tech training requirements see Warranty Bulletin D-12-13.

This customer has been informed of this decision.

Please update and/or close CAIR when complete.

#####

REASSIGNED TO BC/DLR 74 44067 09/13/12 16:47 O 22595504

*Contact Date:09/13/2012

DCX goodwill repair is documented on Repair Order#259597

CAIR RETURNED FROM DEALER ON 9/13/2012 AT 06:19:609 R 22595504

Writer contacted customer at [REDACTED]. Writer informed customer that case will be left open for one week. If writer has not heard from customer in one week, case will be closed.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#**22689667**

VIN	1D7HA18N0	5S [REDACTED]	Open Date	10/08/2012	Built Date	01/28/2005
Model Year	2005	Body	DR1L41	DODGE RAM ST 1500 QUAD CAB PICKUP		
In Service Dt	07/05/2005	Mileage	90,873	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	68208	CRYSTAL CHRYSLER CENTER				
Dealer Address	36-444 AUTO PARK DRIVE					
Dealer City	CATHEDRAL CITY	Dealer State	CA	Dealer Zip	92234	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PALM SPRINGS CA [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default

Customer seeking recall information

Briefly summarize why the customer is contacting Chrysler: Customer states the pinion nut in his vehicle broke and the drive line dropped out of the vehicle and is looking for recall information. Customer states he seen on Fox news this was a recall in affect and could take 2 months for the recall to be issued.

Briefly summarize what the customer is expecting: Customer seeking recall information

Agent advised customer that their are no open recalls at this time and if one is issued he will be notified by a letter in the mail.

Customer Assistance Inquiry Record (CAIR)#**22746569**

VIN	1D7HU16N55J	Open Date	10/26/2012	Built Date	02/14/2005
Model Year	2005	Body	DR6L61	DODGE RAM ST 1500 REG. CAB PICKUP	
In Service Dt	04/04/2005	Mileage	38,000	Dealer Zone	66 ORLANDO
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner		Contact Type	TELEPHONE
Address	NA	Home Phone	
	DURHAM NC	Country	UNITED STATES

Corporate - Survey By-Pass - No Diagnosis - Default - Default	Customer needs dealer diagnosis
Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	customer seeking cost assistance
Product - Differential Gear Assy's - Unknown - Broken, Cracked - Rear	customer states rear differential fell off

Briefly summarize why the customer is contacting Chrysler:customer states a few days ago the rear differential flange fell off. Mark states he is the fleet manager for the university. The vehicle has not been diagnosed yet as it is at their shop.

Briefly summarize what the customer is expecting:customer is seeking cost assistance.

Agent advised vehicle has to be diagnosed at dealer. Customer states he has a good relationship at Sport Durst (60429) and will have it towed over there today. He will call back after diagnose.

Customer Assistance Inquiry Record (CAIR)#**22770277**

VIN	1D7HA18N7 5S [REDACTED]	Open Date	11/02/2012	Built Date	02/22/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	01/25/2006	Mileage	59,500	Dealer Zone	35 WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	NORFOLK VA [REDACTED]	Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Product - Differential Gear Assy's - Unknown - Other - Rear	differential failure causing drive shaft to drop out
Corporate - Rental Vehicle - Default - Default - Default	rental request

****Begin structured narrative T2 - RENTAL

Does the vehicle have any service contract that covers rental?

What repairs are currently being completed?

Why has the vehicle not been repaired and returned to the owner?

What is the estimated date that the repair will be completed?

Is this a recall repair?

Is this a pre-authorization or a request for reimbursement?

Chrysler authorizes rental? Explain why or why not...

****End structured narrative T2 - RENTAL

Briefly summarize why the customer is contacting Chrysler: The customer called in for a rental, as his vehicle was towed into the dealership: Southern Dodge Chrysler Jeep Ram

[REDACTED]
The Drive shaft fell off.

Briefly summarize what the customer is expecting: Rental assistance.

Agent contacted the dealership for a diagnosis, per SA, the back end locked up and caused the Drive Shaft to fall out.

Agent called reviewed file and called back to the dealership to speak with SM and spoke with Becky, and requested the dealership authorized a rental for the customer which has Powertrain warranty coverage. Agent directed Becky to Tech Connect D-11-53 in order to authorize the rental. Becky states that she will speak with the SM as how to authorize, as the customer is under 21. Agent warm transferred the customer to speak with Becky. COIN updated.

Customer Assistance Inquiry Record (CAIR)#

23085580

VIN	1D7HU18D2	5S [REDACTED]	Open Date	02/11/2013	Built Date	02/01/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	02/26/2005	Mileage	96,000	Dealer Zone	42	DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBT	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	66183	DICK HUVAERE'S RICHMOND CHRYSLER	DODGE JEEP, INC.			
Dealer Address	67567 SOUTH MAIN STREET					
Dealer City	RICHMOND			Dealer State	MI	Dealer Zip 48062
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	ROUND LAKE IL [REDACTED]				Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Not Escalated.
Product - Differential Gear Assy's - Gears - Other - Rear	Pinion nut fell out

Briefly summarize why the customer is contacting Chrysler: Customer states that the pinion nut on the vehicle loosened and caused the differential to lock up.

Briefly summarize what the customer is expecting: Financial assistance with the repair.

Agent advised That due to the time and mileage on the vehicle beyond warranty that no financial assistance was available.

Writer advised customer to retain their receipts in case of future recall.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer was seeking any recall information that may assist with the repair. Writer advised that there are no recalls for the vehicle.

Customer Assistance Inquiry Record (CAIR)#

23094035

VIN	1D7HU18D9 5S [REDACTED]	Open Date	02/12/2013	Built Date	05/05/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	07/28/2005	Mileage	86,000	Dealer Zone	51 CHICAGO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	LOMBARD IL [REDACTED]	Country	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Broken, Cracked - Rear-Driver	Differential exploded and driveshaft broke
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Goodwill declined
Product - Differential Gear Assy's - Unknown - Other - Rear	Rear end issue

Briefly summarize why the customer is contacting Chrysler:Customer called seeking cost assistance with a repair the differential. The customer claims that this vehicle had this same issue and repair completed with 43000 miles on it but before he owned it. The customer claims the differential locked up.

Briefly summarize what the customer is expecting:Customer is expecting cost assistance.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Briefly summarize what the customer is expecting:

****End structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler: Customer stated there husband called in yesterday and was just following up with that conversation. Customer stated the vehicle was towed to dealer 60428 after the rear end seized up. Agent advised at this time we will not be able to provide cost assistance at this time due to the age and mileage on the vehicle.

Briefly summarize what the customer is expecting: Customer expecting Chrysler to pay for the repairs.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

Customer called back in regarding the decision for no good will. Writer called dealer at [REDACTED] and spoke with Rocky/SM who states there is nothing the customer could have done to cause the damage. Rocky states it is beyond his realm of goodwill, but he does side with the customer.

Writer advised customer that due to OOW by time and mileage and no service contract, we would not be able to assist with the repair.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Customer Assistance Inquiry Record (CAIR)#**23109211**

VIN	1D7HU18D7	5S [REDACTED]	Open Date	02/16/2013	Built Date	04/12/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	06/28/2005	Mileage	105,400	Dealer Zone	42	DETROIT
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBT	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	44200	GOETZMAN CHRYSLER PLYMOUTH DODGE	INC		
Dealer Address	500 HARCOURT ROAD				
Dealer City	MOUNT VERNON	Dealer State	OH	Dealer Zip	43050

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	MOUNT VERNON OH [REDACTED]	Country	UNITED STATES

Product - Body / Trim / Paint Finish - External Ornamentation - Rusted - Unknown	Both rear wheel wells are rusting
Product - Drive Shaft/Universal Joint - Shaft - Broken - Rear	Drive shaft fell out

Briefly summarize why the customer is contacting Chrysler: Customer called in stating that they have the same problem that the 2009 trucks are having with the drive shaft. Customer stated that they are not happy that the newer vehicles are getting the M34 recall. Customer stated that they had the same problem and there are no recalls issued for their vehicle. Customer stated that the repairs for the drive shaft was around \$1,800.00 to \$2,000.00. Customer also advised that their truck is running around both the rear wheel wells. Customer stated that they already had to pay for the repairs that the recall is covering for the other vehicles and wanted to get reimbursed for the repairs.

Briefly summarize what the customer is expecting: Customer requesting to get reimbursed for their drive shaft repairs.

Agent advised that they customer does not have the recall listed for their vehicle. Agent advised that Chrysler will not reimburse the repair for the customer because the recall was not issued for it. Agent stated that the recalls are all VIN specific and that they are only issued for vehicles that were at a factory where the defective pinion nut installation occurred.

Customer advised that they would like Chrysler to issue the recall for the 2005 vehicles as well. Agent advised that in order to issue the recall Chrysler would need to have documented complaints for the issue to be reviewed to determine if there is a common issue causing the problems.

Agent advised that they can file the complaint today for the customer. Customer stated that they would like their complaint filed and would like Chrysler to contact them at the following number:

[REDACTED]

Customer Assistance Inquiry Record (CAIR)#**23122296**

VIN	1D7HU18D3	5S [REDACTED]	Open Date	02/20/2013	Built Date	07/13/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	07/28/2005	Mileage	200,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	43849	PERFORMANCE DODGE INC				
Dealer Address	555 MANTUA AVE					
Dealer City	WOODBURY	Dealer State	NJ	Dealer Zip	08096	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	WILLIAMSTOWN NJ [REDACTED]				Country	UNITED STATES

Product - Drive Shaft/Universal Joint - Unknown - Broken - Unknown	Drive Shaft dropped out while driving.
Corporate - Recall - Default - Default - Default	No open recalls.
Corporate - Warranty Coverage - Default - Default - Default	No warranty coverage on the drive train.
Corporate - CNA Change - Default - Default - Default	Updated owner's last name.

Briefly summarize why the customer is contacting Chrysler: [REDACTED] owner's new husband. Wife's previous last name Heather Lane. The driveshaft is broken. It just dropped out of it while driving on the highway. Rear is locked up and can not go anywhere. Briefly summarize what the customer is expecting: Recall, warranty information. Customer seeking recall information on vehicle. Advised customer there are no incomplete recalls. No current warranties that would cover that issue. Customer called in to find out what his rear axle and its ratio is. Agent advised it is a 9.25 LD rear axle and 3.92 ratio. Customer wants to know why this is not recalled. Agent advised caller that there is a recall that has not been established yet for the 2009-2012 vehicles with the 9.25 rear axle but has not been extended to any earlier model years.

Customer Assistance Inquiry Record (CAIR)#

23168085

VIN	1D7HU18DX	5S [REDACTED]	Open Date	03/05/2013	Built Date	04/07/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	04/26/2005	Mileage	165,000	Dealer Zone	32	NEW YORK
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	42762	BONNEVILLE & SON INC				
Dealer Address	625 HOOKSETT RD					
Dealer City	MANCHESTER			Dealer State	NH	Dealer Zip 03104
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	MANCHESTER NH [REDACTED]				Country	UNITED STATES

Corporate - Product Information - Default - Default - Default	Rear end needs replacing in vehicle
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Review matrix

Briefly summarize why the customer is contacting Chrysler: Customer calling Chrysler because pinion nut backed off of rear differential at 135,000 miles and was replaced. At 165,000 pinion nut broke off again ruining the differential

Briefly summarize what the customer is expecting: Customer is expecting some cost assistance with this issue. Vehicle is at the dealership (42762) and not totally diagnosed. Customer will be calling back once vehicle is diagnosed.

Agent advised customer that when the vehicle is diagnosed to call CAC back with the information.

Briefly summarize why the customer is contacting Chrysler: Customer stated he was advised to call back once a diagnosis was completed. Customer stated this has happened to him in the past. Customer stated he has been online and looking to see that as per the internet this is a design defect. Customer stated he wanted Chrysler to assist in covering the cost of the 3500 dollar repair to replace the rear end with a used rear end with a lifetime warranty. Customer stated all his past work has been done at dealer 42762. Agent contacted dealer 42762 and spoke with SM Ray. SM Ray confirmed diagnosis and advised that the rear end would have to be overhauled. Agent reviewed matrix and declined cost assistance at this time. Customer stated the repair was completed on January 14th 2012 and that it is only a year and a couple months later and the issue happens again. Agent advised customer we look at the vehicle as a whole and due to the age and mileage we will not be able to assist at this time.

Briefly summarize what the customer is expecting: Customer expecting Chrysler to provide cost assistance for repair.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#**23170297**

VIN	1D7HA18D8	5S [REDACTED]	Open Date	03/05/2013	Built Date	02/07/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	09/03/2005	Mileage	114,000	Dealer Zone	63	DALLAS
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	45329	PLANET DODGE				
Dealer Address	18555 HIGHWAY 59 N					
Dealer City	HUMBLE	Dealer State	TX	Dealer Zip	77338	
Owner	[REDACTED]			Contact Type	TELEPHONE	
Address	[REDACTED]			Home Phone	[REDACTED]	
	HOUSTON TX [REDACTED]			Country	UNITED STATES	

Corporate - Recall - Default - Default - Default	Customer seeking recall information
Product - Drive Shaft/Universal Joint - Unknown - Broken - Unknown	Customer stated drive shaft fell out

Briefly summarize why the customer is contacting Chrysler: Customer contacted chrysler seeking recall information because she stated the drive shaft fell out.

Briefly summarize what the customer is expecting: Customer was expecting chrysler to inform her of any open recalls. Agent advised the customer there are no recalls and explained recalls are VIN specific.

Customer Assistance Inquiry Record (CAIR)#**23198931**

VIN	1D7HA16N15J [REDACTED]	Open Date	03/13/2013	Built Date	06/29/2005
Model Year	2005	Body	DR1L62	DODGE RAM ST 1500 REG. CAB PICKUP	
In Service Dt	09/30/2005	Mileage	65,000	Dealer Zone	70
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PW7	BRIGHT WHITE CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	LAS VEGAS NV [REDACTED]	Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Escalated - Default - Default	Customer seeks cost assistance
Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	D-12-27
Product - Transmission / Transaxle - Unknown - Defective - Default	Transmission locked up

Briefly summarize why the customer is contacting Chrysler: Customer called in and stated that one of the drivers of the vehicle was driving and heard a loud noise and the vehicle began to shake and the rear wheels had locked up for a few seconds. Customer called in to see if there was any warranty left on the vehicle. Agent advised that the powertrain warranty was - 84 Months or 70,000 Miles and had expired by time on September 30, 2012. Agent advised to take to chrysler dealership have diagnosis done and keep all receipts and invoices. After the vehicle is diagnosed call back to see if any assistance could be giving because he is still under mileage and just out by time.

Briefly summarize what the customer is expecting: Customer was expecting warranty coverage information.

Briefly summarize why the customer is contacting Chrysler: Customer stated that his vehicle is at Prestige Chrysler. He stated that the transmission needs to be replaced and the cost of the repair is \$3750. Customer stated that he is just outside the warranty by time, not mileage.

Briefly summarize what the customer is expecting: Customer is seeking cost assistance.

Who has possession of the vehicle? dealership

Has an authorized dealer diagnosed the vehicle? Yes

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

45469

Dealer Name : PRESTIGE CHRYSLER JEEP DODGE LLC

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

Preferred Afternoon/Evening call back number is: [REDACTED]

Customer email address for case updates:

Agent contacted dealership to speak with SM Tight. SM was not available.

Agent spoke with SA Frank. Agent advised him that the customer has 7 year 70,000 mile powertrain warranty. Agent stated that the vehicle is out by time but not by mileage.

Agent advised SA that the customer is within his parameters to assist the customer with goodwill according to D-12-27 and rental was also sent to dealership D-011-53

SA stated that he did not want this to effect his score card, agent advised that it should not affect his warranty score card.

Agent advised that the SM has the ability to assist and provide the customer with goodwill if he so chooses to do so.

Agent will contact dealership back on Monday.

Agent advised customer that the goodwill assistance is with the

dealership parameters to offer. They will be contacting him with the offer. Agent made no promises at this time.

Please see CAIR number 23213425.

Sm sent in an email stating that he will not participate in goodwill because the customer has not been there before.

Escalating to 88F

***** CASE MANAGER TEAM - District O*****

Srvc dealer:PRESTIGE CHRYSLER JEEP DODGE LLC 45469

Ownership:Original Owner

Owned:1

NEW:1

USED:0

Currently owns:1

Service Contract:No

Out of Warranty:Yes

Time:5-6 Months

Writer called the dealership to speak with SM Tigh, however he is unavailable. Left message.

Customer called in stating that the dealership had advised him they would not assist in cost of repair (see CAIR 23213425). Writer advised that the dealership was not going to participate in any cost assistance and that Chrysler stands by their dealers. Customer stated he understood.

Writer called customer, left message. Follow up 3-25-13

Writer spoke with customer and he states that he took his vehicle to a different dealership and they are covering a substantial amount for the repairs. Customer states that the vehicle should be repaired by next week. Writer will follow up with customer and dealership on 3/27/13.

Writer spoke with customer and he states that the vehicle is repaired and he picked it up today. Customer states that the only concern he had is when he picked it up one of the back brake light were out. Customer states that they should have fixed it before he got there, but the light is fixed now. Writer alleged that a follow up would be made on 3/29/13 to make sure repairs are done to satisfaction.

Writer called customer and he states that the repairs are done to satisfaction and there is nothing at this point we can assist with.

Writer alleged that the case would be closed but if he ever has any concerns in the future to give us a call.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

23208146

VIN	1D7HU18D3 5S [REDACTED]	Open Date	03/16/2013	Built Date	01/28/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	04/28/2005	Mileage	94,000	Dealer Zone	
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PBT	PATRIOT BLUE PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	KEMPNER TX [REDACTED]	Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Cost assistance decline.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Complete Failure - Default	Rear axle locked up

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

Ram drivetrain issues need addressed

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

I have a 2005 Ram 1500 with 94000 miles. On 3/12/2013, while driving 30MPH, the drive shaft separated from the rear differential and caused my wheels to lock up. The dealership is quoting \$3200 for repair. I had a service contract that expired at 80000 miles. I know that there is a recall on 2009-2010 models for this same issue. I believe that it needs to push back and cover all Rams at least as far back as 2002. A cursory search of the internet turns up many, many such instances. I think that as a gesture of goodwill, at least part of the cost of this repair should be covered by you, the manufacturer.

***** END OF CUSTOMER EMAIL *****

Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center. Thank you for your recent contact regarding your vehicle. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request. Thank you again for taking the time to communicate with us. We re sorry we cannot provide a more favorable reply. Thanks again for your email.

Sincerely,

Steve

Customer Service Representative

Dodge Customer Assistance Center

***** END OF CAC EMAIL RESPONSE *****

***** GOODWILL ASSISTANCE HAS BEEN DECLINED *****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#**23310110**

VIN	1D7HA18D6 5S [REDACTED]	Open Date	04/11/2013	Built Date	07/18/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	08/15/2005	Mileage	60,671	Dealer Zone	66 ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	62869	BENSON CHRY-DODGE-JEEP			
Dealer Address	400 W WADE HAMPTON BLVD				
Dealer City	GREER	Dealer State	SC	Dealer Zip	29650
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	FOREST CITY NC [REDACTED]	Country	UNITED STATES		

Product - Suspension - Drive Shaft / CV Joint / Boot - Other - Rear

Drive shaft failed

Briefly summarize why the customer is contacting Chrysler:

Customer states that that year he had repairs done to the rear drive shaft on 10/10/2011 with 30,681 miles

Rear axle 16 point inspection gear bearing and pinions were replaced.

Customer states that on 04/11/2013 with 60,671 miles the drive shaft fell off

Diagnosis is pinion bearing failure

Briefly summarize what the customer is expecting:

Customer is requesting cost assistance.

Agent spoke with SM Jaris

Sm Jaris confirmed that there was a pinion and bearing failure.

Sm Jaris has agreed to warranty bulletin D-12-27 with a \$200.00 co-pay

Agent provided Jaris with the CAIR for the warranty administrator to submit claim.

Agent advised customer that the dealership has agreed to repair the vehicle under goodwill.

Customer asked if that would be no matter what the repair cost. Agent explained to the customer that the dealership is only able to submit a goodwill claim for up to \$2,000.00, agent advised that if the repair is more than that he would be responsible for the remainder of the bill.

Customer called back to find out just what the \$200 co-pay is suppose to cover; if it s suppose to be for a replacement part or if it s suppose to be for the 12/12 Mopar replacement part warranty. Agent contacted 62869 and attempted to speak with SM Jaris but he was not available and agent left message with the case number for the SM to call back.

Next agent: Please find out just what the co-pay is suppose to be about, as the dealership did agree to goodwill as per line 12-16. Once that information is known, please contact customer at [REDACTED] to advise him what is going on.

SM Jaris called in to say that the \$200 co-pay is to be applied to the bill which is \$1200. The \$200 co-pay entitles the customer to the mopar warratny of 12000 miles or 12 months.

Writer tried to contact the customer and got his voice mail. Writer left a message explaining lines 30-32.

Customer called back in and was still questioning why he had to pay a co-pay. Writer explained that since he is out of warranty the dealership

was giving cost assistance by paying \$1000 of the bill. Customer stated he was still upset that he has to pay anything since there was repairs of this type done on the vehicle in 2010. Writer advised to speak to the SM.

Customer Assistance Inquiry Record (CAIR)#

23374290

VIN	1D7HA18D8	5S [REDACTED]	Open Date	04/29/2013	Built Date	12/07/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	06/09/2005	Mileage	91,155	Dealer Zone	66	ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PDM	MINERAL GRAY MET. CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	43864	ARRIGO DODGE CHRYSLER JEEP				
Dealer Address	6500 OKEECHOBEE BLVD					
Dealer City	WEST PALM BEACH	Dealer State	FL	Dealer Zip	33411	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LAKE WORTH FL [REDACTED]				Country	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Other - Unknown	Rear End Failed
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****Begin structured narrative T2 - Beginning Narrative
 Briefly summarize why the customer is contacting Chrysler:
 Customer calls in and states that the rear end of this truck seized and the driveshaft broke off, customer states taht he has had noting but problems with this truck and wants assistance. Customer states that he bought an extended warranty that turned out to be useless as it has not covered anything. Writer advised the customer that due to the age and mileage of the vehicle no assistance could be given. Customer understood.
 Briefly summarize what the customer is expecting:
 ****End structured narrative T2 - Beginning Narrative
 * * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *
 Informed customer that Chrysler will not participate in the repair.
 The vehicle warranty has expired by time and/or mileage.
 Unless the customer offers new information, decision remains unchanged.
 * * * * *
 * * * * *

Customer Assistance Inquiry Record (CAIR)#**23417691**

VIN	1D7HA18D0	5S [REDACTED]	Open Date	05/09/2013	Built Date	10/26/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	03/05/2005	Mileage	195,942	Dealer Zone	66	ORLANDO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	43125	SUNSET DODGE JEEP				
Dealer Address	7745 SOUTH TAMiami TRAIL					
Dealer City	SARASOTA	Dealer State	FL	Dealer Zip	34231	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	TAMPA FL	[REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Axle Shaft - Other - Unknown

Rear axle pinion nut fell off

Briefly summarize why the customer is contacting Chrysler: Dealership calling on behalf of customer. The vehicle is in the dealership getting repairs on the rear axle pinion nut, which fell off while the customer was driving, causing the rear end of the vehicle to lock up.
 Briefly summarize what the customer is expecting: Dealership expects disclosure of recall information on the vehicle, as well as a timeframe for when these parts will become available.

Agent advised that this VIN was not issued a recall a rear axle pinion nut, even though the symptoms described match up very closely with those described in the recall letter. Apologized but no timeframe exists for when the parts will become available, but all dealerships will be notified as soon as these parts are ready.

Customer Assistance Inquiry Record (CAIR)#**23516850**

VIN	1D7HU18N4 5J [REDACTED]	Open Date	06/05/2013	Built Date	01/21/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	01/29/2005	Mileage	107,200	Dealer Zone	
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PKJ	LT. ALMOND PEARL METALLIC CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	PALMYRA IN [REDACTED]	Country	UNITED STATES

Corporate - CNA Change - Default - Default - Default	COIN updated
Product - Differential Gear Assy's - Axle Shaft - Other - Unknown	Drive shaft broke

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

Rear end locked up and skidded on Interstate 5/4/13

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

I was driving to work on 5/4/13 on the Interstate when suddenly my truck started making a whining noise. I attempted to pull over to the medium when it locked up and shudder and skidded to a stop narrowly missing a guardrail. I got out and found the rear portion of the drive shaft laying on the ground and oil pouring from an exposed opening on the rear end / differential. I have found many complaints on line about other Dodge Ram owners having the same thing happen to them. This was not year specific because there was 03 thru 08 complaints. This sounds like a need for a recall. I have already had the differential worked on on 11/17/2010 at a cost of \$790.60 Luckily I had a warranty form the dealer that covered the repair except for \$116.33. I could have had an accident due to this rear end lock up. This is a known problem which is well documented on various web sites. Now my question is what is Dodge going to do about it?

Sincerely [REDACTED]

*****END OF CUSTOMER EMAIL*****

*****Begin structured narrative T2 - Beginning Narrative

Briefly summarize why the customer is contacting Chrysler:

Briefly summarize what the customer is expecting:

*****End structured narrative T2 - Beginning Narrative

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

Recalls generally occur on limited numbers of vehicles. Customers are notified by U.S. mail and also often through the print and/or broadcast media.

In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Occasionally, a manufacturer will issue a recall for a customer satisfaction issue.

You can access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to our brand site Dodge - <http://www.Dodge.com/en/owners>, and enter your Vehicle Identification Number (VIN) in the appropriate recall field on the left.

However, we recommend retaining repair receipts if a recall is released, you may submit for reimbursement consideration.

Thanks again for your email.

Sincerely,

Samantha

Customer Service Representative

Dodge Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Customer called back stating that the drive shaft fell off and the rear end fell off. Customer states that this is a known issue. Customer states that he was on the express way doing about 55MPH and could have been rear ended. Customer states that this happened in 2010 and had the vehicle repaired at an IRF. Agent asked customer if he brought his vehicle to a Dodge dealership this time. Customer states that his vehicle is back at the same IRF. Customer states that bringing his vehicle to a Dodge dealership is not an option as this has been an issue for a while now and Dodge is not doing anything about it. Customer states that the repair is going to cost him about \$1000- \$3000 and once the vehicle gets repaired he is selling it as he is scared to drive it. Agent apologized and advised that everything is documented.

Customer Assistance Inquiry Record (CAIR)#**23615747**

VIN	1D7HA18D6	5S [REDACTED]	Open Date	06/26/2013	Built Date	10/12/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	12/19/2005	Mileage	125,000	Dealer Zone	63	DALLAS
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PW7	BRIGHT WHITE CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	45048	PORT LAVACA DODGE-CHRY-JEEP INC				
Dealer Address	900 S US HIGHWAY 35 BYP					
Dealer City	PORT LAVACA	Dealer State	TX	Dealer Zip	77979	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	HOUSTON TX [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	demanding eligibility for the N08 recall
Product - Drive Shaft/Universal Joint - Shaft - Other - Rear	pinion nut failed resulting in driveshaft detaching.

Briefly summarize why the customer is contacting Chrysler: Customer demanding eligibility for N08 recall as a pinion nut failure caused her driveshaft to fall out of her truck causing an accident. Customer wanted proof that the recall didn't apply to her vehicle, then became upset when agent was unable to email the information to her, and disconnected.

Briefly summarize what the customer is expecting: expectations unclear at this point.

Customer Assistance Inquiry Record (CAIR)#**23620327**

VIN	1D7HA18N9 5S [REDACTED]	Open Date	06/27/2013	Built Date	10/29/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	03/09/2005	Mileage	51,191	Dealer Zone	51 CHICAGO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	
	BARABOO WI [REDACTED]	Country	UNITED STATES

Product - Suspension - Rear Sprng / Trailing Arm - Other - Unknown

complete rear end replacement

Briefly summarize why the customer is contacting Chrysler: Customer is calling because the rear end of the vehicle locked up and it is going to cost over \$3000 for repair. Customer states that with her husband medical bills it is too much

Briefly summarize what the customer is expecting: Customer is seeking cost assistance.

Called dealership 60409 to confirm details of diagnosis.

Asked for SM Brian. Spoke with SM Brian.

What is the diagnosis? rear end replacement

Is the concern a result of misuse/abuse/lack of maintenance? no

Could the customer have caused/prevented concern? no

Is the concern related to age and mileage? no

Is vehicle maintained? seems to be

What is the general condition of the vehicle? fair

Have there been any previous related repairs? unknown

Have there been a previous out-of-pocket repairs? unknown

*If unable to duplicate concern,

*Have you had an opportunity to do a test drive with the customer?

*Has STAR been contacted? (If yes, obtain STAR case #)

What is the estimated cost of the repair? \$3210.79

When could it be completed? done

Do you feel this customer should receive assistance? Chrysler should contribute based on mileage. No warning.

Has this customer been provided assistance previously? unknown

Would you be willing to provide assistance? (co-pay, D-12-27, discount)

no only because they have no history with the dealer. best he can do is to adjust the labour rate. 13 hrs at \$89 an hour total \$1106.90

Who has possession of the vehicle? DLR

Has an authorized dealer diagnosed the vehicle? yes

If a CDJR dealer has diagnosed, what is the dealer name and code? 60409

BRENENGEN CHRYSLER JEEP DODGE

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

Preferred Morning/Midday call back number is [REDACTED] has voicemail

Preferred Afternoon/Evening call back number is [REDACTED] has voicemail

Customer email address for case updates: [REDACTED]

Reassigned to: 88f

Escalation Override approved by NC603.

***** CASE MANAGER TEAM - District P 88 *****

In Warranty no time / miles

Original Owner yes

Service Contract no

1 New and 1 Used Vehicles

1- The rear end of the vehicle is locked up.

2- Cost of repair \$ 3210.79

3- Customer seeking cost assistance.

Status update provided via email to the following email address:

[REDACTED]
My name is Richard, and I have been assigned as your case manager. Here is some information that will be helpful for you to have:

Chrysler Case management phone number; 1-800-763-8422

My direct extension: 66390

I work 10:00 am to 6:30 pm central standard time Monday- Friday.

I will contact you within one business day by telephone to review your case with you

End of Status Update

Writer contacted BRENINGEN CHRYSLER JEEP DODGE [REDACTED]. Writer

spoke to Service Manager Brian and the point of failure was that the rear end seized. SM states they have no repair history with the customer at the dealer. SM feels its a mechanical failure that should not happened with what mileage is on the vehicle. Writer verified mileage 50,901. SM feels we should do good will with a

60/40 split. 60 % customer pay.

Parts \$ 1936.50

Labor \$ 1106.90

Tax \$ 167.39

total \$ 3210.79

co-pay \$ 1926.47 customer

Writer contacted BRENINGEN CHRYSLER JEEP DODGE [REDACTED]. Writer spoke

to Service Manager Brian and verified if the pricing was warranty pricing and SM stated it was at retail pricing. Writer advised the SM in order

to approve the good will it will have to be at warranty pricing. SM

states he will call writer back with the warranty pricing. Writer

advised the SM customer has 2 vehicles and we want the customer to start

coming to the dealer for repairs. Writer suggested a 50/50 split and SM

agreed to do that.

SM called back and spoke to his Parts Department to get warranty pricing and Napa parts were used on the vehicle. Writer advised SM would not be

able to do an ra where mopar parts were not used. Writer asked SM if

customer was told that Napa parts were being used and if the customer

gave the ok to put them on the vehicle. SM states customer knew Napa

parts were being put on and gave the approval to have the Napa parts put

on the vehicle. Writer asked the SM if he could give the customer

warranty pricing for the repairs even though Napa parts were used. SM

stated he would give the customer warranty pricing from the dealer.

Writer asked the SM when he gets the warranty pricing if he could call

writer and give the information on the warranty pricing and the SM said

he would.

SM called back and spoke to his Parts Department to get warranty pricing

and Napa parts were used on the vehicle. Writer advised SM would not be

able to do an ra where mopar parts were not used. Writer asked SM if

customer was told that Napa parts were being used and if the customer

gave the ok to put them on the vehicle. SM states customer knew Napa

parts were being put on and gave the approval to have the Napa parts put

on the vehicle. Writer asked the SM if he could give the customer

warranty pricing for the repairs even though Napa parts were used. SM

stated he would give the customer warranty pricing from the dealer.

Writer asked the SM when he gets the warranty pricing if he could call

writer and give the information on the warranty pricing and the SM said

he would.

Service Manager called back with warranty pricing for the Napa parts and

there is not much difference in the cost \$ 3144.32 will be what the

dealer will be charging the customer. Writer advised SM that cant

promise any thing as far as reimbursement for the customer where they

agreed to have Napa parts put in but writer advised SM will still have

the customer fax in the receipt any way to see if anything can be done.

CONTACT UPDATE - 1st Contact attempt, phone number dialed,

[REDACTED] Writer spoke to customer and advised customer that have

spoke to the dealer and the dealer had advised customer about putting

Napa parts on the vehicle and customer approved it. Customer states she

does not know why the dealer said that and does not know why they put

those on. Customer states the dealer did not say anything about putting

Napa Parts on.. Customer states she thought she heard the dealer say

they were getting the parts from the Junk yard and it would be \$ 1795.00 and then was called back was told with parts and labor would be \$ 2600.00 and the customer stated the dealer said the brakes were locked up and it would be an additional \$ 600.00. Customer states that when the dealer called the customer that all that was said is that they have the parts in. Customer states the dealer did not say if they were Chrysler parts or Napa parts. Writer advised the customer the case will need some additional research. Writer advised customer we will see what we might possible be able to do but can t promise anything about assisting the customer. Writer advised the customer will do every thing he can for the customer. Writer to follow up 06/28/2013. Customer states husband has a heart problem and needs to let her husband know whats going on with the vehicle. writer contacted customer MRS [REDACTED]. Left message. writer to follow up 07/01/2013.

Customer called back returning call of CM. Customer called back again to speak to CM. Writer took the call and spoke to customer. Customer wanted to know about assistance on the repairs. Writer advised customer because Chrysler parts were not used we would not be able to assist the customer. Customer states they can t afford the repair that it may be awhile before they are able to pick up the vehicle. Customer states she thought Chrysler really would have helped them out. Customer states that the TV station is coming out to speak to her later. Writer advised the customer will still follow up with the repairs of the vehicle to make sure they are repaired to the customer s satisfaction. Writer to follow up 07/02/2013.

Writer contacted customer MRS [REDACTED]. Writer spoke to customer and the customer has not picked up the vehicle yet. Customer states he has to still call the dealer and get the amount of the repairs before he picks it up. Writer to follow up 07/05/2013. Writer contacted BRENNEN CHRYSLER JEEP DODGE 608-372-4121. Writer contacted Service Manager Brian unavailable. Writer spoke to Service Adviser Gene and customer has not picked up the vehicle.

writer contacted customer MRS [REDACTED]. Writer spoke to daughter and the customer is trying to come up with the money to pick up the vehicle. Writer to follow up 07/10/2013.

Line 149 should read follow up 07/15/2013. Writer contacted BRENNEN CHRYSLER JEEP DODGE [REDACTED]. Writer spoke to Service Manager Brian and the vehicle has been repaired and picked up. Writer contacted customer MRS [REDACTED]. Writer spoke to customer and customer states it is too soon to see if they are satisfied with the repairs. Writer offered to keep the case opened a few more days so they can drive the vehicle but the customer said no to go ahead and close the case. Customer states her issues with the vehicle have not been resolved because she feels it is a safety issue with the vehicle and customer feels Chrysler should have covered the cost of the repairs.

Writer advised customer will close the case. Writer contacted customer MRS [REDACTED]. Left message to set up a service contract for oil changes.

Writer contacted customer MRS [REDACTED]. Writer spoke to customer and offered a service contract for oil changes EC28N 2 years 8 oil changes. Writer verified the customer s name that it was correct and verified the address that it was correct. Writer verified the exact mileage 51,191. Writer updated the mileage. Writer to follow up 07/18.2013.

Writer contacted customer MRS [REDACTED]. Left message still waiting for service contract for oil changes to be added. Writer to follow up 07/22/2013.

EC28N Contract created. Contract number is [REDACTED]. Writer contacted customer MRS [REDACTED]. Left message service contract is in effect.

Writer contacted customer MRS [REDACTED]. Left message the service contract is in effect and the case will be closed in 2 days.

Writer contacted customer MRS [REDACTED]. Writer left message service contract is in effect and the case will be closed today.

Writer contacted customer MRS [REDACTED]. Left message to have the documents faxed with the repairs so writer can review them to see what we might be able to do about any reimbursement on repairs. Writer advised customer cant promise anything but will see what might be able to be done in assisting the customer.

Writer contacted BRENINGEN CHRYSLER JEEP DODGE [REDACTED]. Writer contacted Service Manager Brian unavailable. Writer spoke to the Service Adviser Jess. SA states the rear end was replaced which included the guts of the rear end. The rear differential. The rear axle. Wheel bearings. SA states they had to replace pads, rotors and shoes.

Customer called in to see if received documents. Writer advised customer received documents and will review them to see what we might be able to do for reimbursement on Chrysler parts used. Writer to follow up 07/31/2013.

Writer contacted customer MRS [REDACTED]. Left message case in review for what we might be able to do for reimbursement. Writer to follow up 08/02/2013.

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

[REDACTED] on 2013-08-02 @ 10:51

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

Writer contacted BRENINGEN CHRYSLER JEEP DODGE [REDACTED]. Customer contacted Service Manager Brian unavailable. Writer spoke to the Parts Manager Gretchen to verify parts used if they were mopar parts. PM states all the parts were not Chrysler parts. The only Chrysler part was the lever \$ 37.40.

Writer contacted customer MRS [REDACTED]. Writer spoke to Customer and asked if she was aware that the dealer did not use Chrysler Parts. Customer states she was not told of what kind of parts were being used. Customer assumed where she was taking the vehicle to a Chrysler Dealership that Chrysler parts would be used. Writer asked customer if the dealer had her sign anything stating that Chrysler parts were not being used and customer states she did not sign anything stating that. Writer to follow up 08/06/2013.

Line 206 should read customer was not aware that dealer did not use Chrysler Parts.

Writer contacted BRENINGEN CHRYSLER JEEP DODGE [REDACTED]. Writer contacted Service Manager Brian unavailable for 2 weeks. Writer spoke to the Service Adviser Jess who had worked on the vehicle and the customer had the vehicle towed to the dealer. Before the dealer even diagnosis the vehicle customer s husband and also the daughter had called to see about having a used rear end being put on the vehicle. SA states they gave the customer the price on the used rear end and a Chrysler rear end. Customer went with the price of the used rear end and the approval was made over the phone with the person they spoke with and the time of the call. Nothing was signed of the approval it was all done over the phone. SA states the even spoke to the customer s husband who gave approval for the brakes to be put on over the phone al which were not Chrysler parts. Customer wanted to go with the least expensive way for the repairs. Writer verified address off the documents.

And updated the address.

Writer has reviewed case and is authorizing the decline due to the parts being non Chrysler parts used in the repair.

Customer Document Reviewed.

Writer contacted customer MRS [REDACTED]. Writer spoke to customer that the dealer has it recorded that the customer had approved the used rear end on the vehicle. Customer states she has spoke to them on the brakes and was never told they were not Chrysler parts. Customer states they were just told the dealer had the brakes there. Writer advised the customer where Chrysler parts were not used would not be able to reimburse any of the repairs. Writer advised the customer that the service contract for oil changes was put on the vehicle and is in effect. Writer advised the customer will close the case.

CLOSED LOOP UPDATE - no need for additional follow-up.

Customer Assistance Inquiry Record (CAIR)#

23654594

VIN	1D7HU16N9 5J [REDACTED]	Open Date	07/05/2013	Built Date	02/19/2005
Model Year	2005	Body	DR6L61	DODGE RAM ST 1500 REG. CAB PICKUP	
In Service Dt	11/30/2005	Mileage	81,000	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PDM	MINERAL GRAY MET. CLEAR COAT			
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	43871	GARY BARBERA DODGELAND			
Dealer Address	6719 RIDGE AVENUE				
Dealer City	PHILADELPHIA	Dealer State	PA	Dealer Zip	19128
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone			
	MAYS LANDING NJ [REDACTED]	Country	UNITED STATES		

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Customer inquiring about cost assistance
Corporate - Recall - Default - Default - Default	Customer inquiring about the N08 recall.
Product - Transmission / Transaxle - Automatic Trans / Transaxle - Other - Default	Rear axel pinion nut caused rear differential failure

Customer inquiring about the N08 recall. Customer inquiring about cost assistance for an issue with his rear axel pinion nut. Customer states that the nut came loose and caused the rear differential to lock up. Agent advised the customer that because of the age and mileage of the vehicle we will not be able to provide cost assistance. Agent advised that there was no recall released for his vehicle for this issue. Agent advised that the N08 recall was released on the newer line of Ram trucks and 07 Nitros. Agent advised that there is a service contract that was purchased on the vehicle and advised the customer that he could inquire with the service contracts department to see if the repair would be covered.

[REDACTED], Customer, contacted CAC for cost assistance as he stated that he had the same concern as recall N08. Agent attempted to reach Sport Dodge - 44814 with no avail. Agent advised that the Recall applied to newer models and not MY 2005. Agent advised that Ram will not be participating in the cost of repairs.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#**23702967**

VIN	1D7HU18D3 5S [REDACTED]	Open Date	07/19/2013	Built Date	09/01/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	06/23/2005	Mileage	150,000	Dealer Zone	
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PX8	BLACK CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	(910) 234-4512
	WHITEVILLE NC [REDACTED]	Country	UNITED STATES

Product - Unknown - Unknown - Accident - Default	Vehicle In Accident
Dealer - By-Pass - Default - Default - Default	Vehicle in Accident
Product - Suspension - Drive Shaft / CV Joint / Boot - Other - Unknown	Vehicle in Accident

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

2005 Dodge Truck pinion nut drops drive shaft, causing rear to lock up and damage axle.

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

Enroute to my job, driving 55 mph, pinion nut dislodges causing drive shaft to fall, rear end to lock up and stop in its tracks on a major highway. Damage to rear extensive. Understand this may be a issue with the 2005 Ram vehicles.

VIN:

5S [REDACTED]

Mileage:

150000

Servicing Dealer:

Vann Underwood Dodge, Whiteville, NC

Title:

Mr.

First Name:

[REDACTED]

Address 2:

City:

Whiteville

State:

NC

Zip:

[REDACTED]

*****END OF CUSTOMER EMAIL*****

Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more

details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we ll need to know the name of the facility where it s located, the complete address, a telephone number and a contact if at all possible.

If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-800-Chrysler (800-247-9753) Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Dear [REDACTED]:

Thank you for contacting the Ram Customer Assistance Center.

If we do not receive the required information specified in the previous email by July 26, 2013 we will be closing your file. However, if you seek further assistance in the future please contact the Ram Customer Assistance Center at 1 866 726 4636.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

[REDACTED] Traveling South on Hwy 701, 4 miles south of Loris, SC on Tuesday July 16, 2013, the drive shaft on 2005 Dodge Ram 1500 became separated from the rear end assembly causing the vehicle to slide due to rear end locked up. Upon investigation found that the rear housing had blown thus causing lose of control of vehicle. Vehicle was patially on road way and had to be towed off road way for safety. Vehicle is located at this time, [REDACTED], Whiteville, NC [REDACTED] which is residence of [REDACTED]. Cell number [REDACTED]. Thank you for your time in this matter.

*****END OF CUSTOMER EMAIL*****

Dear [REDACTED]:

Thank you for contacting the Ram Customer Assistance Center.

I appreciate you providing us with that information.

Your email was reviewed and has been forwarded to a more appropriate area for their attention and response. Someone will be in contact with you by phone in two to five business days.

This referral action will provide the best oppportunity for your request.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

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

[REDACTED]

2. What happened? Drive shaft seperated from rear of vehicle while customer was driving

3. What is the current location of the vehicle?

[REDACTED]
Whiteville, NC [REDACTED]

There is nothing in the above inforamtion that indicates this vehicle was in any type of accident causing body damage. This appears to be an out of warranty mechanical failure. Not S/I, unless vehicle sustained body damage by striking another object.

Agent will contact customer 7/31 to advise of above information.

Dear Michael:

Thank you for contacting the Ram Customer Assistance Center.

We appreciate your patience regarding this matter.

We apologize for this situation; however, we are unable to handle this issue internally. We would advise you to contact your insurance company for further handling of this issue.

Our records indicate that there are no recalls on your vehicle for this issue.

I have documented the situation and it will be retained in corporate records.

We re sorry we cannot provide a more favorable response.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

I appreciate you time in this matter. This is the second issue, one which is still open, that I have incurred with Chrysler/Dodge vehicles. This paticular incident with the Dodge Ram 1500 seems to be a problem area with the 2005/2006 models. I speculate the issue with these vehicles will not be rectified until someone is seriously injured or death occurs due to this malfunction. Once again, thanks for your time in this matter and I will follow-up with other entities in regards to this problem with 2005 Dodge Ram Trucks.

*****END OF CUSTOMER EMAIL *****

*****NAN, customer s concern has been addressed.*****

Customer Assistance Inquiry Record (CAIR)#**23735416**

VIN	1D7HU18D0	5S [REDACTED]	Open Date	07/24/2013	Built Date	02/17/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	04/14/2005	Mileage	117,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBT	PATRIOT BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	42436	CUMBERLAND VALLEY MOTORS INC				
Dealer Address	6720 CARLISLE PIKE					
Dealer City	MECHANICSBURG	Dealer State	PA	Dealer Zip	17050	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	DAUPHIN PA 1 [REDACTED]				Country	UNITED STATES

Product - Differential Gear Assy's - Unknown - Defective - Rear

Briefly summarize why the customer is contacting Chrysler: customer states he was driving down the highway when his rear end locked up on him. customer states he was given little warning and that there was a loud noise almost preceded by the drive shaft falling out of the rear axle and the wheels locking up. customer is seeking cost assistance with this repair as he feels his truck should have been covered under the rear axle pinion nut recall.

Briefly summarize what the customer is expecting: customer seeking cost assistance with repairs

Who has possession of the vehicle? dealer.

Has an authorized dealer diagnosed the vehicle? yes

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

CUMBERLAND VALLEY MOTORS INC (42436)

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

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

Preferred Afternoon/Evening call back number is: [REDACTED] - richard

Customer email address for case updates: [REDACTED]

Reassigned to: 88f

Briefly summarize why the customer is contacting Chrysler: Customer called stating that he called in two days ago. Customer provided case number.

Briefly summarize what the customer is expecting: Customer is expecting an update on the status of his case. Agent advised customer that the case is still in the process of being reviewed but has not been reviewed as of yet. Agent advised that we will document that he called in and is still waiting for a call back regarding his issue.

Please see your Team Lead for feedback

Richard called back for an update on his request for cost assistance.

Agent contacted the customer and left a voicemail message, agent advised the customer that chrysler would not be able to provide cost assistance with the repair due to the age and mileage of the vehicle and if he had any further questions and concerns to call back.

Customer called because he had just gotten a phone call regarding his case. Agent advised that we will not be able to assist in the repair.

Agent explained to the customer that the n08 recall applies to only 2009-2012 vehicles and his is a 2005, so therefore it is not part of the

recall.

Customer Assistance Inquiry Record (CAIR)#

24121489

VIN	1D7HU18D6	5S [REDACTED]	Open Date	10/25/2013	Built Date	11/23/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	02/04/2005	Mileage	108,000	Dealer Zone	51	CHICAGO
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	42085	DODGE CITY OF MILWAUKEE INC				
Dealer Address	4640 SOUTH 27TH STREET					
Dealer City	MILWAUKEE	Dealer State	WI	Dealer Zip	53221	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	GREENFIELD WI [REDACTED]				Country	UNITED STATES

Product - Transmission / Transaxle - Automatic Trans / Transaxle - Broken or Cracked - Default	Rear axle needs replacement
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Briefly summarize why the customer is contacting Chrysler: Customer is contacting Chrysler seeking assistance with the replacement of a rear axle. Customer states that the driveshaft bearing fell off and the rear axle fell off of the vehicle. Agent advised the customer that due to the time and mileage of the vehicle Chrysler will not be assisting with the cost of the repair. Customer understood.

Briefly summarize what the customer is expecting: Customer is expecting cost assistance with the rear axle of his vehicle.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#**24131634**

VIN	1D7HU18D9	5S [REDACTED]	Open Date	10/29/2013	Built Date	01/27/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	05/30/2005	Mileage	170,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	67698	LILLISTON CHRY-DODGE-JEEP				
Dealer Address	1501 N SECOND ST, RTE 47					
Dealer City	MILLVILLE	Dealer State	NJ	Dealer Zip	08332	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	PENNSVILLE NJ [REDACTED]				Country	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Other - Unknown

Caller reports that her rear axle shaft locked up

Briefly summarize why the customer is contacting Chrysler:
 Caller reports that the drive train fell out of the vehicle and the rear end locked up and the back of the truck went up into the air.
 Briefly summarize what the customer is expecting:
 Caller wanted to report concern.
 Caller reports that her vehicle is currently at an IRF. Caller reports that her rear pinion nut caused the failure.
 Writer advised that the concern would be noted as a complaint.

Customer Assistance Inquiry Record (CAIR)#**24196475**

VIN	1D7HU18D8 5J [REDACTED]	Open Date	11/13/2013	Built Date	12/10/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	10/24/2005	Mileage	98,000	Dealer Zone	32 NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PS2	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	65176	ROBERT'S CHRYSLER DODGE			
Dealer Address	120 S BROAD ST				
Dealer City	MERIDEN	Dealer State	CT	Dealer Zip	06450
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	GUILFORD CT [REDACTED]	Country	UNITED STATES		

Product - Differential Gear Assy's - Unknown - Broken, Cracked - Rear

Rear end differential locked up

Briefly summarize why the customer is contacting Chrysler: Customer states that the rear end differential locked up and snapped the drive shaft off while the customer was driving. Customer states that he knows there are no recalls on the vehicle and that Chrysler cannot do anything about the repair however he would like it documented that this issue did occur with his vehicle.

Briefly summarize what the customer is expecting: Customer is expecting complaint to be documented. Writer advised customer that there are no recalls on the vehicle. Writer advised customer that we review all complaints internally.

Customer Assistance Inquiry Record (CAIR)#**24218029**

VIN	1D7HU16D2 5J [REDACTED]	Open Date	11/20/2013	Built Date	03/03/2005
Model Year	2005	Body	DR6H61	DODGE RAM SLT 1500 REG. CAB PICKUP	
In Service Dt	05/29/2006	Mileage	80,000	Dealer Zone	32 NEW YORK
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR8	DEEP MOLTEN RED PEARL COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	66894	WARNOCK DODGE CHRYSLER JEEP			
Dealer Address	175 ROUTE 10				
Dealer City	EAST HANOVER	Dealer State	NJ	Dealer Zip	07936
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	Home Phone	[REDACTED]		
	BLACKWOOD NJ [REDACTED]	Country	UNITED STATES		

Corporate - Recall - Default - Default - Default

Customer having recall issues

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

Rear Axle

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

By having a recall on 2005 Dodge Ram 1500 that have the rear lock up like mine did last night good thing I had just left Rt 55 in NJ doing 65 miles an hour when the rear locked and the rear drive shaft came off.

*****END OF CUSTOMER EMAIL*****

VIN: 2 [REDACTED]

Mileage: 80000

Servicing Dealer: Mt Ephraim Dodge

Title:

First Name: [REDACTED]

Address 2:

City: Blackwood

State: NJ

Zip: [REDACTED]

Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center.

In order to provide you with further assistance we will require your correct Vehicle Identification Number (VIN) within 5 days.

The VIN is located in several places on the vehicle, but is primarily located on the instrument panel, driver s side, just at the bottom of the windshield. It is sometimes called the serial number of the vehicle. It is also on your vehicle registration and insurance certificate.

The VIN you have supplied in your original email shows as invalid in the database.

We require the last 8 Digits in order to access your vehicle in our files.

Once we have your proper VIN number, we will be able to provide you with further assistance.

Thanks again for your email.

Sincerely,

Melissa

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL*****

1D7HU16D25J [REDACTED] SORRY I HAD LEFT THE LAST DIGIT OFF BY MISTAKE.

*****END OF CUSTOMER EMAIL*****

Dear [REDACTED]:

Thank you for contacting the Ram Customer Assistance Center.

A review of our records indicates that your 2005 Dodge Ram SLT 1500 does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail.

Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published.

Simply go to your brand website Owners page:

<http://www.RamTrucks.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Thanks again for your email.

Sincerely,

Melissa

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL*****

Customer Assistance Inquiry Record (CAIR)#**24252426**

VIN	1D7HA18D8	5S [REDACTED]	Open Date	11/27/2013	Built Date	11/04/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	03/28/2005	Mileage	70,000	Dealer Zone	63	DALLAS
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	43268	MAXWELL CHRYSLER DODGE JEEP				
Dealer Address	14150 STATE HIGHWAY 79					
Dealer City	TAYLOR	Dealer State	TX	Dealer Zip	76574	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	PFLUGERVILLE TX [REDACTED]				Country	UNITED STATES

Corporate - Recall - Default - Default - Default	customer seeking recall information
Product - Differential Gear Assy's - Unknown - Other - Rear	customers rear end locked up

Briefly summarize why the customer is contacting Chrysler: Customer called stating he was driving back from North Dakota and the back end of the vehicle locked up. Customer stated the vehicle is currently at an IRF and they advised him there is an issue with the pinion nut and bearings. Customer stated he is aware of a recall on newer vehicles. Customer is aware the vehicle is outside of warranty. Customer stated there was no accident because the rear end did not completely lock up. Agent advised customer there are no recalls or extended warranties on the vehicle and due to the vehicle being outside of warranty there would be no assistance. Customer understood. Agent advised customer that his issue would be documented on his file and these files are able to be viewed with in the company. Customer understood. Customer asked to have it stated that there are over 200 complaints on safecar.org for this vehicle related to pinion nut issues. Agent advised customer this would be added.

Briefly summarize what the customer is expecting: Customer was seeking recall information

Customer Assistance Inquiry Record (CAIR)#

24375762

VIN	1D7HA18DX	5S [REDACTED]	Open Date	12/31/2013	Built Date	12/02/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	01/21/2005	Mileage	336,000	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PX8	BLACK CLEAR COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE				
Dealer Address	40 AUTO CENTER DRIVE					
Dealer City	IRVINE	Dealer State	CA	Dealer Zip	92618	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	LOS ANGELES CA [REDACTED]				Country	UNITED STATES

Product - Differential Gear Assy's - Axle Shaft - Other - Unknown	Rear axle pinion nut broke
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Briefly summarize why the customer is contacting Chrysler: Customer states that he needs to replaced his entire rear end as a part broke. Briefly summarize what the customer is expecting: Customer is seeking cost assistance. Writer spoke with SA Lynn to verify diagnosis of the vehicle. SA Lynn states that the rear axle pinion nut broke on the vehicle and backed into the housing of the vehicle. Writer advised customer that due to age and mileage of the vehicle we will not be able to provide any assistance for him.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair. The vehicle warranty has expired by time and/or mileage. Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#**24510809**

VIN	1D7HU18D2 5S [REDACTED]	Open Date	01/29/2014	Built Date	02/17/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	06/24/2005	Mileage	137,000	Dealer Zone	
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PSB	BRIGHT SILVER METALLIC CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	E-MAIL
Address	[REDACTED]	Home Phone	[REDACTED]
	LANCASTER CA [REDACTED]	Country	UNITED STATES

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	customer OOW
Corporate - Recall - Default - Default - Default	seeking recall information
Product - Drive Shaft/Universal Joint - Unknown - Other - Rear	states rear driveshaft came off vehicle

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

Pinion nut loosening and causing total failure of

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

Good afternoon, My name is [REDACTED], and I have been a proud owner of Dodge products for nearly a decade now. I currently own a 2005 Dodge Ram 1500 Quad Cab SLT 4X4, with approximately 137,000 miles on it. (VIN# 1D7HU18D25S [REDACTED]). This past Wednesday, January 22nd, 2014, I was driving to a job interview in Hawthorne, California, approximately eighty miles from where I currently live. Upon exiting the 105 Freeway at Crenshaw Avenue, while traveling approximately thirty miles per hour, my truck made a horrible grinding noise and came skidding to a stop in the far right lane. I exited my truck to find the rear end of my driveshaft laying on the ground completely intact, U-Joint and all. My differential was leaking fluid all over the ground, and I was now blocking part of a very busy industrial area during the lunch hour. I immediately got on the phone with a tow truck who told me he could be there in about a half hour, and I'd just have to wait. The Hawthorne Police department showed up and parked behind me so as to ensure that I wasn't rear-ended while my truck was disabled on the side of the road. After paying \$167 to have my truck towed to a competent repair shop in Los Angeles, it was discovered that my pinion nut had broken torque, backed off, and eventually fell off causing failure of the rear differential and the rear axle to completely lock up. Thankfully, this didn't happen while I was traveling seventy miles per hour down the freeway. Otherwise, I most likely would have wrecked the truck, and potentially caused harm to other motorists. I immediately went to my hometown Dodge dealership to inquire about recalls, and was told that there has never been a recall on my truck for any reason. I did some further research and found that this has happened to many, many owners of Rams, Dakotas and Durangos, and there has in fact been many recalls on later model years, but not dating back to the 2005 models. I ended up paying \$1,324.55 for a new rear end, new driveshaft, and all of the associated parts, fluids, and labor. I was without my truck for five days, and missed a job interview at a very lucrative company that I may not be able to reschedule. I don't want to turn this into a huge deal, but as a ten year combat veteran of the United States Marine Corps, I certainly didn't put my life on the line overseas time and time again to come home and be put in danger by poor workmanship and parts failing without warning. I have always been a loyal Dodge customer, and have never had any complaints about any of my Dodge products. As far

as I m concerned, the Ram is the best truck out there, which is why I was taken by surprise when this incident happened. I take very good care of my truck, and have never missed a scheduled maintenance. I m writing to you because I don t want to see this happen to other Dodge owners, with potentially catastrophic consequences. I look forward to hearing back from you about what you plan on doing to resolve this matter. Thank you very much for your time and consideration.

*****END OF CUSTOMER EMAIL*****

Dear Michael

Thank you for contacting the Ram Assistance Center.

It is always a concern when a customer is dissatisfied with our products.

We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

A review of our records indicates that your 2005 Ram 1500 does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle s involvement in any future recalls that are published.

Simply go to your brand website Owners page:

[REDACTED], and enter your Vehicle Identification Number (VIN:1D7HU18D25S [REDACTED]) where appropriate.

Please accept our sincerest apologies for the concerns you have with our product. We hope we will have another chance, sometime soon, to restore your faith in Chrysler Group LLC.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative

Ram Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

* * * * GOODWILL ASSISTANCE HAS BEEN DECLINED * * * *

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer Assistance Inquiry Record (CAIR)#**24546412**

VIN	1D7HA18D7	5S [REDACTED]	Open Date	02/04/2014	Built Date	10/18/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	12/19/2004	Mileage	175,000	Dealer Zone	71	LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PBJ	ATLANTIC BLUE PEARL COAT				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	24097	TUTTLE-CLICK CHRYSLER JEEP DODGE				
Dealer Address	40 AUTO CENTER DRIVE					
Dealer City	IRVINE	Dealer State	CA	Dealer Zip	92618	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	
	ALISO VIEJO CA [REDACTED]				Country	UNITED STATES

Product - Differential Gear Assy's - Unknown - Other - Unknown	Customer states differential needs to be replaced.
Corporate - Warranty Coverage - Default - Default - Default	Mopar part is outside of warranty coverage.

Briefly summarize why the customer is contacting Chrysler: Customer states that the differential replaced 4 times on the vehicle under warranty. Customer states that the first 2 repairs were covered by his 100,000 mile third party contract that he purchased through the dealer. Customer states that now the rear end has seized up on him while he was driving and the part is no longer under warranty.

Briefly summarize what the customer is expecting: Customer is seeking cost assistance from Chrysler.

Agent advised the customer that since the part is outside of the Mopar part warranty Chrysler does not cover the cost of the repair. Agent advised the customer that we can document his concerns with this part failing so much for him and advised the customer that if a recall is ever issued for this issue then he can submit for reimbursement. Customer understood.

Customer Assistance Inquiry Record (CAIR)#**24910063**

VIN	1D7HU18D9 5J [REDACTED]	Open Date	04/22/2014	Built Date	02/21/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	05/27/2005	Mileage	71,471	Dealer Zone	35 WASHINGTON
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PVE	GO MANGO!			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	54092	FORRER DODGE INC			
Dealer Address	400 N HIGH ST				
Dealer City	DUNCANNON	Dealer State	PA	Dealer Zip	17020
Owner	[REDACTED]	Contact Type	E-MAIL		
Address	[REDACTED]	HORSE HOLLOW ROAD	Home Phone	[REDACTED]	
	NEWPORT PA [REDACTED]	Country	UNITED STATES		

Product - Suspension - Unknown - Other - Front	Customer seeks why suspension failed.
Dealer - Service/Body Shop - Transaction - Other - Default	

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

safty concern ,,

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

nut came off of ring 7& pinion gear. causing rear end damage, drive shaft to

bend and transfer case to crack ,, had fix,d in another gararge ,not a dodge dealer ,, forrer wont get anyone from dodge to look at parts to try and figer out what caused nut to come off ,i call PA, traffic safty .they told me to contact you ... nut should have not come off ..

*****END OF CUSTOMER EMAIL *****

CONTACT UPDATE: Agent attempted to reach Service Department. Department is temporarily closed for an hour.

CONTACT UPDATE: Agent spoke with SM of Dealer 54092. SM states he likes the Customer and has nothing against him, however it is a situation where the Customer took vehicle to an IRF and had the repairs completed. States he can look at a pile of failed parts, but without being able to visually inspect the vehicle in the condition it was prior to being fixed at an IRF, there is nothing that can be inspected.

Dear [REDACTED],

Thank you for contacting the Ram Customer Assistance Center in regards to your 2005 1500.

I am sorry to learn of the concerns raised regarding your vehicle s recent rear end damage and appreciate the time taken to bring this matter to my attention.

To review this matter further, I had the opportunity to review this matter with your Service Department at Forrer Dodge. Upon further review, it was determined as the vehicle had already been repaired and the issues corrected (regardless if it was an independant facility or not) there was nothing on the vehicle the Dealer could inspect to determine why the failure ocured. Furthermore, no information can be acertained from the failed parts as they cannot be viewed in the positions and conditions they were at the time of failure.

Your concerns regarding this matter are regrettable and I have updated your file to reflect this information.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this

email message or call [REDACTED]

Sincerely,

Jeff

Customer Service Representative

RAM Customer Assistance Center

*****END OF CAC EMAIL RESPONSE*****

Briefly summarize why the customer is contacting Chrysler: Customer called in because he had an issue with the vehicle. Customer stated that the pinion nut came off and caused a lot of damage. Customer stated that he went to an IRF to have the damage repaired. Customer stated that he wanted the dealership to take a look at it so he can figure out why the pinion nut came out.

Agent advised customer that because the vehicle has already been repaired they would only be able to document his concerns. Agent advised customer that they would have needed to take the vehicle while it was still damaged to the dealership to find out why it happened.

Customer was very unhappy.

Briefly summarize what the customer is expecting: information about issue with pinion nut.

Customer Assistance Inquiry Record (CAIR)#**24928974**

VIN	1D7HA18D55	5J	Open Date	04/24/2014	Built Date	04/14/2005
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	08/18/2005	Mileage	110,000	Dealer Zone	71	LOS ANGELES
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US	
Color	PVE	GO MANGO!				
Engine	EZA	5.7L HEMI V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				

Dealer	45104	ELK GROVE DODGE				
Dealer Address	8575 LAGUNA GROVE DRIVE					
Dealer City	ELK GROVE	Dealer State	CA	Dealer Zip	95758	

Owner		Contact Type	TELEPHONE			
Address		Home Phone				
	ELK GROVE CA	Country	UNITED STATES			

Corporate - Goodwill Escalation Matrix - Not Escalated - Default - Default	Goodwill declined
Product - Suspension - Unknown - Other - Rear	Rear pinion nut fell off

Briefly summarize why the customer is contacting Chrysler: Customer contacted Chrysler regarding an issue with the vehicle. Customer states that the vehicle's rear axle pinion nut fell off, causing the vehicle's rear end to lock up and the drive shaft to become loose, causing damage to the fuel tank.

Briefly summarize what the customer is expecting: Customer wants to know why this happened and wants assistance with this.

Agent spoke to SA Kevin at Elk Grove DCJ and was advised that the rear axle nut did fall off, causing the rear end to seize and drive shaft to damage the fuel tank, SA Kevin feels that the customer should not be provided assistance. Agent advised cost assistance cannot be provided at this time. Agent advised we are not technically trained to know this information, agent advised to discover how this happened, the customer needs to continue working with the dealer. Customer wanted a phone number to contact the manufacturers, agent advised no number exists within our systems to provide to customers for that.

**** GOODWILL ASSISTANCE HAS BEEN DECLINED ****

Informed customer that Chrysler will not participate in the repair.

The vehicle warranty has expired by time and/or mileage.

Unless the customer offers new information, decision remains unchanged.

Customer call back regarding getting assistance for the above concern, and reviewed the notes and advised customer the previous agent was correct. Agent advised due to the age and mileage of the vehicle we are unable to assist with the cost of the repair. Customer asked if there was anyone else he could address the concern with, agent advised there is nowhere he can be transferred to that is going to tell him differently. Agent apologized he had this concern but all repairs will be customer pay at this time. Agent advised to retain receipts in case he were included in a future recall.

Customer Assistance Inquiry Record (CAIR)#**24954723**

VIN	1D7HA18D3 5S [REDACTED]	Open Date	04/30/2014	Built Date	12/07/2004
Model Year	2005	Body	DR1H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	02/16/2005	Mileage	120,000	Dealer Zone	71 LOS ANGELES
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			

Owner	[REDACTED]	Contact Type	TELEPHONE
Address	[REDACTED]	Home Phone	[REDACTED]
	LADERA RANCH CA [REDACTED]	Country	UNITED STATES

Product - Transmission / Transaxle - Unknown - Broken or Cracked - Default

Customer claims rear axle pinion nut fell out causing issues with Axle.

Briefly summarize why the customer is contacting Chrysler:

Customer states two months ago their vehicle exhibited a condition where the rear axle pinion nut fell off the vehicle causing the rear axle to fall off. Customer had vehicle repaired by an IRF, however noted recalls for same condition on 2009-2011 vehicles. Customer inquiring if such a recall applies to their vehicle, further inquiring if this may be a common issue.

Briefly summarize what the customer is expecting:

Agent reviewed into nature of concern and explained why Customer s vehicle did not fall under scope of recall. Agent further discussed how issue was not a rampant issue. Discussed Customer s comments would be documented to file for records. Advised Customer should anything occur in the future as far as a recall or extended warranty, Customer would be notified. Customer inquired if the issues were of a manufacturing defect. Agent advised such confirmation could not be provided over the phone. Advised Customer to seek out an authorized Dealership should they still have any concerns with the vehicle they wish to seek having addressed. Customer had no further questions or concerns.

Customer Assistance Inquiry Record (CAIR)#**24986117**

VIN	1D7HU18D3 5J [REDACTED]	Open Date	05/07/2014	Built Date	12/08/2004
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP	
In Service Dt	03/30/2005	Mileage	1	Dealer Zone	74 DENVER
Plant	J	ST. LOUIS ASSEMBLY II - NORTH	Market	U	US
Color	PR4	FLAME RED CLEAR COAT			
Engine	EZA	5.7L HEMI V8 ENGINE			
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION			
Dealer	44996	WATERTOWN CHRYSLER			
Dealer Address	1600 9TH AVE SE				
Dealer City	WATERTOWN	Dealer State	SD	Dealer Zip	57201
Owner	[REDACTED]	Contact Type	TELEPHONE		
Address	[REDACTED]	Home Phone	[REDACTED]		
	SISSETON SD [REDACTED]	Country	UNITED STATES		

Product - Unknown - Unknown - Accident - Default	Rear axle Pinion nut dislocated.
Corporate - Property Damage - Default - Default - Default	

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

Preferred [REDACTED]

2. What happened? Customer states the rear axle pinion dropped off and into the gears. Customer was extremely hard to hear due to phone connection.

3. What is the current location of the vehicle? DMV Auto, sisseton SD [REDACTED]

Called owner, vehicle was NOT involved in an accident, vehicle had rear axle failure. OOW, no recall, no assistance.

CAIR RE-OPENED AND FOLLOWING REASON CODE(S) REMOVED

Dealer - By-Pass

Customer Assistance Inquiry Record (CAIR)#**25256379**

VIN	1D7HU18NX	5S [REDACTED]	Open Date	07/02/2014	Built Date	02/09/2005
Model Year	2005	Body	DR6H41	DODGE RAM SLT 1500 QUAD CAB PICKUP		
In Service Dt	07/23/2005	Mileage	40,000	Dealer Zone	35	WASHINGTON
Plant	S	WARREN TRUCK ASSEMBLY PLANT 1	Market	U	US	
Color	PR4	FLAME RED CLEAR COAT				
Engine	EVA	"MAGNUM" 4.7L V8 ENGINE				
Transmission	DGQ	5-SPD AUTOMATIC 545RFE TRANSMISSION				
Dealer	44237	MUSSELMAN'S DODGE INC				
Dealer Address	5717 BALTIMORE NATIONAL PIKE					
Dealer City	BALTIMORE	Dealer State	MD	Dealer Zip	21228	
Owner	[REDACTED]				Contact Type	TELEPHONE
Address	[REDACTED]				Home Phone	[REDACTED]
	BALTIMORE MD	[REDACTED]	Country	UNITED STATES		

Product - Suspension - Drive Shaft / CV Joint / Boot - Other - Unknown	drive shaft fell out from undercarriage
--	---

Customer is contacting in because when he was driving his drive shaft fell out from the under carriage of his vehicle. Customer is irate because the vehicle only has 40,000 miles. Customer states that he took his vehicle to Musselman Dodge [REDACTED] and is seeking cost assistance for the repair.

Agent contacted Musselman Dodge 13855U and spoke with SA Paul. SA Paul advised that the vehicle was in very good condition and had 39,095 miles. SA advised that the driveshaft broke at the differential and both components require replacement. Agent requested the dealership consider covering the repairs under Warranty Bulletin D-12-27. SA advised that we would need to speak with SM John to authorize goodwill. SM John had stepped away so SA advised that when John arrives back at the dealership he will contact us so we can review the options for the repairs.

NEXT AGENT: When the SM contacts us back, please review D-12-27 as the customer meets the dealerships parameters. Once a decision is made please contact the customer back and notify him.

Reason for Dealer Contact: SM is required to consider covering the required repairs under D-12-27

Dealer Code: n/a

Dealer Personnel Required: SM John

Customer s Preferred Method of Contact:

Customer Phone Number (Morning): [REDACTED]

Reason for assigning to Resolution Team:

Assigned to 86T

Agent explained to SM John that 7/70 with 2/24 would put the customer at 9/94 and does meet the matrix. SM John is going to speak to his district representative first.

As per answer ID 24109: Case assigned to wrong in basket.

Please see TL for feedback

Reassigned to JS2573 for next step

***** CASE MANAGER TEAM - District Q *****

OOW: Basic 07/23/08

MVP: Expired

Ownership history: New: 1 Used: 0

1st contact email: [REDACTED]

Status update provided via email to the following email address:

[REDACTED]

Hello, my name is Jodi and I have been assigned as your case manager. This email is confirmation that your case, 25256379, was successfully escalated to me. After I review the details of your case I will be calling you at your preferred number, [REDACTED], within the one business day as promised. My office hours are 7:00AM 3:30PM (Mountain Time). My contact information is [REDACTED]. If your preferred telephone number mentioned above isn't correct, please reply with the correction.

End of Status Update

Customer seeking to speak with CM JW1119. Agent provided customer with CM contact information (Jodi @ ext 66223) and transferred call to [REDACTED] for further assistance.

Writer called [REDACTED]. SM John advised writer that the vehicle needs a differential and it is not available as a kit from Chrysler. SM advised writer that his Rep is coming by tomorrow and will advise. Writer advised a follow up on 07/09/14.

Writer called [REDACTED].

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66XXX. The reason for the customer contact was to provide or request the following information:

Advised customer of lines 53-56. Writer will follow up on 07/09/14.

Writer called [REDACTED].

Agent attempted to contact customer, however, customer was not available. Left message for a return call at extension 66XXX. The reason for the customer contact was to provide or request the following information:

Advised customer of lines 53-56. Writer will follow up on 07/09/14.

Writer called [REDACTED]. SM John advised writer that the rep was out and stated the SM needs to diagnose the concern and advise him of the repair costs to determine what action will be taken. SM advised writer to follow up in 2 days. Writer agreed.

Writer called [REDACTED].

Agent attempted to contact dealer Service Manager John, however, SM not available. Left message for a return call at extension 66223. The reason for the dealer contact was to provide or request the following information: Update on diagnosis, Rep advice.

Status update provided via email to the following email address:

[REDACTED]

Mr. Smith,

At this time, I am waiting on the service manager John to contact me with an update on your vehicle. I have been speaking to him, but do not have any new information to give you. The last time I spoke with John, the Rep had been out to look at your vehicle, but had no diagnosis at that time. Once I speak to John, I will contact you with an update.

Thank you,

Jodi

End of Status Update

Writer called [REDACTED].

Agent attempted to contact dealer Service Manager John, however, SM not available. Left message for a return call at extension 66223.

The reason for the dealer contact was to provide or request the following information: Vehicle update

Willie Smith called to speak with CM JW1119. Writer advised customer that CM JW1119 is currently unavailable. Writer advised customer that writer will request CM JW1119 call or email customer back as soon as possible.

Writer called [REDACTED].

Agent attempted to contact dealer Service Manager John, however, SM not available. Left message for a return call at extension 66223.

The reason for the dealer contact was to provide or request the following information: Vehicle update

Customer contacted writer and left a message; customer would like a call back with an update on his vehicle.

Writer called [REDACTED].

Agent attempted to contact dealer Service Manager John, however, SM not available. Left message for a return call at extension 66223.

The reason for the dealer contact was to provide or request the

following information: Vehicle update

Writer called [REDACTED]. SM John advised writer they are looking at a 50/50 split with customer. The SM stated the drive shaft fell out, so they don't know how bad the damage is, but worst case is a \$4,600.00 repair. SM stated his limit is \$2,000.00, and he has contacted his Rep to get the \$300.00 difference approved. SM stated he will be contacting the customer to find out if he is willing to pay the \$2,303.00 difference. SM advised writer he would contact the writer when he hears back from his Rep. Writer agreed.

WILLIE SMITH called to speak with CM JW1119. Per customer's request, writer transferred customer to CM's voice mail, as CM is not currently available.

Customer contacted writer and advised he doesn't have the \$2,303.00 needed for his repair. Customer is seeking cost assistance.

Writer called [REDACTED].

Agent attempted to contact dealer Service Manager John, however, SM not available. Left message for a return call at extension 66223

The reason for the dealer contact was to provide or request the following information: Point of failure? dealer loyal? Why such a generous offer to the customer,

Writer called [REDACTED].

Agent attempted to contact dealer Service Manager John, however, SM not available. Left message for a return call at extension 66223

The reason for the dealer contact was to provide or request the following information: lines 125-126

Writer called [REDACTED]. SM John stated the customer has approved the \$2,303.00. Writer advised SM of lines 119-120. SM advised writer that more cost assistance is not an option. SM advised writer that he is going to contact the customer now, and find out what the customer's intentions are. SM advised writer of a follow up after he speaks with the customer.

Writer advised SM of contact information.

Writer called [REDACTED]. SM John advised writer that he did contact the customer about the cost of the repairs and the customer did state he would pay the \$2,303.00. SM advised the customer to come into the dealership and sign the agreement. SM advised writer the customer did sign the work agreement on 07/25/14. SM stated the repairs are in progress, and SM would contact writer if the repairs are completed prior to 08/02/14, when writer will do a follow up. Writer & SM agreed.

Writer will follow up with dealership on 08/04/14.

Writer spoke to SM John for update on repair status. SM states they are still waiting on additional parts (shims), stating he anticipates they'll be in by the end of the week, and CM can follow up Friday. SM states the customer has alternate transportation, so there's no hurry on the vehicle being repaired.

Status update provided via email to the following email address:

[REDACTED]

Mr. Smith;

My name is Pam, and I'm contacting you on behalf of your case manager Jodi. I have just spoken to service manager John at MUSSELMAN'S DODGE, and have been advised that they are still waiting for a few more parts to complete the repair on your 2005 DODGE RAM SLT 1500. Jodi will be following up with John on Friday for the status of the parts, and will update you after speaking with him. Thank you for your continued patience.

Pam

Ram Customer Care

End of Status Update

Writer called [REDACTED]. SM John advised writer the repairs are complete and the customer picked the vehicle up on Tuesday, 08/05/14.

Writer called [REDACTED].

Agent attempted to contact customer, however, customer was not available.

Left message for a return call at extension 66223. The reason for the customer contact was to provide or request the following information:

Repair follow up.

Writer called [REDACTED]. Customer stated he drove his vehicle while on vacation, and he had no issues. Writer inquired if customer would like to close his case, customer agreed.

CLOSED LOOP UPDATE - no need for additional follow-up.

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP
DATA

CUSTOMER COMPLAINTS

13579083

From: [REDACTED]
To: [REDACTED]
Date: Mon May 23 08:25:27 EDT 2005
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

bought a lemon

Comments:

On friday the 19th i bought my truck and on sunday morning while driving with only 800 miles the drive shaft broke off and tore every thing under the body off. WHY I paid Good Money for your company to sell me a lemon.
I except a phone call asap as I am stranded.

Sender Information:

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

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

15536736







⚠ 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.

20030001AB















MFD BY

DaimlerChrysler
CORPORATION

DATE OF MFG
7-85

GVWR
3817 KG (86650 LB)

GVWR FRONT

1679 KG (3700 LB)

WITH TIRES

P245/78R17

RIMS AT

17x8.0

COLD

240 KPA (35 PSI)

GVWR REAR

1778 KG (3900 LB)

WITH TIRES

P245/78R17

RIMS AT

17x8.0

COLD

240 KPA (35 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: 1D7HA18N3

TYPE:

TRUCK



MSR:

872219 146AA PNT:PDN









































168-2-70

RCC 50

SPICER





Sp 10815





SPICER





































PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

15567511







RAM 1500















4x4
OFF-ROAD

Dick

CE

4x4
OFF-ROAD

4x4
4.0L

SPRINTER
4x4
2.5L
1500











HOOD























**TIRE AND LOADING INFORMATION**

SEATING CAPACITY - TOTAL 6 FRONT 3 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
552 KG OR 1221 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	L12276/20R17C	L12276/20R17C	L12276/20R17C
COLD TIRE INFLATION PRESSURE	240 kPa, 35 PSI	240 kPa, 35 PSI	240 kPa, 35 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION



SS213793

MADE BY CHRYSLER DODGE DATE OF MFG 048
CORPORATION 12-04 2617 KG (5850 LB)

GRV WGT	NET WGT	110 W	CU
1776 KG (3904 LB)	L7275/78R/7C	1746.0	246 (CPL 25 PSI)
MAX ADR	NET WGT	890 W	19.3
1776 KG (3904 LB)	L7275/78R/7C	1746.0	246 (CPL 25 PSI)

THIS VEHICLE COMPLIES TO ALL APPLICABLE FEDERAL MOTOR VEHICLE SAFETY AND TEST
PROCEDURES AND REGULATIONS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

VIN: 1C3NLL3C [REDACTED] [REDACTED]

480 124581 13796 911 P28 441 [REDACTED]



Hemi

Goodyear
WRANGLER
DURAMAXX

DICK
CEPEK

RADIAL
F-C
H



RADIAL F-C III

Goodyear WRANGLER

Small white sticker with illegible text.



Small white label with illegible text.

RADIAL F-C II

DICK CEPEK



4x4

Goodyear GEOPREK

RADIAL F-C III

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP
DATA

CUSTOMER COMPLAINTS

15574088



Better Business Bureau of Detroit & Eastern Michigan
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Phone: (248) 644-9100
Fax: (248) 644-5026
E-mail: info@easternmichiganbbb.org
Website: www.easternmichiganbbb.org

October 18, 2006

Mr. Joe Warne, Correspondence Supervisor
DaimlerChrysler Corporation
P.O. Box 21-8004
Auburn Hills, MI 48321-0800

RE: BBB Case #5001500 - [REDACTED]

Dear Mr. Warne:

The Better Business Bureau has received the enclosed complaint from the above referenced individual. In the interest of good business/customer relations, we are presenting this complaint to you for your review and response.

As a voluntary, self-regulatory agency supported by local businesses, we are willing to assist your company in resolving this matter as expeditiously as possible.

The Bureau has not made a judgment as to the validity of the complaint, and understands that there are two sides to every dispute. We are requesting that you review the complaint and provide the Bureau with a written or verbal response to this complaint within the next seven (7) days. A business-reply envelope is enclosed for your convenience.

If you have any questions, please contact the Bureau at (248) 644-9100. You may respond to the complaint at the address listed above, or by facsimile at (248) 644-5026.

Thank you for your cooperation.

Sincerely,

Constance Stevens
Dispute Resolution Consultant

Description for Complaint ID # 5001500

[REDACTED]
Oklahoma City, OK [REDACTED]

DaimlerChrysler Corporation
Joe Warne
P.O. Box 21-8004
Auburn Hills, MI 48321-0800

Consumer:

[REDACTED]
Oklahoma City, OK [REDACTED]

Car Year: 2005
In Possession: No
Miles Kms:
Miles: 44000
Car Make: Dodge
Car Model: Ram Truck
VIN:

Last Dealer: David Stanley Dodge
Last Dealer Addr:
Last Dealer City: Midwest
Last Dealer State: OK
Sell Dealer: David Stanley Dodge
Sell Dealer Addr:
Sell Dealer City: Midwest
Sell Dealer State: OK

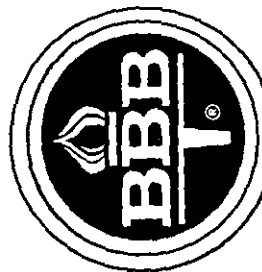
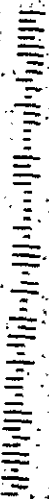
Issue 1: Repair electrical system power drive went out
Issue 2: Rear end locked up shattered into little pieces
Issue 3:
Issue 4:
Issue 5:
Issue 6:
Issue 7:
Issue 8:
Issue 9:
Issue 10:

Outcome: Knock off repair charges or give me another truck.

FIRST CLASS



10/11



THE Better Business Bureau®

Better Business Bureau/
Detroit and Eastern Michigan
30555 Southfield Road, Suite 200
Southfield, MI 48076-7751

Mr. Joe Warne, Correspondence
Supervisor
Daimler Chrysler Corporation
P.O. BOX 21-8004
Auburn Hills, MI 48321-8004

October 24, 2006

Better Business Bureau
Ms. Constance Stevens
Fax: 248-644-5026

RE: # [REDACTED]
CAIR: 15574088

Dear [REDACTED]

Thank you for your referral of the customer's concerns with his 2005 Dodge Ram truck.

I contacted the Service Manager, John at David Stanley Dodge, to inquire about the customer's concerns. I was informed the vehicle is registered under the name of [REDACTED] who purchased the vehicle on July 13, 2006. Since the mileage is over the original 3 year/36,000 miles, the differential repair would be at the customer's expense. The Service Manager indicated he has quoted prices for a new differential, and a used differential. The customer authorized the dealer to install the new differential on October 23, 2006. The dealership is trying to speak directly to the customer to get a better understanding of the current situation with the vehicle.

Unfortunately, we are unable to offer the customer this repair at no charge, or to exchange the vehicle for a different truck.

Sincerely,

Maggie
Senior Staff

MG/kat

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

16123801

From: [REDACTED]
To: [REDACTED]
Date: Thu Apr 05 07:36:50 EDT 2007
Subject: DaimlerChrysler Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Been in local shop, mis diagnosed and bigger problem now lied to twice and after the 3rd time in shop still not fixed or even close. told the tires were out of round and could not be balanced but when i left shop 1 mile away rear end blows out wont go

Comments:

I love my truck and only want it back the way it was before it broke down. I have the money to go buy something else and my truck is paid off but this is my third Dodge truck and I dont want anything else please help me and fix my truck, it has a 70,000 mile 7 year drive train warranty and only 24,000 on it. If it wasnt mis diagnosed we probably would not be here now. The shop in question is not helping or very respectful, When you call I will go into better detail. PLEASE HELP A DODGE LOVER AND OWNER.... MY TRUCK IS EXACTLY HOW I WANT IT. THE STEREO, THE TINT, BED COVER, THE K&N.

Sender Information:

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

From: [REDACTED]
To: [REDACTED]
Date: Fri Apr 06 18:59:56 EDT 2007
Subject: Re: DaimlerChrysler Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Group Customer Assistance Center concerning your Dodge Ram.

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

If your concerns have not been addressed, or you have other concerns, please email or contact the DaimlerChrysler Customer Assistance Center by telephone at [REDACTED] 8:00 a.m. to 5:00 p.m., Monday through Friday.

Thanks again for your email.

Sincerely,

Brent

Senior Staff Representative
Chrysler Group Customer Assistance Center

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

REFERENCE NUMBER: 16123801
EMAIL CASE NUMBER: 1703229
REPLY LINK:
[REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Been in local shop, mis diagnosed and bigger problem now lied to twice and after the 3rd time in shop still not fixed or even close. told the tires were out of round and could not be balanced but when i left shop 1 mile away rear end blows out wont go

Comments:

I love my truck and only want it back the way it was before it broke down. I have the money to go buy something else and my truck is paid off but this is my third Dodge truck and I dont want anything else please help me and fix my truck, it has a 70,000 mile 7 year drive train warranty and only 24,000 on it. If it wasnt mis diagnosed we probably would not be here now. The shop in question is not helping or very respectful, When you call I will go into better detail. PLEASE HELP A DODGE LOVER AND OWNER.... MY TRUCK IS EXACTLY HOW I WANT IT. THE STEREO, THE TINT, BED COVER, THE K&N.

VIN: [REDACTED]
5J
Mileage: [REDACTED]
24000
Servicing Dealer:
Victorville Motors
Title:
Mr.
First Name: [REDACTED]
Middle [REDACTED]
Last N [REDACTED]
Address [REDACTED]
Address 2:
City:
Victorville
State:
CA
Zip: [REDACTED]
Email: [REDACTED]
Home Ph [REDACTED]

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

17595076

From: [REDACTED]
To: [REDACTED]
Date: Thu Jun 12 17:57:57 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

My driveshaft fell out

Comments:

Hello Chrysler,\r\n\r\nI just wanted to inform Chrysler LLC of a product defect. I lease a 2005 Dodge Ram 1500 quad cab 2wd, as I drove back to work from getting lunch 6/11/08 My drive shaft separated from the transfer case and rear axel. This was a very dangerous situation. I find this very unsettling that this would happen to a truck with only 37,000 miles.It is at the dealer now being repaired ,but what if it happen\'s again and I have My Pregnant Wife & Son are in the vehicle.I hate to think of it.\r\n\r\nPlease reply\r\n\r\nKind Regards\r\n\r\n[REDACTED]

Sender Information:

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

From: [REDACTED]
To: [REDACTED]
Date: Fri Jun 13 09:33:03 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Ram.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers. We have documented your comments and have forwarded them to the appropriate department for review. To assist you at the earliest regarding the problem you have experienced we request you to call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday (in all Continental Time Zones).

When calling the Customer Assistance Center, please have your Reference (17588677) number handy. We have documented your concern under the mentioned reference number.

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email.

Sincerely,

Nick Tyler
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17595076
EMAIL CASE NUMBER: 2032389
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5765659I25261L0K
M&

Original Message Follows:

US Customer Service - CORPORATE Brand Site

Brief Description:

My driveshaft fell out

Comments:

Hello Chrysler,\r\n\r\nI just wanted to inform Chrysler LLC of a product defect. I lease a 2005 Dodge Ram 1500 quad cab 2wd, as I drove back to work from getting lunch 6/11/08 My drive shaft separated from the transfer case and rear axel. This was a very dangerous situation. I find this very unsettling that this would happen to a truck with only 37,000 miles.It is at the dealer now being repaired ,but what if it happen\'s again and I have My Pregnant Wife & Son are in the vehicle.I hate to think of it.\r\n\r\nPlease reply\r\n\r\nKind Regards\r\n\r\n[REDACTED]

VIN:

Mileage:

Servicing Dealer:

Title:

First Name

Middle

Last Name

Address

Address

City:

Philadelphia

State:

PA

Zip:

Email:

Home Phone:

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

17595077

From: [REDACTED]
To: [REDACTED]
Date: Thu Jun 12 17:57:58 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

My driveshaft fell out

Comments:

Hello Chrysler,\r\n\r\nI just wanted to inform Chrysler LLC of a product defect. I lease a 2005 Dodge Ram 1500 quad cab 2wd, as I drove back to work from getting lunch 6/11/08 My drive shaft separated from the transfer case and rear axel. This was a very dangerous situation. I find this very unsettling that this would happen to a truck with only 37,000 miles.It is at the dealer now being repaired ,but what if it happen\'s again and I have My Pregnant Wife & Son are in the vehicle.I hate to think of it.\r\n\r\nPlease reply\r\n\r\nKind Regards\r\n\r\n[REDACTED]

Sender Information:

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

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP
DATA

CUSTOMER COMPLAINTS

17924602

From: [REDACTED]
To: [REDACTED]
Date: Mon Sep 22 12:57:02 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

2005 Dodge Ram 1500 Rear Differential lock-up failure

Comments:

2005 Dodge Ram 1500 rear differential failure:

I have a 2005 Dodge Ram 1500

Quad-cab. My wife was driving to work on Friday Sept 19, 2008 when the rear

differential locked-up on street traffic at approx 40 mph, severe and erratic driving (Rear bucking) conditions existed as the rear drive shaft

sheared as well. No indication of premature failure conditions existed, no

signs of squeaks or grinding noises. Nothing has ever been towed by this

vehicle as well. Recently had major service performed at Big Valley Dodge

dealership in Van Nuys CA for 30-35K scheduled interval checkup? New differential fluid was added and differential was inspected along with the

other maintenance checks. My wife was very fortunate she wasn't driving

the freeway at high speeds when this differential gear failure occurred.

An onsite police officer explained that the differential fluid loss would

most likely create a serious accident with oncoming traffic unable to brake

at high velocity speeds. My wife was very scared as result of this rare

vehicle failure occurring to such late model 2005 model year. I purchased

the extended warranty coverage on the truck, but believe it would still be

covered under normal warranty conditions. A rental vehicle is needed because of the discussed repair and lead order time. Murphy Shelby Dodge

failed offers of compensation or customer satisfaction arrangements for

this rare and frightening experience. I bought the Dodge Ram for safety

and piece of mind. I'm hoping you can return reply back with a minimum

failure analysis discussions, & assurance it will not occur again. Your

reply on this issue will have major impact on my next vehicle decision

making process.

[REDACTED]

Sender Information:

Title: Mr. [REDACTED]
First Name: [REDACTED]

Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: [REDACTED]
To: [REDACTED]
Date: Tue Sep 23 16:04:09 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Ram.

We appreciate the time and effort you took to write to us.

In response to your email we would like to inform you that, it is always a concern when a customer is dissatisfied with our products or Dealer service.

Over the past few years, we have made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark.

Please accept my sincerest apologies for the problems you have had.

However we recommend that, it is necessary to discuss this issue with you directly. So please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday.

We would also like to suggest that when calling the Customer Assistance Center, please have your Reference number and the following information handy:

- ? Vehicle owner name
- ? Vehicle owner address
- ? Day and evening phone numbers
- ? Vehicle Identification Number (VIN)
- ? Name of dealership where vehicle was purchased
- ? Date of purchase
- ? Dealership where service was performed
- ? Date of last service
- ? Current vehicle mileage
- ? An explanation of the problem

We have Customer Service Representatives available to address your questions and concerns.

Thanks again for your email. We value you and your continued business with us.
Sincerely,

Kelly Nelson
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17924602
EMAIL CASE NUMBER: 2102364

[REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site
Brief Description:
2005 Dodge Ram 1500 Rear Differential lock-up failure

Comments:

2005 Dodge Ram 1500 rear differential failure: I have a 2005 Dodge Ram 1500

Quad-cab. My wife was driving to work on Friday Sept 19, 2008 when the rear

differential locked-up on street traffic at approx 40 mph, severe and

erratic driving (Rear bucking) conditions existed as the rear drive shaft

sheared as well. No indication of premature failure conditions existed, no

signs of squeaks or grinding noises. Nothing has ever been towed by this

vehicle as well. Recently had major service performed at Big Valley Dodge

dealership in Van Nuys CA for 30-35K scheduled interval checkup? New differential fluid was added and differential was inspected along

with the

other maintenance checks. My wife was very fortunate she wasn't driving

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An onsite police officer explained that the differential fluid loss would

most likely create a serious accident with oncoming traffic unable to brake

at high velocity speeds. My wife was very scared as result of this rare

vehicle failure occurring to such late model 2005 model year. I purchased

the extended warranty coverage on the truck, but believe it would still be

covered under normal warranty conditions. A rental vehicle is needed because of the discussed repair and lead order time. Murphy Shelby

Dodge

failed offers of compensation or customer satisfaction arrangements for

this rare and frightening experience. I bought the Dodge Ram for safety

and piece of mind. I'm hoping you can return reply back with a minimum

failure analysis discussions, & assurance it will not occur again. Your

reply on this issue will have major impact on my next vehicle decision

making process. [REDACTED]

VIN:

5J [REDACTED]

Mileage:

41000

Servicing Dealer:

Murphy & shelby Dodge

Title:

Mr.

First Name:

Middle [REDACTED]

Last Name [REDACTED]

Address 1: [REDACTED]

[REDACTED]
Address 2:

City: Encino

State: CA

Zip: [REDACTED]

Email: [REDACTED]

Work P: [REDACTED]

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

20405425

From: [REDACTED]
To: [REDACTED]
Date: [REDACTED]
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

My piece of crap Dodge Ram.

Comments:

My engine went up 10,000 miles ago. Now my drive shaft fell out. The check engine light has been on a few times as well. It is also currently on. If you can't make a decent product, stop making and selling trucks. My 1995

Dodge Dakota was great. This is a big fat LEMON!!!

Sender Information:

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

From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Feb 11 19:37:36 EST 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center.

Please accept our sincere apologies for the delayed response to your email. Because of the public's current interest in Chrysler Group and our products, we are unable to respond as promptly as we would like.

Your email was reviewed by Customer Care for Chrysler, Dodge, Jeep® and Ram vehicles and has been forwarded to a more appropriate area for their attention and response.

This referral action will provide the best opportunity for your request. A representative will be in contact with you within one (1) business day.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thank you for taking the time to communicate with us.

Sincerely,

Alyssa

Customer Service Representative
Ram Customer Assistance Center

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

REFERENCE NUMBER: 20405425

EMAIL CASE NUMBER: 2551017

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7248341V71056L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

My piece of crap Dodge Ram.

Comments:

My engine went up 10,000 miles ago. Now my drive shaft fell out. The check

engine light has been on a few times as well. It is also currently on. If

you can't make a decent product, stop making and selling trucks. My 1995

Dodge Dakota was great. This is a big fat LEMON!!!

VIN:

5J [REDACTED]

Mileage:

72933

Servicing Dealer:

It was White Marsh Dodge

Title:

Mr.

First Name:

Middle

Last N

Address

Address 2:

City:

Rosedale

State:

MD

Zip:

Email:

Home P

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

21365128

From: [REDACTED]
To: [REDACTED]
Date: Mon Sep 19 20:03:23 EDT 2011
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Driveshaft came apart from rear axle.

Comments:

Drive shaft came apart from rear axle. Nothing was broken. appears that the pinion nut slowly vibrated off, there was no pin or lock-tite to keep the nut in place, is this common. I would like to request that dodge should pay for the repairs as a result of poorly installed part. this is not good workmanship and i will not buy another dodge/chrysler if responsibility for this is not taken. Dodge needs to resolve this mistake.Thanks

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue Sep 20 10:35:30 EDT 2011
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center in regards to your 2005 Ram 1500.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and provide them to the product development team for review.

Chrysler Group has made tremendous gains in customer satisfaction and vehicle quality and we are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Your concerns, particularly in view of the expense and inconvenience involved in this issue, are understandable. However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer's warranty at the time the expense was incurred.

Although a more favorable reply could not be provided, sharing your concern with us is appreciated.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative
Ram Customer Assistance Center

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

REFERENCE NUMBER: 21365128

EMAIL CASE NUMBER: 2624718

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM7476655V29330L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Driveshaft came apart from rear axle.

Comments:

Drive shaft came apart from rear axle. Nothing was broken. appears that the

pinion nut slowly vibrated off, there was no pin or lock-tite to keep the

nut in place, is this common. I would like to request that dodge should pay

for the repairs as a result of poorly installed part. this is not good

workmanship and i will not buy another dodge/chrysler if responsibility for

this is not taken. Dodge needs to resolve this mistake.Thanks

VIN:

5J [REDACTED]

Mileage:

41000

Servicing Dealer:

Briggs Dodge of Topeka,KS

Title:

First Name:

Middle

Last

Address

Address

City:

Topeka

State:

KS

Zip

Emp

Wo

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

21818970

Document Recieved from Customer

Cair Number: 21818970

Date Received: 2012-02-16 10:06:52.839406

Files Not Recieved: 0

Fax

To: Jeff (Employee # GT566) **From:** [REDACTED]
Fax: [REDACTED] **Pages:** 1 of 5 (resending)
Phone: [REDACTED] **Date:** 02/16/12 - 6:35am PST
Re: Case # 21818970 **cc:**

- Urgent For Review Please Comment Please Reply Please Recycle

● **Comments:**

Here is a copy of the invoice for the work I had done at Dwayne Lane Dodge in Everett, WA. Per our earlier conversations, you were going to reimburse me \$500 if I had the repairs completed at a Dodge Dealer. After speaking with the service manager at Dwayne Lanes (James), I understand there was a process issue with you sending a \$500 check, so some adjustments were made to my bill in the amount of \$150. This leaves the final reimbursement from Dodge to be \$350. Thank you for your assistance in this manner.

Resending as I forget to send a copy of my payment receipt (I'm making payments to the dealer).



Mukilteo, WA [REDACTED]



DWAYNE LANE'S
CHRYSLER Jeep RAM

10515 Evergreen Way
 Phone: (425) 267-9000
 Fax: (425) 551-5493

Everett, WA 98204
 Toll Free (888) 444-LANE
 www.dwaynelane.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday

R/O Open Date	R/O Number
1/30/12	6099485/1
R/O Close Date	Status
2/07/12	Pre-Invoice
Mileage In	Mileage Out
73542	73548
Service Advisor / Tag #	
BRIAN C/552Y	

MUKILTEO, WA		Work Phone	Vehicle Identification		
		Home Phone	1D7HU18D25J		
		Delivery Date	In-Service Date		
Year	Make	Model	Body	Color	License Number
2005	DODGE	RAM 1500	4DR QUAD CAB 140.	DEEP MOLTE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#1 - Customer Reports: DRIVELINE SHAFT CAME OUT, PINION NUT CAME OFF DRIVELINE SHAFT WENT THROUGH DIFF CASE, CHECK AND ADVISE. TOW IN. HAS CHRYSLER CASE 21818970 Caused by VERIFIED DIFF CASE BROKEN DRIVELINE OUT NEEDS COMPLETE REAR END HOUSING Work performed by KS (27) Installed 7020539 :REAR END PLUS \$205.00 WARRANTY 1@2025.00 2025.00 Installed 4874469 :LUBRICANT: GEAR 3@26.46 79.38 Installed 5013477AA :SEALANT: RTV 1@16.40 16.40 Installed 68065196AA :CLEANER: BRAKE 1@7.25 7.25 INSTALLED USED REAR END OWNER PAYED EXTRA FOR A 12MONTH/15,000 MILE WARRANTY PARTS AND UP TO \$500.00 ON LABOR. TEST DROVE WORKING AS DESIGNED Sub Total: 2788.03</p>	
<p>#2 - 26PT: COMPLIMENTARY SAFETY CHECK PERFORMED COMPLIMENTARY 26 POINT INSPECTION Caused by REAR BRAKES AT 3MM REC. TURN ROTORS AND REPLACE PADS Work performed by KS (27) COMPLETED Sub Total: .00</p>	
<p>#3 - Customer Reports: DRIVELINE IN BED OF TRUCK AND YOKE</p>	

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

We appreciate and value your kind comments or constructive criticisms. So that we can provide exceptional service to you, please visit the FEEDBACK button at www.dwaynelane.com or call me directly (James Zerhise) at (425) 551-5421.

Have a great day!

X



DWAYNE LANE'S
CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 267-9000
Fax: (425) 551-5493

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
1/30/12	6099485/2
R/O Close Date	Status
2/07/12	Pre-Invoice
Mileage In	Mileage Out
73542	73548

Service Advisor / Tag #
BRIAN C/552Y

MUKILTEO, WA		Work Phone	Vehicle Identification Number		
		Home Phone	1D7HU18D25J		
			Delivery Date	In-Service Date	
Year	Make	Model	Body	Color	License Number
2005	DODGE	RAM 1500	4DR QUAD CAB 140.	DEEP MOLTE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by DRIVELINE BENT AFTER MARKET WANTED \$325.00 MATCH PRICED NEW DRIVELINE Work performed by KS (27) Installed 52105918AA :SHAFT: DRIVE 1@325.00 325.00 Installed 6506497AA :BOLT: HEX FLANGE HEAD LOCKING 4@2.94 11.76 REPLACED WITH 4 NEW BOLTS Sub Total: 336.76	

#4 * Customer Reports: CHRYSLER JEFF CUSTOMER ASSISTANCE CENTER O.K D TOW FROM INDEPENDENT SHOP FOR DIAGNOSES ONLY. APPROVED \$156.40 ON 2/2/12 9 14 A.M. TOTAL Caused by INSPECT/DIAGNOSE FROM OTHER SHOP TOW IN Work performed by KS (27) Warranty Caused by PINION NUT OFF CASE BROKEN AND JAMMED IN HOUSING CASE BROKEN SENT OUT DRIVESH AFT FOR INSPECTION NEEDS COMPLETE UNIT/ REAR DIFF Work performed by SKIP001 : 119228 Warranty	

#5 * Customer Reports: REPLACE PINION SEAL, NUT AND AXLE SEALS Work performed by KS (27) Installed 6036749AA :NUT: PINION 1@9.24 9.24 Installed 52070427AB :SEAL: AXLE DRIVE SHAFT 2@13.24 26.48 Installed 68056356AA :SEAL: DRIVE PINION 1@17.06 17.06 REPLACED 3 SEALS SET PINION NUT TO SPEC.	

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

We appreciate and value your kind comments or constructive criticisms. So that we can provide exceptional service to you, please visit the FEEDBACK button at www.dwaynelane.com or call me directly (James Zehire) at (425) 551-5421.

X

Have a great day!

From:

02/16/2012 07:44

#027 P.004/005



DWAYNE LANE'S
CHRYSLER Jeep Ram
 10515 Evergreen Way
 Phone: (425) 267-9000
 Fax: (425) 551-5493
 Everett, WA 98204
 Toll Free (888) 444-LANE
 www.dwaynelane.com

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday

R/O Open Date	R/O Number
1/30/12	6099485/3
R/O Close Date	Status
2/07/12	Pre-Invoice
Mileage In	Mileage Out
73542	73548
Service Advisor / Tag #	
BRIAN C/552Y	

MUKILTEO, WA		Work Phone	BRIAN C/552Y	
		Home Phone	Vehicle Identification Number	
			1D7HU18D25J	
Year	Make	Model	Body	Color
2005	DODGE	RAM 1500	4DR QUAD CAB 140	DEEP MOLTE

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
COMPLETED	
Sub Total: 52.78	
6099485 BRIAN	
Sub Total: .00	

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

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

LABOR	660.00
PARTS	2517.57
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	25.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	294.64
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	3497.21

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

We appreciate and value your kind comments or constructive criticisms. So that we can provide exceptional service to you, please visit the FEEDBACK button at www.dwaynelane.com or call me directly (James Zehire) at (425) 551-5421.

X

(C) 2008 ARKONA, Inc. Dealer/Service/Parts Group 000046-1128

Have a great day!

From:

02/16/2012 07:45 #027 P.005/005

DWYANE LANES CHRYSLER
10515 EVERGREEN WAY
EVERETT, WA 98204
425-353-3855

02/15/2012 14:22:54
Merchant ID: *check out* 04002439
Terminal ID: 001

When you provide a check as payment, you authorize us to use information from your check to process a one-time Electronic Funds Transfer (EFT) or draft drawn from your account, or to process the payment as a check transaction. You also authorize us to process credit adjustments, if applicable. If your payment is returned unpaid, you authorize us to collect your payment and the Return Fee amount below by EFT(s) or draft(s) from your account.

ELECTRONIC CHECK

** Powered By TeleCheck **
** A First Data Company **

Transaction #: 003
Batch #: 247
Approval Code: 3566
Entry Method: Swiped
Mode: Online
Trace Number: 140031000007107151262
Check Number: 8404
Phone Number: 425-319-3834

SALE AMOUNT \$1155.00

RETURN FEE AMOUNT \$30.00

Above fee increases to \$70.00 + 12% interest if unpaid after 33 days notice.

ELECTRONICALLY DEPOSITED
ITS SAFE. ITS SECURE
ITS FROM TELECHECK
QUESTIONS? CALL 1-800-697-9263

CUSTOMER COPY

Fax

To: [REDACTED] **From:** [REDACTED]
Fax: [REDACTED] **Pages:** 1 of 4
Phone: [REDACTED] **Date:** 02/16/12 - 6:35am PST
Re: Case # 21818970 **cc:**

- Urgent For Review Please Comment Please Reply Please Recycle

● **Comments:**

Here is a copy of the invoice for the work I had done at Dwayne Lane Dodge in Everett, WA. Per our earlier conversations, you were going to reimburse me \$500 if I had the repairs completed at a Dodge Dealer. After speaking with the service manager at Dwayne Lanes (James), I understand there was a process issue with you sending a \$500 check, so some adjustments were made to my bill in the amount of \$150. This leaves the final reimbursement from Dodge to be \$350. Thank you for your assistance in this manner.

[REDACTED]

Mukilteo, WA [REDACTED]



SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday

R/O Open Date	R/O Number
1/30/12	6099485/1
R/O Close Date	Status
2/07/12	Pre-Invoice
Mileage In	Mileage Out
73542	73548
Service Advisor / Tag #	
BRIAN C/552Y	

MUKILTEO, WA		Work Phone	Vehicle Identifier
		Home Phone	1D7HU18D25J
		Delivery Date	
Year	Make	Model	Color
2005	DODGE	RAM 1500	DEEP MOLTE
		4DR QUAD CAB 140.	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: DRIVELINE SHAFT CAME OUT, PINION NUT CAME OFF DRIVELINE SHAFT WENT THROUGH DIFF CASE, CHECK AND ADVISE. TOW IN. HAS CHRYSLER CASE 21818970 Caused by VERIFIED DIFF CASE BROKEN DRIVELINE OUT NEEDS COMPLETE REAR END HOUSING Work performed by KS (27) Installed 7020539 :REAR END PLUS \$205.00 WARRANTY 1@2025.00 2025.00 Installed 4874469 :LUBRICANT: GEAR 3@26.46 79.38 Installed 5013477AA :SEALANT: RTV 1@16.40 16.40 Installed 68065196AA :CLEANER: BRAKE 1@7.25 7.25 INSTALLED USED REAR END OWNER PAYED EXTRA FOR A 12MONTH/15,000 MILE WARRANTY PARTS AND UP TO \$500.00 ON LABOR. TEST DROVE WORKING AS DESIGNED Sub Total: 2788.03	
#2 - 26PT: COMPLIMENTARY SAFETY CHECKPERFORMED COMPLIMENTARY 26 POINT INSPECTION Caused by REAR BRAKES AT 3MM REC. TURN ROTORS AND REPLACE PADS Work performed by KS (27) COMPLETED Sub Total: .00	
#3 - Customer Reports: DRIVELINE IN BED OF TRUCK AND YOKE	

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 2008 ARKONIA, Inc. | Dealership Application Group: 0000281-1028

We appreciate and value your kind comments or constructive criticisms. So that we can provide exceptional service to you, please visit the FEEDBACK button at www.dwaynelane.com or call me directly (James Zerhise) at (425) 551-5421.

Have a great day!



DWAYNE LANE'S
CHRYSLER Jeep Ram

10515 Evergreen Way
Phone: (425) 267-9000
Fax: (425) 551-5493

Everett, WA 98204
Toll Free (888) 444-LANE
www.dwaynelane.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday

R/O Open Date	R/O Number
1/30/12	6099485/2
R/O Close Date	Status
2/07/12	Pre-Invoice
Mileage In	Mileage Out
73542	73548
Service Advisor / Tag #	
BRIAN C/552Y	

MUKILTEO, WA		Work Phone	Vehicle Identification
		Home Phone	1D7HU18D25J
Year	Make	Model	Color
2005	DODGE	RAM 1500	DEEP MOLTE

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Caused by DRIVELINE BENT AFTER MARKET WANTED \$325.00 MATCH PRICED NEW DRIVELINE Work performed by KS (27) Installed 52105918AA :SHAFT: DRIVE 1@325.00 325.00 Installed 6506497AA :BOLT: HEX FLANGE HEAD LOCKING 4@2.94 11.76 REPLACED WITH 4 NEW BOLTS Sub Total: 336.76	

#4 * Customer Reports: CHRYSLER JEFF CUSTOMER ASSISTANCE CENTER O.K D TOW FROM INDEPENDENT SHOP FOR DIAGNOSES ONLY. APPROVED \$156.40 ON 2/2/12 9 14 A.M. TOTAL Caused by INSPECT/DIAGNOSE FROM OTHER SHOP TOW IN Work performed by KS (27)	Warranty

#5 * Customer Reports: REPLACE PINION SEAL,NUT AND AXLE SEALS Work performed by KS (27) Installed 6036749AA :NUT: PINION 1@9.24 9.24 Installed 52070427AB :SEAL: AXLE DRIVE SHAFT 2@13.24 26.48 Installed 68056356AA :SEAL: DRIVE PINION 1@17.06 17.06 REPLACED 3 SEALS SET PINION NUT TO SPEC.	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."	LABOR PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

We appreciate and value your kind comments or constructive criticisms. So that we can provide exceptional service to you, please visit the FEEDBACK button at www.dwaynelane.com or call me directly (James Zentire) at (425) 551-5421.

Have a great day!

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

23208146

From: [REDACTED]
To: [REDACTED]
Date: Fri Mar 15 14:39:59 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Ram drivetrain issues need addressed

Comments:

I have a 2005 Ram 1500 with 94000 miles. On 3/12/2013, while driving 30MPH, the drive shaft separated from the rear differential and caused my wheels to lock up. The dealership is quoting \$3200 for repair. I had a service contract that expired at 80000 miles. I know that there is a recall on 2009-2010 models for this same issue. I believe that it needs to push back and cover all Rams at least as far back as 2002. A cursory search of the internet turns up many, many such instances. I think that as a gesture of goodwill, at least part of the cost of this repair should be covered by you, the manufacturer.

Sender Information:

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

From: [REDACTED]
To: [REDACTED]
Date: Sat Mar 16 13:42:41 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

Thank you for your recent contact regarding your vehicle. We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

Thank you again for taking the time to communicate with us. We're sorry we cannot provide a more favorable reply.

Thanks again for your email.

Sincerely,

Steve

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: 23208146
EMAIL CASE NUMBER: 2806785

[REDACTED]

Original Message Follows:

US Customer Service - Ram Brand Site

Brief Description:

Ram drivetrain issues need addressed

Comments:

I have a 2005 Ram 1500 with 94000 miles. On 3/12/2013, while driving 30MPH,

the drive shaft separated from the rear differential and caused my wheels

to lock up. The dealership is quoting \$3200 for repair. I had a service

contract that expired at 80000 miles. I know that there is a recall on

2009-2010 models for this same issue. I believe that it needs to push back

and cover all Rams at least as far back as 2002. A cursory search of the

internet turns up many, many such instances. I think that as a gesture of

goodwill, at least part of the cost of this repair should be covered by

you, the manufacturer.

VIN: 5S [REDACTED]
Mileage: 94000
Servicing Dealer: Dodge Country- Killeen, TX
Title:

First Name: [REDACTED]
Middle [REDACTED]
Last Name [REDACTED]
Address [REDACTED]
Address [REDACTED]

City: Kempner
State: TX
Zip: [REDACTED]
Email [REDACTED]
Home [REDACTED]

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

23516850

From: [REDACTED]
To: [REDACTED]
Date: Tue Jun 04 20:44:49 EDT 2013
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Rear end locked up and skidded on Interstate 5/4/13

Comments:

I was driving to work on 5/4/13 on the Interstate when suddenly my truck started making a whining noise. I attempted to pull over to the medium when it locked up and shudder and skidded to a stop narrowly missing a guardrail. I got out and found the rear portion of the drive shaft laying on the ground and oil pouring from an exposed opening on the rear end / differential. I have found many complaints on line about other Dodge Ram owners having the same thing happen to them. This was not year specific because there was 03 thru 08 complaints. This sounds like a need for a recall. I have already had the differential worked on on 11/17/2010 at a cost of \$790.60 Luckily I had a warranty form the dealer that covered the repair except for \$116.33. I could have had an accident due to this rear end lock up. This is a known problem which is well documented on various web sites. Now my question is what is Dodge going to do about it?
Sincerely
[REDACTED]

Sender Information:

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

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Jun 05 10:42:38 EDT 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product. Comments like yours are one way to learn of problems that develop and the improvements desired. We have documented your comments and will provide them to our product development team for review.

Recalls generally occur on limited numbers of vehicles. Customers are notified by U.S. mail and also often through the print and/or broadcast media.

In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Occasionally, a manufacturer will issue a recall for a customer satisfaction issue.

You can access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to our brand site Dodge - <http://www.Dodge.com/en/owners>, and enter your Vehicle Identification Number (VIN) in the appropriate recall field on the left.

However, we recommend retaining repair receipts if a recall is released, you may submit for reimbursement consideration.

Thanks again for your email.

Sincerely,

Samantha

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: 23516850

EMAIL CASE NUMBER: 2835405

REPLY LINK: http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8147844V43358L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Rear end locked up and skidded on Interstate 5/4/13

Comments:

I was driving to work on 5/4/13 on the Interstate when suddenly my truck

started making a whining noise. I attempted to pull over to the medium when

it locked up and shudder and skidded to to a stop narrowly missing a

guardrail. I got out and found the rear portion of the drive shaft
laying
on the ground and oil pouring from an exposed opening on the rear
end /
differential. I have found many complaints on line about other Dodge
Ram
owners having the same thing happen to them. This was not year
specific
because there was 03 thru 08 complaints. This sounds like a need for
a
recall. I have already had the differential worked on on 11/17/2010
at a
cost of \$790.60 Luckily I had a warranty form the dealer that
covered the
repair except for \$116.33. I could have had an accident due to this
rearend
lock up. This is a known problem which is well documented on various
web
sites. Now my question is what is Dodge going to do about it?
Sincerely
Joe Shrader

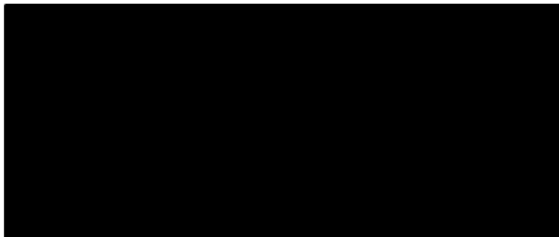
VIN: [REDACTED]
5J
Mileage: 107200
Servicing Dealer:

Title:
Mr.



Address 2:

City: Palmyra
State:



PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP
DATA

CUSTOMER COMPLAINTS

23620327

Document Recieved from Customer

Cair Number: 23620327

Date Received: 2013-08-02 11:03:25.349917

Files Not Recieved: 0

BRENENGEN CHRYSLER FORD
 1200 N. SUPERIOR
 TOMAH, WI 54660
 (608) 372-4121
 WWW.BRENENGEN.COM

61930EBE

[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
[REDACTED]		1D7HA18N95S [REDACTED]		50901	06/27/13	61930 A	
BARABOO	WI	YEAR	MAKE	MODEL	COLOR	TAG NO.	
		05	DODGE	RAM 1500 Q		00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
128478		[REDACTED]	-		00/00/00	JES	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
	00/00/00		50901	06/10/13	00/00/00		

LINE	OP. CODE	FAIL-CD	TECH	HOURS/QTY	TYPE	AMOUNT
	RB2		A27	2	C	117.76
			48880082 ROTORS	1	C	65.00
			SS7867M PADS NPA			
Line Total.....						182.76

Warranty Claim Type: W Authorization Code:

Labor	1036.90
Parts	1943.50
Sales Tax	163.92
TOTAL-CUST-CASH	3144.32

PALB
In full cash

CUSTOMER COPY - PAGE 02

Printed: 06/27/2013 @ 12:44

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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative

 CUSTOMER SIGNATURE

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

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

23702967

From: [REDACTED]

To: [REDACTED]

Date: Wed Jul 17 10:12:10 EDT 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

2005 Dodge Truck pinion nut drops drive shaft, causing rear to lock up and damage axle.

Comments:

Enroute to my job, driving 55 mph, pinion nut dislodges causing drive shaft to fall, rear end to lock up and stop in its tracks on a major highway.

Damage to rear extensive. Understand this may be a issue with the 2005 Ram vehicles.

Sender Information:

Title: Mr.

[REDACTED]

From: [REDACTED]

To: [REDACTED]

Date: Fri Jul 19 15:20:37 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.

If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-800-Chrysler [REDACTED]

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER: 23702967

EMAIL CASE NUMBER: 2851232

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8199679V61637L0KM&

Original Message Follows:

US Customer Service - Ram Brand Site

Brief Description:

2005 Dodge Truck pinion nut drops drive shaft, causing rear to lock up and damage axle.

Comments:

Enroute to my job, driving 55 mph, pinion nut dislodges causing drive shaft to fall, rear end to lock up and stop in its tracks on a major highway.

Damage to rear extensive. Understand this may be a issue with the 2005 Ram vehicles.

VIN:

5S [REDACTED]

Mileage:

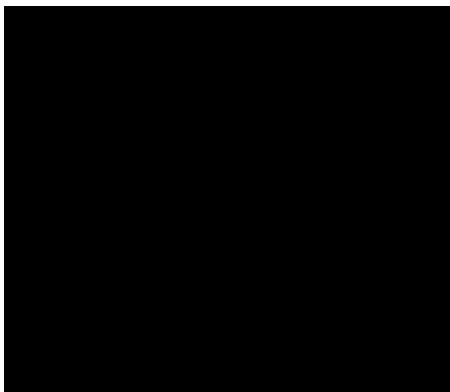
150000

Servicing Dealer:

Vann Underwood Dodge, Whiteville, NC

Title:

Mr.



Address 2:

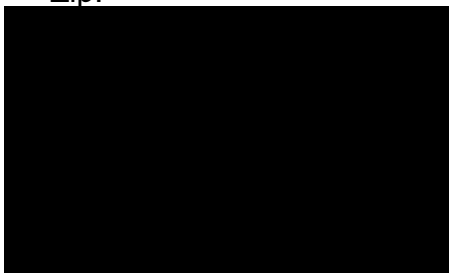
City:

Whiteville

State:

NC

Zip:



From: [REDACTED]

To: [REDACTED]

Date: Wed Jul 24 07:42:30 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center.

If we do not receive the required information specified in the previous email by July 26, 2013 we will be closing your file. However, if you seek further assistance in the future please contact the Ram Customer Assistance Center at [REDACTED]

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2851232

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8204351V66150L0KM&

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.

If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-800-Chrysler ([REDACTED])

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER: 23702967

EMAIL CASE NUMBER: 2851232

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8199679V61637L0KM&

Original Message Follows:

US Customer Service - Ram Brand Site

Brief Description:

2005 Dodge Truck pinion nut drops drive shaft, causing rear to lock up and damage axle.

Comments:

Enroute to my job, driving 55 mph, pinion nut dislodges causing drive shaft to fall, rear end to lock up and stop in its tracks on a major highway.

Damage to rear extensive. Understand this may be a issue with the 2005 Ram vehicles.

VIN:

5S [REDACTED]

Mileage:

150000

Servicing Dealer:

Vann Underwood Dodge, Whiteville, NC

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

L

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Whiteville

State:

NC

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:



From: [REDACTED]

To: [REDACTED]

Date: Wed Jul 24 13:36:35 EDT 2013

Subject: Reply to Chrysler Group LLC [REDACTED]

Reply Comments:

[REDACTED]

Traveling [REDACTED], 4 miles south of Loris, SC on Tuesday July 16, 2013, the drive shaft on 2005 Dodge Ram 1500 became separated from the rear end assembly causing the vehicle to slide due to rear end locked up. Upon investigation found that the rear housing had blown thus causing lose of control of vehicle. Vehicle was patially on road way and had to be towed off road way for safety. Vehicle is located at this time, [REDACTED], Whiteville, NC [REDACTED] which is residence of [REDACTED]. Cell number [REDACTED]. Thank you for your time in this matter.

From: [REDACTED]

To: [REDACTED]

Date: Wed Jul 24 13:58:22 EDT 2013

Subject: Re: Reply to Chrysler Group LLC [REDACTED]

Dear Michael:

Thank you for contacting the Ram Customer Assistance Center.

I appreciate you providing us with that information.

Your email was reviewed and has been forwarded to a more appropriate area for their attention and response. Someone will be in contact with you by phone in two to five business days.

This referral action will provide the best opportunity for your request.

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER: 23702967

EMAIL CASE NUMBER: 2851232

REPLY LINK:

[REDACTED]

Original Message Follows:

Comments:

[REDACTED] Traveling South on Hwy 701, 4 miles south of Loris, SC on Tuesday July 16, 2013, the drive shaft on 2005 Dodge Ram 1500 became separated from the rear end assembly causing the vehicle to slide due to rear end locked up. Upon investigation found that the rear housing had blown thus causing lose of control of vehicle. Vehicle was patially on road way and had to be towed off road way for safety. Vehicle is located at this time, [REDACTED], Whiteville, NC [REDACTED] which is residence of [REDACTED]. Cell number [REDACTED]. Thank you for your time in this matter.

From: [REDACTED]

To: [REDACTED]

Date: Thu Aug 01 07:47:34 EDT 2013

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Michael:

Thank you for contacting the Ram Customer Assistance Center.

We appreciate your patience regarding this matter.

We apologize for this situation; however, we are unable to handle this issue internally. We would advise you to contact your insurance company for further handling of this issue.

Our records indicate that there are no recalls on your vehicle for this issue.

I have documented the situation and it will be retained in corporate records.

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

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER:

EMAIL CASE NUMBER: 2851232

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8213652V57654L0KM&

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Ram Customer Assistance Center.

We regret the fact that you were involved in a motor vehicle accident.

In order to be able to escalate your concerns to a more appropriate area for their review and response we will need you to provide us with more details within the next 5 business days.

We would like to be provided with a brief explanation as to what happened at the same time we would also like to find the exact location (complete address) of your vehicle at this current moment. Please note that if your vehicle is located somewhere other than your home address, we'll need to know the name of the facility where it's located, the complete address, a telephone number and a contact if at all possible.

If we can be of any assistance in the future, please email or contact Customer Care Center by telephone at 1-800-Chrysler (800-247-9753)

Thanks again for your email.

Sincerely,

Kerri

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER: 23702967

EMAIL CASE NUMBER: 2851232

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8199679V61637L0KM&

Original Message Follows:

US Customer Service - Ram Brand Site

Brief Description:

2005 Dodge Truck pinion nut drops drive shaft, causing rear to lock up and damage axle.

Comments:

Enroute to my job, driving 55 mph, pinion nut dislodges causing drive shaft to fall, rear end to lock up and stop in its tracks on a major highway.

Damage to rear extensive. Understand this may be a issue with the 2005 Ram vehicles.

VIN:

5S [REDACTED]

Mileage:

150000

Servicing Dealer:

Vann Underwood Dodge, Whiteville, NC

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

L

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Whiteville

State:

NC

Zip:

[REDACTED]

Email:



PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

24218029

From: [REDACTED]

To: [REDACTED]

Date: Tue Nov 19 08:43:41 EST 2013

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

Rear Axle

Comments:

By having a recall on 2005 Dodge Ram 1500 that have the rear lock up like mine did last night good thing I had just left Rt 55 in NJ doing 65 miles an hour when the rear locked and the rear drive shaft came off.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: [REDACTED]
To: [REDACTED]
Date: Wed Nov 20 05:43:34 EST 2013
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Ram Customer Assistance Center.
In order to provide you with further assistance we will require your correct Vehicle Identification Number (VIN) within 5 days.

The VIN is located in several places on the vehicle, but is primarily located on the instrument panel, driver's side, just at the bottom of the windshield. It is sometimes called the serial number of the vehicle. It is also on your vehicle registration and insurance certificate.

The VIN you have supplied in your original email shows as invalid in the database.
We require the last 8 Digits in order to access your vehicle in our files.
Once we have your proper VIN number, we will be able to provide you with further assistance.
Thanks again for your email.

Sincerely,

Melissa

Customer Service Representative
Ram Customer Assistance Center

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

REFERENCE NUMBER: 24218029

EMAIL CASE NUMBER: 2899608

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8353639V44214L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Rear Axle

Comments:

By having a recall on 2005 Dodge Ram 1500 that have the rear lock up like mine did last night good thing I had just left Rt 55 in NJ doing 65 miles an hour when the rear locked and the rear drive shaft came off.

VIN:

25J [REDACTED]

Mileage:

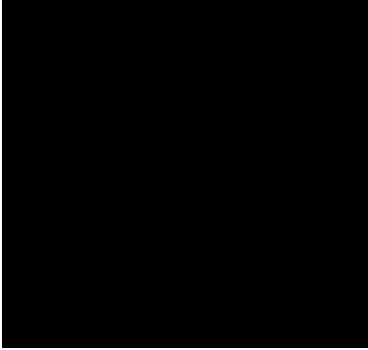
80000

Servicing Dealer:

Mt Ephraim Dodge

Title:

First Name:



Address 2:

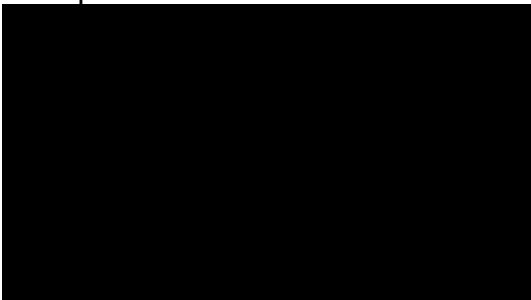
City:

Blackwood

State:

NJ

Zip:



From: [REDACTED]

To: [REDACTED]

Date: Wed Nov 20 08:47:57 EST 2013

Subject: Reply to Chrysler Group LLC (KMM8353639V44214L0KM)

Reply Comments:

1D7HU16D25J [REDACTED] SORRY I HAD LEFT THE LAST DIGIT OFF BY MISTAKE.

From: [REDACTED]

To: [REDACTED]

Date: Wed Nov 20 23:39:05 EST 2013

Subject: Re: Reply to Chrysler Group LLC (KMM8353639V44214L0KM)

Dear Edward:

Thank you for contacting the Ram Customer Assistance Center.

A review of our records indicates that your 2005 Dodge Ram SLT 1500 does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: <http://www.RamTrucks.com/en/owners> and enter your Vehicle Identification Number (VIN) where appropriate.

If you are experiencing any problems with an issue you feel deserves attention, we certainly recommend that you contact your local dealer to arrange an appointment so that they can inspect the vehicle and determine an appropriate course of action.

Thanks again for your email.

Sincerely,

Melissa

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER: 24218029

EMAIL CASE NUMBER: 2899608

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8355024V8745L0KM&

Original Message Follows:

Comments:

1D7HU16D25J[REDACTED] SORRY I HAD LEFT THE LAST DIGIT OFF BY MISTAKE.

PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

24510809

From: [REDACTED]

To: [REDACTED]

Date: Tue Jan 28 16:44:50 EST 2014

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: Recall Information

Brief Description:

Pinion nut loosening and causing total failure of

Comments:

Good afternoon,

My name is [REDACTED], and I have been a proud owner of Dodge products for nearly a decade now. I currently own a 2005 Dodge Ram 1500 Quad Cab SLT 4X4, with approximately 137,000 miles on it. (VIN# 1D7HU18D25S[REDACTED]). This past Wednesday, January 22nd, 2014, I was driving to a job interview in Hawthorne, California, approximately eighty miles from where I currently live. Upon exiting the [REDACTED] Avenue, while traveling approximately thirty miles per hour, my truck made a horrible grinding noise and came skidding to a stop in the far right lane. I exited my truck to find the rear end of my driveshaft laying on the ground completely intact, U-Joint and all. My differential was leaking fluid all over the ground, and I was now blocking part of a very busy industrial area during the lunch hour. I immediately got on the phone with a tow truck who told me he could be there in about a half hour, and I'd just have to wait. The Hawthorne Police department showed up and parked behind me so as to ensure that I wasn't rear-ended while my truck was disabled on the side of the road. After paying \$167 to have my truck towed to a competent repair shop in Los Angeles, it was discovered that my pinion nut had broken torque, backed off, and eventually fell off causing failure of the rear differential and the rear axle to completely lock up. Thankfully, this didn't happen while I was traveling seventy miles per hour down the freeway. Otherwise, I most likely would have wrecked the truck, and potentially caused harm to other motorists. I immediately went to my hometown Dodge dealership to inquire about recalls, and was told that there has never been a recall on my truck for any reason. I did some further research and found that this has happened to many, many owners of Rams, Dakotas and Durangos, and there has in fact been many recalls on later model years, but not dating back to the 2005 models. I ended up paying \$1,324.55 for a new rear end, new driveshaft, and all of the associated

parts, fluids, and labor. I was without my truck for five days, and missed a job interview at a very lucrative company that I may not be able to reschedule. I don't want to turn this into a huge deal, but as a ten year combat veteran of the United States Marine Corps, I certainly didn't put my life on the line overseas time and time again to come home and be put in danger by poor workmanship and parts failing without warning. I have always been a loyal Dodge customer, and have never had any complaints about any of my Dodge products. As far as I'm concerned, the Ram is the best truck out there, which is why I was taken by surprise when this incident happened. I take very good care of my truck, and have never missed a scheduled maintenance. I'm writing to you because I don't want to see this happen to other Dodge owners, with potentially catastrophic consequences. I look forward to hearing back from you about what you plan on doing to resolve this matter. Thank you very much for your time and consideration.

Sender Information:

Title:



From: [REDACTED]

To: [REDACTED]

Date: Wed Jan 29 04:24:08 EST 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Michael

Thank you for contacting the Ram Assistance Center.

It is always a concern when a customer is dissatisfied with our products. We regret the dissatisfaction you are experiencing and appreciate the time and effort you took to bring this matter to our attention.

We fully appreciate your concern, particularly in view of the expense and inconvenience involved, however, we are unable to accommodate your request for out-of-warranty consideration. The vehicle has exceeded the time and/or mileage limitations of the warranty (or warranties) we offered on the vehicle at the time it was purchased. Although we are unable to provide a more favorable reply, we appreciate the opportunity to review your request.

A review of our records indicates that your 2005 Ram 1500 does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by U.S. mail. Please keep us informed of any change of address.

You may also access the self-service recall site on the internet to check on your vehicle's involvement in any future recalls that are published. Simply go to your brand website Owners page: <http://www.Ramtrucks.com/en/owners>, and enter your Vehicle Identification Number (VIN:1D7HU18D25S[REDACTED]) where appropriate.

Please accept our sincerest apologies for the concerns you have with our product. We hope we will have another chance, sometime soon, to restore your faith in Chrysler Group LLC.

Thanks again for your email.

Sincerely,

Crystal

Customer Service Representative

Ram Customer Assistance Center

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

REFERENCE NUMBER: 24510809

EMAIL CASE NUMBER: 2925823

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8439396V87448L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Pinion nut loosening and causing total failure of

Comments:

Good afternoon, My name is [REDACTED], and I have been a proud owner of Dodge products for nearly a decade now. I currently own a 2005

Dodge Ram 1500 Quad Cab SLT 4X4, with approximately 137,000 miles on it. (VIN# 1D7HU18D25S [REDACTED]). This past Wednesday, January 22nd, 2014, I was driving to a job interview in Hawthorne, California, approximately eighty miles from where I currently live. Upon exiting the 105 Freeway at Crenshaw Avenue, while traveling approximately thirty miles per hour, my truck made a horrible grinding noise and came skidding to a stop in the far right lane. I exited my truck to find the rear end of my driveshaft laying on the ground completely intact, U-Joint and all. My differential was leaking fluid all over the ground, and I was now blocking part of a very busy industrial area during the lunch hour. I immediately got on the phone with a tow truck who told me he could be there in about a half hour, and I'd just have to wait. The Hawthorne Police department showed up and parked behind me so as to ensure that I wasn't rear-ended while my truck was disabled on the side of the road. After paying \$167 to have my truck towed to a competent repair shop in Los Angeles, it was discovered that my pinion nut had broken torque, backed off, and eventually fell off causing failure of the rear differential and the rear axle to completely lock up. Thankfully, this didn't happen while I was traveling seventy miles per hour down the freeway. Otherwise, I most likely would have wrecked the truck, and potentially caused harm to other motorists. I immediately went to my hometown Dodge dealership to inquire about recalls, and was told that there has never been a recall on my truck for any reason. I did some further research and found that this has happened to many, many owners of Rams, Dakotas and Durangos, and there has in fact been many recalls on later model years, but not dating back to the 2005 models. I ended up paying \$1,324.55 for a new rear end, new driveshaft, and all of the associated parts, fluids, and labor. I was without my truck for five days, and missed a job interview at a very lucrative company that I may not be able to reschedule. I don't want to turn this into a huge deal, but as a ten year combat veteran of the United States Marine Corps, I certainly didn't put my life on the line overseas time and time again to come home and be put in danger by poor workmanship and parts failing without warning. I have always been a loyal Dodge customer, and have never had any complaints about any of my Dodge products. As far as I'm concerned, the Ram is the best truck out there, which is why I was taken by surprise when this incident happened. I take very good care of my truck, and have never missed a scheduled maintenance. I'm writing to you because I don't want to see this happen to other Dodge owners, with potentially catastrophic consequences. I look forward to hearing back from you about what you plan on doing to resolve this matter. Thank you very much for your time and consideration.

VIN:

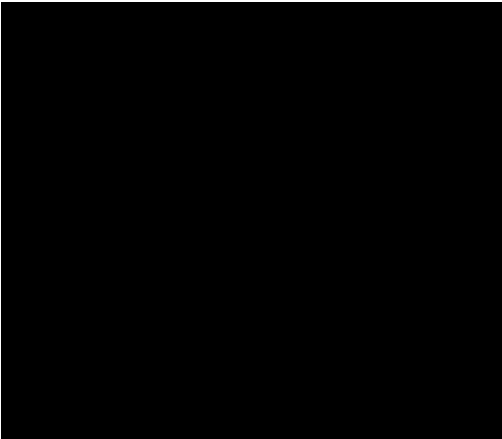
5S [REDACTED]

Mileage:

137000

Servicing Dealer:

Title:

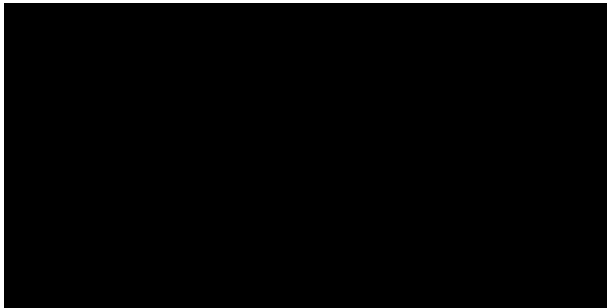


City:

Lancaster

State:

CA



PE14-019

CHRYSLER

8/25/2014

ENCLOSURE 5

REQUEST NO. 3 BACKUP

DATA

CUSTOMER COMPLAINTS

24910063

From: [REDACTED]

To: [REDACTED]

Date: Mon Apr 21 11:08:33 EDT 2014

Subject: Chrysler Group LLC Customer Assistance

Form Selected:

Category: US Customer Service

Brief Description:

safty concern ,,

Comments:

nut came off of ring 7& pinion gear. causing rear end damage, drive shaft to bend and transfer case to crack ,, had fix,d in another gararge ,not a dodge dealer ,, forrer wont get anyone from dodge to look at parts to try and figer out what caused nut to come off ,i call PA, traffic safty .they told me to contact you ... nut should have not come off ..

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: [REDACTED]

To: [REDACTED]

Date: Tue Apr 22 13:51:18 EDT 2014

Subject: Re: Chrysler Group LLC Customer Assistance

Dear Ralph,

Thank you for contacting the Ram Customer Assistance Center in regards to your 2005 1500. I am sorry to learn of the concerns raised regarding your vehicle's recent rear end damage and appreciate the time taken to bring this matter to my attention.

To review this matter further, I had the opportunity to review this matter with your Service Department at Forrer Dodge. Upon further review, it was determined as the vehicle had already been repaired and the issues corrected (regardless if it was an independant facility or not) there was nothing on the vehicle the Dealer could inspect to determine why the failure occurred. Furthermore, no information can be acertained from the failed parts as they cannot be viewed in the positions and conditions they were at the time of failure.

Your concerns regarding this matter are regrettable and I have updated your file to reflect this information.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-866-RAM-INFO (1-866-726-4636).

Sincerely,

Jeff

Customer Service Representative
RAM Customer Assistance Center

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

REFERENCE NUMBER: 24910063

EMAIL CASE NUMBER: 2960042

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM8554450V89078L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

safty concern ,,

Comments:

nut came off of ring 7& pinion gear. causing rear end damage, drive shaft to bend and transfer case to crack ,, had fix,d in another gararge ,not a dodge dealer ,, forrer wont get anyone from dodge to look at parts to try and figer out what caused nut to come off ,i call PA, traffic safty .they told me to contact you ... nut should have not come off ..

VIN:

5J [REDACTED]

Mileage:

71471

Servicing Dealer:

Forrer dodge

Title:

F [REDACTED]
M [REDACTED]
L [REDACTED]
A [REDACTED]
A [REDACTED]

[REDACTED]

City:

NEWPORT

State:

PA

[REDACTED]