

September 24, 2015

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

FAX [REDACTED]

RE: [REDACTED]

VIN [REDACTED]

**Vehicle Description: RAM 2500 LARAMIE 4x4**

*Total pages  
including cover  
6*

Along with this letter, you will find 3 documents; 2 receipts and 1 photo file.

I am requesting reimbursement for the two receipts.

The first one is for needing to stop in a small town where there was no dodge dealership around this is where they tightened the steering linkage well enough for me to continue.

I then went to the dodge dealership by my home where they disassembled, inspected and reassembled all the parts and realigned the front end. The second receipt is where I was charged for the realignment and shop costs at the Dodge Dealership.

I am requesting reimbursement for both incurred costs. The photo is a picture of the steering wheel when I was going 68 mph. You can see it was turned to the left and this was just at the onset as it got worse.

Thank you.

[REDACTED]  
[REDACTED]  
Loveland, CO  
[REDACTED]



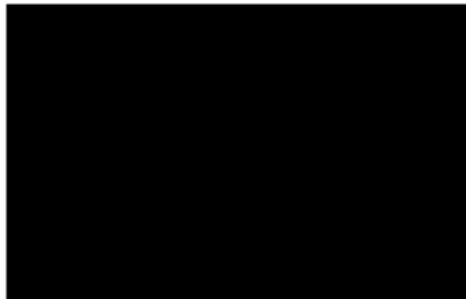
DS AND SONS AUTO CORP  
988 MAIN ST.  
SPRINGFIELD, CO 81073  
719-523-4617  
GREAT PARTS!!!  
GREAT SERVICE!!!  
GREAT PRICES!!!

PAGE 1  
REF# 74477

EX000312

DS & SONS AUTO CORP  
988 MAIN STREET  
SPRINGFIELD CO 81073  
719-523-4617

CREDIT CARD  
SALE



AMOUNT \$40.00

THANK YOU!  
PLEASE COME AGAIN!

CUSTOMER COPY  
RETAIN THIS COPY FOR STATEMENT VERIFICATION

CUSTOMER #:

\*INVOICE\*



3835 S. College Ave.
Fort Collins, CO 80525
(970) 267-5091

PAGE 1

LOVELAND, CO

HOME:

CONT:

BUS: CELL:

SERVICE ADVISOR: 422 JESSE RASCON

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO. NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a 2015 RAM 2500 and repair dates.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CUSTOMER STATES WHILE DRIVING VEHICLE HIS STEERING WHEEL STARTED TURNING LEFT BUT VEHICLE KEPT GOING STRAIGHT. PULLED OVER OUT OF TOWN AND REPAIR FACILITY THERE FOUND LINKAGE COMING LOOSE. TIGHTENED SO CUSTOMER COULD MAKE IT HOME HOWEVER STEERING WHEEL IS NOW TURNED TO THE RIGHT. PLEASE CHECK AND ADVISE

CAUSE: E
19 CUSTOMER STATES WHILE DRIVING VEHICLE HIS STEERING WHEEL STARTED TURNING LEFT BUT VEHICLE KEPT GOING STRAIGHT. PULLED OVER OUT OF TOWN AND REPAIR FACILITY THERE FOUND LINKAGE COMING LOOSE. TIGHTENED SO CUSTOMER COULD MAKE IT HOME HOWEVER STEERING WHEEL IS NOW TURNED TO THE RIGHT. PLEASE CHECK AND ADVISE

358 CR 89.95 89.95
PARTS: 0.00 LABOR: 89.95 OTHER: 0.00 TOTAL LINE A: 89.95
20285 1.40 PERFORMED ALIGNMENT. FOUND EVERYTHING TIGHT JUST OUT OF ADJUSTMENT. OUT OF THE 12\12 WARRANTY FOR ALIGNMENTS. CUSTOMER PAY REPAIR.

B REPROGRAM OCCUPANT RESTRAINT CONTROL MOD

CAUSE: E
R23 REPROGRAM OCCUPANT RESTRAINT CONTROL MOD
358 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
20285 UPDATED ORC MODULE PER R23 RECALL.

C RADIO SECURITY VULNERABILITY

CAUSE: E
R40 R D (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
20285 UPDATED RADIO PER R40 RECALL.

Table with columns: AS (S), DESCRIPTION, TOTALS. Includes labor amount, parts amount, gas/oil/lube, sublet amount, misc charges, total charges, less insurance, sales tax, and a 'PLEASE PAY THIS AMOUNT' section.

THANK YOU FOR BRINGING YOUR VEHICLE TO US FOR SERVICE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

\*INVOICE\*



3835 S. College Ave.  
Fort Collins, CO 80525  
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PAGE 2

LOVELAND, CO

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 422 JESSE RASCON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	15	RAM 2500	[REDACTED]		20280/20285	E274	
DEL. DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 IS			18:00 23SEP15		0.00	CASH	23SEP15
R.O. OPENED		READY		OPTIONS: DLR:60415			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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D PERFORM MULTI-POINT VEHICLE INSPECTION  
 CAUSE: E

MPI PERFORM MULTI-POINT VEHICLE INSPECTION  
 358 W (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 20285 PERFORMED MULTIPPOINT INSPECTION-PLEASE SEE ATTACHED FORM FOR  
 DETAILS/ RECOMMENDATIONS

E\*\* CUSTOMER REQUESTS ALL MODULES BE UPDATED TO CURRENT REVISION LEVELS  
 CAUSE: E

UP CUSTOMER REQUESTS ALL MODULES BE UPDATED TO  
 CURRENT REVISION LEVELS  
 358 W (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
 20285 UPDATED PCM PER SERVICE INSTRUCTIONS. TEST DROVE AND VERIFIED  
 PROPER OPERATION. PERFORMED QUICK LEARN.

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 9.00

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

**NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED**

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

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

DESCRIPTION	TOTALS
LABOR AMOUNT	89.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	9.00
TOTAL CHARGES	98.95
LESS INSURANCE	0.00
SALES TAX	0.67
PLEASE PAY THIS AMOUNT	99.62

THANK YOU FOR BRINGING  
YOUR VEHICLE TO US FOR SERVICE

Customer Signature X \_\_\_\_\_

CL COLLINS REAL ESTATE  
205 S HILL ST  
FBI COUNTY CO ARIZ  
PHO 261-1000  
FID 8018 2300000

Doc Num: 10-08-2005-203  
Rec'd Date: 10/01

### Sale



10/01

ORIGINAL COPY

RETAIN THIS COPY FOR STATEMENT  
VERIFICATION



September 24, 2015

Chrysler Customer Assistance Center  
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Auburn Hills, MI

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VIN [REDACTED]

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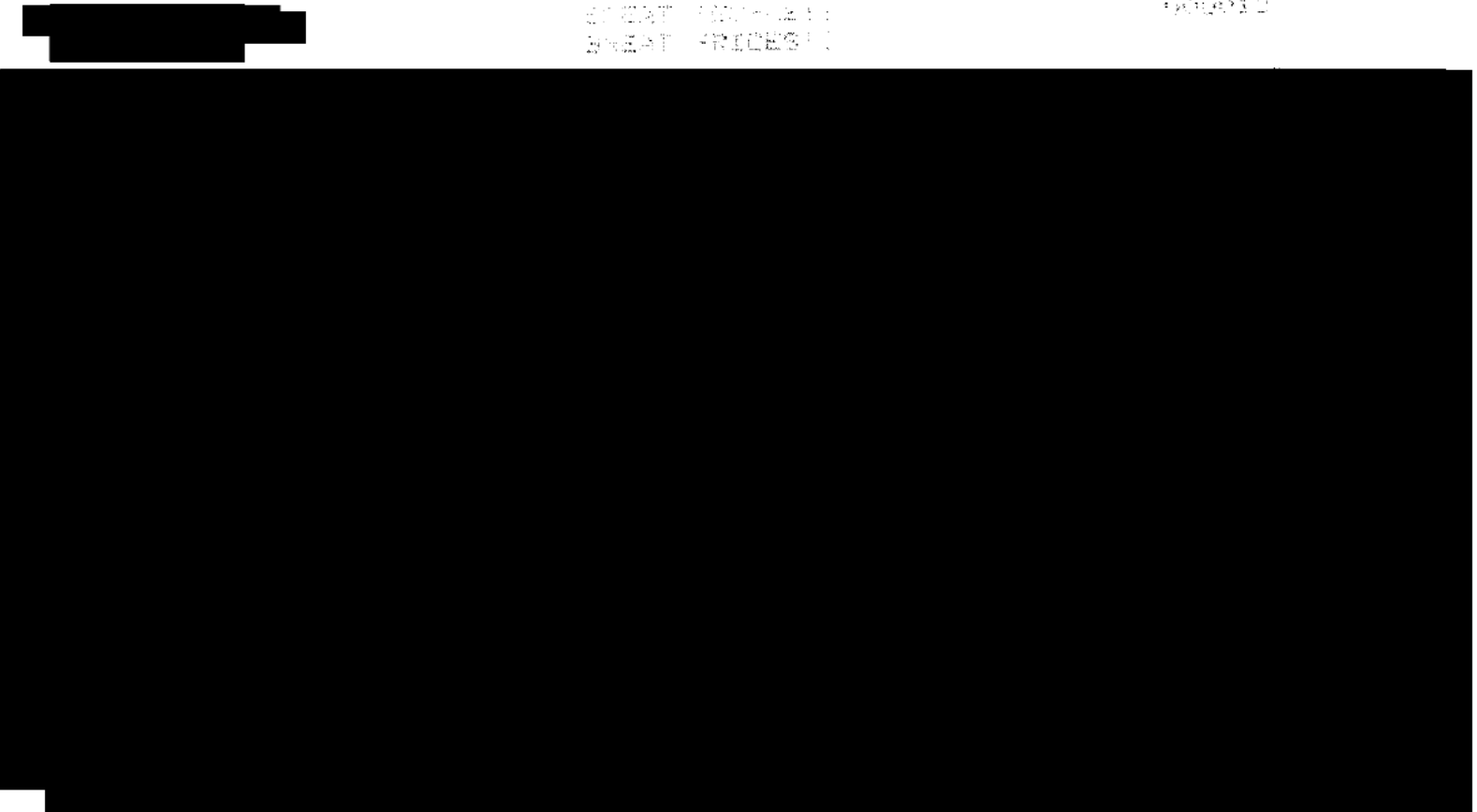
[REDACTED]  
Loveland, CO [REDACTED]  
[REDACTED]



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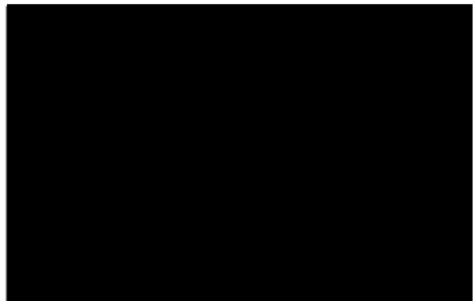
PAGE 1  
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EX0003 2



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719-523-4617

CREDIT CARD  
SALE



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SERVICE ADVISOR: 422 JESSE RASCON

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Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

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B REPROGRAM OCCUPANT RESTRAINT CONTROL MOD

CAUSE: E
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PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
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C RADIO SECURITY VULNERABILITY

CAUSE: E
R40 R D (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
20285 UPDATED RADIO PER R40 RECALL.

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

AS IS: The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose and the selling dealer neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income or any other consequential damages.
NO PARTS OR LABOR WARRANTY WHEN USED PARTS ARE INSTALLED
Colorado law provides from imposition of a lien in favor of any person who repairs or bestows labor on personal property such as motor vehicles. If the repair or service work authorized in this Repair Order is not paid for, or is paid with a check, draft, or order which is subsequently dishonored for any reason, or is charged to an account which is not paid when due, the law gives the motor vehicle repair garage the right to take possession of the motor vehicle and/or commence an action in court to foreclose the lien which may result in the vehicle being sold pursuant to court order.
Supplies - A token charge equivalent to 10% of the labor charge is included for supplies used. Applicable supply items are: Nuts, bolts, washers, tape, pins, rags, cleaners, towels, hazardous waste charges, etc.

THANK YOU FOR BRINGING YOUR VEHICLE TO US FOR SERVICE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

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3835 S. College Ave.  
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PAGE 2

LOVELAND, CO [REDACTED]

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 422 JESSE RASCON

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DEL. DATE	PRCD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN15 IS			18:00 23SEP15		0.00	CASH	23SEP15

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: DLR:60415

12:26 21SEP15 11:42 23SEP15

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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D PERFORM MULTI-POINT VEHICLE INSPECTION

CAUSE: E

MPI PERFORM MULTI-POINT VEHICLE INSPECTION

358

W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

20285 PERFORMED MULTIPOINT INSPECTION-PLEASE SEE ATTACHED FORM FOR DETAILS/ RECOMMENDATIONS

\*\*\*\*\*

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CAUSE: E

UP CUSTOMER REQUESTS ALL MODULES BE UPDATED TO

CURRENT REVISION LEVELS

358

W

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

20285 UPDATED PCM PER SERVICE INSTRUCTIONS. TEST DROVE AND VERIFIED PROPER OPERATION. PERFORMED QUICK LEARN.

\*\*\*\*\*

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

9.00

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MISC. CHARGES	9.00
TOTAL CHARGES	98.95
LESS INSURANCE	0.00
SALES TAX	0.67
PLEASE PAY THIS AMOUNT	99.62

THANK YOU FOR BRINGING YOUR VEHICLE TO US FOR SERVICE

Customer Signature X

CL COLLINS REAL ESTATE  
205 S. HILL ST.  
FBI COUNTY CO. ARIZONA  
PHOENIX, AZ 85004  
PH: 602.955.0000

Buyer: [REDACTED]  
Seller: [REDACTED]

### Sale



[REDACTED]

CRITICAL COPY

RETAIN THIS COPY FOR STATEMENT  
VERIFICATION

