

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-04-19 12:33:15.904466**

**Files Not Recieved: 0**

**CUSTOMER CAIR PREP-SHEET****GENERAL INFORMATION**

|                                                                          |                                           |                                              |                                 |
|--------------------------------------------------------------------------|-------------------------------------------|----------------------------------------------|---------------------------------|
| Case Manager:                                                            | Jacob Skaug                               |                                              |                                 |
| CAIR Number:                                                             | ██████████                                | Customer:                                    | ██████████                      |
| Vehicle:                                                                 | 2014 RAM 3500 ST 4X4                      |                                              |                                 |
| Customer Email:                                                          | ██████████                                | COIN Updated?                                | Yes                             |
|                                                                          |                                           | Customer Text #:                             | Y-██████████                    |
| What is the reason the case is being opened?                             | Vehicle is pulling to the right           |                                              |                                 |
| What does the customer want from FCA?                                    | Extended coverage or vehicle replacement. |                                              |                                 |
| Who has the vehicle?                                                     | Owner                                     | Is the customer in rental?                   | No                              |
| Does situation fall within the Warranty Goodwill Administration Process? | No                                        |                                              |                                 |
| Has vehicle been diagnosed?                                              | Yes                                       | If yes, what dealer performed the diagnosis? | 5290-OLATHE DODGE CHRYSLER JEEP |
| Original Owner?                                                          | Yes                                       | Owner History:                               | # New: 1 # Used: 0              |

**VEHICLE INFORMATION**

|                                                 |                                                                                    |                                   |     |                      |                    |         |            |
|-------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------|-----|----------------------|--------------------|---------|------------|
| Current mileage?                                | 35800                                                                              | Does it look accurate/make sense? | Yes | WCC                  | 536                | ISD     | ██████████ |
| MVP Contract? (Mechanical, Maintenance, Other)? | None                                                                               |                                   |     |                      |                    |         |            |
| 3 <sup>rd</sup> Party Service Contract?         | <b>PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.</b> |                                   |     |                      | Extended Warranty? | No      |            |
| VIP                                             | Yes                                                                                | GPOP                              | No  | Restriction?         | No                 | Recall? | No         |
| Reason Codes Appropriate?                       | Yes                                                                                | Active/Recent STAR cases?         | Yes | Previous DM Notes?   | No                 |         |            |
| Legal or Arb case?                              | No                                                                                 | Previous CAIRS?                   | No  | Tech Connect detail? | Yes                |         |            |
| If yes for Tech Connect, note:                  | TA has reached a resolution                                                        |                                   |     |                      |                    |         |            |

**TOOLS AND ACTIONS**

|                                                                    |                                                                      |                   |     |
|--------------------------------------------------------------------|----------------------------------------------------------------------|-------------------|-----|
| Who will be the best person to contact first?                      | Dealer                                                               | If other, specify | N/A |
| What Answer Connect Articles will be used?                         | Unresolved concern                                                   |                   |     |
| What information am I missing and what questions do I need to ask? | Verify if the TA has driven the vehicle as notated in the STAR case. |                   |     |
| What are my intentions/thoughts/direction?                         | Offer Mechanical plan most likely WA5100N Added care plus            |                   |     |

**CURSORY LEMON LAW REVIEW**

|                                                                                                    |     |                                                                     |
|----------------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------|
| State:                                                                                             | KS  | What Is the alleged Defect? Vehicle pulls to the right,             |
| Is this a Final Repair Attempt (FRA) state?                                                        | No  | # of allowed repair attempts <u>within</u> the specified period? 4  |
| Is this a vehicle registered to a business or used for business purposes?                          | No  | According to GWA, # of similar/related repair attempts? 2           |
| Are business vehicles covered by the state lemon law?                                              | Yes | # of allowed days out of svc <u>within</u> the specified period? 30 |
| In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? | No  | Number of days down if known? unknown                               |

New case received 4/14/2016

TA has visited the Dealer per STAR case [REDACTED] and found that vehicle operates as designed.

Attn: Case [REDACTED]

Vehicle has a right front pull issue that started after Olathe Dodge performed R46 recall. There have been 4 unsuccessful attempts to resolve. Dealership has no more ideas.

Please find three files attached. One file is email correspondence between myself and two members of the Dodge dealership. Another file is all the invoices that are relevant from the Dodge dealership. Last file shows invoices from Firestone including new tires purchased.

Case chronology and my expectations for resolution are shown in the email correspondence. I wish to either have my vehicle properly repaired and backed with an upgrade to a full 100,000 mile warranty so I can have comfort in the solution. Or I wish to have a like or better replacement truck with the same monthly payment under the understanding that the length of my loan will begin at 72 months again. I have requested a vehicle that has a reasonable upgrade. I feel this is fair since I will ultimately pay \$9000 more in loans for the vehicle due to something out of my control. This issue is over 1 month old.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 12, 2016 4:45 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 5  
**Attachments:** Video.mov; Video.mov; Video.mov; Video.mov; Video.mov

[REDACTED]

In addition, I have referenced that you have you and I have been on several test drives with my vehicle. This includes the test drive we took today in which we drove a new vehicle and my vehicle to compare reactions on the same stretch of road. You can see my assessment of the performance of both vehicles. Can you please give me your assessment of our test results today.

Please notice that I have several videos of this issue at roughly 35000 miles. I also now have case # [REDACTED] My hope is you will provide an honest account. I would like your response as soon as possible.

Best Regards,

[REDACTED]

Honeywell  
Industrial & Commercial Thermal (I&CT)  
MAXON & Honeywell Brand Products

Cell [REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** Tuesday, April 12, 2016 4:06 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 4

I will try to get that info for you right away.

[REDACTED]

Sent from my iPhone

On Apr 12, 2016, at 3:50 PM, [REDACTED] wrote:

[REDACTED]

I just spoke with [REDACTED] and he informed me that Chrysler is not going to offer any assistance in resolving the issue with my truck. Please give me the name and contact information of the engineer who advised there is no issue with my truck. I also want his report in writing.

Best Regards,

[REDACTED]

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MAXON & Honeywell Brand Products

[REDACTED]

**From:** [REDACTED]  
**Sent:** Tuesday, April 12, 2016 12:55 PM  
**To:** [REDACTED]  
**Subject:** Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 4

Gentlemen,

We test drove my vehicle again today. Per [REDACTED] your technician reported that my vehicle drifted right on one side of the crown of the road and drifted left on the other side of the crown of the road.

Jeff and I took 2 separate test drives. As [REDACTED] was in both vehicles with me over the duration of both trials, he witnessed these tests. We tested the vehicles by removing all hands from the vehicles respective steering wheels while it was going straight to see if the vehicles would drift.

One test drive was taken in my 2014 Ram 3500 and one of your 2016 Ram 3500:

[REDACTED]

We drove both [REDACTED] The new truck had only one very small instance of crown related drift over a what was approximately a 10 second travel time. The rest of the time it went straight down the road with no issues regardless of the crown in the road.

We then drove my 2014 Ram on the exact same stretch of [REDACTED] The vehicle only experienced short a couple of short stretches of non-drifting travel. The right drift problem was successfully demonstrated at least 10 times on that short trip. The vehicle never drifted to the left. Basically, my vehicle drifted excessively at least 75% of the time

I grant there was not a crown that should have made either vehicle to the left. But our first test drive with the 2016 truck illustrated there should have been no drift to the right in either vehicle when operating properly.

[REDACTED] has been diligent in his efforts, but has confirmed he has exhausted all options. My truck remains on your lot. I'm confident all efforts to resolve the right drift issue have been exhausted, but the problem still exists. It is time to explore our options.

I now refer back to everything I previously stated regarding how we move forward in the event this right drift problem is unresolved. I'm now asking your dealership to help explore a trade in option that will allow everyone move forward with the least possible loss for all parties.

[REDACTED]

I would like to hear from you as soon as possible. I need to know your position on what I have proposed below as it relates to our back up plan to trade my current vehicle for a replacement vehicle. I'm grateful for the efforts of [REDACTED] I know this has been a challenging issue. The fact that no successful resolution could be achieved is no reflection on Jeff's efforts. I look forward to hearing from you.

Best Regards,

[REDACTED]

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MAXON & Honeywell Brand Products

[REDACTED]

**From:** [REDACTED]  
**Sent:** Monday, April 11, 2016 6:15 PM  
**To:** [REDACTED]  
**Subject:** Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 3

[REDACTED]

I misspelled your email address. Please find the current email string. Per our conversation, I understand your technician did not make it today, but is expected tomorrow.

Please review the email string as it stands and let me know if you have any questions.

Best Regards,

[REDACTED]

Engineer App/Sys Sales

Honeywell  
Industrial & Commercial Thermal (I&CT)  
MAXON & Honeywell Brand Products

[Redacted]

**From:** [Redacted]  
**Sent:** Monday, April 11, 2016 5:03 PM  
**To:** [Redacted]  
**Subject:** RE: Ram 3500 [Redacted] (Vehicle front end pull to the right) Comment 2

I believe he is going to come by tomorrow.

[Redacted]

**From:** [Redacted]  
**Sent:** Monday, April 11, 2016 3:49 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** RE: Ram 3500 [Redacted] (Vehicle front end pull to the right) Comment 2

Gentlemen,

Did your outside technician come in today to offer assistance in resolving the right front end pulling problem? Please provide an update regarding the current status of this attempt at resolution. I look forward to hearing back from you.

Best Regards,

[Redacted]

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[Redacted]

From: [REDACTED]

Sent: Sunday, April 10, 2016 6:44 PM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 1

[REDACTED]

I would like to thank you all for your efforts to this point in resolving the steering issue with my Ram 3500. I would like to offer a summary of our discussions Friday afternoon (4/08/16). Our last driving test revealed the vehicle is still pulling to the right. There have now been 4 attempts to solve the pull to the right. At this point, it is agreed you are going to consult a special technician on Monday in order to try to learn what is causing this problem.

This issue surfaced after the R46 front end suspension track bar recall was performed on 3/1/16. So far, all efforts to correct the issue have failed. Front tires showed wear on one side which clearly indicates the problem exists. My tires were rotated at 30,960 miles. The mileage at the time the recall was performed was 33,021. The current mileage is roughly 35,800.

Please find a brief chronology from my perspective of the condition of the vehicle after each visit beginning with the post recall visit and ending with the last visit:

3-1-16

R46 recall performed

3-4-16

Right pull noticed and DEF indicator

I drove the vehicle to [REDACTED] the following day and noticed the vehicle was pulling to the right. I also received a DEF service indicator light. I returned the vehicle the next day. Dodge had to get replacement parts for DEF. I was out of town and could not pick the vehicle up until 3-12. An alignment was performed on the vehicle at my expense. (Later agreement was reached that Dodge would repay alignment cost and rental fees incurred.)

3-17-16

Returned with same issue and spoke to [REDACTED]

Dodge realigned checked alignment at no additional charge. Issue persisted.

I came back the next day and took [REDACTED] for a ride. We agreed the problem still existed.

4-4-16

Returned to Dodge dealership. Dealership attempted to remedy by switching the two front tires under the premise the truck was experiencing a radial pull because the tires had originally been cross rotated on the day the original R46 recall was performed. Invoice had recommendations to change to a different brand of tires. The existing tires in question were the Nexen brand Dodge installs on the truck when they

sell it. (should have been no need to change brands) I test drove the vehicle with [REDACTED] and found the pull to the right to be absent.

After the vehicle was returned to me, I purchased new tires for the entire vehicle at a cost of \$1,282.12. I saved my old tires. I found the 2 front tires to be very noticeably worn in a parabolic slope parallel to the surface of the tread. Reversing the tires had only put this slope in the tread in opposition to the still existing pull to the right. The right pull returned immediately after installation of new tires.

Currently

I returned and expressed my concerns to [REDACTED] has exhausted all current in house knowledge in finding a solution. [REDACTED] is seeking outside help on 4-11-16. Dodge is still in possession of my vehicle and I'm using a rental.

I'm extremely grateful for the efforts of [REDACTED] to this point. While I greatly appreciate Dodge's diligence and professionalism in trying to seek a solution, I must admit I'm in doubt of the outcome. As I discussed with [REDACTED] on Friday, if Dodge demonstrates a successful repair, I cannot help but still be apprehensive. We've done this too many times now.

I requested on Friday that [REDACTED] make efforts to secure an extension of my full coverage warranty from its current maximum of 36,000 miles to the extended 100,000 mile full coverage warranty. Jeff agreed expressed confidence he could get that done. It's the only way I'm going to feel confident in my current truck moving forward.

If all else fails (This portion of the email is more for [REDACTED])

Should the next solution attempt prove unsuccessful, I believe it's time to begin exploring the alternatives. It is my sincere desire to avoid approaching resolution under lemon law. I don't think anyone wins in that situation. Dodge gets a vehicle back with a huge black mark on its history. I'm guessing it becomes very hard to sell. I speculate that I will lose a value equivalent to all the payments I've made to this point. I estimate that to be about \$9,000.00. I also just spent \$1282.12 on tires as well.

I'm glad we've had preliminary discussion regarding possible vehicle replacement if an alternate solution is needed. That's not really the direction I want to go. I want to be able to continue happy ownership of my current truck. You need only look at my front license plate to see why. My 3 year old boy and a 6 year old boy call that truck Ironman because of the color selection. (Ironman would be no more!) I'm not crazy about starting over on a loan. That's the most painful part for me. It was my intention to pay my truck off and run the vehicle through a full use life cycle.

If we need to go through this solution, I want it to be mutually beneficial. I cannot speak to how you must account for any value discrepancy. Nor am I privy to what Chrysler will do for you in resolving such situations. But I would like to take some time to share with you my value expectations under a scenario like this:

#### **What I would need**

I need my payment to stay the same. I currently pay just under \$500.00 per month. I'm making the concession of starting over on a 72 month loan. I've been paying for 1.5 years. (roughly \$9,000.00) To start over on payments will really sting. I know I've gotten 35,000 miles out of my current vehicle. I realize there is an argument for the value of fair use, but I would also like to recoup some of my extra roughly \$9,000 that I will pay over the life of the loan. My hope is to be able to recover some of that

extra cost in the vehicle selection we agree upon. Essentially, a fair upgrade to offset starting over on payments.

I need reassurance that the next vehicle won't reach 45,000 and give me the same problem. I know Dodge has a history with front end issues. I was hoping not encounter such an issue. I feel like I'm going through that exact thing at 35,000 miles. I would want any mutually agreed upon replacement truck to have full coverage to 100,000 miles. Not just the standard 36,000 miles. I still want the payment to stay the same. The following are two possible types of trucks I feel would properly offset my losses.

Ram 3500 Dually (I test drove the following): Test driven with [REDACTED]

[REDACTED]

My original MSRP was about \$50,000. This one is \$56,510.00. I lose my color (And so dies Ironman), but I gain a more robust transmission and a rear view camera.

I would want my running boards, my tires, my engine block heater chord, and my mud flaps installed on the new dually truck. I'll put my seat covers and floor mats in on my own.

I currently have a ball hitch installed in the bed of the truck. The bed is also spray lined by line-X in Olathe. I would want both the B&W ball hitch and the line-X liner installed on a new Ram dually as well.

Ram 3500 short bed non dually:

I would also consider the possibility of a 3500 such as the following:

[REDACTED]

My original MSRP was about \$50,000. This one is \$60,020.00. I lose \$1,282.12 in tires because they aren't the same type of tires.

The color doesn't match that in the picture, but the description is Delmonico Red Pearlcoat. I keep my color. I really like that color. (Ironman still lives) And this would give me a chance to give my wife some of the interior features she might want. This vehicle has nicer seats, GPS, heated front seats.

I would want chrome running board installed if the grill is chrome. I would want my black running boards installed if the grill is black. I would also want my block heater chord installed on the new truck. I would also want line-X of Olathe to spray line the bed. The bed already has a fifth wheel tow prep package. My preference is the B&W ball hitch, but the fifth wheel prep kit is already in place. I can work with that.

I know this email is a bit long. I felt it was important to make certain we are all on the same page. I wish you success today. Please let me know if you have any questions, comments, or clarifications. Thank you again for your efforts.

Best Regards,



Honeywell  
**Industrial & Commercial Thermal (I&CT)**  
**MAXON & Honeywell** Brand Products



CUSTOMER #: [REDACTED]

[REDACTED]

# Olathe

INVOICE



15500 W. 117th St.  
Olathe, KS 66062  
(913) 780-3700  
www.OlatheDCJ.com

Monday-Friday  
7:00am - 6:00 pm  
Saturday  
8:00 am - 5:00 pm  
Closed Sunday

OLATHE, KS

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 979 JERRY PEOPLES

| COLOR      | YEAR       | MAKE/MODEL      | VIN          | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-----------------|--------------|---------|------------------|---------|-----------|
| PRP Deep C | 14         | RAM TRUCKS 3500 | [REDACTED]   |         | 33021/33021      | T251    |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED     | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26SEP14 DD |            |                 | WAIT 01MAR16 |         | L 0.00           | CASH    | 01MAR16   |

| R.O. OPENED   | READY         | OPTIONS:                                                                                                       |
|---------------|---------------|----------------------------------------------------------------------------------------------------------------|
| 07:05 01MAR16 | 16:18 01MAR16 | SOLD-STK:30955720<br>ENG:ETK 6.7L I6 Cummins Turbo Diesel Engine<br>TRN:DG7 6-Spd Automatic 68RFE Transmission |

| LINE | OPCODE | TECH                                                                                                | TYPE | HOURS | LIST | NET | TOTAL     |  |
|------|--------|-----------------------------------------------------------------------------------------------------|------|-------|------|-----|-----------|--|
| C    | 20CHZ  | Recall / CSN 1 R46 Safety Recall R46 Front Suspension Track Bar Frame Bracket                       |      |       |      |     |           |  |
|      |        | 20CHZ Recall / CSN 1 R46 Safety Recall R46 Front Suspension Track Bar Frame Bracket                 |      |       |      |     |           |  |
|      |        | 1115 W                                                                                              |      |       |      |     | (N/C)     |  |
|      |        | 1 CBNKR461AA FRAME-FRT                                                                              |      |       |      |     | (N/C)     |  |
|      |        | 1 CBNKR464AB FRAME-FRAME                                                                            |      |       |      |     | (N/C)     |  |
|      |        | 1 NPN OUTSIDE PART                                                                                  |      |       |      |     | (N/C)     |  |
|      |        | 33021 INSTALLED BRACKET REINFORCEMENT PER RECALL 13-R4-61-83                                        |      |       |      |     |           |  |
|      |        | *****                                                                                               |      |       |      |     |           |  |
| D    | 20CHZ  | RRT 1 15020 20142015 DJ D2 DD SERVICE TIRE PRESSURE SYS MSG                                         |      |       |      |     |           |  |
|      |        | 20CHZ RRT 1 15020 20142015 DJ D2 DD SERVICE TIRE PRESSURE SYS MSG                                   |      |       |      |     |           |  |
|      |        | 1115 W                                                                                              |      |       |      |     | (N/C)     |  |
|      |        | 4 68249197AA SENSOR-TIRE PRESSURE                                                                   |      |       |      |     | (N/C)     |  |
|      |        | 2 68249200AA SENSOR-TIRE PRESSURE                                                                   |      |       |      |     | (N/C)     |  |
|      |        | 33021 INSTALLED 6 NEW TIRE PRESSURE SENSORS PER RRT 22-14-01-9S                                     |      |       |      |     |           |  |
|      |        | *****                                                                                               |      |       |      |     |           |  |
| E    | 08CHZ  | Flash Software 1 Software Flash for PCM                                                             |      |       |      |     |           |  |
|      |        | 08CHZ Flash Software 1 Software Flash for PCM                                                       |      |       |      |     |           |  |
|      |        | 1115 W                                                                                              |      |       |      |     | (N/C)     |  |
|      |        | 33021 UPDATED SOFTWARE 18-19-04-DN                                                                  |      |       |      |     |           |  |
|      |        | *****                                                                                               |      |       |      |     |           |  |
| F    | 08CHZ  | Flash Software 2 Software Flash for ABS                                                             |      |       |      |     |           |  |
|      |        | 08CHZ Flash Software 2 Software Flash for ABS                                                       |      |       |      |     |           |  |
|      |        | 1115 W                                                                                              |      |       |      |     | (N/C)     |  |
|      |        | 33021 UPDATED SOFTWARE 18-19-10-9B                                                                  |      |       |      |     |           |  |
|      |        | *****                                                                                               |      |       |      |     |           |  |
| G    | 05CHZ  | Brake System Concern Customer states CHECK BRAKES HEARING A LOW SPEED SQUEAK CHECK AND ADVISE       |      |       |      |     |           |  |
|      |        | 05CHZ Brake System Concern Customer states CHECK BRAKES HEARING A LOW SPEED SQUEAK CHECK AND ADVISE |      |       |      |     |           |  |
|      |        | 1115 C                                                                                              |      |       |      |     | 0.00 0.00 |  |

### Disclaimer of Warranties

All expressed warranties, if any, by a manufacturer or supplier other than the Dealer are theirs, not the Dealer's, unless otherwise provided in writing on the face of this order or in a separate writing furnished to Customer by the Dealer

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

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

CUSTOMER #: [REDACTED]

[REDACTED]

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OLATHE, KS

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 979 JERRY PEOPLES

| COLOR      | YEAR | MAKE/MODEL      | VIN        | LICENSE | MILEAGE IN / OUT | TAG  |
|------------|------|-----------------|------------|---------|------------------|------|
| PRP Deep C | 14   | RAM TRUCKS 3500 | [REDACTED] |         | 33021/33021      | T251 |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED     | PC NO. | RATE   | PAYMENT | INV. DATE |
|------------|------------|------------|--------------|--------|--------|---------|-----------|
| 26SEP14 DD |            |            | WAIT 01MAR16 |        | L 0.00 | CASH    | 01MAR16   |

| R.O. OPENED   | READY         | OPTIONS:                                                                                                       |
|---------------|---------------|----------------------------------------------------------------------------------------------------------------|
| 07:05 01MAR16 | 16:18 01MAR16 | SOLD-STK:30955720<br>ENG:ETK 6.7L I6 Cummins Turbo Diesel Engine<br>TRN:DG7 6-Spd Automatic 68RFE Transmission |

| LINE  | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-------|--------|------|------|-------|------|-----|-------|
| 33021 |        |      |      |       |      |     |       |

33021 BRAKES ALL LOOK AND MEASURE GOOD, POSSIBLE RUST OR ROAD DEBRIS, NOTHING ABNORMAL FOUND.

\*\*\*\*\*

L 23CHZ04 Multipoint inspection (according to maintenance interval)

23CHZ04 Multipoint inspection (according to maintenance interval)

1115 C

0.00 0.00

\*\*\*\*\*

EST: 34.95

01MAR16 07:05 SA: 979

CONTACT: JP

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

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

CUSTOMER #: [REDACTED]

INVOICE

# Olathe



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Closed Sunday

OLATHE, KS

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 1316 JACOB C TODD

| COLOR      | YEAR | MAKE/MODEL      | VIN        | LICENSE | MILEAGE IN / OUT | TAG  |
|------------|------|-----------------|------------|---------|------------------|------|
| PRP Deep C | 14   | RAM TRUCKS 3500 | [REDACTED] |         | 33211/33211      | T765 |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED     | PONO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|--------------|-------|------|---------|-----------|
| 26SEP14 DD |            |            | WAIT 12MAR16 |       | 0.00 | CC      | 11MAR16   |

| R.O. OPENED   | READY         | OPTIONS:                                                                                                       |
|---------------|---------------|----------------------------------------------------------------------------------------------------------------|
| 10:17 04MAR16 | 18:55 11MAR16 | SOLD-STK:30955720<br>ENG:ETK 6.7L I6 Cummins Turbo Diesel Engine<br>TRN:DG7 6-Spd Automatic 68RFE Transmission |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A 08CHZ Indicator/Warning Lights Check engine light on Customer states  
Def light is on. Check and advise

CAUSE: 1

08CHZ Indicator/Warning Lights Check engine light  
on Customer states Def light is on. Check  
and advise

|               |                     |  |       |
|---------------|---------------------|--|-------|
| 1115          | W                   |  | (N/C) |
| 1 68292411AA  | CONVERTER-CATALYTIC |  | (N/C) |
|               | CORE CHARGE W       |  | (N/C) |
| 1 68065844AB  | GASKET-EXHAUST PIPE |  | (N/C) |
| -1 68292411AA | CORE RETURN         |  | (N/C) |
|               | FC: PART#: COUNT:   |  |       |
|               | CLAIM TYPE: W       |  |       |
|               | AUTH CODE:          |  |       |

SUBL RENTAL PO#566769

W

(N/C)

33211 TEST DEF SYSTEM AND REPLACED SCR CATALYST DO TO INTERNAL  
SHORT

F 23CHZ04 Multipoint inspection (according to maintenance interval)  
23CHZ04 Multipoint inspection (according to  
maintenance interval)

|      |   |  |      |      |
|------|---|--|------|------|
| 1115 | C |  | 0.00 | 0.00 |
|------|---|--|------|------|

G\*\* CUSTOMER STATES PERFORM 4 WHEEL ALIGNMENT  
02CHZ4WA CUSTOMER STATES PERFORM 4 WHEEL  
ALIGNMENT

|      |   |  |       |       |
|------|---|--|-------|-------|
| 1086 | C |  | 89.95 | 89.95 |
|------|---|--|-------|-------|

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

9.00

### Disclaimer of Warranties

All expressed warranties, if any, by a manufacturer or supplier other than the Dealer are theirs, not the Dealer's, unless otherwise provided in writing on the face of this order or in a separate writing furnished to Customer by the Dealer

| 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              | 9.13   |
| PLEASE PAY THIS AMOUNT | 108.08 |

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

CUSTOMER #: [REDACTED]

# Olathe

INVOICE



15500 W. 117th St.  
Olathe, KS 66062  
(913) 780-3700  
www.OlatheDCJ.com

Monday-Friday  
7:00am - 6:00 pm  
Saturday  
8:00 am - 5:00 pm  
Closed Sunday

OLATHE, KS

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 979 JERRY PEOPLES

| COLOR         | YEAR          | MAKE/MODEL                                                                                | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|---------------|---------------|-------------------------------------------------------------------------------------------|---------------|---------|------------------|---------|-----------|
| PRP Deep C    | 14            | RAM TRUCKS 3500                                                                           | [REDACTED]    |         | 33458/33458      | T972    |           |
| DEL. DATE     | PROD. DATE    | WARR. EXP.                                                                                | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26SEP14 DD    |               |                                                                                           | 18:00 17MAR16 |         | 0.00             | CASH    | 17MAR16   |
| R.O. OPENED   | READY         | OPTIONS: SOLD-STK:30955720                                                                |               |         |                  |         |           |
| 08:29 17MAR16 | 18:39 17MAR16 | ENG:ETK_6.7L_I6_Cummins_Turbo_Diesel_Engine<br>TRN:DG7_6-Spd_Automatic_68RFE_Transmission |               |         |                  |         |           |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A 19CHZ Steering/Suspension Concern Customer states SINCE RECALL DONE  
VEHICLE IS PULLING TO THE RIGHT CHECK AND ADVISE  
19CHZ Steering/Suspension Concern Customer states  
SINCE RECALL DONE VEHICLE IS PULLING TO THE  
RIGHT CHECK AND ADVISE  
1086 C 0.00 0.00

SUBL RENTAL PER JEFF SOLOMON PO [REDACTED]  
IPS (N/C)

33458 RE-ALIGNED. NOT OUT OF SPECS, BUT DID PULL TOE BACK IN SOME.  
IF STILL PULLING, MAY BE A TIRE ISSUE. SHOWED MR. HELVERSON THE SPECS  
BEFORE AND AFTER.

B 22CHZ Tire/Wheel Concern Customer states SINCE TIRE SENSORS REPLACED  
PRESSURES ARE NOT READING RIGHT CHECK AND ADVISE  
22CHZ Tire/Wheel Concern Customer states SINCE  
TIRE SENSORS REPLACED PRESSURES ARE NOT  
READING RIGHT CHECK AND ADVISE  
1086 C 0.00 0.00

33458 JEFF EXPLAINED TIRE PRESSURES SET TO MANUFACTURER SPECS,  
LOCATED ON DOOR STICKER.

C 23CHZ04 Multipoint inspection (according to maintenance interval)  
23CHZ04 Multipoint inspection (according to  
maintenance interval)  
1086 C 0.00 0.00

### Disclaimer of Warranties

All expressed warranties, if any, by a manufacturer or supplier other than the Dealer are theirs, not the Dealer's, unless otherwise provided in writing on the face of this order or in a separate writing furnished to Customer by the Dealer

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

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

CUSTOMER # [REDACTED]

# Olathe

INVOICE



15500 W. 117th St.  
Olathe, KS 66062  
(913) 780-3700  
www.OlatheDCJ.com

Monday-Friday  
7:00am - 6:00 pm  
Saturday  
8:00 am - 6:00 pm  
Closed Sunday

PAGE 1

HOME: 9 [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 1246 EIRIS WEBSTER-LYONS

| COLOR      | YEAR       | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-----------------|---------------|---------|------------------|---------|-----------|
| PRP Deep C | 14         | RAM TRUCKS 3500 | [REDACTED]    |         | 35654/35654      | T393    |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26SEP14 DD |            |                 | 15:45 04APR16 |         | 0.00             | CASH    | 04APR16   |

| R.O. OPENED   | READY         | OPTIONS:                                                                                                       |
|---------------|---------------|----------------------------------------------------------------------------------------------------------------|
| 07:08 04APR16 | 16:05 04APR16 | SOLD-STK:30955720<br>ENG:ETK_6.7L_I6_Cummins_Turbo_Diesel_Engine<br>TRN:DG7_6-Spd_Automatic_68RFE_Transmission |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A 19CHZ Steering/Suspension Concern Customer states Vehicle is pulling to the right see [REDACTED] check and advise  
 19CHZ Steering/Suspension Concern Customer states Vehicle is pulling to the right see Jeff Solomon check and advise  
 1086 IPS (N/C)  
 SUBL RENTAL PER [REDACTED] PO# [REDACTED] IPS (N/C)

35654 TEST DROVE VEHICLE FOUND VEHICLE TO HAVE RADIAL TIRE PULL. CROSS ROTATED FRONT TIRES TO CORRECT COMPLETED. RECOMMEND DIFFERENT BRAND OF TIRES UPON TIME OF REPLACEMENT

C 23CHZ04 Multipoint inspection (according to maintenance interval)  
 23CHZ04 Multipoint inspection (according to maintenance interval)  
 1086 C 0.00 0.00

EST: 0.00 04APR16 07:08 SA: 1246  
 CONTACT: [REDACTED]

INTERNAL PAY SHOP SUPPLIES FOR REPAIR ORDER (N/C)

### Disclaimer of Warranties

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

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

Customer Invoice

04/05/2016

Re-Printed on 04/07/2016 09:23 AM

FIRESTONE COMPLETE AUTO CARE

K-7

1200 W SANTA FE STREET

OLATHE, KS. 66061-3196

DUPLICATE INVOICE

Service Advisor:

01 DAVID

913.764.1403

OLATHE, KS

2014 RAM 3500 BIG HORN [MAROON]

6.7L L6 FI DIESEL VIN L OHV 350

Lic #: 844GJU KS Vin #:

In: 04/05/16 12:46PM

Mileage: 35,705

Out: 04/05/16 3:29PM

Store # 343718

RETAIL SALE

| Description                                  | Rev Hist /Article # | ID   | Qty | Unit Price | Extended Price | Job Total       |
|----------------------------------------------|---------------------|------|-----|------------|----------------|-----------------|
| <b>FIRESTONE TIRES WITH UNI-T, PACKAGE</b>   |                     | 01   |     |            |                | <b>1,170.36</b> |
| 6-211 TPMS VALVE KIT                         |                     |      |     |            |                |                 |
| 191282 TRANSFORCE HT BL LT235/80R17 E120R No | 191282              | 21TN | 6   | 195.99     | 1175.94        |                 |
| Mileage Warranty                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| TIRE-DISC Customer Promotion                 | 7014016             | 21TN | -1  | 94.08      | -94.08         |                 |
| KANSAS EXCISE TAX-TIRES                      | 7047384             | 21NN | 6   | 0.25       | 1.50           |                 |
| LIFETIME NEW TIRE WHEEL BALANCE LABOR        | 7013627             | 21TS | 6   | 10.00      | 60.00          |                 |
| LIFETIME RUBBER VALVE                        | 7024341             | 21TN | 6   | 2.00       | 12.00          |                 |
| SCRAP TIRE RECYCLING FEE                     | 7075078             | 21TN | 6   | 2.50       | 15.00          |                 |
| TIRE INSTALLATION                            | 7015016             | 21TS | 6   | N/C        | N/C            |                 |

INSPECTION

CUSTOMER REQUESTED NO INSPECTION

Technician(s):

21 TRACY

Payment History:

|                |      |          |        |
|----------------|------|----------|--------|
| MasterCard     | 5470 | 1,282.12 | 10068B |
| Total Tendered |      | 1,282.12 |        |

Summary:

|                     |                   |
|---------------------|-------------------|
| Parts               | 1,093.86          |
| Labor               | 76.50             |
| Shop Supplies       | 3.60              |
| <b>Sub-Total</b>    | <b>1,173.96</b>   |
| <b>Tax (9.225%)</b> | <b>108.16</b>     |
| <b>Total</b>        | <b>\$1,282.12</b> |

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

Initial here to indicate you have received the Tire Warranty Maintenance and Safety Manual.

All parts are new unless otherwise specified.

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information



Warranty and Invt 151112,501103

07/08/2015

K-7

06 JB

913.764.1403

1200 W SANTA FE STREET

OLATHE, KS. 66061-3196

Re-Printed on 04/07/2016 09:23 AM

DUPLICATE INVOICE

2014 RAM 3500 BIG HORN [MAROON]

6.7L L6 FI DIESEL VIN L OHV 350

Lic #: 844GJU KS Vin #

In: 07/08/15 11:34AM

Mileage: 18,701

Out: 07/08/15 1:06PM

Store # 343718

RETAIL SALE

| Description    | Rev Hist /Article # | ID   | Qty | Unit Price | Extended Price | Job Total |
|----------------|---------------------|------|-----|------------|----------------|-----------|
| TIRE ROTATION  |                     | 06   |     |            |                | 33.00     |
| TIRE ROTATION  | 7015032             | 15TS | 6   | 5.50       | 33.00          |           |
| COURTESY CHECK |                     | 06   |     |            |                |           |
| COURTESY CHECK | 7048930             | 15TS | 1   | N/C        | N/C            |           |

Technician(s):

15 TAYLOR

Payment History:

|                |      |       |        |
|----------------|------|-------|--------|
| Visa           | 4634 | 36.05 | 01463A |
| Total Tendered |      | 36.05 |        |

Summary:

|                     |                |
|---------------------|----------------|
| Parts               | 0.00           |
| Labor               | 33.00          |
| Shop Supplies       | 0.00           |
| <b>Sub-Total</b>    | <b>33.00</b>   |
| <b>Tax (9.225%)</b> | <b>3.05</b>    |
| <b>Total</b>        | <b>\$36.05</b> |

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 343718-078693



www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110332 REV 11/11

See reverse side for Warranty Information



Web Support: 24/7  
Tech Support: 24/7  
Inv# 151112 501103  
Calibration

01/27/2016

K-7

01 DAVID

1200 W SANTA FE STREET

913.764.1403

OLATHE, KS. 66061-3196

Re-Printed on 04/07/2016 09:23 AM

DUPLICATE INVOICE

2014 RAM 3500 BIG HORN [MAROON]

6.7L L6 FI DIESEL VIN L OHV 350

Lic #: 844GJU KS Vin #:

In: 01/27/16 7:44AM

Mileage: 30,960

Out: 01/27/16 9:27AM

Store # 343718

RETAIL SALE

| Description                                               | Rev Hist      | Unit  | Extended | Job    |
|-----------------------------------------------------------|---------------|-------|----------|--------|
|                                                           | /Article # ID | Price | Price    | Total  |
| TIRE ROTATION                                             | 01            |       |          | 33.00  |
| TIRE ROTATION                                             | 7015032 24TS  | 6     | 5.50     | 33.00  |
| COMPLETE VEHICLE INSPECTION                               | 01            |       |          |        |
| CHECK BRAKES                                              |               |       |          |        |
| Ed-18 Battery Inspection Results: Battery was not tested. |               |       |          |        |
| VEHICLE INSPECTION                                        | 7028789 24TN  | 1     | 21.99    | 21.99  |
| LBR-DISC Customer Promotion                               | 7001671 24T   | -1    | 21.99    | -21.99 |
| Donation                                                  | 01            |       |          | 0.95   |
| BOYS AND GIRLS CLUBS OF AMERICA                           | 7013276 24NN  | 1     | 0.95     | 0.95   |

ORDER NOTES

\*\*\*CK REAR END FLUID\*\*\*

Technician(s):

24 THOMAS

Payment History:

Visa 4634 37.00 03185A  
 Total Tendered 37.00

Summary:

Parts 0.95  
 Labor 33.00  
 Shop Supplies 0.00  
 Sub-Total 33.95  
 Tax (9.225%) 3.05  
 Total \$37.00

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

Declined Work:

WIPER BLADES (Front-Both)

HOW ARE WE DOING?

Tell us about your experience today!

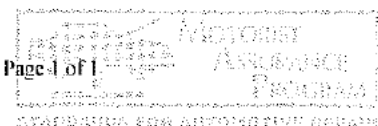
Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 343718-083790

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information



Visit us at  
www.firestone.com  
Invt 151112501103  
Certification

[Redacted]

K-7

01 DAVID

04/05/2016

1200 W SANTA FE STREET

913.764.1403

Re-Printed on 04/07/2016 09:23 AM

OLATHE, KS. 66061-3196

DUPLICATE INVOICE

[Redacted]

2014 RAM 3500 BIG HORN [MAROON]

6.7L L6 FI DIESEL VIN L OHV 350

Lic #: 844GJU KS Vin #: [Redacted]

In: 04/05/16 12:46PM

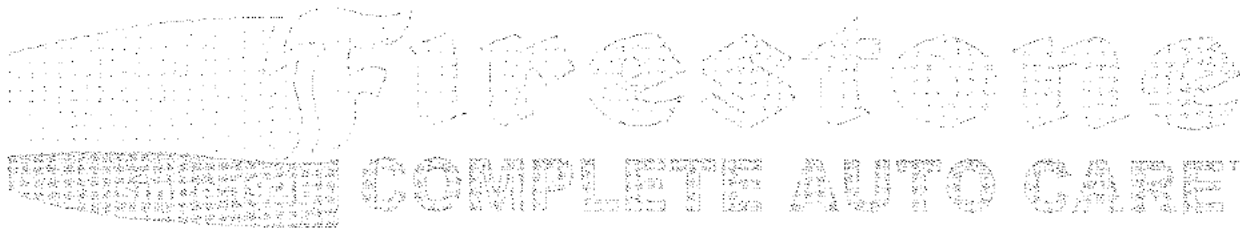
Mileage: 35,705

Out: 04/05/16 3:29PM

Store # 343718

RETAIL SALE

| Description | Rev Hist /Article # ID | Qty | Unit Price | Extended Price | Job Total |
|-------------|------------------------|-----|------------|----------------|-----------|
|-------------|------------------------|-----|------------|----------------|-----------|



HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit [www.FirestoneSurvey.com](http://www.FirestoneSurvey.com) within 4 days and enter Code 343718-085373



[www.FirestoneCompleteAutoCare.com](http://www.FirestoneCompleteAutoCare.com)

STD FCAC LASER 7008335 - 48110352 REV 11/11

See reverse side for Warranty Information



We Support ASE  
Dedicated  
Inv# 151112 501103  
Certification

Attn: Case [REDACTED]

Vehicle has a right front pull issue that started after Olathe Dodge performed R46 recall. There have been 4 unsuccessful attempts to resolve. Dealership has no more ideas.

Please find three files attached. One file is email correspondence between myself and two members of the Dodge dealership. Another file is all the invoices that are relevant from the Dodge dealership. Last file shows invoices from Firestone including new tires purchased.

Case chronology and my expectations for resolution are shown in the email correspondence. I wish to either have my vehicle properly repaired and backed with an upgrade to a full 100,000 mile warranty so I can have comfort in the solution. Or I wish to have a like or better replacement truck with the same monthly payment under the understanding that the length of my loan will begin at 72 months again. I have requested a vehicle that has a reasonable upgrade. I feel this is fair since I will ultimately pay \$9000 more in loans for the vehicle due to something out of my control. This issue is over 1 month old.

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, April 12, 2016 4:45 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 5  
**Attachments:** Video.mov; Video.mov; Video.mov; Video.mov; Video.mov

[REDACTED]

In addition, I have referenced that you have you and I have been on several test drives with my vehicle. This includes the test drive we took today in which we drove a new vehicle and my vehicle to compare reactions on the same stretch of road. You can see my assessment of the performance of both vehicles. Can you please give me your assessment of our test results today.

Please notice that I have several videos of this issue at roughly 35000 miles. I also now have case [REDACTED] My hope is you will provide an honest account. I would like your response as soon as possible.

Best Regards,

[REDACTED]

Honeywell  
Industrial & Commercial Thermal (I&CT)  
MAXON & Honeywell Brand Products

Cell [REDACTED]  
[REDACTED]  
[REDACTED]

**From:** [REDACTED]  
**Sent:** Tuesday, April 12, 2016 4:06 PM  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Re: Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 4

I will try to get that info for you right away.

[REDACTED]

Sent from my iPhone

On Apr 12, 2016, at 3:50 PM, [REDACTED] wrote:

I just spoke with [REDACTED] and he informed me that Chrysler is not going to offer any assistance in resolving the issue with my truck. Please give me the name and contact information of the engineer who advised there is no issue with my truck. I also want his report in writing.

Best Regards,

[REDACTED]  
Honeywell  
Industrial & Commercial Thermal (I&CT)  
MAXON & Honeywell Brand Products

[REDACTED]  
From [REDACTED]  
Sent: Tuesday, April 12, 2016 12:55 PM  
To: [REDACTED]  
Subject: Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 4

Gentlemen,

We test drove my vehicle again today. Per [REDACTED] your technician reported that my vehicle drifted right on one side of the crown of the road and drifted left on the other side of the crown of the road.

[REDACTED] and I took 2 separate test drives. As [REDACTED] was in both vehicles with me over the duration of both trials, he witnessed these tests. We tested the vehicles by removing all hands from the vehicles respective steering wheels while it was going straight to see if the vehicles would drift.

One test drive was taken in my 2014 Ram 3500 and one of your 2016 Ram 3500:

[REDACTED]  
We drove both [REDACTED] The new truck had only one very small instance of crown related drift over a what was approximately a 10 second travel time. The rest of the time it went straight down the road with no issues regardless of the crown in the road.

We then drove my 2014 Ram on the exact same stretch of both east and west on 119<sup>th</sup> street between Strange Line road and Pflumn road. The vehicle only experienced short a couple of short stretches of non-drifting travel. The right drift problem was successfully demonstrated at least 10 times on that short trip. The vehicle never drifted to the left. Basically, my vehicle drifted excessively at least 75% of the time

I grant there was not a crown that should have made either vehicle to the left. But our first test drive with the 2016 truck illustrated there should have been no drift to the right in either vehicle when operating properly.

[REDACTED] has been diligent in his efforts, but has confirmed he has exhausted all options. My truck remains on your lot. I'm confident all efforts to resolve the right drift issue have been exhausted, but the problem still exists. It is time to explore our options.

I now refer back to everything I previously stated regarding how we move forward in the event this right drift problem is unresolved. I'm now asking your dealership to help explore a trade in option that will allow everyone move forward with the least possible loss for all parties.

[REDACTED]

I would like to hear from you as soon as possible. I need to know your position on what I have proposed below as it relates to our back up plan to trade my current vehicle for a replacement vehicle. I'm grateful for the efforts of [REDACTED] I know this has been a challenging issue. The fact that no successful resolution could be achieved is no reflection on Jeff's efforts. I look forward to hearing from you.

Best Regards,

[REDACTED]

Honeywell  
Industrial & Commercial Thermal (I&CT)  
MAXON & Honeywell Brand Products

[REDACTED]

**From:** [REDACTED]  
**Sent:** Monday, April 11, 2016 6:15 PM  
**To:** [REDACTED]  
**Subject:** Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 3

[REDACTED]

I misspelled your email address. Please find the current email string. Per our conversation, I understand your technician did not make it today, but is expected tomorrow.

Please review the email string as it stands and let me know if you have any questions.

Best Regards,

[REDACTED]

Engineer App/Sys Sales

Honeywell  
Industrial & Commercial Thermal (I&CT)  
MAXON & Honeywell Brand Products



**From:** [Redacted]  
**Sent:** Monday, April 11, 2016 5:03 PM  
**To:** [Redacted]  
**Subject:** RE: Ram 3500 [Redacted] (Vehicle front end pull to the right) Comment 2

I believe he is going to come by tomorrow.



**From:** [Redacted]  
**Sent:** Monday, April 11, 2016 3:49 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** RE: Ram 3500 [Redacted] (Vehicle front end pull to the right) Comment 2

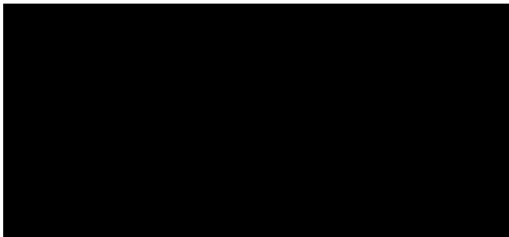
Gentlemen,

Did your outside technician come in today to offer assistance in resolving the right front end pulling problem? Please provide an update regarding the current status of this attempt at resolution. I look forward to hearing back from you.

Best Regards,



Honeywell  
Industrial & Commercial Thermal (I&CT)  
MAXON & Honeywell Brand Products



From: [REDACTED]

Sent: Sunday, April 10, 2016 6:44 PM

To: [REDACTED]

[REDACTED]

Cc: [REDACTED]

Subject: Ram 3500 [REDACTED] (Vehicle front end pull to the right) Comment 1

[REDACTED]

I would like to thank you all for your efforts to this point in resolving the steering issue with my Ram 3500. I would like to offer a summary of our discussions Friday afternoon (4/08/16). Our last driving test revealed the vehicle is still pulling to the right. There have now been 4 attempts to solve the pull to the right. At this point, it is agreed you are going to consult a special technician on Monday in order to try to learn what is causing this problem.

This issue surfaced after the R46 front end suspension track bar recall was performed on 3/1/16. So far, all efforts to correct the issue have failed. Front tires showed wear on one side which clearly indicates the problem exists. My tires were rotated at 30,960 miles. The mileage at the time the recall was performed was 33,021. The current mileage is roughly 35,800.

Please find a brief chronology from my perspective of the condition of the vehicle after each visit beginning with the post recall visit and ending with the last visit:

3-1-16

R46 recall performed

3-4-16

Right pull noticed and DEF indicator

I drove the vehicle to [REDACTED] the following day and noticed the vehicle was pulling to the right. I also received a DEF service indicator light. I returned the vehicle the next day. Dodge had to get replacement parts for DEF. I was out of town and could not pick the vehicle up until 3-12. An alignment was performed on the vehicle at my expense. (Later agreement was reached that Dodge would repay alignment cost and rental fees incurred.)

3-17-16

Returned with same issue and spoke to [REDACTED]

Dodge realigned checked alignment at no additional charge. Issue persisted.

I came back the next day and took [REDACTED] for a ride. We agreed the problem still existed.

4-4-16

Returned to Dodge dealership. Dealership attempted to remedy by switching the two front tires under the premise the truck was experiencing a radial pull because the tires had originally been cross rotated on the day the original R46 recall was performed. Invoice had recommendations to change to a different brand of tires. The existing tires in question were the Nexen brand Dodge installs on the truck when they

sell it. (should have been no need to change brands) I test drove the vehicle with [REDACTED] and found the pull to the right to be absent.

After the vehicle was returned to me, I purchased new tires for the entire vehicle at a cost of \$1,282.12. I saved my old tires. I found the 2 front tires to be very noticeably worn in a parabolic slope parallel to the surface of the tread. Reversing the tires had only put this slope in the tread in opposition to the still existing pull to the right. The right pull returned immediately after installation of new tires.

Currently

I returned and expressed my concerns to [REDACTED] has exhausted all current in house knowledge in finding a solution. [REDACTED] is seeking outside help on 4-11-16. Dodge is still in possession of my vehicle and I'm using a rental.

I'm extremely grateful for the efforts of Jeff Solomon to this point. While I greatly appreciate Dodge's diligence and professionalism in trying to seek a solution, I must admit I'm in doubt of the outcome. As I discussed with [REDACTED] on Friday, if Dodge demonstrates a successful repair, I cannot help but still be apprehensive. We've done this too many times now.

I requested on Friday that [REDACTED] make efforts to secure an extension of my full coverage warranty from its current maximum of 36,000 miles to the extended 100,000 mile full coverage warranty. [REDACTED] agreed expressed confidence he could get that done. It's the only way I'm going to feel confident in my current truck moving forward.

If all else fails (This portion of the email is more for [REDACTED])

Should the next solution attempt prove unsuccessful, I believe it's time to begin exploring the alternatives. It is my sincere desire to avoid approaching resolution under lemon law. I don't think anyone wins in that situation. Dodge gets a vehicle back with a huge black mark on its history. I'm guessing it becomes very hard to sell. I speculate that I will lose a value equivalent to all the payments I've made to this point. I estimate that to be about \$9,000.00. I also just spent \$1282.12 on tires as well.

I'm glad we've had preliminary discussion regarding possible vehicle replacement if an alternate solution is needed. That's not really the direction I want to go. I want to be able to continue happy ownership of my current truck. You need only look at my front license plate to see why. My 3 year old boy and a 6 year old boy call that truck Ironman because of the color selection. (Ironman would be no more!) I'm not crazy about starting over on a loan. That's the most painful part for me. It was my intention to pay my truck off and run the vehicle through a full use life cycle.

If we need to go through this solution, I want it to be mutually beneficial. I cannot speak to how you must account for any value discrepancy. Nor am I privy to what Chrysler will do for you in resolving such situations. But I would like to take some time to share with you my value expectations under a scenario like this:

#### **What I would need**

I need my payment to stay the same. I currently pay just under \$500.00 per month. I'm making the concession of starting over on a 72 month loan. I've been paying for 1.5 years. (roughly \$9,000.00) To start over on payments will really sting. I know I've gotten 35,000 miles out of my current vehicle. I realize there is an argument for the value of fair use, but I would also like to recoup some of my extra roughly \$9,000 that I will pay over the life of the loan. My hope is to be able to recover some of that

extra cost in the vehicle selection we agree upon. Essentially, a fair upgrade to offset starting over on payments.

I need reassurance that the next vehicle won't reach 45,000 and give me the same problem. I know Dodge has a history with front end issues. I was hoping not encounter such an issue. I feel like I'm going through that exact thing at 35,000 miles. I would want any mutually agreed upon replacement truck to have full coverage to 100,000 miles. Not just the standard 36,000 miles. I still want the payment to stay the same. The following are two possible types of trucks I feel would properly offset my losses.

Ram 3500 Dually (I test drove the following): Test driven with [REDACTED]

[REDACTED]

My original MSRP was about \$50,000. This one is \$56,510.00. I lose my color (And so dies Ironman), but I gain a more robust transmission and a rear view camera.

I would want my running boards, my tires, my engine block heater chord, and my mud flaps installed on the new dually truck. I'll put my seat covers and floor mats in on my own.

I currently have a ball hitch installed in the bed of the truck. The bed is also spray lined by line-X in Olathe. I would want both the B&W ball hitch and the line-X liner installed on a new Ram dually as well.

Ram 3500 short bed non dually:

I would also consider the possibility of a 3500 such as the following:

[REDACTED]

My original MSRP was about \$50,000. This one is \$60,020.00. I lose \$1,282.12 in tires because they aren't the same type of tires.

The color doesn't match that in the picture, but the description is Delmonico Red Pearlcoat. I keep my color. I really like that color. (Ironman still lives) And this would give me a chance to give my wife some of the interior features she might want. This vehicle has nicer seats, GPS, heated front seats.

I would want chrome running board installed if the grill is chrome. I would want my black running boards installed if the grill is black. I would also want my block heater chord installed on the new truck. I would also want line-X of Olathe to spray line the bed. The bed already has a fifth wheel tow prep package. My preference is the B&W ball hitch, but the fifth wheel prep kit is already in place. I can work with that.

I know this email is a bit long. I felt it was important to make certain we are all on the same page. I wish you success today. Please let me know if you have any questions, comments, or clarifications. Thank you again for your efforts.

Best Regards,


Honeywell  
**Industrial & Commercial Thermal (I&CT)**  
**MAXON & Honeywell Brand Products**



CUSTOMER #: [REDACTED]

[REDACTED]

# Olathe

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PAGE 1

OLATHE, KS [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 979 JERRY PEOPLES

| COLOR      | YEAR       | MAKE/MODEL      | VIN          | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-----------------|--------------|---------|------------------|---------|-----------|
| PRP Deep C | 14         | RAM TRUCKS 3500 | [REDACTED]   |         | 33021/33021      | T251    |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED     | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26SEP14 DD |            |                 | WAIT 01MAR16 |         | L 0.00           | CASH    | 01MAR16   |

|               |               |                                             |                   |
|---------------|---------------|---------------------------------------------|-------------------|
| R.O. OPENED   | READY         | OPTIONS:                                    | SOLD-STK:30955720 |
| 07:05 01MAR16 | 16:18 01MAR16 | ENG:ETK_6.7L_I6_Cummins_Turbo_Diesel_Engine |                   |
|               |               | TRN:DG7_6-Spd_Automatic_68RFE_Transmission  |                   |

| LINE | OPCODE | TECH                                                                                                | TYPE | HOURS | LIST | NET  | TOTAL |  |
|------|--------|-----------------------------------------------------------------------------------------------------|------|-------|------|------|-------|--|
| C    | 20CHZ  | Recall / CSN 1 R46 Safety Recall R46 Front Suspension Track Bar                                     |      |       |      |      |       |  |
|      |        | Frame Bracket                                                                                       |      |       |      |      |       |  |
|      |        | 20CHZ Recall / CSN 1 R46 Safety Recall R46 Front Suspension Track Bar Frame Bracket                 |      |       |      |      |       |  |
|      |        | 1115 W                                                                                              |      |       |      |      | (N/C) |  |
|      |        | 1 CBNKR461AA FRAME-FRT                                                                              |      |       |      |      | (N/C) |  |
|      |        | 1 CBNKR464AB FRAME-FRAME                                                                            |      |       |      |      | (N/C) |  |
|      |        | 1 NPN OUTSIDE PART                                                                                  |      |       |      |      | (N/C) |  |
|      |        | 33021 INSTALLED BRACKET REINFORCEMENT PER RECALL 13-R4-61-83                                        |      |       |      |      |       |  |
|      |        | *****                                                                                               |      |       |      |      |       |  |
| D    | 20CHZ  | RRT 1 15020 20142015 DJ D2 DD SERVICE TIRE PRESSURE SYS MSG                                         |      |       |      |      |       |  |
|      |        | 20CHZ RRT 1 15020 20142015 DJ D2 DD SERVICE TIRE PRESSURE SYS MSG                                   |      |       |      |      |       |  |
|      |        | 1115 W                                                                                              |      |       |      |      | (N/C) |  |
|      |        | 4 68249197AA SENSOR-TIRE PRESSURE                                                                   |      |       |      |      | (N/C) |  |
|      |        | 2 68249200AA SENSOR-TIRE PRESSURE                                                                   |      |       |      |      | (N/C) |  |
|      |        | 33021 INSTALLED 6 NEW TIRE PRESSURE SENSORS PER RRT 22-14-01-9S                                     |      |       |      |      |       |  |
|      |        | *****                                                                                               |      |       |      |      |       |  |
| E    | 08CHZ  | Flash Software 1 Software Flash for PCM                                                             |      |       |      |      |       |  |
|      |        | 08CHZ Flash Software 1 Software Flash for PCM                                                       |      |       |      |      |       |  |
|      |        | 1115 W                                                                                              |      |       |      |      | (N/C) |  |
|      |        | 33021 UPDATED SOFTWARE 18-19-04-DN                                                                  |      |       |      |      |       |  |
|      |        | *****                                                                                               |      |       |      |      |       |  |
| F    | 08CHZ  | Flash Software 2 Software Flash for ABS                                                             |      |       |      |      |       |  |
|      |        | 08CHZ Flash Software 2 Software Flash for ABS                                                       |      |       |      |      |       |  |
|      |        | 1115 W                                                                                              |      |       |      |      | (N/C) |  |
|      |        | 33021 UPDATED SOFTWARE 18-19-10-9B                                                                  |      |       |      |      |       |  |
|      |        | *****                                                                                               |      |       |      |      |       |  |
| G    | 05CHZ  | Brake System Concern Customer states CHECK BRAKES HEARING A LOW SPEED SQUEAK CHECK AND ADVISE       |      |       |      |      |       |  |
|      |        | 05CHZ Brake System Concern Customer states CHECK BRAKES HEARING A LOW SPEED SQUEAK CHECK AND ADVISE |      |       |      |      |       |  |
|      |        | 1115 C                                                                                              |      |       |      |      |       |  |
|      |        |                                                                                                     |      |       | 0.00 | 0.00 |       |  |

### Disclaimer of Warranties

All expressed warranties, if any, by a manufacturer or supplier other than the Dealer are theirs, not the Dealer's, unless otherwise provided in writing on the face of this order or in a separate writing furnished to Customer by the Dealer

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

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

CUSTOMER #: [REDACTED]

# Olathe

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OLATHE, KS

HOME:

CONT:

BUS:

CELL:

PAGE 2

SERVICE ADVISOR: 979 JERRY PEOPLES

| COLOR      | YEAR       | MAKE/MODEL      | VIN          | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-----------------|--------------|---------|------------------|---------|-----------|
| PRP Deep C | 14         | RAM TRUCKS 3500 | [REDACTED]   |         | 33021/33021      | T251    |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED     | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26SEP14 DD |            |                 | WAIT 01MAR16 |         | L 0.00           | CASH    | 01MAR16   |

| R.O. OPENED   | READY         | OPTIONS:                                                                                                       |
|---------------|---------------|----------------------------------------------------------------------------------------------------------------|
| 07:05 01MAR16 | 16:18 01MAR16 | SOLD-STK:30955720<br>ENG:ETK 6.7L I6 Cummins Turbo Diesel Engine<br>TRN:DG7 6-Spd Automatic 68RFE Transmission |

| LINE                                                                                    | OPCODE | TECH | TYPE | HOURS | LIST | NET  | TOTAL |
|-----------------------------------------------------------------------------------------|--------|------|------|-------|------|------|-------|
| 33021                                                                                   |        |      |      |       |      |      |       |
| BRAKES ALL LOOK AND MEASURE GOOD, POSSIBLE RUST OR ROAD DEBRIS, NOTHING ABNORMAL FOUND. |        |      |      |       |      |      |       |
| *****                                                                                   |        |      |      |       |      |      |       |
| L 23CHZ04                                                                               |        |      |      |       |      |      |       |
| Multipoint inspection (according to maintenance interval)                               |        |      |      |       |      |      |       |
| 23CHZ04 Multipoint inspection (according to maintenance interval)                       |        |      |      |       |      |      |       |
|                                                                                         |        |      |      | 1115  | C    | 0.00 | 0.00  |
| *****                                                                                   |        |      |      |       |      |      |       |

EST: 34.95                      01MAR16 07:05    SA: 979  
CONTACT: JP

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

| DESCRIPTION                   | TOTALS      |
|-------------------------------|-------------|
| LABOR AMOUNT                  | 0.00        |
| PARTS AMOUNT                  | 0.00        |
| GAS, OIL, LUBE                | 0.00        |
| SUBLET AMOUNT                 | 0.00        |
| MISC. CHARGES                 | 0.00        |
| TOTAL CHARGES                 | 0.00        |
| LESS INSURANCE                | 0.00        |
| SALES TAX                     | 0.00        |
| <b>PLEASE PAY THIS AMOUNT</b> | <b>0.00</b> |

CUSTOMER #: [REDACTED]

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OLATHE, KS

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 1316 JACOB C TODD

| COLOR      | YEAR | MAKE/MODEL      | VIN        | LICENSE | MILEAGE IN / OUT | TAG  |
|------------|------|-----------------|------------|---------|------------------|------|
| PRP Deep C | 14   | RAM TRUCKS 3500 | [REDACTED] |         | 33211/33211      | T765 |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED     | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|--------------|--------|------|---------|-----------|
| 26SEP14 DD |            |            | WAIT 12MAR16 |        | 0.00 | CC      | 11MAR16   |

| R.O. OPENED   | READY         | OPTIONS:                                                                                                       |
|---------------|---------------|----------------------------------------------------------------------------------------------------------------|
| 10:17 04MAR16 | 18:55 11MAR16 | SOLD-STK:30955720<br>ENG:ETK 6.7L I6 Cummins Turbo Diesel Engine<br>TRN:DG7 6-Spd Automatic 68RFE Transmission |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A 08CHZ Indicator/Warning Lights Check engine light on Customer states  
Def light is on. Check and advise

CAUSE: 1

08CHZ Indicator/Warning Lights Check engine light  
on Customer states Def light is on. Check  
and advise

|               |                     |  |       |
|---------------|---------------------|--|-------|
| 1115          | W                   |  | (N/C) |
| 1 68292411AA  | CONVERTER-CATALYTIC |  | (N/C) |
|               | CORE CHARGE W       |  | (N/C) |
| 1 68065844AB  | GASKET-EXHAUST PIPE |  | (N/C) |
| -1 68292411AA | CORE RETURN         |  | (N/C) |
|               | FC: PART#: COUNT:   |  |       |
|               | CLAIM TYPE: W       |  |       |
|               | AUTH CODE:          |  |       |

SUBL RENTAL PO#566769

W

(N/C)

33211 TEST DEF SYSTEM AND REPLACED SCR CATALYST DO TO INTERNAL  
SHORT

F 23CHZ04 Multipoint inspection (according to maintenance interval)  
23CHZ04 Multipoint inspection (according to  
maintenance interval)

|      |   |  |      |      |
|------|---|--|------|------|
| 1115 | C |  | 0.00 | 0.00 |
|------|---|--|------|------|

G\*\* CUSTOMER STATES PERFORM 4 WHEEL ALIGNMENT  
02CHZ4WA CUSTOMER STATES PERFORM 4 WHEEL  
ALIGNMENT

|      |   |  |       |       |
|------|---|--|-------|-------|
| 1086 | C |  | 89.95 | 89.95 |
|------|---|--|-------|-------|

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

9.00

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| 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                     | 9.13          |
| <b>PLEASE PAY THIS AMOUNT</b> | <b>108.08</b> |

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

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PAGE 1

OLATHE, KS [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 979 JERRY PEOPLES

| COLOR         | YEAR          | MAKE/MODEL                                                                                | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|---------------|---------------|-------------------------------------------------------------------------------------------|---------------|---------|------------------|---------|-----------|
| PRP Deep C    | 14            | RAM TRUCKS 3500                                                                           | [REDACTED]    |         | 33458/33458      | T972    |           |
| DEL. DATE     | PROD. DATE    | WARR. EXP.                                                                                | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26SEP14 DD    |               |                                                                                           | 18:00 17MAR16 |         | 0.00             | CASH    | 17MAR16   |
| R.O. OPENED   | READY         | OPTIONS: SOLD-STK:30955720                                                                |               |         |                  |         |           |
| 08:29 17MAR16 | 18:39 17MAR16 | ENG:ETK 6.7L I6 Cummins Turbo Diesel Engine<br>TRN:DG7 6-Spd Automatic 68RFE Transmission |               |         |                  |         |           |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A 19CHZ Steering/Suspension Concern Customer states SINCE RECALL DONE  
VEHICLE IS PULLING TO THE RIGHT CHECK AND ADVISE  
19CHZ Steering/Suspension Concern Customer states  
SINCE RECALL DONE VEHICLE IS PULLING TO THE  
RIGHT CHECK AND ADVISE  
1086 C 0.00 0.00  
SUBL RENTAL PER JEFF SOLOMON PO# [REDACTED]  
IPS (N/C)  
33458 RE-ALIGNED. NOT OUT OF SPECS, BUT DID PULL TOE BACK IN SOME.  
IF STILL PULLING, MAY BE A TIRE ISSUE. SHOWED MR. HELVERSON THE SPECS  
BEFORE AND AFTER.

B 22CHZ Tire/Wheel Concern Customer states SINCE TIRE SENSORS REPLACED  
PRESSURES ARE NOT READING RIGHT CHECK AND ADVISE  
22CHZ Tire/Wheel Concern Customer states SINCE  
TIRE SENSORS REPLACED PRESSURES ARE NOT  
READING RIGHT CHECK AND ADVISE  
1086 C 0.00 0.00  
33458 JEFF EXPLAINED TIRE PRESSURES SET TO MANUFACTURER SPECS,  
LOCATED ON DOOR STICKER.

C 23CHZ04 Multipoint inspection (according to maintenance interval)  
23CHZ04 Multipoint inspection (according to  
maintenance interval)  
1086 C 0.00 0.00

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

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

CUSTOMER #:

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PAGE 1

HOME: 9

CONT:

BUS:

CELL:

SERVICE ADVISOR: 1246 EIRIS WEBSTER-LYONS

| COLOR      | YEAR       | MAKE/MODEL      | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|-----------------|---------------|---------|------------------|---------|-----------|
| PRP Deep C | 14         | RAM TRUCKS 3500 |               |         | 35654/35654      | T393    |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.      | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 26SEP14 DD |            |                 | 15:45 04APR16 |         | 0.00             | CASH    | 04APR16   |

| R.O. OPENED   | READY         | OPTIONS:                                                                                                       |
|---------------|---------------|----------------------------------------------------------------------------------------------------------------|
| 07:08 04APR16 | 16:05 04APR16 | SOLD-STK:30955720<br>ENG:ETK_6.7L_I6_Cummins_Turbo_Diesel_Engine<br>TRN:DG7_6-Spd_Automatic_68RFE_Transmission |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------|--------|------|------|-------|------|-----|-------|
|------|--------|------|------|-------|------|-----|-------|

A 19CHZ Steering/Suspension Concern Customer states Vehicle is pulling to the right see Jeff Solomon check and advise  
 19CHZ Steering/Suspension Concern Customer states Vehicle is pulling to the right see Jeff Solomon check and advise  
 1086 IPS (N/C)  
 SUBL RENTAL PER JEFF SOLOMON PO# (N/C)  
 IPS

35654 TEST DROVE VEHICLE FOUND VEHICLE TO HAVE RADIAL TIRE PULL. CROSS ROTATED FRONT TIRES TO CORRECT COMPLETED. RECOMMEND DIFFERENT BRAND OF TIRES UPON TIME OF REPLACEMENT

C 23CHZ04 Multipoint inspection (according to maintenance interval)  
 23CHZ04 Multipoint inspection (according to maintenance interval)  
 1086 C 0.00 0.00

EST: 0.00 04APR16 07:08 SA: 1246  
 CONTACT:

INTERNAL PAY SHOP SUPPLIES FOR REPAIR ORDER (N/C)

### Disclaimer of Warranties

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

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

Customer Invoice

04/05/2016

Re-Printed on 04/07/2016 09:23 AM

FIRESTONE COMPLETE AUTO CARE

K-7

1200 W SANTA FE STREET

OLATHE, KS. 66061-3196

DUPLICATE INVOICE

Service Advisor:

01 DAVID

913.764.1403

OLATHE, KS

2014 RAM 3500 BIG HORN [MAROON]

6.7L L6 FI DIESEL VIN L OHV 350

Lic #: 844GJU KS Vin #:

In: 04/05/16 12:46PM

Mileage: 35,705

Out: 04/05/16 3:29PM

Store # 343718

RETAIL SALE

| Description                                  | Rev Hist /Article # | ID   | Qty | Unit Price | Extended Price | Job Total       |
|----------------------------------------------|---------------------|------|-----|------------|----------------|-----------------|
| <b>FIRESTONE TIRES WITH UNI-T, PACKAGE</b>   |                     | 01   |     |            |                | <b>1,170.36</b> |
| 6-211 TPMS VALVE KIT                         |                     |      |     |            |                |                 |
| 191282 TRANSFORCE HT BL LT235/80R17 E120R No | 191282              | 21TN | 6   | 195.99     | 1175.94        |                 |
| Mileage Warranty                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| DOT# VNABTH21116                             |                     |      |     |            |                |                 |
| TIRE-DISC Customer Promotion                 | 7014016             | 21TN | -1  | 94.08      | -94.08         |                 |
| KANSAS EXCISE TAX-TIRES                      | 7047384             | 21NN | 6   | 0.25       | 1.50           |                 |
| LIFETIME NEW TIRE WHEEL BALANCE LABOR        | 7013627             | 21TS | 6   | 10.00      | 60.00          |                 |
| LIFETIME RUBBER VALVE                        | 7024341             | 21TN | 6   | 2.00       | 12.00          |                 |
| SCRAP TIRE RECYCLING FEE                     | 7075078             | 21TN | 6   | 2.50       | 15.00          |                 |
| TIRE INSTALLATION                            | 7015016             | 21TS | 6   | N/C        | N/C            |                 |

INSPECTION

CUSTOMER REQUESTED NO INSPECTION

Technician(s):

21 TRACY

Payment History:

|                |      |          |        |
|----------------|------|----------|--------|
| MasterCard     | 5470 | 1,282.12 | 10068B |
| Total Tendered |      | 1,282.12 |        |

Summary:

|                     |                   |
|---------------------|-------------------|
| Parts               | 1,093.86          |
| Labor               | 76.50             |
| Shop Supplies       | 3.60              |
| <b>Sub-Total</b>    | <b>1,173.96</b>   |
| <b>Tax (9.225%)</b> | <b>108.16</b>     |
| <b>Total</b>        | <b>\$1,282.12</b> |

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

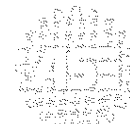
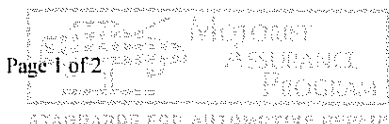
Initial here to indicate you have received the Tire Warranty Maintenance and Safety Manual.

All parts are new unless otherwise specified.

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information



WebSupport ASE Inv1 151112.501103

07/08/2015

K-7

06 JB

1200 W SANTA FE STREET

913.764.1403

OLATHE, KS. 66061-3196

Re-Printed on 04/07/2016 09:23 AM

DUPLICATE INVOICE

2014 RAM 3500 BIG HORN [MAROON]

6.7L L6 FI DIESEL VIN L OHV 350

Lic #: 844GJU KS Vin #

In: 07/08/15 11:34AM

Mileage: 18,701

Out: 07/08/15 1:06PM

Store # 343718

RETAIL SALE

| Description    | Rev Hist /Article # | ID   | Qty | Unit Price | Extended Price | Job Total |
|----------------|---------------------|------|-----|------------|----------------|-----------|
| TIRE ROTATION  |                     | 06   |     |            |                | 33.00     |
| TIRE ROTATION  | 7015032             | 15TS | 6   | 5.50       | 33.00          |           |
| COURTESY CHECK |                     | 06   |     |            |                |           |
| COURTESY CHECK | 7048930             | 15TS | 1   | N/C        | N/C            |           |

Technician(s):

15 TAYLOR

Payment History:

|                |      |       |        |
|----------------|------|-------|--------|
| Visa           | 4634 | 36.05 | 01463A |
| Total Tendered |      | 36.05 |        |

Summary:

|                     |                |
|---------------------|----------------|
| Parts               | 0.00           |
| Labor               | 33.00          |
| Shop Supplies       | 0.00           |
| <b>Sub-Total</b>    | <b>33.00</b>   |
| <b>Tax (9.225%)</b> | <b>3.05</b>    |
| <b>Total</b>        | <b>\$36.05</b> |

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 343718-078693

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110332 REV 11/11

See reverse side for Warranty Information



Web Support: 800-424-4242  
Tech Support: 800-424-4242  
Inv# 151112 501103  
Calibration

01/27/2016

K-7

01 DAVID

913.764.1403

1200 W SANTA FE STREET

OLATHE, KS. 66061-3196

Re-Printed on 04/07/2016 09:23 AM

DUPLICATE INVOICE

2014 RAM 3500 BIG HORN [MAROON]

6.7L L6 FI DIESEL VIN L OHV 350

Lic #: 844GJU KS Vin #:

In: 01/27/16 7:44AM

Mileage: 30,960

Out: 01/27/16 9:27AM

Store # 343718

RETAIL SALE

| Description                                               | Rev Hist /Article # | ID   | Qty | Unit Price | Extended Price | Job Total |
|-----------------------------------------------------------|---------------------|------|-----|------------|----------------|-----------|
| TIRE ROTATION                                             |                     | 01   |     |            |                | 33.00     |
| TIRE ROTATION                                             | 7015032             | 24TS | 6   | 5.50       | 33.00          |           |
| COMPLETE VEHICLE INSPECTION                               |                     | 01   |     |            |                |           |
| CHECK BRAKES                                              |                     |      |     |            |                |           |
| Ed-18 Battery Inspection Results: Battery was not tested. |                     |      |     |            |                |           |
| VEHICLE INSPECTION                                        | 7028789             | 24TN | 1   | 21.99      | 21.99          |           |
| LBR-DISC Customer Promotion                               | 7001671             | 24T  | -1  | 21.99      | -21.99         |           |
| Donation                                                  |                     | 01   |     |            |                | 0.95      |
| BOYS AND GIRLS CLUBS OF AMERICA                           | 7013276             | 24NN | 1   | 0.95       | 0.95           |           |

ORDER NOTES

\*\*\*CK REAR END FLUID\*\*\*

Technician(s):

24 THOMAS

Payment History:

Visa 4634 37.00 03185A

Total Tendered 37.00

Summary:

|                     |                |
|---------------------|----------------|
| Parts               | 0.95           |
| Labor               | 33.00          |
| Shop Supplies       | 0.00           |
| <b>Sub-Total</b>    | <b>33.95</b>   |
| <b>Tax (9.225%)</b> | <b>3.05</b>    |
| <b>Total</b>        | <b>\$37.00</b> |

I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.

Customer Signature

All parts are new unless otherwise specified.

Declined Work:

WIPER BLADES (Front-Both)

HOW ARE WE DOING?

Tell us about your experience today!

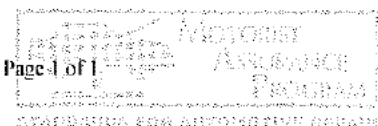
Complete a 4-minute survey for a chance to win \$500 in store services

Visit www.FirestoneSurvey.com within 4 days and enter Code 343718-083790

www.FirestoneCompleteAutoCare.com

STD FCAC LASER 7008335 - 48110392 REV 11/11

See reverse side for Warranty Information



Visit us at 888-MyFirestone.com

04/05/2016

K-7

01 DAVID

913.764.1403

1200 W SANTA FE STREET

OLATHE, KS. 66061-3196

Re-Printed on 04/07/2016 09:23 AM

DUPLICATE INVOICE

2014 RAM 3500 BIG HORN [MAROON]

6.7L L6 FI DIESEL VIN L OHV 350

Lic #: 844GJU KS Vin #:

In: 04/05/16 12:46PM

Mileage: 35,705

Out: 04/05/16 3:29PM

Store # 343718

RETAIL SALE

| Description | Rev Hist /Article # ID | Qty | Unit Price | Extended Price | Job Total |
|-------------|------------------------|-----|------------|----------------|-----------|
|-------------|------------------------|-----|------------|----------------|-----------|



HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win \$500 in store services

Visit [www.FirestoneSurvey.com](http://www.FirestoneSurvey.com) within 4 days and enter Code 343718-085373



[www.FirestoneCompleteAutoCare.com](http://www.FirestoneCompleteAutoCare.com)

STD FCAC LASER 7008335 - 48110352 REV 11/11

See reverse side for Warranty Information



We Support ASE  
Dedicated  
Inv# 151112 501103  
Certification

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-04-19 12:33:15.904466**

**Files Not Recieved: 0**

**CUSTOMER CAIR PREP-SHEET****GENERAL INFORMATION**

|                                                                          |                                           |                                              |                                 |
|--------------------------------------------------------------------------|-------------------------------------------|----------------------------------------------|---------------------------------|
| Case Manager:                                                            | Jacob Skaug                               |                                              |                                 |
| CAIR Number:                                                             | ██████████                                | Customer:                                    | ██████████                      |
| Vehicle:                                                                 | 2014 RAM 3500 ST 4X4                      |                                              |                                 |
| Customer Email:                                                          | ██████████                                | COIN Updated?                                | Yes                             |
|                                                                          |                                           | Customer Text #:                             | Y-██████████                    |
| What is the reason the case is being opened?                             | Vehicle is pulling to the right           |                                              |                                 |
| What does the customer want from FCA?                                    | Extended coverage or vehicle replacement. |                                              |                                 |
| Who has the vehicle?                                                     | Owner                                     | Is the customer in rental?                   | No                              |
| Does situation fall within the Warranty Goodwill Administration Process? | No                                        |                                              |                                 |
| Has vehicle been diagnosed?                                              | Yes                                       | If yes, what dealer performed the diagnosis? | 5290-OLATHE DODGE CHRYSLER JEEP |
| Original Owner?                                                          | Yes                                       | Owner History:                               | # New: 1 # Used: 0              |

**VEHICLE INFORMATION**

|                                                 |                                                                                    |                                   |     |                      |                    |         |            |
|-------------------------------------------------|------------------------------------------------------------------------------------|-----------------------------------|-----|----------------------|--------------------|---------|------------|
| Current mileage?                                | 35800                                                                              | Does it look accurate/make sense? | Yes | WCC                  | 536                | ISD     | ██████████ |
| MVP Contract? (Mechanical, Maintenance, Other)? | None                                                                               |                                   |     |                      |                    |         |            |
| 3 <sup>rd</sup> Party Service Contract?         | <b>PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.</b> |                                   |     |                      | Extended Warranty? | No      |            |
| VIP                                             | Yes                                                                                | GPOP                              | No  | Restriction?         | No                 | Recall? | No         |
| Reason Codes Appropriate?                       | Yes                                                                                | Active/Recent STAR cases?         | Yes | Previous DM Notes?   | No                 |         |            |
| Legal or Arb case?                              | No                                                                                 | Previous CAIRS?                   | No  | Tech Connect detail? | Yes                |         |            |
| If yes for Tech Connect, note:                  | TA has reached a resolution                                                        |                                   |     |                      |                    |         |            |

**TOOLS AND ACTIONS**

|                                                                    |                                                                      |                   |     |
|--------------------------------------------------------------------|----------------------------------------------------------------------|-------------------|-----|
| Who will be the best person to contact first?                      | Dealer                                                               | If other, specify | N/A |
| What Answer Connect Articles will be used?                         | Unresolved concern                                                   |                   |     |
| What information am I missing and what questions do I need to ask? | Verify if the TA has driven the vehicle as notated in the STAR case. |                   |     |
| What are my intentions/thoughts/direction?                         | Offer Mechanical plan most likely WA5100N Added care plus            |                   |     |

**CURSORY LEMON LAW REVIEW**

|                                                                                                    |     |                                                                     |
|----------------------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------|
| State:                                                                                             | KS  | What Is the alleged Defect? Vehicle pulls to the right,             |
| Is this a Final Repair Attempt (FRA) state?                                                        | No  | # of allowed repair attempts <u>within</u> the specified period? 4  |
| Is this a vehicle registered to a business or used for business purposes?                          | No  | According to GWA, # of similar/related repair attempts? 2           |
| Are business vehicles covered by the state lemon law?                                              | Yes | # of allowed days out of svc <u>within</u> the specified period? 30 |
| In your opinion, does the alleged defect substantially impair the vehicle's use, value, or safety? | No  | Number of days down if known? unknown                               |

New case received 4/14/2016

TA has visited the Dealer per STAR case [REDACTED] and found that vehicle operates as designed.