

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-05-20 16:09:13.981498

Files Not Recieved: 0



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██████████

Please see the pictures attached. 1 shows that it was sitting on garage concrete when it snapped and the other 2 are close ups showing the clean break. The dealership at Vancouver Dick Hanna auto mall was given the part cause they had never seen that part break before. ██████████ was my contact there so if you have other questions he would be the one to reach out to.

My contention is that this literally could have been a life and death matter had that part snapped while I was driving over the bridge I commute over 2x day. My truck could have hit another car/person as I would have lost all control of steering and only could have hit the brakes. At 70 mph even 1-2 second delay could have resulted in a catastrophic circumstance for me, my family, and/or some other family via collision or due to the size of my truck if the wheels sharply turned and brakes were applied could cause a rollover.

The simple matter is that part should not have broken as it is cast, so regardless that it isn't under warranty, I feel that the circumstances dictates compensation in good faith by your organization. Please call with any further questions.

██



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-06-02 14:40:10.357734

Files Not Recieved: 0

Please find attached my work order and invoice receipt.

Thanks

*Chrysler
Warranty
number* 800-992-1997

Dick Hannah
DEALERSHIPS

CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah Chrysler Jeep Dodge Ram
3517 N.E. Auto Mall Drive · Vancouver, WA 98662
Phone: 360-944-3291 · Fax 360-944-3220
P.O. Box 1679 Vancouver, WA 98668

VANCOUVER, WA [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

www.dickhannahchrysler.com www.dickhannahjeep.com
www.dickhannahdodge.com www.dickhannahram.com

SERVICE ADVISOR: 6845 NATHAN K MOE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	14	RAM TRUCKS RAM 2500	[REDACTED]		50744/50744	T2843	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB16 IS			18:00 20APR16		0.00	CASH	21APR16
R.O. OPENED	READY	OPTIONS: DLR:24173					
08:52 19APR16	17:15 21APR16						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A NO PRIOR BLEMISHES NOTED
09K1Z-BLEM WALK AROUND

3507	C				0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

B CUSTOMER STATES: STEERING ISSUE - ROD CONNECTING CENTER LINK BOX TO PASSENGER WHEEL SHEARED OFF. CUSTOMER CONCERNED ABOUT FACTORY DEFECT IN ROD DUE TO SHEAR POINT. CHECK AND ADVISE.

08 MISCELLANEOUS
5608 C

1	68111301AA	SOCKET-DRAG LINK OUTER			207.00	207.00	
08	diagnosis				0.00	0.00	
08	PERFORM 4 WHEEL ALIGNMENT				99.95	99.95	
PARTS:	519.85	LABOR:	306.95	OTHER:	0.00	TOTAL LINE B:	826.80

C CUSTOMER STATES: JUST HAD VEHICLE IN FOR TRANSMISSION WORK/REPLACEMENT. MAY BE LEAKING FLUID, CHECK AND ADVISE.

08 MISCELLANEOUS
3507 C

0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
------	--------	------	--------	------	---------------	------

D CUSTOMER STATES: PERFORM MUTI-POINT INSPECTION
89CHZ PERFORM MUTI-POINT INSPECTION

5608 C

0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
------	--------	------	--------	------	---------------	------

E CUSTOMER STATES: EXTERIOR CAR WASH
WASH EXTERIOR CAR WASH

5101CWASH

0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00
------	--------	------	--------	------	---------------	------

F CUSTOMER STATES: INSPECT VEHICLE FOR ANY POSSIBLE OPEN RECALLS.

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

CUSTOMER #: [REDACTED]

Dick Hannah DEALERSHIPS

Dick Hannah Chrysler Jeep Dodge Ram

3517 N.E. Auto Mall Drive · Vancouver, WA 98662

Phone: 360-944-3291 · Fax 360-944-3220

P.O. Box 1679 Vancouver, WA 98668

www.dickhannahchrysler.com www.dickhannahjeep.com

www.dickhannahdodge.com www.dickhannahram.com

INVOICE

PAGE 2

SERVICE ADVISOR: 6845 NATHAN K MOE

VANCOUVER, WA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	14	RAM TRUCKS RAM 2500	[REDACTED]		50744/50744	T2843	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB16 IS			18:00 20APR16		0.00	CASH	21APR16

R.O. OPENED	READY	OPTIONS:	DLR:24173
08:52 19APR16	17:15 21APR16		

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

RI INSPECT VEHICLE FOR ANY POSSIBLE OPEN RECALLS.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

G** R46 RECALL

RECALL CUSTOMER STATES

5608 W

- 1 CBNKR461AA FRAME-FRT (N/C)
- 1 CBNKR464AB FRAME-FRAME (N/C)
- 1 NPN4318031 AHESIVE (N/C)
- 1 NPN4443633 PRIMER (N/C)
- 1 NPN4443609 PAINT (N/C)
- 1 NPNCBNKR46 PUNCH KIT (N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00
--------	------	--------	------	--------	------	---------------	------

LRP LOYALTY REWARDS PROGRAM PARTS & LABOR

C

-82.68 -82.68

EST: 0.00 19APR16 08:52 SA: 6845

CONTACT: MAIN: [REDACTED]



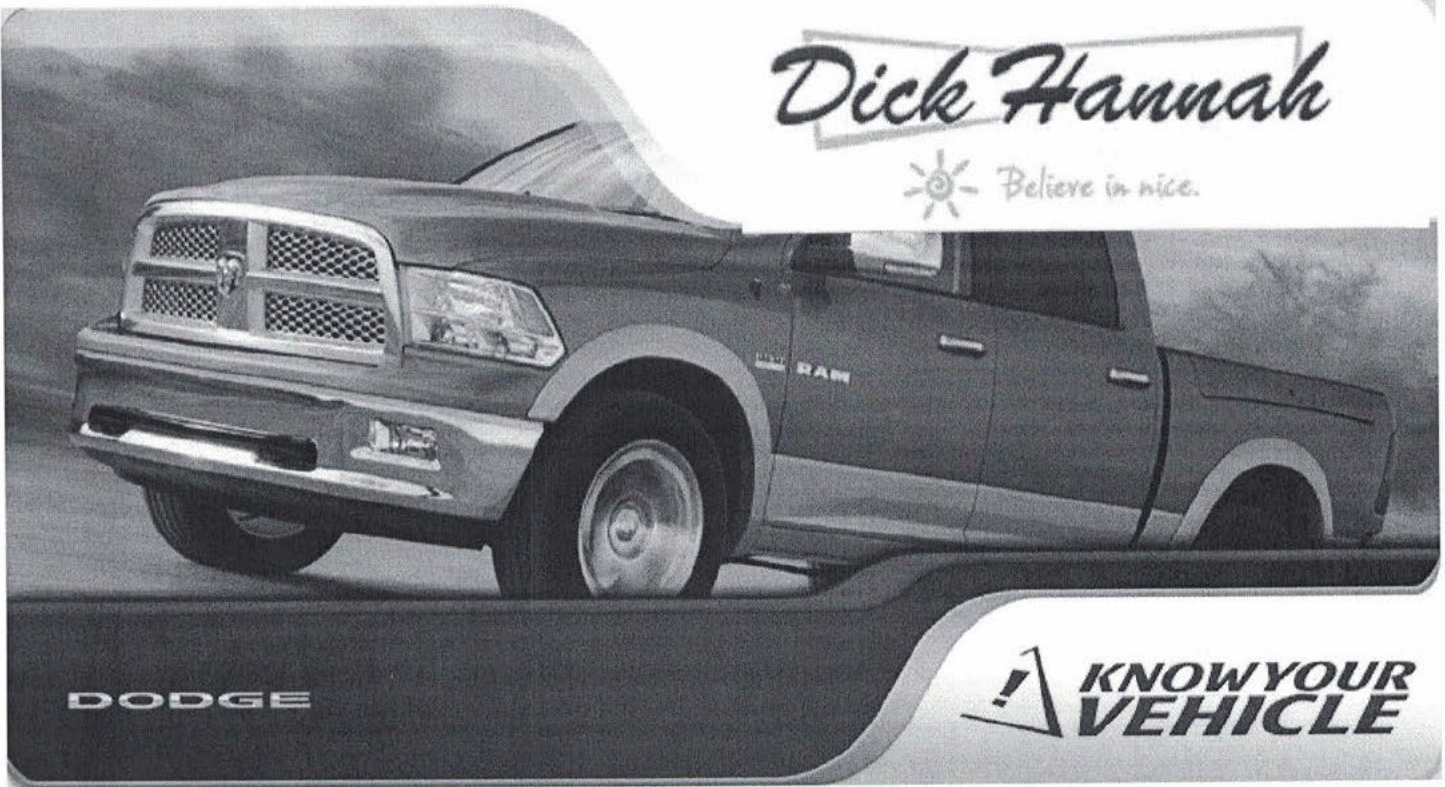
RAM

DESCRIPTION	TOTALS
LABOR AMOUNT	306.95
PARTS AMOUNT	519.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.00
TOTAL CHARGES	842.80
LESS INSURANCE	82.68
SALES TAX	63.85
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	823.97

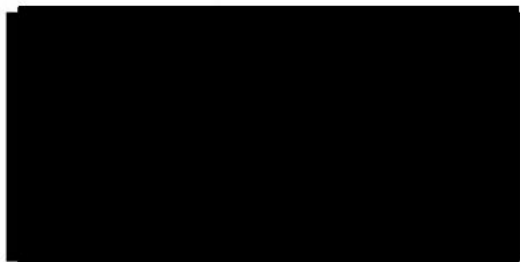
Dick Hannah



Believe in nice.



OUR VALUED CUSTOMER



Nathan Moe
Service Consultant

L. bonestell
Certified Technician

YOUR VEHICLE

Year 2014	Make Ram	Model 2500 (Truck)	Engine Type 6.7L 6 L OHV (MFI)
Odometer 50,744	VIN # [REDACTED]	License #	Date 4/21/2016



Package Results

Dick Hannah Chrysler Jeep Dodge World Class Inspection

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Inspect overall tire wear and condition	All tires require inspection next service		
Measure rear brake lining thickness	6 mm or greater: Inspect brakes next service (disc brakes)		
Measure front brake lining thickness	6 mm or greater: Inspect brakes next service (disc brakes)		
Perform battery performance test	Battery passes performance test		
Measure left front tire tread depth	6/32" or greater: Inspect tire next service		
Measure right front tire tread depth	6/32" or greater: Inspect tire next service		
Measure right rear tire tread depth	6/32" or greater: Inspect tire next service		
Measure left rear tire tread depth	6/32" or greater: Inspect tire next service		

Passed Tasks

- ✓ Inspect exhaust system for leaks, damage, and loose parts
- ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
- ✓ Inspect transfer case fluid level and condition
- ✓ Inspect air cleaner element and throttle body
- ✓ Check engine oil level and condition and check for leaks
- ✓ Check automatic transmission fluid level and condition and check for leaks
- ✓ Inspect back-up light operation
- ✓ Inspect fog lights and headlight low and bright beam operation
- ✓ Inspect heat and air conditioning operation
- ✓ Measure rear brake lining thickness
- ✓ Check and adjust front tire pressure
- ✓ Inspect engine mounts
- ✓ Inspect rear differential fluid level and condition and check for leaks
- ✓ Fill windshield washer fluid
- ✓ Check engine coolant level and condition and check for leaks
- ✓ Inspect hazard light operation
- ✓ Inspect taillight, turn signal, side marker, and license plate lights
- ✓ Inspect windshield wiper and washer operation
- ✓ Inspect dash and interior lights
- ✓ Measure front brake lining thickness
- ✓ Inspect wheel bearings
- ✓ Inspect transmission mount(s)
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check power steering fluid level and condition and check for leaks
- ✓ Check brake fluid level and condition and check for leaks
- ✓ Inspect brake light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Check horn operation
- ✓ Inspect overall tire wear and condition
- ✓ Inspect brake system components

- ✓ Check and adjust rear tire pressure
- ✓ Perform battery performance test
- ✓ Inspect cabin air/HEPA micro filter (if equipped)
- ✓ Measure left front tire tread depth
- ✓ Inspect steering and sway bar components
- ✓ Measure left rear tire tread depth
- ✓ Inspect instrument cluster warning lamps
- ✓ Inspect battery terminals and cables
- ✓ Inspect accessory drive belts
- ✓ Measure right front tire tread depth
- ✓ Inspect suspension components
- ✓ Inspect battery
- ✓ Inspect all vehicle wiper blades
- ✓ Inspect ignition wires and spark plugs
- ✓ Inspect all hoses and clamps
- ✓ Inspect front differential fluid level and condition and check for leaks
- ✓ Measure right rear tire tread depth
- ✓ Inspect hood props

Additional Observations	Recommendation
Not currently leaking	Engine Oil residue present from previous oil change



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. NO PRIOR BLEMISHES NOTED		\$0.00		X
B. CUSTOMER STATES: STEERING ISSUE - ROD CONNECTING CENTER LINK BOX TO PASSENGER WHEEL SHEARED OFF. CUSTOMER CONCERNED ABOUT FACTORY DEFECT IN ROD DUE TO SHEAR POINT. CHECK AND ADVISE.		\$0.00		X
Need to Replace Center Link and Adjust Steering Angle (Broken)	Fail	\$676.00		X
perform alignment (after replacing drag link)	Fail	\$99.95		X
C. CUSTOMER STATES: JUST HAD VEHICLE IN FOR TRANSMISSION WORK/REPLACEMENT. MAY BE LEAKING FLUID, CHECK AND ADVISE.		\$0.00		X
Checked Transmission for leaks (Not Leaking)	Pass	\$0.00		X
D. CUSTOMER STATES: PERFORM MUTI-POINT INSPECTION		\$0.00		X
E. CUSTOMER STATES: EXTERIOR CAR WASH		\$0.00		X
F. CUSTOMER STATES: INSPECT VEHICLE FOR ANY POSSIBLE OPEN RECALLS.		\$0.00		X
Additional Recommendations	Status	Cost	Deferred	Approved
Engine Oil residue present from previous oil change (Not currently leaking)		\$0.00		X
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$775.95	\$0.00	\$775.95

Totals, Taxes and Fees	Cost	Deferred	Approved
Shop Fee / Supply			\$13.00
Tax			\$65.18
Estimate Total			\$854.13

DH Chrysler Dodge Jeep
3517 NE Auto Mall Dr
VANCOUVER, WA, 98662
360-256-5000

Date: 4/21/2016 5:46:17 PM PST

Transaction ID: [REDACTED]

Ref ID: [REDACTED]

Purchase Order #:

Card Type: MasterCard

Account: ***** [REDACTED]

Auth: [REDACTED]

Amount: \$823.97

Signature _____

[REDACTED] cardholder agree to
pay the above amount according to the card issuer
agreement.

(Merchant agreement if credit voucher)

Thank You!

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-06-02 14:40:10.357734

Files Not Recieved: 0

Please find attached my work order and invoice receipt.

Thanks

*Chrysler
Warranty
number* 800-992-1997

Dick Hannah
DEALERSHIPS

CUSTOMER #: [REDACTED]

INVOICE

Dick Hannah Chrysler Jeep Dodge Ram

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Phone: 360-944-3291 · Fax 360-944-3220

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www.dickhannahchrysler.com www.dickhannahjeep.com

www.dickhannahdodge.com www.dickhannahram.com

VANCOUVER, WA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

SERVICE ADVISOR: 6845 NATHAN K MOE

BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	14	RAM TRUCKS RAM 2500	[REDACTED]		50744/50744	T2843

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB16 IS			18:00	20APR16	0.00	CASH	21APR16

R.O. OPENED	READY	OPTIONS:	DLR:24173
08:52	19APR16	17:15	21APR16

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

A NO PRIOR BLEMISHES NOTED
09K1Z-BLEM WALK AROUND

PARTS: 3507 C 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES: STEERING ISSUE - ROD CONNECTING CENTER LINK BOX TO PASSENGER WHEEL SHEARED OFF. CUSTOMER CONCERNED ABOUT FACTORY DEFECT IN ROD DUE TO SHEAR POINT. CHECK AND ADVISE.

08 MISCELLANEOUS 5608 C 207.00 207.00
1 68111301AA SOCKET-DRAG LINK OUTER 519.85

08 diagnosis 5608 C 0.00 0.00

08 PERFORM 4 WHEEL ALIGNMENT 5608 C 99.95 99.95
PARTS: 519.85 LABOR: 306.95 OTHER: 0.00 TOTAL LINE B: 826.80

C CUSTOMER STATES: JUST HAD VEHICLE IN FOR TRANSMISSION WORK/REPLACEMENT. MAY BE LEAKING FLUID, CHECK AND ADVISE.

08 MISCELLANEOUS 3507 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D CUSTOMER STATES: PERFORM MUTI-POINT INSPECTION 89CHZ PERFORM MUTI-POINT INSPECTION

5608 C 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E CUSTOMER STATES: EXTERIOR CAR WASH WASH EXTERIOR CAR WASH

5101CWASH 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F CUSTOMER STATES: INSPECT VEHICLE FOR ANY POSSIBLE OPEN RECALLS.

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

CUSTOMER SIGNATURE

Dick Hannah DEALERSHIPS

Dick Hannah Chrysler Jeep Dodge Ram

3517 N.E. Auto Mall Drive · Vancouver, WA 98662
Phone: 360-944-3291 · Fax 360-944-3220

P.O. Box 1679 Vancouver, WA 98668

www.dickhannahchrysler.com www.dickhannahjeep.com
www.dickhannahdodge.com www.dickhannahram.com

CUSTOMER #: [REDACTED]

INVOICE

PAGE 2

SERVICE ADVISOR: 6845 NATHAN K MOE

VANCOUVER, WA [REDACTED]
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	14	RAM TRUCKS RAM 2500	[REDACTED]		50744/50744	T2843	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
09FEB16 IS			18:00 20APR16		0.00	CASH	21APR16
09FEB16 DD							

R.O. OPENED	READY	OPTIONS:	DLR:24173
08:52 19APR16	17:15 21APR16		

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

RI INSPECT VEHICLE FOR ANY POSSIBLE OPEN RECALLS.

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE F:	(N/C) 0.00
--------	------	--------	------	--------	------	---------------	------------

G** R46 RECALL

RECALL CUSTOMER STATES

5608 W	(N/C)
1 CBNKR461AA FRAME-FRT	(N/C)
1 CBNKR464AB FRAME-FRAME	(N/C)
1 NPN4318031 AHESIVE	(N/C)
1 NPN4443633 PRIMER	(N/C)
1 NPN4443609 PAINT	(N/C)
1 NPNCBNKR46 PUNCH KIT	(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00
--------	------	--------	------	--------	------	---------------	------

LRP LOYALTY REWARDS PROGRAM PARTS & LABOR							
C						-82.68	-82.68

EST: 0.00 19APR16 08:52 SA: 6845

CONTACT: MAIN: [REDACTED]



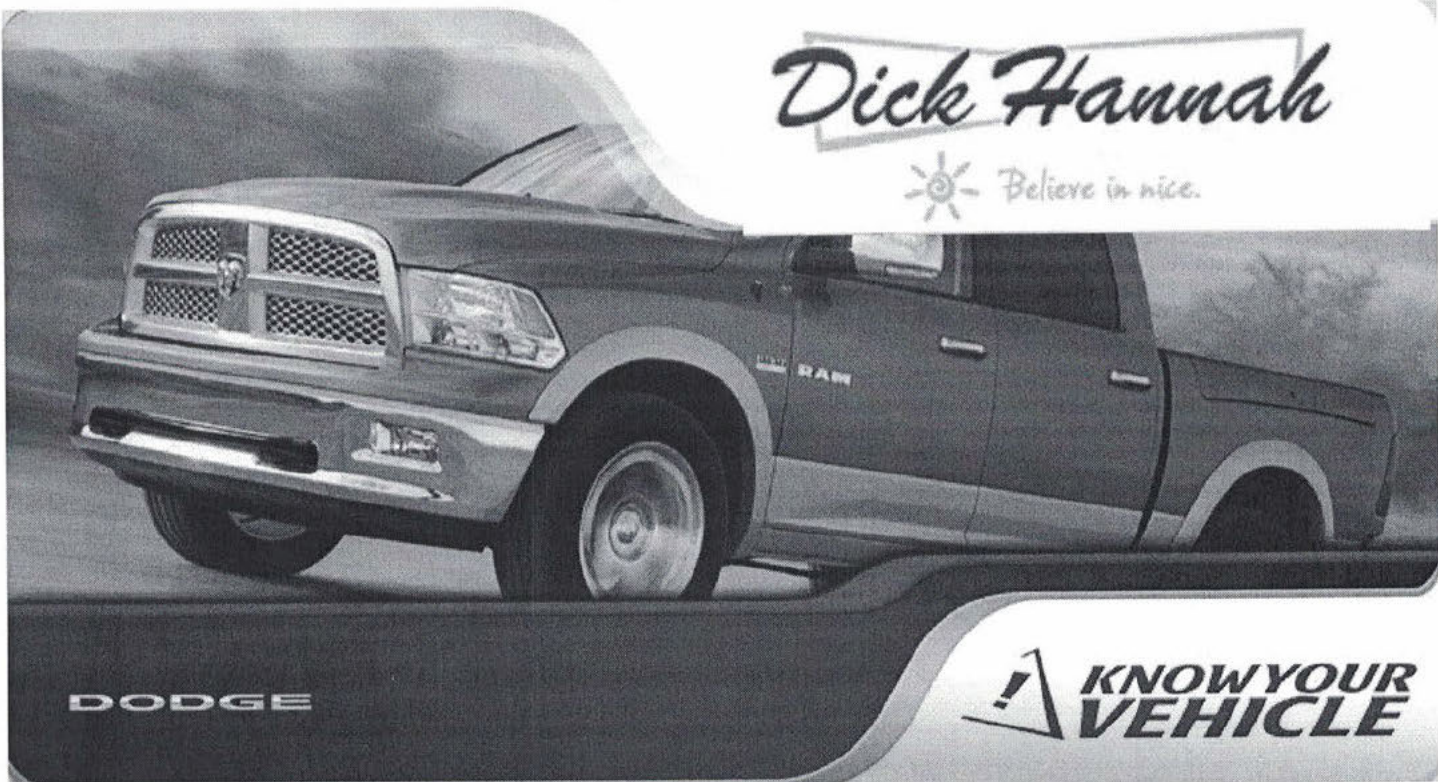
RAM

DESCRIPTION	TOTALS
LABOR AMOUNT	306.95
PARTS AMOUNT	519.85
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.00
TOTAL CHARGES	842.80
LESS INSURANCE	82.68
SALES TAX	63.85
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
	823.97

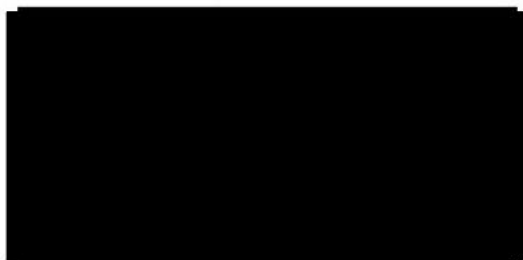
Dick Hannah



Believe in nice.



OUR VALUED CUSTOMER



Nathan Moe
Service Consultant

L. bonestell
Certified Technician

YOUR VEHICLE

Year 2014	Make Ram	Model 2500 (Truck)	Engine Type 6.7L 6 L OHV (MFI)
Odometer 50,744	VIN # [REDACTED]	License #	Date 4/21/2016



Package Results

Dick Hannah Chrysler Jeep Dodge World Class Inspection

Passed Task	Observation	Recommendation	Done
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		
Inspect overall tire wear and condition	All tires require inspection next service		
Measure rear brake lining thickness	6 mm or greater: Inspect brakes next service (disc brakes)		
Measure front brake lining thickness	6 mm or greater: Inspect brakes next service (disc brakes)		
Perform battery performance test	Battery passes performance test		
Measure left front tire tread depth	6/32" or greater: Inspect tire next service		
Measure right front tire tread depth	6/32" or greater: Inspect tire next service		
Measure right rear tire tread depth	6/32" or greater: Inspect tire next service		
Measure left rear tire tread depth	6/32" or greater: Inspect tire next service		

Passed Tasks

- ✓ Inspect exhaust system for leaks, damage, and loose parts
- ✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots
- ✓ Inspect transfer case fluid level and condition
- ✓ Inspect air cleaner element and throttle body
- ✓ Check engine oil level and condition and check for leaks
- ✓ Check automatic transmission fluid level and condition and check for leaks
- ✓ Inspect back-up light operation
- ✓ Inspect fog lights and headlight low and bright beam operation
- ✓ Inspect heat and air conditioning operation
- ✓ Measure rear brake lining thickness
- ✓ Check and adjust front tire pressure
- ✓ Inspect engine mounts
- ✓ Inspect rear differential fluid level and condition and check for leaks
- ✓ Fill windshield washer fluid
- ✓ Check engine coolant level and condition and check for leaks
- ✓ Inspect hazard light operation
- ✓ Inspect taillight, turn signal, side marker, and license plate lights
- ✓ Inspect windshield wiper and washer operation
- ✓ Inspect dash and interior lights
- ✓ Measure front brake lining thickness
- ✓ Inspect wheel bearings
- ✓ Inspect transmission mount(s)
- ✓ Inspect fuel tank, lines, and connections
- ✓ Check power steering fluid level and condition and check for leaks
- ✓ Check brake fluid level and condition and check for leaks
- ✓ Inspect brake light operation
- ✓ Inspect taillight, turn signal, and side marker assemblies for cracks and damage
- ✓ Check horn operation
- ✓ Inspect overall tire wear and condition
- ✓ Inspect brake system components

- ✓ Check and adjust rear tire pressure
- ✓ Perform battery performance test
- ✓ Inspect cabin air/HEPA micro filter (if equipped)
- ✓ Measure left front tire tread depth
- ✓ Inspect steering and sway bar components
- ✓ Measure left rear tire tread depth
- ✓ Inspect instrument cluster warning lamps
- ✓ Inspect battery terminals and cables
- ✓ Inspect accessory drive belts
- ✓ Measure right front tire tread depth
- ✓ Inspect suspension components
- ✓ Inspect battery
- ✓ Inspect all vehicle wiper blades
- ✓ Inspect ignition wires and spark plugs
- ✓ Inspect all hoses and clamps
- ✓ Inspect front differential fluid level and condition and check for leaks
- ✓ Measure right rear tire tread depth
- ✓ Inspect hood props

Additional Observations	Recommendation
Not currently leaking	Engine Oil residue present from previous oil change



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. NO PRIOR BLEMISHES NOTED		\$0.00		X
B. CUSTOMER STATES: STEERING ISSUE - ROD CONNECTING CENTER LINK BOX TO PASSENGER WHEEL SHEARED OFF. CUSTOMER CONCERNED ABOUT FACTORY DEFECT IN ROD DUE TO SHEAR POINT. CHECK AND ADVISE.		\$0.00		X
Need to Replace Center Link and Adjust Steering Angle (Broken)	Fail	\$676.00		X
perform alignment (after replacing drag link)	Fail	\$99.95		X
C. CUSTOMER STATES: JUST HAD VEHICLE IN FOR TRANSMISSION WORK/REPLACEMENT. MAY BE LEAKING FLUID, CHECK AND ADVISE.		\$0.00		X
Checked Transmission for leaks (Not Leaking)	Pass	\$0.00		X
D. CUSTOMER STATES: PERFORM MUTI-POINT INSPECTION		\$0.00		X
E. CUSTOMER STATES: EXTERIOR CAR WASH		\$0.00		X
F. CUSTOMER STATES: INSPECT VEHICLE FOR ANY POSSIBLE OPEN RECALLS.		\$0.00		X
Additional Recommendations	Status	Cost	Deferred	Approved
Engine Oil residue present from previous oil change (Not currently leaking)		\$0.00		X
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$775.95	\$0.00	\$775.95

Totals, Taxes and Fees	Cost	Deferred	Approved
Shop Fee / Supply			\$13.00
Tax			\$65.18
Estimate Total			\$854.13

DH Chrysler Dodge Jeep
3517 NE Auto Mall Dr
VANCOUVER, WA, 98662
360-256-5000

Date: 4/21/2016 5:46:17 PM PST

Transaction ID: [REDACTED]

Ref ID: [REDACTED]

Purchase Order #:

Card Type: MasterCard

Account: ***** [REDACTED]

Auth: [REDACTED]

Amount: \$823.97

Signature _____

[REDACTED] cardholder agree to

pay the above amount according to the card issuer agreement.

(Merchant agreement if credit voucher)

Thank You!

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-06-27 14:49:13.862484

Files Not Recieved: 0

CASE MANAGER WORKSHEET**GENERAL INFORMATION**

Case Manager:	James St Jacques		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	2014 RAM 2500 LONGHORN 4X4		
Customer Email:	██████████		
What is the reason the case is being opened?	Customer had the drag link connector broke.		
What does the customer want from FCA?	Customer seeking reimbursement.		
Who has the vehicle?	Owner	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?			Yes
Has vehicle been diagnosed?	Yes	If yes, what dealer?	24173
Original Owner?	No	Owner History: # New:	0
		# Used:	1

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	██████████
MVP Contract? (Mechanical, Maintenance, Other)?	N/A				
3 rd Party Service Contract?	Unknown		Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	No
				Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No
If yes for Tech Connect, note:	N/A				

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	N/A
What Answer Connect Docs will be used?	N/A		
What information am I missing and what questions do I need to ask?	What caused the drag link connector to break?		
What are my intentions/thoughts/direction?	Look into reimbursement.		

LEMON LAW REVIEW

Does this vehicle appear to meet state LL requirements? No	Does it appear there a confirmed defect? No
State: Washington	If yes, what is the defect(s)?
FRA state?	Is the defect covered under the manufacturer's warranty? Yes
Business vehicle? No	Number of repair attempts? 1
# of allowed repair attempts <u>within</u> the specified period? 1	Total number of days out of service Choose an item.
# of allowed days out of svc <u>within</u> the specified period? 1	Does the defect substantially impair the vehicle's use, value, or safety? Yes

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2016-06-27 14:49:13.862484

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CASE MANAGER WORKSHEET**GENERAL INFORMATION**

Case Manager:	James St Jacques		
CAIR Number:	██████████	Customer:	██████████
Vehicle:	2014 RAM 2500 LONGHORN 4X4		
Customer Email:	██████████		
What is the reason the case is being opened?	Customer had the drag link connector broke.		
What does the customer want from FCA?	Customer seeking reimbursement.		
Who has the vehicle?	Owner	Is the customer in rental?	No
Does situation fall within the Warranty Goodwill Administration Process?			Yes
Has vehicle been diagnosed?	Yes	If yes, what dealer?	24173
Original Owner?	No	Owner History: # New:	0
		# Used:	1

VEHICLE INFORMATION

What is the mileage and does it look accurate/make sense?	Yes	WCC	536	ISD	██████████
MVP Contract? (Mechanical, Maintenance, Other)?	N/A				
3 rd Party Service Contract?	Unknown		Extended Warranty?	No	
VIP	Yes	GPOP	No	Restriction?	No
				Recall?	No
Reason Codes Appropriate?	Yes	Active/Recent STAR cases?	No	Previous DM Notes?	No
Legal or Arb case?	No	Previous CAIRS?	Yes	Tech Connect detail?	No
If yes for Tech Connect, note:	N/A				

TOOLS AND ACTIONS

Who will be the best person to contact first?	Dealer	If other, specify	N/A
What Answer Connect Docs will be used?	N/A		
What information am I missing and what questions do I need to ask?	What caused the drag link connector to break?		
What are my intentions/thoughts/direction?	Look into reimbursement.		

LEMON LAW REVIEW

Does this vehicle appear to meet state LL requirements? No	Does it appear there a confirmed defect? No
State: Washington	If yes, what is the defect(s)?
FRA state?	Is the defect covered under the manufacturer's warranty? Yes
Business vehicle? No	Number of repair attempts? 1
# of allowed repair attempts <u>within</u> the specified period? 1	Total number of days out of service Choose an item.
# of allowed days out of svc <u>within</u> the specified period? 1	Does the defect substantially impair the vehicle's use, value, or safety? Yes