

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Mar 23 17:32:14 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

steering wheel moved

Comments:

the steering wheel in my 2014 ram 2500 was off center and my Dodge service co. found that the drag link adjuster had excessive play. and the replace the drag link and adjuster for total parts \$876.39. I feel this should of been a recall or a fix as fail. I could of had a serious accident with this breakage. I feel I should be reimburst for the parts and also labor.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: email@[REDACTED]com
To: customerassist@chrysler.com
Date: Thu Mar 23 17:32:14 EDT 2017
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

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Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com
To: email@[REDACTED]com
Date: Fri Mar 24 03:26:42 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

It is understandable that you would like to have the repair with your drag link adjuster reimbursed. I would like to look into what assistance we can provide with your vehicle repairs. In order to review your case, I would have to ask that you submit your repair order and proof of payment so that we can consider possible cost assistance.

In order to submit your documents, you can fax them with your Cair # [REDACTED] on the front page. Our fax number is

1-877-768-5076. You can also use our document request link which I will send to your email address. Here you can scan the documents and send them in.

Once a decision has been made on your case, we will contact you by phone to let you know.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jocelyn

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=\[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

steering wheel moved

Comments:

the steering wheel in my 2014 ram 2500 was off center and my Dodge service co. found that the drag link adjuster had excessive play. and the replace the drag link and adjuster for total parts \$876.39. I feel this should of been a recall or a fix as fail. I could of had a serious accident with this breakage. I feel I should be reimburst for the parts and also labor.

VIN:

[REDACTED]
Mileage:

51808

Servicing Dealer:

QUIGLEY

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

NEW BERLINVILLE

State:

PA

Zip:

[REDACTED]

Email:

email@[REDACTED].com

Work Phone:

[REDACTED]

From: customerassist@chrysler.com
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Title:

First Name:

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Last Name:

[REDACTED]
Address 1:

[REDACTED]
Address 2:

City:

NEW BERLINVILLE

State:

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Zip:

[REDACTED]
Email:

email@[REDACTED].com

Work Phone:

[REDACTED]

From: customerassist@chrysler.com
To: email@[REDACTED]com
Date: Tue Mar 28 04:35:42 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance
Dear [REDACTED]

Thank you for submitting your repair order and your proof of payment. I will have someone contact the Dealership and will be reviewing your case and once a decision has been made, we will be in touch with you as to how we will proceed.

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RAM Customer Assistance Center

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Address 2:

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State:

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Zip:

[REDACTED]

Email:

email@[REDACTED].com

Work Phone:

[REDACTED]

From: customerassist@chrysler.com
To: email@[REDACTED]com
Date: Tue Apr 04 06:23:28 EDT 2017
Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

I promise that I have not forgotten about you. We were able to reach out to the Dealership and a decision has been made on your case. I would like to have someone contact you by phone within the next few days to advise you of the next steps. If it is more convenient for you, you can call in to get that information as well. The number is 866-726-4636. Any agent that you speak to will be able to update you.

Sincerely,

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Thank you for contacting the Dodge Customer Assistance Center.

It is understandable that you would like to have the repair with your drag link adjuster reimbursed. I would like to look into what assistance we can provide with your vehicle repairs. In order to review your case, I would have to ask that you submit your repair order and proof of payment so that we can consider possible cost assistance.

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Last Name:

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Address 1:

[REDACTED]

Address 2:

City:

NEW BERLINVILLE

State:

PA

Zip:

[REDACTED]

Email:

email@[REDACTED].com

Work Phone:

[REDACTED]

From: email@[REDACTED]com

To: customerassist@chrysler.com

Date: Tue Apr 04 09:49:38 EDT 2017

Subject: RE: Chrysler Group LLC Customer Assistance ([REDACTED])

I am at home this week I can be reached at [REDACTED]

Thank you

[REDACTED].

[REDACTED]

-----Original Message-----

From: customerassist [mailto:customerassist@chrysler.com]

Sent: Tuesday, April 04, 2017 6:28 AM

To: email@[REDACTED]com

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])

Dear [REDACTED]

I promise that I have not forgotten about you. We were able to reach out to the Dealership and a decision has been made on your case. I would like to have someone contact you by phone within the next few days to advise you of the next steps. If it is more convenient for you, you can call in to get that information as well. The number is 866-726-4636. Any agent that you speak to will be able to update you.

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Title:

First Name:

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Middle Initial:

Last Name:

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Address 1:

[REDACTED]

Address 2:

City:

NEW BERLINVILLE

State:

PA

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email@[REDACTED].com

Work Phone:

[REDACTED]

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To: customerassist@chrysler.com

Date: Tue Apr 04 09:49:38 EDT 2017

Subject: RE: Chrysler Group LLC Customer Assistance [REDACTED]

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Thank you

[REDACTED]

[REDACTED]

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From: customerassist [mailto:customerassist@chrysler.com]

Sent: Tuesday, April 04, 2017 6:28 AM

To: email@[REDACTED]com

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])

Dear [REDACTED]

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Middle Initial:

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State:

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Zip:

[REDACTED]

Email:

email@[REDACTED].com

Work Phone:

[REDACTED]

From: customerassist@chrysler.com

To: email@[REDACTED]com

Date: Thu Apr 06 00:19:27 EDT 2017

Subject: RE: Chrysler Group LLC Customer Assistance ([REDACTED])

Dear [REDACTED]

An agent has made multiple attempts to reach you at this number and they keep getting a constant busy signal.

If you contact us at 1-866-726-4636 and provide your Case Number # [REDACTED] an agent will be able to update you on your case.

Sincerely,

Jocelyn

Customer Service Representative

RAM Customer Assistance Center

Original Message Follows:

I am at home this week I can be reached at [REDACTED]

Thank you

[REDACTED]

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[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID \[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

[REDACTED]

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Title:

First Name:

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Last Name:

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To: email@[REDACTED]com

Subject: Re: Chrysler Group LLC Customer Assistance ([REDACTED])

Dear [REDACTED]

I promise that I have not forgotten about you. We were able to reach out to the Dealership and a decision has been made on your case. I would like to have someone contact you by phone within the next few days to advise you of the next steps. If it is more convenient for you, you can call in to get that information as well. The number is 866-726-4636. Any agent that you speak to will be able to update you.

Sincerely,

Jocelyn

Customer Service Representative

RAM Customer Assistance Center

Previous Reply Follows:

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

It is understandable that you would like to have the repair with your drag link adjuster reimbursed. I would like to look into what assistance we can provide with your vehicle repairs. In order to review your case, I would have to ask that you submit your repair order and proof of payment so that we can consider possible cost assistance.

In order to submit your documents, you can fax them with your Cair # [REDACTED] on the front page. Our fax number is 1-877-768-5076. You can also use our document request link which I will send to your email address. Here you can scan the documents and send them in.

Once a decision has been made on your case, we will contact you by phone to let you know.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jocelyn

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

[http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID \[REDACTED\]](http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=[REDACTED])

[REDACTED]

[REDACTED] Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

steering wheel moved

Comments:

the steering wheel in my 2014 ram 2500 was off center and my Dodge service

co. found that the drag link adjuster had excessive play. and the replace

the drag link and adjuster for total parts \$876.39. I feel this should of

been a recall or a fix as fail. I could of had a serious accident with this breakage. I feel I should be reimburst for the parts and also labor.

VIN:

[REDACTED]

Mileage:

51808

Servicing Dealer:

QUIGLEY

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

NEW BERLINVILLE

State:

PA

Zip:

██████

Email:

email@██████.com

Work Phone:

██████████

Please see attached # [REDACTED]

From: customerassist <customerassist@chrysler.com>
Sent: Friday, March 24, 2017 3:28 AM
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance [REDACTED]

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

It is understandable that you would like to have the repair with your drag link adjuster reimbursed. I would like to look into what assistance we can provide with your vehicle repairs. In order to review your case, I would have to ask that you submit your repair order and proof of payment so that we can consider possible cost assistance.

In order to submit your documents, you can fax them with your Car # 31329466 on the front page. Our fax number is 1-877-768-5076. You can also use our document request link which I will send to your email address. Here you can scan the documents and send them in.

Once a decision has been made on your case, we will contact you by phone to let you know.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jocelyn

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER [REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

steering wheel moved

Comments:

the steering wheel in my 2014 ram 2500 was off center and my Dodge service

co. found that the drag link adjuster had excessive play, and the replace

the drag link and adjuster for total parts \$876.39. I feel this should of

been a recall or a fix as fail. I could of had a serious accident with this breakage. I feel I should be reimbursed for the parts and also labor.

VIN:

[REDACTED]

Mileage:

51808

Servicing Dealer:

QUIGLEY

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

NEW BERLINVILLE

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

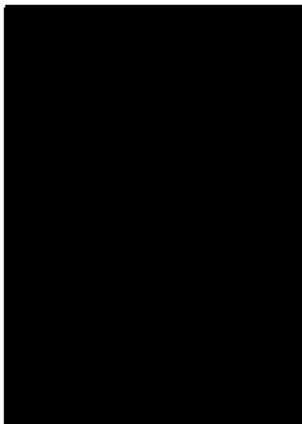
QUIGLEY MOTORS INC
565 RT. 100 NORTH
BOYERTOWN, PA 19512

03/25/2017

15:05:02

CREDIT CARD
VISA SALE

Card #
Chip Card:
AID:
ATC:
TC:
SEQ #:
Batch #:
INVOICE
Approval Code:
Entry Method:
Mode:
Tax Amount:



SALE AMOUNT

\$2117.45

CUSTOMER COPY



SERVICE PHONE 610-387-2192

QUIGLEY

CHRYSLER / DODGE / JEEP / RAM

565 ROUTE 100 NORTH
P.O. BOX 433
Boyertown, PA 19512
www.quigleymotors.net



READING AREA 810-888-8800

CUSTOMER NO.	ADVISOR STEVEN R	TAG NO. 362	INVOICE DATE
	LABOR RATE	LICENSE NO.	MILEAGE 51,808
	YEAR / MAKE / MODEL 14/RAM/2500/4WD CREW 169 TRADES	DELIVERY DATE	STOCK NO.
NEW BERLINVILLE, PA	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/17/17
RESIDENCE PHONE	COMMENTS		REPRINT# 1

MO: [REDACTED]

LABOR & PARTS

~~0412401Z~~ CHECK ENGINE LIGHT TECH(S) 160 INTERNAL WARRANTY
 CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON
 FAULT PRESENT RELATED TO COOLANT LEVEL (SEE JOB 2)
 STORED FAULT RELATED TO INJECTION TIMING ALSO PRESENT
 HOWEVER THIS CONDITION IS NO LONGER PRESENT. LIGHT DID NOT
 COME BACK ON AFTER WATER PUMP REPLACEMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 1 TOTAL PARTS 0.00						
JOB # 1 TOTAL LABOR & PARTS 0.00						

~~041210DTZ~~ COOLING SYSTEM TECH(S) 160 WARRANTY
 CUSTOMER STATES CHECK FOR COOLANT LEAK
 VERIFIED COOLANT LEAK AT WATER PUMP
 REPLACED WATER PUMP AND VERIFIED NO FURTHER LEAKS

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 2	1	68210961-AA	PUMP WATE 07042001			WARRANTY
JOB # 2	2	68163848-AB	ANTIFREEZ 01081004			WARRANTY
JOB # 2 TOTAL PARTS 0.00						
JOB # 2 TOTAL LABOR & PARTS 0.00						

~~041301DTZ~~ PA STATE INSPECTION TECH(S) 160 29.95
 PERFORM PA. STATE INSPECTION
 BRAKES ...LF...RF...LR...RR... TIRES ...LF...RF...LR...RR...
12B..11B..10B..10B.....7....6....11...11

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 3 TOTAL PARTS 0.00						
JOB # 3 TOTAL LABOR & PARTS 29.95						

~~041401DTZ~~ MAINTENANCE TECH(S) 160 220.00
 CUSTOMER STATES STEERING WHEEL IS OFF CENTER
 VERIFIED CONCERN. FOUND DRAG LINK ADJUSTER HAS
 EXCESSIVE PLAY
 REPLACED DRAG LINK AND ADJUSTER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	68111304-AA	SOCKET DR 19027003	372.90	288.15	288.15
JOB # 4	1	68111302-AA	ADJUSTER 19014032	167.85	120.70	120.70
JOB # 4	1	68111301-AA	SOCKET DR 19027003	506.85	398.66	398.66
JOB # 4	1	4627751-AA	BELT SERP 07003001	72.99	68.89	68.89
JOB # 4 TOTAL PARTS 876.39						
JOB # 4 TOTAL LABOR & PARTS 1096.39						

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

~~04151401Z~~ DIFFERENTIAL AXLE TECH(S) 160 330.00
 REAR WHEEL SEALS LEAKING
 REPLACED REAR AXLE SEALS AND VERIFIED NO FURTHER LEAKS

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.



QUIGLEY

CHRYSLER / DODGE / JEEP / RAM

565 ROUTE 100 NORTH
P.O. BOX 433
Boyertown, PA 19512
www.quigleymotors.net



SERVICE PHONE 810-367-2192

READING AREA 810-688-8800

CUSTOMER NO.	ADVISOR STEVEN R	TAG NO. 362	UNVOICED V/P
	LABOR RATE	LICENSE NO.	MILEAGE 51,808
	YEAR / MAKE / MODEL 14/RAM/2500/4WD CREW 169 TRADES	DELIVERY DATE	STOCK NO.
NEW BERLINVILLE, PA	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. NO.	R.O. DATE 03/17/17
	COMMENTS		REPRINT# 1

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	2	5086767-AC	GASKET AX 02012066	10.95	6.25	12.50
JOB # 5	2	5086773-AC	SEAL WHEE 17015007	58.95	39.70	79.40
JOB # 5	2	BC20	CLEANER/P	8.86	5.38	10.75
JOB # 5	2	6505623-AA	NUT HEX L 19015005	3.95	3.50	7.00
JOB # 5 TOTAL PARTS						109.65
JOB # 5 TOTAL LABOR & PARTS						439.66

16-01D1720 TRANS SERVICE-AUTO TECH(S) 160 90.75
 CUSTOMER STATES SERVICE TRANSMISSION
 REMOVED THE TRANSMISSION PAN, DRAINED THE FLUID, REPLACED
 THE FILTER, RESEALED THE PAN AND FILLED TO PROPER LEVEL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 6	1	5179267-AD	FILTERPKG 21170002	25.90	23.98	23.98
JOB # 6	1	5013470-AE	4X4 FILTE 21170002	45.90	43.22	43.22
JOB # 6	1	5010884-AD	SEALER NO 01081003	9.99	9.21	9.21
JOB # 6	8	68055894-AA	FLUID ATF 1081018	5.80	5.80	46.40
JOB # 6 TOTAL PARTS						122.81
JOB # 6 TOTAL LABOR & PARTS						213.56

17-01D1720 VALVOLINE REAR DIF TECH(S) 160 95.00
 CUSTOMER STATES SERVICE DIFFERENTIAL
 PERFORM COMPLETE REAR DIFFERENTIAL SERVICE AND REFILL
 WITH RECOMMENDED LUBRICANT, INCLUDING ADDITIVES WHERE
 APPLICABLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 7	4	819195	DIF75-90	40.85	38.29	153.16
JOB # 7 TOTAL PARTS						153.16
JOB # 7 TOTAL LABOR & PARTS						208.16

18-01D1718 4 WHEEL ALIGNMENT TECH(S) 160 84.95
 CUSTOMER REQUESTS 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 8 TOTAL PARTS						0.00
JOB # 8 TOTAL LABOR & PARTS						84.95

19-01D1701 CAMPAIGN RECALLS TECH(S) 160 WARRANTY
 CUSTOMER HAS BEEN NOTIFIED OF AN OPEN RECALL
 INSPECT PER RECALL 587
 REPLACED CATALYST, REMOVED AMMONIA SENSOR AND INSTALLED
 LABEL PER RECALL, PERFORMED SOFTWARE UPDATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 9	1	4778570	SLEEVE HE 08059040			WARRANTY
JOB # 9	3	4641780	STRAP TIE 08015011			WARRANTY
JOB # 9	1	4627714-AA	GASKET DI 14062002			WARRANTY
JOB # 9	1	68065844-AB	GASKET EX 14062002			WARRANTY
JOB # 9	1	68292411-AA	CONVERTER 14070004			WARRANTY

The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale.

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.



SERVICE PHONE 610-367-2192

QUIGLEY

CHRYSLER / DODGE / JEEP / RAM

565 ROUTE 100 NORTH
P.O. BOX 433
Boyertown, PA 19512
www.quigleymotors.net



READING AREA 810-689-8800

CUSTOMER NO.	ADVISOR STEVEN R	TAG NO. 362	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 51,808
	YEAR / MAKE / MODEL 14/RAM/2500/4WD CREW 169 TRADES	COLOR WHITE/	STOCK NO.
NEW BERLINVILLE, PA	VEHICLE ID NO.	DELIVERY DATE	DELIVERY MILES
	P.T.E. NO.	SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE		R.O. DATE 03/17/17	REPRINT# 1
	COMMENTS		MO:

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 9	-1	68292411-AA	CORE RETURN			
JOB # 9	1	68320026-AA	LABEL VEH 14086100			
JOB # 9	1	6102003	BOLT HEX 18050007			
				JOB # 9 TOTAL PARTS		0.00
				JOB # 9 TOTAL LABOR & PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 3	305	State Inspection Sticker Fee		5.00
JOB # 3	210L	Discount - 10% off Labor		-3.00
JOB # 4	210L	Discount - 10% off Labor		-22.00
JOB # 5	210L	Discount - 10% off Labor		-33.00
JOB # 6	210L	Discount - 10% off Labor		-9.08
JOB # 7	210L	Discount - 10% off Labor		-5.50
JOB # 8	210L	Discount - 10% off Labor		-8.50
TOTAL - MISC				-75.08

TOTALS		

	TOTAL LABOR....	810.65
	TOTAL PARTS....	1262.02
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	6.00
	TOTAL MISC DISC	-81.08
	TOTAL TAX.....	119.86
	TOTAL INVOICE \$	2117.45

THANK YOU. WE LOOK FORWARD TO SEEING YOU AGAIN!
\$25.00 SERVICE CHARGE ON ALL RETURNED CHECKS

CUSTOMER SIGNATURE _____

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THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.

Please see attached # [REDACTED]

From: customerassist <customerassist@chrysler.com>
Sent: Friday, March 24, 2017 3:28 AM
To: [REDACTED]
Subject: Re: Chrysler Group LLC Customer Assistance [REDACTED]

Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center.

It is understandable that you would like to have the repair with your drag link adjuster reimbursed. I would like to look into what assistance we can provide with your vehicle repairs. In order to review your case, I would have to ask that you submit your repair order and proof of payment so that we can consider possible cost assistance.

In order to submit your documents, you can fax them with your Car # 31329466 on the front page. Our fax number is 1-877-768-5076. You can also use our document request link which I will send to your email address. Here you can scan the documents and send them in.

Once a decision has been made on your case, we will contact you by phone to let you know.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-800-4A-DODGE (1-800-423-6343).

Sincerely,

Jocelyn

Customer Service Representative
Dodge Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]
EMAIL CASE NUMBER [REDACTED]

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

steering wheel moved

Comments:

the steering wheel in my 2014 ram 2500 was off center and my Dodge service

co. found that the drag link adjuster had excessive play, and the replace

the drag link and adjuster for total parts \$876.39. I feel this should of

been a recall or a fix as fail. I could of had a serious accident with this breakage. I feel I should be reimbursed for the parts and also labor.

VIN:

[REDACTED]

Mileage:

51808

Servicing Dealer:

QUIGLEY

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

NEW BERLINVILLE

State:

PA

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

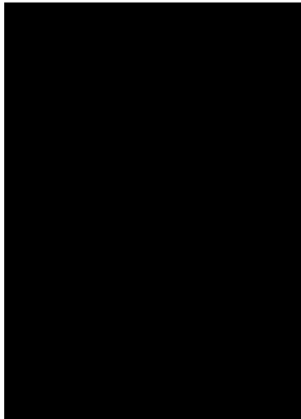
QUIGLEY MOTORS INC
565 RT. 100 NORTH
BOYERTOWN, PA 19512

03/25/2017

15:05:02

CREDIT CARD
VISA SALE

Card #
Chip Card:
AID:
ATC:
TC:
SEQ #:
Batch #:
INVOICE
Approval Code:
Entry Method:
Mode:
Tax Amount:



SALE AMOUNT

\$2117.45

CUSTOMER COPY



QUIGLEY

CHRYSLER / DODGE / JEEP / RAM

565 ROUTE 100 NORTH
P.O. BOX 433
Boyertown, PA 19512
www.quigleymotors.net



SERVICE PHONE 810-367-2192

READING AREA 810-688-8800

CUSTOMER NO.	ADVISOR STEVEN R	TAG NO. 362	INVOICE DATE	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 51,808	COLOR WHITE/
	YEAR / MAKE / MODEL 14/RAM/2500/4WD CREW 169 TRADES	VEHICLE I.D. NO.	DELIVERY DATE	DELIVERY MILES
NEW BERLINVILLE, PA	R.T.E. NO.	R.O. NO.	R.O. DATE 03/17/17	PRODUCTION DATE
RESIDENCE PHONE	COMMENTS		REPRINT# 1	

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	2	5086767-AC	GASKET AX 02012066	10.95	6.25	12.50
JOB # 5	2	5086773-AC	SEAL WHEE 17015007	58.95	39.70	79.40
JOB # 5	2	BC20	CLEANER/P	8.86	5.38	10.75
JOB # 5	2	6505623-AA	NUT HEX L 19015005	3.95	3.50	7.00
JOB # 5 TOTAL PARTS						109.65
JOB # 5 TOTAL LABOR & PARTS						439.66

TRANS SERVICE - AUTO TECH(S) 160 90.75
CUSTOMER STATES SERVICE TRANSMISSION
REMOVED THE TRANSMISSION PAN, DRAINED THE FLUID, REPLACED
THE FILTER, RESEALED THE PAN AND FILLED TO PROPER LEVEL.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
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JOB # 6	1	5010884-AD	SEALER NO 01081003	9.99	9.21	9.21
JOB # 6	8	68055894-AA	FLUID ATF 1081018	5.80	5.80	46.40
JOB # 6 TOTAL PARTS						122.81
JOB # 6 TOTAL LABOR & PARTS						213.56

VALVE LINE REAR DIFF TECH(S) 160 95.00
CUSTOMER STATES SERVICE DIFFERENTIAL
PERFORM COMPLETE REAR DIFFERENTIAL SERVICE AND REFILL
WITH RECOMMENDED LUBRICANT, INCLUDING ADDITIVES WHERE
APPLICABLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 7	4	819195	DIF75-90	40.85	38.29	153.16
JOB # 7 TOTAL PARTS						153.16
JOB # 7 TOTAL LABOR & PARTS						208.16

4 WHEEL ALIGNMENT TECH(S) 160 84.95
CUSTOMER REQUESTS 4 WHEEL ALIGNMENT

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 8 TOTAL PARTS						0.00
JOB # 8 TOTAL LABOR & PARTS						84.95

CAMPAGNS RECALLS TECH(S) 160 WARRANTY
CUSTOMER HAS BEEN NOTIFIED OF AN OPEN RECALL
INSPECT PER RECALL 587
REPLACED CATALYST, REMOVED AMMONIA SENSOR AND INSTALLED
LABEL PER RECALL, PERFORMED SOFTWARE UPDATE

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 9	1	4778570	SLEEVE HE 08059040			WARRANTY
JOB # 9	3	4641780	STRAP TIE 08015011			WARRANTY
JOB # 9	1	4627714-AA	GASKET DI 14062002			WARRANTY
JOB # 9	1	68065844-AB	GASKET EX 14062002			WARRANTY
JOB # 9	1	68292411-AA	CONVERTER 14070004			WARRANTY

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SERVICE PHONE 610-367-2192

QUIGLEY

CHRYSLER / DODGE / JEEP / RAM

565 ROUTE 100 NORTH
P.O. BOX 433
Boyertown, PA 19512
www.quigleymotors.net



READING AREA 810-689-8800

CUSTOMER NO. 1104	ADVISOR STEVEN R	TAG NO. 362	INVOICE DATE	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 51,808	COLOR WHITE/
	YEAR / MAKE / MODEL 14/RAM/2500/4WD CREW 169 TRADES		DELIVERY DATE	DELIVERY MILES
NEW BERLINVILLE, PA	VEHICLE ID NO.		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.G. NO.	R.O. DATE 03/17/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE 610-367-2169	COMMENTS		MO

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 9	-1		68292411-AA	CORE RETURN			
JOB # 9	1		68320026-AA	LABEL VEH 14086100			
JOB # 9	1		6102003	BOLT HEX 18050007			
JOB # 9 TOTAL PARTS							0.00
JOB # 9 TOTAL LABOR & PARTS							0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 3	305	State Inspection Sticker Fee		5.00
JOB # 3	210L	Discount - 10% off Labor		-3.00
JOB # 4	210L	Discount - 10% off Labor		-22.00
JOB # 5	210L	Discount - 10% off Labor		-33.00
JOB # 6	210L	Discount - 10% off Labor		-9.08
JOB # 7	210L	Discount - 10% off Labor		-5.50
JOB # 8	210L	Discount - 10% off Labor		-8.50
TOTAL - MISC				-75.08

TOTALS		

	TOTAL LABOR....	810.65
	TOTAL PARTS....	1262.02
	TOTAL SUBLET....	0.00
	TOTAL G.O.G....	0.00
	TOTAL MISC CHG.	6.00
	TOTAL MISC DISC	-81.08
	TOTAL TAX.....	119.86
	TOTAL INVOICE \$	2117.45

THANK YOU. WE LOOK FORWARD TO SEEING YOU AGAIN!
\$25.00 SERVICE CHARGE ON ALL RETURNED CHECKS

CUSTOMER SIGNATURE

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THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS. IF NOT, PLEASE TELL US IMMEDIATELY.