

CL-10242628-6952

NVS-200

My dealer charged me for fixing a problem
that another mechanic said was covered
under a safety recall.

2008 SEP 12 AM 11:10

2008 AUG 20 AM 11:10

TRAFFIC

[REDACTED]

[REDACTED]

(over)

AA
11:11
9/12/08
NJ



11654 Olive Blvd
Creve Coeur, MO 63141
Telephone: (314) 432-8408
Fax: (314) 432-2810

SERVICE DEPARTMENT HOURS
7:30 a.m. to 5:00 p.m.
Monday - Friday

CHRYSLER JEEP

R/O Open Date	R/O Number
7/07/08	6054723
R/O Close Date	Status
7/07/08	Final
Mileage In	Mileage Out
50633	50633
Service Advisor / Tag #	
KEN CLIFFORD/714*W*	
Vehicle Identification Number	
3C8FY68B62T	
Delivery Date	In-Service Date
	1/01/02
Color	License Number
SILVER	775-EFS

OLIVETTE, MO		Work Phone		
		Home Phone		
Year	Make	Model	Body	
2002	CHRYSLER	PT CRUISER		
			Color	
			SILVER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: POWER STEERING IS LEAKING, (HARD TO TURN THE WHEEL) Caused by TIGHTEN POWER STEERING HOSE FITTING, TOPP OFF FLUID Work performed by DC (273) Sub Total: Labor: 56.00 Parts:.00 Total: 56.00	56.0
#2 - Customer Reports: POSSIBLE RECALLED HOSE Caused by DOES NOT APPLY Work performed by DC (273) Sub Total: Labor: .00 Parts:.00 Total: .00	
#3 - WWD: WASH VEHICLE WHEN DONE Work performed by HOUSE TECH (99) Sub Total: Labor: .00 Parts:.00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	56.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	4.48
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	60.48
Visa/Mastercard 039511	60.48

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

JOB NAME _____

REPAIR ORDER
NEELY CAR CARE CENTER

 10775 Page Avenue
 ST. LOUIS, MISSOURI 63132
 (314) 423-9142

NAME		DATE OF ORDER	
ADDRESS		0259	
CITY, STATE, ZIP			
HOME PHONE	BUS. PHONE	EXT.	DATE PROMISED
CUSTOMER'S ORDER NUMBER	ORDER WRITTEN BY		LICENSE NUMBER
MOTOR NUMBER			ODOMETER

YEAR, MAKE AND MODEL

2002 PT CRUISER

SERIAL NUMBER

QTY.	PART NO. AND DESCRIPTION	AMOUNT	DESCRIPTION OF WORK	AMOUNT
			☐ LUBE ☐ CHG.OIL ☐ OIL FILTER ☐ TUNE UP ☐ TRANS. ☐ DIFF.	
	THIS IS IN REFERENCE TO A 2002 PT CRUISER THAT CAME INTO OUR SHOP WITH P/S FLUID LOWING + NO P/S ASSIST. I RAISED UP THE VEHICLE + FOUND THE P/S PRESSURE HOSE LOOSE AT THE RACK + PINION. I FOUND A SAFETY RECALL FOR POWER STEERING HOSE RELATED TO SOME 2001 JAW 2004 PT CRUISERS + SOME 2005 CONVENTIONALS THAT SAID WHAT YOUR DEALER WILL DO! SEE COPY IN PARENTHESES. SO I ADDED FLUID + SENT HIM TO THE DEALER. TO MY SURPRISE HE CAME BACK LATER AND TOLD ME HE WAS CHARGED \$6000.			
			_____ LITERS/GALS. OF GAS @	TOTAL LABOR
			_____ LITERS/QTS. OF OIL @	TOTAL PARTS
			_____ kg/LBS. OF GREASE @	ACCESSORIES
				GAS, OIL AND GREASE
				SUBLET REPAIRS
			I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs thereto. It is also understood that you will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control.	EPA / WASTE DISPOSAL
				TAX
				TOTAL
(MAY BE CONTINUED ON OTHER SIDE)		TOTAL PARTS		
ACCESSORIES				
TOTAL ACCESSORIES				

THANK YOU

DAIMLERCHRYSLER

*Buckle up
for Safety!***SAFETY RECALL - POWER STEERING HOSE**

Dear: (Name)

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

DaimlerChrysler Corporation has decided that a defect, which relates to motor vehicle safety, exists in some 2001 through 2004 model year Chrysler PT Cruiser and 2005 model year Chrysler PT Cruiser Convertible vehicles equipped with a 2.4L non-turbocharged engine and an automatic transaxle.

The problem is... The power steering pressure hose on your PT Cruiser (VIN: xxxxxxxxxxxxxxxxx) may contact the transaxle differential cover. Prolonged power steering hose contact can cause the hose to rub through and leak power steering fluid. Power steering fluid leakage in the presence of an ignition source can result in an underhood fire.

What your dealer will do... DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect and reposition the power steering hose. Any damaged hoses will be replaced. The inspection and repositioning will take about ½ hour to complete. Hose replacement, if necessary, will require another hour. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety... Simply contact your dealer right away to schedule a service appointment. Remember to bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact DaimlerChrysler at 1-800-853-1403.

Please help us update our records, by filling out the enclosed prepaid postcard, if any of the conditions listed on the card apply to you or your vehicle. Be sure to print the last eight (8) characters of the VIN (VVVVVVVV) and notification code D18 on the postcard.

If you have already experienced this condition and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement: DaimlerChrysler, P.O. Box 610207, Port Huron, MI 48061-0207, Attention: Reimbursement.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-888-327-4236.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Services Field Operations
DaimlerChrysler Corporation
Notification Code D18

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.