

2008 SEP 26 PM 1:39

Garfield Heights., OH

CL-10243751-3327

September 4, 2008

Chrysler Customer Assistance Center
P.O. Box 21-8004
Auburn Hills, MI 48321

RE: 2003 Chrysler Sebring Limited
VIN # 1C3EL65R33N

I am in need of immediate assistance because of a safety issue involving the vehicle's air bag lights since the problem started in July, 2006. This vehicle was originally leased to another individual and I purchased it from Huntington Bank on July 6, 2006 with the mileage being at 49,031. There was no outstanding safety or mechanical issues at the time of purchase.

In late July, 2006 the air bag warning light started to beep sporadically and then would stay on all of the time. My first visit to DeLuca Chrysler-Jeep, Inc. 18180 Rockside Road, Bedford, OH 44146 for repair service on August 1, 2006 resulted in a cost to me of \$274.50 plus tax. I was told that the problem was repaired (please see the maintenance order attached).

Unfortunately the problem was not resolved and accordingly I have had the same issue with the driver's side as well as the passenger side air bags over the last two years. Attached you will find copies of maintenance orders from DeLuca Chrysler-Jeep for dates of service on November 2, 2006, June 15, 2007, July 30, 2007 and September 13, 2007 all for the same issue. (There was also another visit to DeLuca for the same issue but I was not given a copy of that maintenance order). I was not charged for these visits because of the ongoing issue.

DeLuca was recently sold to Ganley Dodge, Inc, 123 Broadway Avenue, Bedford, OH 44146. Accordingly I have had to take my car to Ganley for this issue. Maintenance order copies attached show that I have had the car there for the same issue on June 4, 2008 and as recently as August 29, 2008. This time Ganley wanted to charge me \$360 for the repair of the air bag problem.

The service representative at Ganley, Joseph Piccolomini, advised me that they could not perform the repair without charging me. He said that DeLuca did not charge as a courtesy to me but he cannot do the same because even though Ganley purchased DeLuca, they do not take on the maintenance responsibilities and associated costs from DeLuca. He said I cannot help you because "it is Chrysler's Policy".

NM
1:40
9/26/08
AJ

Throughout this whole situation I have been told by both dealers that if the problem is not repaired, they cannot guarantee that the air bags will activate if there is a collision. How can they not take every action to address this safety issue that could potentially result in injury or death to me and/or any passengers? It seemed that each time they could not determine the cause and took actions that seemed to solve the immediate issue but not the ultimate problem.

I also have a problem with a rust out issue at the location of the latch for my hood. This too is a safety issue as identified to me because of the potential for the hood to disengage and fly up without warning. The local Chrysler region representative has advised that the best that he could is to split the cost with me to get a replacement hood. This car is only five years old.

I am asking for immediate action to resolve these safety issues. "I am sorry that I cannot do anything for you without you paying the cost" is not an answer that I can accept. There is obviously a defect in the air bag system and with the hood quality.

Please help me to prevent any possible injury and to save lives.

Sincerely,



Copies to:

Department of Transportation
National Highway Traffic and Safety Administrator
Associate Administrator for Safety Assurance
1200 New Jersey Avenue, SE
Washington, DC 20590

Ohio Consumer Protection Division
30 East Broad Street
14th Floor
Columbus, OH 43215

Council of Better Business Bureaus, Inc.
BBB Auto Line
4200 Wilson Boulevard, Suite 800
Arlington, VA 22203-1838



DeLUCA CHRYSLER-JEEP, Inc.

A Friendly Place To Do Business

18180 Rockside Road
BEDFORD, OH 44146
Phone (440) 232-0880
www.delucacpj.com



"Serving The Public Since 1960"

CUSTOMER NO.	ADVISOR DONALD TRENTANELLI	TAG NO. 84	INVOICE DATE 07/30/07	INVOICE NO. CHCS11867
GARFIELD HTS, OH	LABOR RATE	MILEAGE 60,573	COLOR STERLING BL	STOCK NO.
	YEAR / MAKE / MODEL 03/CHRYSLER/SEBRING/2 DOOR CONVERTIB		DELIVERY DATE 09/10/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 E L 6 5 R 3 3 N		SELLING DEALER NO. ABRAHAM	PRODUCTION DATE 08/29/02
	F.T.E. NO.	P.O. NO.	R.O. DATE 07/30/07	
COMMENTS				

MO: 60573

LABOR & PARTS
 # 1 08CHZ ELECTRICAL/GAUGES HOURS TECHS. ID. WARRANTY
 CUSTOMER STATES AIR BAG LIGHT IS ON AGAIN
 ORDER PASS SEAT BELT TENSIONER.

Thank you for this opportunity to serve you. It is our aim to perform the repairs requested on this repair order to your complete satisfaction. If our service was satisfactory to your friends, if not, please tell us immediately.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	0	YP401T1 AD	SEAT BELT FRON		
PART ON SPECIAL ORDER					
** QUANTITY 1 IS SPECIAL ORDERED **					
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00

2 21CHZSERV TRANS SERVICE HOURS TECHS. ID. WARRANTY
 CUSTOMER REQUEST TRANSMISSION SERVICE
 RECOMMENDED MAINTENANCE
 PERFORM TRANSMISSION FLUID AND FILTER CHANGE

The Seller, DeLuca Chrysler-Jeep, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DeLuca Chrysler-Jeep, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	4864505 AB	FILTR PKG TRANS	15.60	15.60
JOB # 2	1	5010884 AA	SEALER RTV	5.07	5.07
JOB # 2 TOTAL PARTS					20.67
JOB # 2 TOTAL LABOR & PARTS					114.20

G.O.G. & SUPPLIES
 JOB # 2 1 0 TRANS OIL 604 @ 15.750 /UNIT TOTAL GOG 15.75

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

MISC CODE DESCRIPTION CONTROL NO
 JOB # A SS SHOP SUPPLIES TOTAL MISC 4.68

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$150.00 (+TAX)

RECEIPT OF VEHICLE BY: _____

CUSTOMER SIGNATURE

Reynolds and Reynolds EPA800TS14E CC242110 (06/03)



DeLUCA CHRYSLER-JEEP, Inc.

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BEDFORD, OH IO 44146
Phone (440) 232-0880
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"Serving The Public Since 1960"

CUSTOMER NO.	ADVISOR DONALD TRENTANELLI	TAG NO. 84	INVOICE DATE 07/30/07	INVOICE NO. CHCS118678
[REDACTED]	LABOR RATE	MPG	COLOR STERLING BL	STOCK NO.
GARFIELD HTS, OH	YEAR / MAKE / MODEL 03/CHRYSLER/SEBRING/2 DOOR CONVERTIB	MILEAGE 60,573	DELIVERY DATE 09/10/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 E L 6 5 R 3 3 N		SELLING DEALER NO. ABRAHAM	PRODUCTION DATE 08/29/02
RESIDENCE PHONE	BUSINESS PHONE	P.O. NO.	R.O. DATE 07/30/07	
	COMMENTS			

TOTALS MO: 60573

CHARGE []
 CHECK [] #
 CASH []
 AMEX []
 DISCOVER []
 MSTR/VISA []

TOTAL LABOR.... 93.53
 TOTAL PARTS.... 20.67
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 15.75
 TOTAL MISC CHG. 4.68
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 10.10
TOTAL INVOICE \$ 144.73

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.

YOU MAY RECEIVE A CHRYSLER SURVEY. IF YOU CAN'T ANSWER "VERY SATISFIED" TO ALL OF THE QUESTIONS, PLEASE GIVE ME A CALL AND I WILL TRY MY BEST TO RESOLVE ANY PROBLEM. IF YOU ARE VERY SATISFIED, PLEASE COMPLETE AND RETURN THE SURVEY. YOUR COMMENTS WILL HELP DRIVE FUTURE IMPROVEMENTS. THANK YOU.
 DON TRENTANELLI
 SERVICE MANAGER

The Seller, DeLuca Chrysler-Jeep, Inc. hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and DeLuca Chrysler-Jeep, Inc. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of the parts and/or accessories.

CUSTOMER SIGNATURE

*Charge -
 Transmission
 fluid + filter*

FAIT
 JUL 30 2007
 BY: *CKB*

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

RECEIPT OF VEHICLE BY:

X

CUSTOMER SIGNATURE

27258

2 1 3 4 6

GANLEY CHRYSLER JEEP DODGE. INC.

INVOICE

CHRYSLER

Jeep



123 BROADWAY AVE.
BEDFORD, OHIO 44146
TEL: (440) 232-2121

GARFIELD, OH
HOME: [REDACTED] BUS:

PAGE 1

SERVICE ADVISOR: 2719 JOSEPH PICCOLOMINI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	03	CHRYSLER SEBRING TOU	1C3EL65R33N [REDACTED]		71280/71280		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
01JAN03 IS		01JAN2007	12:12 29AUG08			CASH	29AUG08
R.O. OPENED		READY		OPTIONS: DLR:41943 ENG:2.7 Liter MPI			
29AUG08		29AUG08					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
AIR BAG LITE ON							
DECLINED CUSTOMER DECLINED REPAIRS AT THIS TIME							
SEE COMMENTS							
				1175		0.00	0.00

B							
CHECK REAR DEFROSTER OP							
				08		89.97	89.97
				1175			
				1	4267922	*REPAIRPKG-HEATED BACK LI	36.90
						36.90	36.90
REPAIRED RIGHT REAR CONNECTOR							

C							
CUST STATES OIL PAN LITE CAME							
				09		89.97	89.97
				1175			
				1	5149098AA	SWITCH-OIL PRESSURE	23.40
						23.40	23.40
REPLACED LEAKING OIL PRESSURE SWITCH							

							17.99
SHOP SUPPLIES							

You will be receiving a follow up phone call regarding your satisfaction with our Service Department. What is the best time of day to reach you AM/PM.
Best phone number _____
Thank you for your business from all of us at Ganley Dodge.

AUG 29 2008

[Handwritten signature]

[Handwritten signature]

closed 8/29/08

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.
NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

DESCRIPTION	TOTALS
LABOR AMOUNT	179.94
PARTS AMOUNT	60.30
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	17.99
TOTAL CHARGES	258.23
LESS INSURANCE	0.00
SALES TAX	20.01

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE
[Handwritten signature]

PLEASE PAY THIS AMOUNT
278.24

CUSTOMER COPY

27258

1 8 6 8 8

GANLEY DODGE INC.

123 BROADWAY AVE.

BEDFORD, OHIO 44146

TEL: (440) 232-2121

INVOICE



GARFIELD, OH

PAGE 1

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 2719 JOSEPH PICCOLOMINI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	03	CHRYSLER SEBRING TOU	1C3EL65R33N [REDACTED]		69322/69322		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN03 IS		01JAN2007	07:36 05JUN08			CASH	04JUN08
R.O. OPENED	READY	OPTIONS: DLR:41943 ENG:2.7 Liter MPI					
04JUN08	04JUN08						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
				08 ELECTRICAL CONCERNS			
				1175 CPR		44.99	44.99
693:2 CUSTOMER STATES AIRBAG LIGHT ON.VERIFIED AND CONNECTED DRB NOT CED CODE FOR PASSENGER SEAT TENSIONER CIRCUIT OPEN.LOCATED OPEN CONNECTION UNDER SEAT.REPAIRED CONNECTION AND TESTED FOR PROPER OPERATION							

SHOP SUPPLIES 4.50

You will be receiving a follow up phone call regarding your satisfaction with our Service Department. What is the best time of day to reach you AM/PM.
 Best phone number _____
 Thank you for your business from all of us at Ganley Dodge.



PAID

6-4-08
VISA

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL

DESCRIPTION	TOTALS
LABOR AMOUNT	44.99
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	4.50
TOTAL CHARGES	49.49
LESS INSURANCE	0.00
SALES TAX	3.84
PLEASE PAY THIS AMOUNT	53.33

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



DeLUCA CHRYSLER-JEEP, Inc.

A Friendly Place To Do Business

18180 Rockside Road

BEDFORD, OHIO 44146

Phone (440) 232-0880

ONE HOUR DIAGNOSTIC CHARGE



TO OUR EARLY MORNING OR LATE EVENING SERVICE CUSTOMERS

1. WRITE YOUR ORDER ON THIS FORM. KEEP TOP SHEET AS YOUR COPY.
2. PLACE YOUR KEYS IN THIS ENVELOPE.
3. LOCK YOUR VEHICLE AND LEAVE IT IN THE PARKING LOT.
4. BE SURE TO LEAVE A PHONE NUMBER WHERE YOU CAN BE REACHED.
ATTACHED DROP BOX OR CHUTE.

NAME: [REDACTED] LICENSE PLATE: [REDACTED]
 ADDRESS: [REDACTED] Mileage: 66,470
 CITY: GARFIELD HTS Zip: [REDACTED] Make & Model: CHRYSLER CON
 Phone number where you can be reached: [REDACTED] Year: 2003 Color: LT BLUE
 Second Phone Number: [REDACTED] What time will you call for your vehicle? 4:00 a.m. (P.M.)

PLEASE COMPLETE THE FOLLOWING SERVICES:

AIR BAG LIGHT - STILL ON
 YOU HAVE THE PART - MUST HAVE IT BY 4:00

PARTS REPLACED UNDER WARRANTY OR TO BE REBUILT OR SOLD BY US WILL NOT BE RETURNED.
 All other parts will be tendered to you unless specified otherwise. DISCARD REPLACED PARTS.

ESTIMATE

You have the right to an estimate of the cost of repairs or services which you are requesting. Your bill will not be higher than the estimate by more than ten percent unless you approve a larger amount before repairs are finished. You can choose the kind of estimate you want to receive by signing your name under one of the following choices and indicating a telephone where you can be reached if necessary.

If Written Estimate is Desired Customer Must Return to Sign and Receive Copy of Estimate	(a) WRITTEN ESTIMATE	CUSTOMER SIGNATURE
	(b) ORAL ESTIMATE	CUSTOMER SIGNATURE
	(c) NO ESTIMATE	CUSTOMER SIGNATURE

In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service.

I hereby authorize the repair work herein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree: that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss of or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.

PLEASE SIGN: X

Form: EARLY-96-OH (1/05)

[REDACTED SIGNATURE]

DATE: 9/13/02



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BEDFORD, OHIO 44146
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"Serving The Public Since 1960"

CUSTOMER NO.	ADVISOR DONALD TRENTANELLI	TAG NO. 84	INVOICE DATE 09/13/07	INVOICE NO. CHCS119356
GARFIELD HTS, OH	LABOR RATE	LICENSE NO.	COLOR STERLING BL	STOCK NO.
	YEAR / MAKE / MODEL 03/CHRYSLER/SEBRING/2 DOOR CONVERTIB	MILEAGE 61,034	DELIVERY DATE 09/10/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 E L 6 5 R 3 3 N		SELLING DEALER NO. ABRAHAM	PRODUCTION DATE 08/29/02
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/20/07	
COMMENTS				

MO: 61034

LABOR & PARTS
 J# 1 08CHZ ELECTRICAL/GAUGES HOURS: 0.40 TECH(S):47
 CUSTOMER STATES AIR BAG LIGHT IS ON
 MOPAR CLAIM
 REPLACE PASS SEAT BELT TENSIONER.
 ORIGINAL INSTALL : 11/02/06
 MILEAGE : 52481
 RO# 110864

WARRANTY

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.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	YP411T1-AD	SEAT BELT FRON		0.00
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

WARRANTY

INTERNAL

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J# 2+08CHZ ELECTRICAL/GAUGES HOURS: TECH(S):47
 REPLACE DRIVERS SIDE SEAT BELT TENSIONER.
 REPLACE TENSIONER

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2	1	YP401T1-AD	SEAT BELT FRON		0.00
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

INTERNAL

INTERNAL

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

TOTALS					
CHARGE	[]	TOTAL LABOR....	0.00		
CHECK	[]	TOTAL PARTS....	0.00		
CASH	[]	TOTAL SUBLET...	0.00		
AMEX	[]	TOTAL G.O.G....	0.00		
DISCOVER	[]	TOTAL MISC CHG.	0.00		
MSTR/VISA	[]	TOTAL MISC DISC	0.00		
		TOTAL TAX.....	0.00		

TOTAL INVOICE \$ 0.00

YOU MAY RECEIVE A CHRYSLER SURVEY. IF YOU CAN'T ANSWER "VERY SATISFIED" TO ALL OF THE QUESTIONS, PLEASE GIVE ME A CALL AND I WILL TRY MY BEST TO RESOLVE ANY PROBLEM. IF YOU ARE VERY SATISFIED, PLEASE COMPLETE AND RETURN THE SURVEY. YOUR COMMENTS WILL HELP DRIVE FUTURE IMPROVEMENTS. THANK YOU,
 DON TRENTANELLI
 SERVICE MANAGER

SEP 13 2007

CUSTOMER SIGNATURE

BY: _____

RECEIPT OF VEHICLE BY:

X

CUSTOMER SIGNATURE



DeLUCA CHRYSLER-JEEP, Inc.

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BEDFORD, OHIO 44146
Phone (440) 232-0880
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"Serving The Public Since 1960"

CUSTOMER NO.	ADVISOR DONALD TRENTANELLI	TAG NO. 84	INVOICE DATE 06/15/07	INVOICE NO. CHCS117321
	LABOR RATE	LICENSE NO.	COLOR STERLING BL	STOCK NO.
GARFIELD HTS, OH	YEAR / MAKE / MODEL 03/CHRYSLER/SEBRING/2 DOOR CONVERTIB	MILEAGE 59,214	DELIVERY DATE 09/10/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 E L 6 5 R 3 3 N		SELLING DEALER NO. ABRAHAM	PRODUCTION DATE 08/29/02
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/15/07	
	BUSINESS PHONE	COMMENTS	MO: 59214	

TOTALS		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.	
CHARGE	TOTAL LABOR	4.95	
CHECK <input type="checkbox"/> #	TOTAL PARTS	0.00	
CASH <input checked="" type="checkbox"/>	TOTAL SUBLET	0.00	
AMEX <input type="checkbox"/>	TOTAL G.O.G.	0.00	
DISCOVER <input type="checkbox"/>	TOTAL MISC CHG.	0.25	
MSTR/VISA <input type="checkbox"/>	TOTAL MISC DISC	0.00	
	TOTAL TAX	0.39	
	TOTAL INVOICE \$	5.59	

YOU MAY RECEIVE A CHRYSLER SURVEY. IF YOU CAN'T ANSWER "VERY SATISFIED" TO ALL OF THE QUESTIONS, PLEASE GIVE ME A CALL AND I WILL TRY MY BEST TO RESOLVE ANY PROBLEM. IF YOU ARE VERY SATISFIED, PLEASE COMPLETE AND RETURN THE SURVEY. YOUR COMMENTS WILL HELP DRIVE FUTURE IMPROVEMENTS.
THANK YOU
DON TRENTANELLI
SERVICE MANAGER

CUSTOMER SIGNATURE: *FIVE STAR DID AIR BAC ALSO - NO CHARGE*

PERMANENT STAMP: JUN 15 2007 BY *CTB*

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

RECEIPT OF VEHICLE BY: CUSTOMER SIGNATURE

CHRYSLER

Jeep

DeLUCA CHRYSLER-JEEP, Inc.

A Friendly Place To Do Business

18180 Rockside Road
BEDFORD, OHIO 44146
Phone (440) 232-0880
www.delucacpj.com



"Serving The Public Since 1960"

CUSTOMER NO.	ADVISOR DONALD TRENTANELLI	TAG NO. 84	INVOICE DATE 06/15/07	INVOICE NO. CHCS117321
GARFIELD HTS, OH	LABOR RATE	LICENSE NO.	COLOR STERLING BL	STOCK NO.
	YEAR / MAKE / MODEL 03/CHRYSLER/SEBRING/2 DOOR CONVERTIB		DELIVERY DATE 09/10/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 E L 6 5 R 3 3 N		SELLING DEALER NO. ABRAHAM	PRODUCTION DATE 08/29/02
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/15/07	
REFERENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 59214	

LABOR & PARTS	DESCRIPTION	HOURS	TECH(S)	WARRANTY
# 1 08CHZ	ELECTRICAL/GAUGES CUSTOMER STATES AIR BAG LIGHT IS ON SEATBELT PRE TENSIONER FAILURE REPLACE SEATBELT PRE TENSIONER MOPAR CLAIM 8/1/06 R.O. 108155 @ 49874 MILES	0.30	21	
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 1	1 YP401T1-AD SEAT BELT FRON		JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00
# 2 23CHZ	BODY CUSTOMER REQUEST TO HAVE SCRATCHES RUBBED OUT ON DRIVERS DOOR AND REAR BUMPER		TECH(S) 7	0.00
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 2			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00
# 3 26CHZ	MAINTENANCE CUSTOMER REQUEST 4-23 POINT MAINT INSPECTION		TECH(S) 21	4.95
PARTS	DESCRIPTION	UNIT PRICE	WARRANTY	
JOB # 3			JOB # 3 TOTAL PARTS	0.00
			JOB # 3 TOTAL LABOR & PARTS	4.95
MISC	DESCRIPTION	CONTROL NO.	WARRANTY	
JOB # A	SS SHOP SUPPLIES		TOTAL MISC	0.25

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.

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We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$83.00 (+TAX)

RECEIPT OF VEHICLE BY:

CUSTOMER SIGNATURE

Reynolds and Reynolds EFRANTS114E C2594211 Q (06/05)



DeLUCA CHRYSLER-JEEP, Inc.

A Friendly Place To Do Business

18180 Rockside Road
BEDFORD, OHIO 44146
Phone (440) 232-0880
www.deluacpj.com



"Serving The Public Since 1960"

CUSTOMER NO.	ADVISOR DONALD TRENTANELLI	TAG NO. 84	INVOICE DATE 11/02/06	INVOICE NO. CHCS110864
GARFIELD HTS, OH	LABOR RATE	LICENSE NO.	COLOR STERLING BL	STOCK NO.
	YEAR / MAKE / MODEL 03/CHRYSLER/SEBRING/2 DOOR CONVERTIB	MILEAGE 52,479	DELIVERY DATE 09/10/02	DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 E L 6 5 R 3 3 N	SELLING DEALER NO. ABRAHAM	PRODUCTION DATE 08/29/02	
	F. T. E. NO.	P. O. NO.	R. O. DATE 11/02/06	

MO: 52481

LABOR & PARTS
 # 1 08CHZ ELECTRICAL / GAUGES - HOURS TECH(S) 4/1 0.00
 CUSTOMER STATES AIRBAG LIGHT IS ON
 DRB TEST - OLD CODES FROM PREVIOUS REPAIR
 ERASE CODES AND ROADTEST - LIGHT DIDNOT COME BACK ON
 JOB # 1 TOTAL LABOR & PARTS 0.00

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.

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 TOTALS

CHARGE []	TOTAL LABOR	0.00
CHECK [] #	TOTAL PARTS	0.00
CASH []	TOTAL SUBLET	0.00
AMEX []	TOTAL G. O. G.	0.00
DISCOVER []	TOTAL MISC CHG.	0.00
MSTR/VISA []	TOTAL MISC DISC	0.00
	TOTAL TAX	0.00
	TOTAL INVOICE \$	0.00

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YOU MAY RECEIVE A CHRYSLER SURVEY. IF YOU CAN'T ANSWER "VERY SATISFIED" TO ALL OF THE QUESTIONS, PLEASE GIVE ME A CALL AND I WILL TRY MY BEST TO RESOLVE ANY PROBLEM. IF YOU ARE VERY SATISFIED, PLEASE COMPLETE AND RETURN THE SURVEY. YOUR COMMENTS WILL HELP DRIVE FUTURE IMPROVEMENTS. THANK YOU, DON TRENTANELLI SERVICE MANAGER

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

CUSTOMER SIGNATURE

PAID
 NOV 02 2006

BY:

RECEIPT OF VEHICLE BY:
 CUSTOMER SIGNATURE

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CHRYSLER

Jeep

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CUSTOMER NO.	ADVISOR JENNIFER METZNER	TAG NO. 9	INVOICE DATE 08/01/06	INVOICE NO. CHCS108155
GARFIELD HTS, OH	LABOR RATE	LICENSE NO.	MILEAGE 49,874	COLOR STERLING BL
	YEAR / MAKE / MODEL 03/CHRYSLER/SEBRING/2 DOOR CONVERTIB	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 E L 6 5 R 3 3 N	SELLING DEALER NO.		PRODUCTION DATE
	F. T. E. NO.	P. O. NO.	R. O. DATE 08/01/06	
COMMENTS				MO: 49874

LABOR & PARTS
 J# 1 08CHZ ELECTRICAL/GAUGES HOURS: 1.50 TECH(S): 19 124.50

CUSTOMER STATES AIR BAG LIGHT IS COMES ON
 PASS SEAT BELT TENSIONER
 RUN DIAGNOSTIC TEST. CIRCUIT OPEN PASS SIDE SEAT BELT
 PRE-TENSIONER. REMOVE AND REPLACE BELT AND RESET SYSTEM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	YP401T1-AD	SEAT BELT FRON	150.00	150.00
				JOB # 1 TOTAL PARTS	150.00
				JOB # 1 TOTAL LABOR & PARTS	274.50

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J# 2 08CHZ01 ELECTRICAL/GAUGES HOURS: 1.00 TECH(S): 19 83.00

CUSTOMER STATES BLOWER ONLY WORKS ON HIGH
 RESISTOR
 BLOWER MOTOR RESISTOR SHORTED TO GROUND. REPLACE RESISTOR.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	5174124-AA	RESISTOR BLOWE	35.00	35.00
				JOB # 2 TOTAL PARTS	35.00
				JOB # 2 TOTAL LABOR & PARTS	118.00

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J# 3 26CHZ MAINTENANCE HOURS: TECH(S): 19 4.95

CUSTOMER REQUEST A 23 POINT MAINT. INSPECTION
 4.95
 PERFORM INSPECTION.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	4.95

We guarantee our service work for 12 months or 12,000 miles, whichever comes first. If our repair or replacement fails in normal service within that period, we'll fix it free of charge. Parts and Labor.

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	SS	SHOP SUPPLIES		10.00	
				TOTAL - MISC	10.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$410.00 (+TAX)

RECEIPT OF VEHICLE BY:

X

CUSTOMER SIGNATURE

Reynolds and Reynolds ERAINTS14E CC224211 (08/03)



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CUSTOMER NO.	ADVISOR JENNIFER METZNER	TAG NO. 9	INVOICE DATE 08/01/06	INVOICE NO. CHCS108155
[REDACTED] GARFIELD HTS, OH	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE 49,874	COLOR STERLING BL
	YEAR / MAKE / MODEL 03/CHRYSLER/SEBRING/2 DOOR CONVERTIB	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. 1 C 3 E L 6 5 R 3 3 N	SELLING DEALER NO.		PRODUCTION DATE
F. T. E. NO.	P. O. NO.	R. O. DATE 08/01/06		
COMMENTS				MO: 49874

TOTALS	
CHARGE []	TOTAL LABOR 212.45
CHECK [] #	TOTAL PARTS 185.00
CASH []	TOTAL SUBLET 0.00
AMEX []	TOTAL G.O.G. 0.00
DISCOVER []	TOTAL MISC CHG. 10.00
MSTR/VISA []	TOTAL MISC DISC 0.00
	TOTAL TAX 30.56
	TOTAL INVOICE \$ 438.01

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DON TRENTANELLI
SERVICE MANAGER

MAINT
AUG 01 2006
BY _____

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RECEIPT OF VEHICLE BY:

X

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Reynolds and Reynolds EPAN1514E C0204211 (08/03)