



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline

**Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects**
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

12-MAY-2009

Repository ☐

Reference No.
10268544

OWNER INFORMATION (Type or Print)

Name

Address

City

MIAMI

State

FL

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
In the absence of an authorized address to the vehicle manufacturer.
Signature of Owner _____ Date 5/28/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
2B3KA53H96H

Make
DODGE

Model
CHARGER

Model Year
2006

Date Purchased

5/28/07

Dealer's Name and Telephone Number

CAR/MAX

Engine:

No: Cylinders 8

Fuel Type:

Original Owner

☒

Dealer's City

MIAMI

State

FL

Zip Code

33172

Transmission Type

☒ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

21-FEB-2008

☒ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 180000 VEHICLE SPEED CONTROL

Failure Mileage
23723

Failure Speed
35

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

0

Number of Deaths

0

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2006 DODGE CHARGER. WHILE DRIVING APPROXIMATELY 35 MPH ON NORMAL ROAD CONDITIONS, THE CONTACT DEPRESSED THE ACCELERATOR PEDAL. SHE IMMEDIATELY HEARD A BEEPING NOISE FOLLOWED BY EXCESSIVE HESITATION. IN ADDITION, THERE WAS AN EXTREMELY LOW POWER RESPONSE DURING ACCELERATION. THE FAILURES OCCURRED WITHOUT WARNING. THE VEHICLE RESUMED NORMAL OPERATION AND WAS TAKEN TO AN AUTHORIZED DEALER FOR INSPECTION. THE TECHNICIAN WAS UNABLE TO DUPLICATE THE FAILURE. THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER ON FIVE SEPARATE OCCASIONS FOR IDENTICAL FAILURES, BUT THERE WERE NO RESOLUTIONS. THE FAILURE MILEAGE WAS 23,723 AND CURRENT MILEAGE WAS 39,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Motor Vehicle Defect Notification

(Please print clearly in ink. If you do not wish to receive letters or other written solicitations from private attorneys, check below)

☒ I DO NOT WISH TO RECEIVE WRITTEN SOLICITATION MATERIALS FROM AN ATTORNEY

Pursuant to the Florida Lemon Law, notice is given to the manufacturer as follows:

☐ The vehicle has been out of service at least 15 days to repair one or more substantial defects.

☒ 3 or more repair attempts have been made to repair the same substantial defect or condition.

Description of continuing defect(s) or condition(s) SINCE FEB. '08 HAVE BEEN COMPLAINING
TO PLANET DODGE, MIA, FL ABOUT A NON-CONSISTENT STALLING/LOSE
OF POWER AT A STAND STILL, DRIVING AT 25 MPH & EVEN 65 MPH

(NOTE: this is not a complete description; the manufacturer should ascertain all appropriate information.)

I am requesting that you make a final attempt to correct the continuing substantial defect(s) or condition(s).

Vehicle Make CHARGER R/T Model DODGE Year 2006

VIN 21B131K41513H916H [REDACTED] Date of Delivery MAY 28, 2007

Name and City/State of selling dealer or leasing company (if applicable)
CAR/MAX, MIAMI, FL, 33172

Name and City/State of authorized service agent(s) attempting previous repairs: POTAMKIN PLANET
DODGE 9975 NW 12 ST.
MIAMI, FL 33172 (305) 597-2210

Consumer [REDACTED] Home phone [REDACTED]
Address [REDACTED] Work phone [REDACTED]
[REDACTED] Signature [REDACTED]
MIAMI, FL [REDACTED] Date Mailed 5/15/09 (1/98)

① SENT CERTIFIED 5/14/09.

② RECEIVED SIGNED GREEN CARD
IN MAIL 5/26/09.

③ SENT COPY TO "OFFICE OF THE
ATTORNEY GENERAL" 5/15/09.

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

DAIMLER CHRYSLER
MOTORS CO.
CUSTOMER CENTER
P.O. BOX 21-8004
AUBURN HILLS, MI
48321-8004

2. Article Number
(Transfer from service label)

7008 0150 0000 6961 2508

PS Form 3811, February 2004

Domestic Return Receipt

102595-02-M-1540

COMPLETE THIS SECTION ON DELIVERY

A. Signature

X

☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

D. Is delivery address

If YES, enter delivery address below:

☐ Yes

☐ No

3. Service Type

☒ Certified Mail

☐ Express Mail

☐ Registered

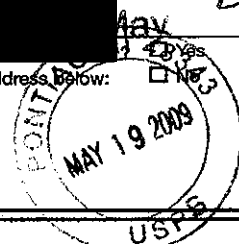
☒ Return Receipt for Merchandise

☐ Insured Mail

☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes



**OFFICE OF DEFECTS INVESTIGATION (ODI)****SAFETY COMPLAINT CONFIRMATION**

Your Complaint Information is successfully submitted.
Your Confirmation number (ODI Number) is: 10268201

Your Complaint Information**Acknowledgement**

An e-mail was sent to [REDACTED]

Complaint Information**Description:**

IN DETAIL

AN ACCIDENT AND OR DEATH WAITING TO HAPPEN. May 8, 2009. I am a mother with a now 1 yr. old child who travels 80% of the time in the back seat of my 2006 Charger R/T with Hemi 5.7L which now has 40,000 miles. Since Feb 2008 being 8 mths pregnant at the time with car having 23,723 miles I have repeatedly gone to Potakin Planet Dodge in Miami, FL complaining about an unconsistant problem with the car. It will shut off for no apparent reason at a red light (no warning lights before or after) it will shut off in the parking lot at 10-20 mph (no warning lights before or after) but the BIGGEST FEAR IS WHAT I HAVE EXPERIENCED 2 TIMES SO FAR WITH THE BABY IN THE BACK SEAT! First time I was traveling 35 mph on the street and the 2 time I was traveling 65 mph on the highway and out of the blue the car stalls as if getting ready to shut off, you look at the dash and all gauges are beginning to drop, I step on the gas and the car has some trouble remembering what it should be doing (DRIVING QN THE HIGHWAY) and then proceeds as if nothing ever happened. The service dept. can not tell me why the car does this. The "16 Point Inspection" says the car is fine. No error codes come up. No "check engine" light either. This car is all I have to move around in for my girls and myself. I am in sooooo much shock to read all the complaints on the NHTSA website regarding this same problem and Dodge does nothing. If something where to happen to my family or myself because of this malfunction that Dodge is aware of and is DOING NOTHING it is now noted here that I have been turningfor over a year to resolve my issue just like everyone else with the same problem. Stalling for no apparent reason. PLEASE. LETS AVOID AN ACCIDENT AND OR DEATH WAITING TO HAPPEN!!! SIGNED A DESPERATE MOTHER.

Approximate Incident Date: 2/21/2008

Your responses to the questions regarding the incident:

Deaths/Injuries:	No	Property Damage:	No
		Crash:	No
Fire:	No	Police Report:	No

top

Vehicle Information

VIN: 2B3KA53H96H [REDACTED]
Year, Make, Model: 2006, DODGE, CHARGER

Failure Mileage: 23723

Speed: 35

Vehicle Component Information

Component 1: ELECTRICAL SYSTEM

Component 2: UNKNOWN OR OTHER

[top](#)

Consumer Information

Name: [REDACTED]

Daytime Phone: [REDACTED] Ext: [REDACTED]

Evening Phone: [REDACTED]

E-mail: [REDACTED]

Fax: [REDACTED]

Address: [REDACTED]

City, State, Zip: Miami, FL [REDACTED]

Country: USA

Referral Source: Internet Search Engine

[top](#)

CANCELLATION OF REPAIR: In the event the customer cancels the repair work, the vehicle shall be reassembled to a condition reasonably similar as when received unless the customer waives reassembly or the reassembled vehicle would be unsafe. The repair shop may charge for the cost of teardown, the cost of parts and labor to replace items destroyed by teardown and the cost to reassemble the vehicle.

CUSTOMER #: 6H214091

239958



9975 NW 12 Street
Miami, FL 33172
(305) 597-2210
Fax (786) 336-1646

INVOICE

PAGE 1

MIAMI, FL

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 3870 CARLOS P MORENO

MVR 23107050 MV 49138

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
BLACK	06	DODGE CHARGER		2B3KA53H96H			39249/39253	T9325
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
18AUG05	DD18AUG05		WAIT 08APR09			97.50	MC	02APR09
R.O. OPENED		READY		OPTIONS: DLR		ENG:5.7 Liter SMPT		

08:27 02APR09 14:43 02APR09

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

A CUSTOMER STATES THAT THE ENGINE KEEPS STALLING AT IDLE. CHECK HISTORY.

CAUSE:

18190602 Module, Powertrain Control (PCM) -

Reprogram Reprogram w/ Starscan (B)

3240 WD95 0.40

(N/C)

EC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

B CUSTOMER STATES THAT AT 60 MPH THE WARNING CHIME COMES ON ALL THE DASH GAUGES GO DEAD AND THE ENGINE LOOSES POWER, THEN POWER COMES BACK ON AND THE CHECK ENGINE LIGHT COMES ON.

X RELATED TO LINE A

3240 CD 0.00

0.00 0.00

C 16 POINT INSPECTION

16P 16 POINT INSPECTION

3240 CD 0.00

0.00 0.00

D** PERFORM FUEL INJECTION AND THROTTLE BODY SERVICE

INJ PERFORM FUEL INJECTION AND THROTTLE BODY

SERVICE

3240 CD 1.50

134.95 134.95

1 5174566AA *CLEANER-FUEL SYSTEM

42.20 35.00 35.00

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

12.75

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY CONCERN(S) HAVE BEEN REVIEWED WITH ME.

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 7.5% of the total repair bill or \$25.00, whichever is less.

FS403.718 mandates a \$100 fee for each new tire sold in the State of Florida. FS403.718 mandates a \$1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

SERVICE LIMITED WARRANTY: The only warranties applying to the parties installed in accordance with this estimate are those that may be offered 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use published Standard Times: Standard Times are average times to perform repairs, actual times may be more or less than Standard Times. Our retail labor rates are \$90.00 per hour (DOES NOT APPLY TO SUBLET REPAIRS).

X

CUSTOMER SIGNATURE

(DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	134.95
PARTS AMOUNT	35.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	12.75
TOTAL CHARGES	182.70
	0.00
SALES TAX	12.80
PLEASE PAY THIS AMOUNT	195.50

POTAMKIN PLANET DODGE
9975 NW 12TH ST
MIAMI, FL 33172

12/2009
Merchant ID:
Terminal ID:
122526992

13:54:31

000000000

00927031

CREDIT CARD

MC SALE

Card #

XXXXXXXXXX

PRICE

0006

Card #:

000837

Card Code:

035430

Method:

Swiped

Card:

Online

TOTAL AMOUNT

\$195.50

CUSTOMER COPY



Know Your Vehicle

FITNESS INSPECTION and TREATMENT PLAN

OUR VALUED CUSTOMER

[REDACTED]

[REDACTED]

MIAMI, FL

[REDACTED]

Carlos Moreno
Service Consultant

J. Francois
Certified Technician

YOUR VEHICLE

Year 2006	Make Dodge	Model Charger	Engine Type 5.7L V8 H OHV (MFI)
Mileage 39,249	VIN # 2B3KA53H96H [REDACTED]	License #	Date 4/2/2009

Vehicle Care Commitment

It's about "Peace of Mind..."

Thank you for choosing Planet Dodge Chrysler Jeep to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.



We are pleased to present to you a "Know Your Vehicle™" report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at its optimum levels. This complete bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's wellness is vitally important to ensuring your safety on the road.



Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact your service advisor if you have any questions or concerns. We will do all in our power to put your mind at ease and keep you and your family safe on the road.



How we give you "Peace of Mind..."

To help you understand what your vehicle needs to stay in top operating condition, we:

- Conduct a rigorous vehicle inspection and diagnostic check
- Review your vehicle's current and previous maintenance schedules
- Search our extensive database to uncover anything we believe you should know about your vehicle based on its mileage and time on the road
- Make recommendations and create a treatment plan for your vehicle
- Offer a complete easy-to-read and understand report that enables you to make an educated decision for your vehicle's service needs

Table of Contents...



Original Customer Requests



Package Results



Specifications & Capacities



Recommended Services



Additional Information



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUSTOMER STATES THAT THE ENGINE KEEPS STALLING AT IDLE. CHECK HISTORY.
- ✓ B. CUSTOMER STATES THAT AT 60 MPH THE WARNING CHIME COMES ON ALL THE DASH GAUGES GO DEAD AND THE ENGINE LOOSES POWER, THEN POWER COMES BACK ON AND THE CHECK ENGINE LIGHT COMES ON..
- ✓ C. 16 POINT INSPECTION



Package Results

Potamkin Planet Dodge Chrysler Jeep
Multipoint Inspection

Failed Task	Observation	Recommendation
Transmission (if equipped with dipstick)	Found fluid to be contaminated/burnt	Replace automatic transmission fluid and filter
Brake reservoir	Found brake fluid to be dirty/contaminated	Perform brake system flush
Coolant recovery reservoir	Found coolant to be dirty	Cooling system flush service
Front brake linings	• 5 mm (7/32") or greater (disc) • FRONT BRAKE PADS IS LOW IT HAS 10% LEFT ON THE PADS	Replace front brake pads and resurface rotors
Fuel induction service	Recomend Fuel induction service	Perform fuel induction service

Failed Task	Observation	Recommendation
Rear brake linings	• 5 mm (7/32") or greater (disc) / 2 mm (3/32") or greater (drum) • rear brake pads has about 15% left and hot spot	Replace rear brake pads and resurface rotors

Passed Task	Observation	Recommendation
Check battery performance	Battery is good	
LF tire tread depth	7/32" (5 mm) or greater	
RF tire tread depth	7/32" (5 mm) or greater	
LR tire tread depth	7/32" (5 mm) or greater	
RR tire tread depth	7/32" (5 mm) or greater	

Passed Tasks		
✓ Windshield washer spray, wiper operation and wiper blades	✓ Windshield for cracks, chips and pitting	✓ Turn signals
✓ Steering and steering linkages	✓ Shocks/struts and other suspension components for leaks and/or damage	✓ Radiator and heater hoses for leaks
✓ Oil and/or fluid leaks	✓ Interior lights	✓ Inspect cabin air filter (if equipped)
✓ Horn	✓ Hazard lights	✓ Exterior lamps
✓ Exhaust system (leaks, damage, loose parts)	✓ Engine cooling system, hoses and clamps	✓ Engine air filter
✓ Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	✓ Constant velocity (CV) drive axle boots (if equipped)	✓ Clutch operation (if equipped)
✓ Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise	✓ Brake lamps	✓ Air-conditioning hoses for leaks
✓ Accessory drive belt(s)	✓ Window washer	✓ Power steering
✓ Engine oil	✓ Check battery performance	✓ Enter factory spec / actual cold cranking amps (ex: 425 / 415)
✓ Check battery terminals (clean if necessary)	✓ LF tire tread depth	✓ RF tire tread depth
✓ LR tire tread depth	✓ RR tire tread depth	✓ Inspect overall tire condition (all tires)
✓ Enter front PSI	✓ Enter rear PSI	

Additional Observations	Recommendation
RECOMMENDED MINOR TUNE UP	PERFORMING MINOR TUNE UP
DIFFERENTIAL SERVICE	

Specifications & Capacities

We searched our database for specification and capacity information and found the following:

Description	Specification
Spark plugs	Electrode gap = .045 inches (R/T)
Fuel Tank	18 US Gallons (V-6, R/T) 19 US Gallons (V-8, R/T)
Brakes	Hydraulic Brake Fluid OE Part No/Spec: DOT-3, Mopar P/N 04318080 meeting MS-4574 (R/T)
Power Steering	ATF+4® Automatic Transmission Fluid OE Part No/Spec: Mopar ATF+4 (Type 9602), P/N 05013457AA (R/T)
Transmission	ATF+4® Automatic Transmission Fluid OE Part No/Spec: Mopar ATF+4 (Type 9602), P/N 05013457AA (NAG1-5spd, R/T) ATF+4® Automatic Transmission Fluid OE Part No/Spec: Mopar ATF+4 (Type 9602), P/N 05013457AA (42RLE-4spd, R/T)



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests		Cost	Declined	Approved
A. CUSTOMER STATES THAT THE ENGINE KEEPS STALLING AT IDLE. CHECK HISTORY.				X
B. CUSTOMER STATES THAT AT 60 MPH THE WARNING CHIME COMES ON ALL THE DASH GAUGES GO DEAD AND THE ENGINE LOOSES POWER, THEN POWER COMES BACK ON AND THE CHECK ENGINE LIGHT COMES ON..				X
C. 16 POINT INSPECTION				X
Package Results	Status	Cost	Declined	Approved
Perform fuel induction service	Fail	\$169.95		X
Replace rear brake pads and resurface rotors	Fail	\$189.95	X	See AI-6
Replace front brake pads and resurface rotors	Fail	\$189.95	X	See AI-6
Perform brake system flush	Fail	\$109.95	X	See AI-21
Cooling system flush service	Fail	\$109.95	X	See AI-28
Replace automatic transmission fluid and filter	Fail	\$149.95	X	See AI-39
Additional Recommendations		Cost	Declined	Approved

Additional Recommendations		Cost	Declined	Approved
PERFORMING MINOR TUNE UP		\$149.95	X	
Totals, Taxes and Fees		Cost	Declined	Approved
Estimate Subtotal		\$1,069.65	\$899.70	\$169.95
Shop Fees				\$11.90
Tax 7.00%				\$12.73
Estimate Total				\$194.58
For "See AI-" items ☐ see the "Additional Information" section ☐				



Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

Replace Brake Pads/Shoes

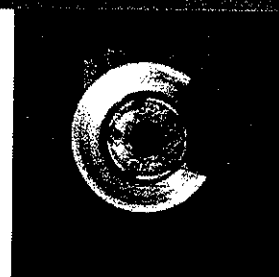
Operation Description:

Raise the vehicle on an approved automotive lift. Remove the wheels to gain access to the brakes. (1)Disk Brakes: Remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace as necessary. Replace the brake pads. (2)Drum Brakes: Remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Replace as necessary. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.

Significance:

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This condition can leave your brake pad/shoe steel backing plates contacting the rotors/drums and will destroy the drums/rotors leaving you with an expensive repair bill

AI-6



*Damaged Brake Rotor
(metal to metal contact)*



*Installing New Brake
Pads*

Advantage:

There are no shortcuts when it comes to your vehicle's brakes. Having a Professional Automotive Technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.

Replace Contaminated Brake Fluid

AI-21

Operation Description:

Completely purge the vehicles brake system of all contaminated brake fluid following the vehicle manufacturer's instructions. Clean the brake fluid reservoir of any contaminants. Replace brake fluid with new brake fluid from a sealed container, according to the vehicle manufacturer specifications.

Significance:

Brake fluid can become contaminated in as little as two years. This is due to the fact that brake fluid, by design absorbs the moisture that makes its way into the vehicle's hydraulic system. This moisture can greatly affect the efficiency of the brake fluid, which in turn can affect the efficiency of your vehicles braking system. Corrosion also becomes a factor and can create problems with your vehicles Anti-lock Brake System (ABS) components. Corroded and damaged ABS components can be very expensive to replace.

*Dirty brake fluid**Clean Brake Fluid***Advantage:**

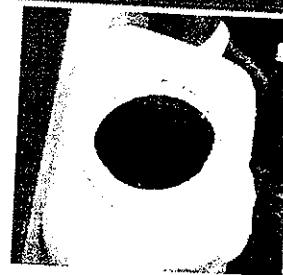
Most vehicle manufacturers recommend replacing your brake fluid every two years or 24,000 miles. Proper brake performance is essential for the safety of you and your family. Replacing your vehicles brake fluid as part of a regular vehicle maintenance schedule and will prolong the life of brake system components and ensure that your brake system works the way that it was designed to operate.

Replace Engine Coolant

AI-28

Operation Description:

Remove the coolant pressure cap. Open the radiator drain valve. Open the engine coolant drain valve. Allow the coolant to completely drain from the engine and radiator. Close the radiator drain valve and the engine coolant drain valve. Refill the engine with an approved coolant/water mix according to the vehicle manufacturer's specifications. Replace the coolant pressure cap. Start the engine and allow it to run until it reaches normal operating temperature. Shut the engine off and allow it to completely cool down. Remove the coolant pressure cap and top of the coolant as necessary. Note: Some coolant may be in such poor condition that a "Coolant Flush" is necessary to aid in removing the corrosion and deposits that were created in the engine and the radiator. If so, an approved coolant/flushing machine is required for this procedure.



*Dirty, Acidic Coolant
(antifreeze)*



*New engine Coolant
(antifreeze)*

Significance:

The engine's coolant is what pulls the heat from it and then dissipates the heat when it enters the radiator. The engine's cooling system is complex system comprised of many components and materials. The most common materials used are Aluminum, Plastic, Copper, Brass, Rubber, and Steel. The engine coolant must be compatible with all of them. The engine coolant is designed to transfer heat, stop corrosion, and provide lubricant for the water pump seal. Used antifreeze can become acidic, and acidic fluid along with the dissimilar alloys used in your cooling system actually create a crude battery. This condition can cause accelerated corrosion of these materials. Changing the coolant according to a preventative maintenance schedule will prevent this acidic condition, and help prevent corrosion, and expensive repairs.

Advantage:

Replacing the engine coolant as a part of a scheduled maintenance program is essential to your vehicles reliability and longevity. New engine coolant has a non-acidic, non-corrosive PH level that will not destroy your cooling system components. The use of proper engine coolant will help keep your engine from overheating, and can help prevent the engine from freezing during cold weather conditions.

Operation Description:

Lift the vehicle using an approved automotive lift. Remove transmission pan and drain the dirty fluid. Then remove the transmission filter and replace it with a new one. Clean the transmission pan of all fluid and debris. Clean the gasket surface on the transmission and transmission pan. Reinstall transmission pan using a new gasket/sealant according to the instructions in the vehicle manufacturer's repair information. Fill the transmission with new approved transmission fluid. (1) Start vehicle and warm it to normal operating temperature and then check the transmission fluid level. Top off and adjust the fluid level as necessary. (2) If the transmission fluid is badly contaminated, it may be necessary to flush the transmission thoroughly using a transmission flush machine.



*Draining fluid;
replacing filter.*

Significance:

There are many important reasons to service your transmission according to a regular maintenance schedule (i.e., deterioration of transmission fluid, fluid oxidation, and worn material restricting the transmission fluid filter). Not servicing the automatic transmission is one of the leading causes of transmission failure. Having an automatic transmission replaced or rebuilt can be very expensive - not to mention that the failure of the automatic transmission will usually leave you stranded.



*New filter; reseal and
refill with new fluid.*

Advantage:

You can ensure that your automatic transmission will operate normally and shift smoothly by having it serviced according to the vehicle manufacturer's preventative maintenance schedule. Avoid the costly repairs and vehicle down-time that are associated with an expensive transmission failure.

RO NUMBER	DATE CLOSED	MILEAGE	S W R	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION	OP CODE	DESCRIPTION
23995802	APR09	39253	704095	181906	Module, Power	X	RELATED TO LINI	16P	16 POINT INSPE	INJ	PERFORM FUEL I
21679303	MAR08	24323	714095	0894TE	WIRING REPAIR	16P	16 POINT INSP	ETHX	THANK YOU FOR		
21615521	FEB08	23723	717995	211020	O-Ring, Plug A	16P	16 POINT INSP	ETHX	THANK YOU FOR		

SHOWN ABOVE ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE.

CURRENT MILEAGE 39893

BASED ON THE CURRENT MILEAGE OF YOUR VEHICLE, THE MANUFACTURER RECOMMENDS THAT THE SERVICES MARKED WITH AN 'X' BE PERFORMED NOW.

- LUBRICATION
- OIL AND OIL FLUID CHANGES
- SAFETY CHECK
- CHECK FLUID LEVELS
- SERVICE AIR CLEANER
- SERVICE CRUISE CONTROL SYSTEM
- SERVICE BATTERY AND CHARGING SYSTEM
- SERVICE COOLING SYSTEM
- REPLACE FUEL FILTER
- ROTATE TIRES
- WHEEL BALANCE
- FRONT FRONT WHEEL BEARING
- INSPECT DRUMS ALIGNMENT
- INSPECT SHOCKS
- INSPECT AND ADJUST ALL BELTS
- REPLACE WORN/SHOCKED WIPER BLADES
- SOCK AND SET ENGINE
- TUNE UP
- CARBURETOR OVERHAUL
- SERVICE AIR CONDITIONER
- ADJUST PARKING BRAKE
- INSPECT AND TEST ELECTRICAL SYSTEM
- SERVICE DIFFERENTIAL
- DRAIN AND FLUSH COOLING SYSTEM



9975 NW 12 Street
Miami, FL 33172
(305) 597-2210
Fax (786) 336-1646

Method of Payment:

- ☐ CASH
- ☐ CHECK
- ☐ CREDIT CARD



FIVE STAR

MVR 23107050 MV 49138

CUST. NO. H214091 STOCK NO. TAG NO. T6343 COLOR BLACK ADD'L R.O.'S PAGE 1 OF 1

DATE	VEHICLE IDENTIFICATION NUMBER	MILEAGE	DELIVER DATE	LICENSE NUMBER	YEAR	MAKE AND MODEL	WRITTEN BY	RO NUMBER
27APR2009	2B3KA53H96H	39893	18AUG05		06	DODGE CHARGER	3850	241416

I hereby authorize the repair work herein set forth 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 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 and/or your employee 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. Not responsible for damage from freezing due to lack of antifreeze.

NAME

ADDRESS

CITY/STATE/ZIP

MIAMI FL

BILL TO:

P.O. NO.

HOME PHONE

BUSINESS PHONE

ENGINE NO.

TRANSM. NO.

AXLE NO.

5.7 Liter SMPI

18AUG05

LABOR RATE

97.50

CUSTOMER PROBLEMS:

MILEAGE OUT

CASH
67962

DO NOT LEAVE VALUABLES IN YOUR CAR AT ANY TIME WE CANNOT BE RESPONSIBLE FOR THEIR LOSS-STEREO TAPES, SPECIAL KEY CHAINS, RADAR DETECTORS, ETC.

LINE	SERVICE CODE	OP CODE	M	LABOR INSTRUCTIONS AND DESCRIPTION	LABOR TYPE	WARRANTY EXPIRES
# A				CUST STATES VEHICLE STALLS OUT AT TIMES WHEN SLOWING DOWN, ALSO AT IDLE. CHECK ENGINE LITE, ALL GAUGES DROP TO ZERO, LIGHTNING SIGNAL ON, & IS HARD TO RESTART AT TIMES, (CHECK &		RETAIN PARTS FOR INSP. YES ☐ NO ☐
						CHARGES ARE BASED ON FLAT RATE ☐ HOURLY ☐ BOTH ☐
						CHARGE FOR MAKING ESTIMATE
						ORIGINAL ESTIMATE (PARTS & LABOR) \$
						☒ AUTHORIZED ADD'L REPAIRS \$
						TOTAL REVISED ESTIMATE \$
						AUTHORIZED BY
# B	16P			16 POINT INSPECTION		VIA PHONE ☐ TIME

CUSTOMER #: 6H214091

241416



INVOICE

9975 NW 12 Street
Miami, FL 33172
(305) 597-2210
Fax (786) 336-1646

PAGE 2

MVR 23107050 MV 49138

MIAMI, FL
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3850 LEOVEL DIAZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	06	DODGE CHARGER	2B3KA53H96H [REDACTED]		39893/39906	T6343

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
18AUG05	DD18AUG05		07:24 01MAY09		97.50	MC	30APR09

R.O. OPENED: 10:53 27APR09
READY: 15:00 30APR09
OPTIONS: DLR [REDACTED] ENG: 5.7 Liter SMPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			CD			350.00	350.00

MV-08474

THE FINDINGS AND ACTIONS TAKEN TO ADDRESS MY
CONCERN(S) HAVE BEEN REVIEWED WITH ME.

FIVE STAR

PAID APR 30 2009

Miscellaneous charges represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies or waste disposal. It is based on 7.5% of the total repair bill or \$25.00, whichever is less.

FS403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida.
FS403.718 mandates a \$1.50 fee for new or remanufactured battery sold in the State of Florida.

PROPER CAR REPAIR AND YOUR SATISFACTION ARE BOTH IMPORTANT TO US. THE WORK WE PERFORMED IS IN ACCORDANCE WITH THE MANUFACTURER'S SPECIFICATIONS, GOVERNMENT REGULATIONS AND OUR PRIDE OF WORKMANSHIP. PREVENTATIVE MAINTENANCE IS THE LEAST EXPENSIVE COST OF OPERATING YOUR CAR. LET US SERVICE YOUR CAR REGULARLY TO PREVENT AS MANY MECHANICAL FAILURES AS POSSIBLE.

Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

SERVICE LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use published Standard Times: Standard Times are average times to perform repairs, actual times may be more or less than Standard Times. Our retail labor rates are \$80.00 per hour (DOES NOT APPLY TO SUBLET REPAIRS).

X

CUSTOMER SIGNATURE

(DATE)

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	350.00
MISC. CHARGES	0.00
TOTAL CHARGES	350.00
	56.18
SALES TAX	24.50
PLEASE PAY THIS AMOUNT	318.32

POTAMKIN PLANET DODGE
9975 NW 12TH ST
MIAMI, FL 33172

04/30/2009
Merchant ID:
Terminal ID:
221022526992

16:47:43
00000000
00927031

CREDIT CARD
MC SALE

CARD #
INVOICE
Batch #:
Approval Code:
Entry Method:
Approved:

XXXXXXXXXX
0031
000898
064742
Swiped
Online

SALE AMOUNT

\$318.32

CUSTOMER COPY

CUSTOMER #: 6H214091

241416



9975 NW 12 Street
Miami, FL 33172
(305) 597-2210
Fax (786) 336-1646

INVOICE

PAGE 1

MVR 23107050 MV 49138

MIAMI, FL

HOME CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 3850 LEOVEL DIAZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	06	DODGE CHARGER	2B3KA53H96H		39893/39906	T6343
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
18AUG05	DE18AUG05		07:24 01MAY09		97.50	MC
R.O OPENED	READY	OPTIONS:	DLR:	ENG:5.7 Liter	SMPI	
10:53 27APR09	15:00 30APR09					

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

A CUST STATES VEHICLE STALLS OUT AT TIMES WHEN SLOWING DOWN, ALSO AT
IDLE, CHECK ENGINE LITE, ALL GAUGES DROP TO ZERO, LIGHTNING
SIGNAL ON, & IS HARD TO RESTART AT TIMES, (CHECK &
CAUSE:

21001602 Remove & Install for Recondition-Auto
Trans-NAG1 W5A580/ W5J400/ W5A330 - Remove
and install for recondition NAG1 W5A580
Equipped With 3.5-5.7-6.1L engine (A)

3601 WD95	2.50	(N/C)
1 68004096AA	CONVERTER	(N/C)
2 5013458AA	FLUID-AUTOMATIC TRANSMISS	(N/C)
2 5013457AA	FLUID-AUTOMATIC TRANSMISS	(N/C)
1 52108325AA	FILTER-TRANSMISSION OIL	(N/C)
1 5139580AK	SEAL PKG-TRANSMISSION	(N/C)
6 52108507AA	DISC	(N/C)
6 52108508AA	DISC	(N/C)
2 5013458AA	FLUID-AUTOMATIC TRANSMISS	(N/C)
2 5013457AA	FLUID-AUTOMATIC TRANSMISS	(N/C)
1 68021352AA	PLUG	(N/C)

21320150 Group A Repair

3601 WD95 3.50 (N/C)

21320350 Group C Repair

3601 WD95 1.00 (N/C)

21320450 Group D Repair

3601 WD95 1.20 (N/C)

X PERFORM TEST DRIVE AND PARTIAL DIAG FOR

C121C, P0700

3871 WD95 0.50 (N/C)

B 16 POINT INSPECTION

16P 16 POINT INSPECTION

3871 CD 0.00 0.00 0.00

SUBL CO PAY AS PER CHRYSLER

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FS403.718 mandates a \$.150 fee for new or remanufactured battery sold in the State of Florida.

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Thank you for giving our Service Department this opportunity to service your automotive needs. If you have any question about your bill or are not completely satisfied with the repairs as performed, please contact your service advisor or our customer relations representative.

Customer hereby acknowledges receipt of above mentioned vehicle, and receipt of invoice copy hereof.

SERVICE LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee that the work performed in accordance with this estimate will correct any problems specified on the description of the complaint. We use published Standard Times: Standard Times are average times to perform repairs; actual times may be more or less than Standard Times. Our retail labor rates are \$90.00 per hour (DOES NOT APPLY TO SUBLT REPAIRS).

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

CUSTOMER SIGNATURE

(DATE)

CUSTOMER COPY



Know Your Vehicle

FITNESS INSPECTION and TREATMENT PLAN

OUR VALUED CUSTOMER

[REDACTED]

[REDACTED]

MIAMI, FL [REDACTED]
[REDACTED]

Leovel Diaz
Service Consultant

YOUR VEHICLE

Year 2006	Make Dodge	Model Charger	Engine Type 5.7L V8 H OHV (MFI)
Mileage 39,893	VIN # 2B3KA53H96H [REDACTED]	License #	Date 4/30/2009

Vehicle Care Commitment

It's about "Peace of Mind..."

Thank you for choosing Planet Dodge Chrysler Jeep to handle your vehicle's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.



We are pleased to present to you a "Know Your Vehicle™" report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at its optimum levels. This complete bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's wellness is vitally important to ensuring your safety on the road.



Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact your service advisor if you have any questions or concerns. We will do all in our power to put your mind at ease and keep you and your family safe on the road.



How we give you "Peace of Mind..."

To help you understand what your vehicle needs to stay in top operating condition, we:

- Conduct a rigorous vehicle inspection and diagnostic check
- Review your vehicle's current and previous maintenance schedules
- Search our extensive database to uncover anything we believe you should know about your vehicle based on its mileage and time on the road
- Make recommendations and create a treatment plan for your vehicle
- Offer a complete easy-to-read and understand report that enables you to make an educated decision for your vehicle's service needs

Table of Contents...



Original Customer Requests



Specifications & Capacities



Recommended Services



Additional Information



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUST STATES VEHICLE STALLS OUT AT TIMES WHEN SLOWING DOWN, ALSO AT IDLE, CHECK ENGINE LITE, ALL GAUGES DROP TO ZERO, LIGHTNING SIGNAL ON, & IS HARD TO RESTART AT TIMES, (CHECK &
- ✓ B. 16 POINT INSPECTION



Specifications & Capacities

We searched our database for specification and capacity information and found the following:

Description	Specification
Spark plugs	Electrode gap = .045 inches (R/T)
Fuel Tank	18 US Gallons (V-6, R/T) 19 US Gallons (V-8, R/T)
Brakes	Hydraulic Brake Fluid OE Part No/Spec: DOT-3, Mopar P/N 04318080 meeting MS-4574 (R/T)
Power Steering	ATF+4® Automatic Transmission Fluid OE Part No/Spec: Mopar ATF+4 (Type 9602), P/N 05013457AA (R/T)
Transmission	ATF+4® Automatic Transmission Fluid OE Part No/Spec: Mopar ATF+4 (Type 9602), P/N 05013457AA (NAG1-5spd, R/T) ATF+4® Automatic Transmission Fluid OE Part No/Spec: Mopar ATF+4 (Type 9602), P/N 05013457AA (42RLE-4spd, R/T)



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Cost	Declined	Approved
A. CUST STATES VEHICLE STALLS OUT AT TIMES WHEN SLOWING DOWN, ALSO AT IDLE, CHECK ENGINE LITE, ALL GAUGES DROP TO ZERO, LIGHTNING SIGNAL ON, & IS HARD TO RESTART AT TIMES, (CHECK &	\$0.00		X
B. 16 POINT INSPECTION	\$0.00		X
Previously Declined Recommendations	Cost	Declined	Approved
PERFORMING MINOR TUNE UP	\$149.95		
Replace rear brake pads and resurface rotors	\$189.95		See AI-6
Replace front brake pads and resurface rotors	\$189.95		See AI-6
Replace automatic transmission fluid and filter	\$149.95		See AI-39
Cooling system flush service	\$109.95		See AI-28
Perform brake system flush	\$109.95		See AI-21
Totals, Taxes and Fees	Cost	Declined	Approved
Estimate Subtotal	\$899.70	\$0.00	\$0.00
Shop Fees			\$0.00
Tax 7.00%			\$0.00
Estimate Total			\$0.00
For "See AI-" items  see the "Additional Information" section 			



Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

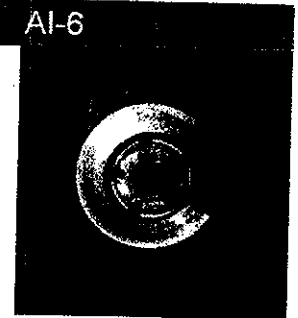
** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

Replace Brake Pads/Shoes

AI-6

Operation Description:

Raise the vehicle on an approved automotive lift. Remove the wheels to gain access to the brakes. (1)Disk Brakes: Remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace as necessary. Replace the brake pads. (2)Drum Brakes: Remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Replace as necessary. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.



*Damaged Brake Rotor
(metal to metal contact)*

Significance:

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This condition can leave your brake pad/shoe steel backing plates contacting the rotors/drums and will destroy the drums/rotors leaving you with an expensive repair bill



*Installing New Brake
Pads*

Advantage:

There are no shortcuts when it comes to your vehicle's brakes. Having a Professional Automotive Technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.

Replace Contaminated Brake Fluid

AI-21

Operation Description:

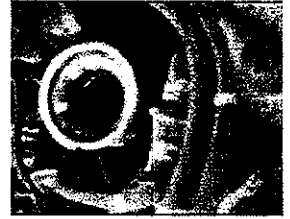
Completely purge the vehicles brake system of all contaminated brake fluid following the vehicle manufacturer's instructions. Clean the brake fluid reservoir of any contaminants. Replace brake fluid with new brake fluid from a sealed container, according to the vehicle manufacturer specifications.

Significance:

Brake fluid can become contaminated in as little as two years. This is due to the fact that brake fluid, by design absorbs the moisture that makes its way into the vehicle's hydraulic system. This moisture can greatly affect the efficiency of the brake fluid, which in turn can affect the efficiency of your vehicles braking system. Corrosion also becomes a factor and can create problems with your vehicles Anti-lock Brake System (ABS) components. Corroded and damaged ABS components can be very expensive to replace.

Advantage:

Most vehicle manufacturers recommend replacing your brake fluid every two years or 24,000 miles. Proper brake performance is essential for the safety of you and your family. Replacing your vehicles brake fluid as part of a regular vehicle maintenance schedule and will prolong the life of brake system components and ensure that your brake system works the way that it was designed to operate.



Dirty brake fluid



Clean Brake Fluid

Replace Engine Coolant

AI-28

Operation Description:

Remove the coolant pressure cap. Open the radiator drain valve. Open the engine coolant drain valve. Allow the coolant to completely drain from the engine and radiator. Close the radiator drain valve and the engine coolant drain valve. Refill the engine with an approved coolant/water mix according to the vehicle manufacturer's specifications. Replace the coolant pressure cap. Start the engine and allow it to run until it reaches normal operating temperature. Shut the engine off and allow it to completely cool down. Remove the coolant pressure cap and top of the coolant as necessary. Note: Some coolant may be in such poor condition that a "Coolant Flush" is necessary to aid in removing the corrosion and deposits that were created in the engine and the radiator. If so, an approved coolant/flushing machine is required for this procedure.

Significance:

The engine's coolant is what pulls the heat from it and then dissipates the heat when it enters the radiator. The engine's cooling system is complex system comprised of many components and materials. The most common materials used are Aluminum, Plastic, Copper, Brass, Rubber, and Steel. The engine coolant must be compatible with all of them. The engine coolant is designed to transfer heat, stop corrosion, and provide lubricant for the water pump seal. Used antifreeze can become acidic, and acidic fluid along with the dissimilar alloys used in your cooling system actually create a crude battery. This condition can cause accelerated corrosion of these materials. Changing the coolant according to a preventative maintenance schedule will prevent this acidic condition, and help prevent corrosion, and expensive repairs.



*Dirty, Acidic Coolant
(antifreeze)*



*New engine Coolant
(antifreeze)*

Advantage:

Replacing the engine coolant as a part of a scheduled maintenance program is essential to your vehicles reliability and longevity. New engine coolant has a non-acidic, non-corrosive PH level that will not destroy your cooling system components. The use of proper engine coolant will help keep your engine from overheating, and can help prevent the engine from freezing during cold weather conditions.

Service Automatic Transmission**AI-39****Operation Description:**

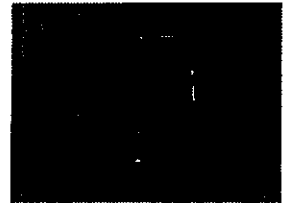
Lift the vehicle using an approved automotive lift. Remove transmission pan and drain the dirty fluid. Then remove the transmission filter and replace it with a new one. Clean the transmission pan of all fluid and debris. Clean the gasket surface on the transmission and transmission pan. Reinstall transmission pan using a new gasket/sealant according to the instructions in the vehicle manufacturer's repair information. Fill the transmission with new approved transmission fluid. (1) Start vehicle and warm it to normal operating temperature and then check the transmission fluid level. Top off and adjust the fluid level as necessary. (2) If the transmission fluid is badly contaminated, it may be necessary to flush the transmission thoroughly using a transmission flush machine.



*Draining fluid;
replacing filter.*

Significance:

There are many important reasons to service your transmission according to a regular maintenance schedule (i.e., deterioration of transmission fluid, fluid oxidation, and worn material restricting the transmission fluid filter) Not servicing the automatic transmission is one of the leading causes of transmission failure. Having an automatic transmission replaced or rebuilt can be very expensive - not to mention that the failure of the automatic transmission will usually leave you stranded.



*New filter, reseal and
refill with new fluid.*

Advantage:

You can ensure that your automatic transmission will operate normally and shift smoothly by having it serviced according to the vehicle manufacturer's preventative maintenance schedule. Avoid the costly repairs and vehicle down-time that are associated with an expensive transmission failure.