



2009 MAY 20 PM 1:36

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ANDREW M. CUOMO
ATTORNEY GENERAL

CL-10270291-7612

April 30, 2009

DIVISION OF ECONOMIC JUSTICE
CONSUMER FRAUDS & PROTECTION BUREAU

[REDACTED]
Delmar, NY [REDACTED]

Re: Our File No: 2009-776766
Company: Chrysler

Dear [REDACTED]

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

John VanVoris

John VanVoris
Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue SE West Bldg.
Washington, DC 20590

ET
1/31
5/20/09
NJ



ATTORNEY GENERAL ANDREW M. CUOMO
STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL
BUREAU OF CONSUMER FRAUDS AND PROTECTION
The Capitol
Albany, NY 12224-0341
Tel. (518) 474-5482 Fax (518) 474-3618

COMPLAINT FORM
Consumer Hotline For Hearing Impaired
1 (800) 771-7755 TDD (800) 788-9898
http://www.oag.state.ny.us
RECEIVED BY

APR 23 2009

1. PLEASE BE SURE TO COMPLAIN TO THE COMPANY OR INDIVIDUAL BEFORE FILING.
2. PLEASE TYPE OR PRINT CLEARLY IN DARK INK.
3. YOU MUST COMPLETE THE ENTIRE FORM. INCOMPLETE OR UNCLEAR FORMS WILL BE RETURNED TO YOU.
4. MAKE SURE YOU ENCLOSE COPIES OF IMPORTANT PAPERS CONCERNING YOUR TRANSACTION.

CONSUMER FRAUDS
ALBANY OFFICE

CONSUMER			
YOUR NAME		HOME TELEPHONE NUMBER	
STREET ADDRESS		BUSINESS TELEPHONE NUMBER	
CITY/TOWN	COUNTY	STATE	ZIP
Delmar	D/B.	N.Y.	
COMPLAINT			
NAME OF SELLER OR PROVIDER OF SERVICES		NAME OF OTHER SELLER OR PROVIDER OF SERVICES	
Chrysler Corp.			
STREET ADDRESS		STREET ADDRESS	
Corp Offices			
CITY/TOWN	STATE	CITY/TOWN	STATE
Detroit	Mich.		
TELEPHONE NUMBER		TELEPHONE NUMBER	
1-800-992-1997 (Sue #5M1203)			
DATE OF TRANSACTION	COST OF PRODUCT OR SERVICE	HOW PAID (Check those which apply)	
3/26/09 motor mounts	\$ @ vehicle known	☐ Cash ☒ Check ☐ Credit Card ☐ Other	
DID YOU SIGN A CONTRACT?	WHERE DID YOU SIGN THE CONTRACT?	DATE SIGNED	
☐ Yes ☐ No			
WAS PRODUCT OR SERVICE ADVERTISED?	WHERE WAS IT ADVERTISED?	DATE ADVERTISED	
☐ Yes ☐ No			
TYPE OF COMPLAINT (e.g. car, mail order, etc. Use the reverse side of this form to provide details)			
CAN NOT GET MOTOR MOUNTS @ Since Dec. 08 - UNABLE TO DRIVE			
DATE YOU COMPLAINED TO THE COMPANY OR INDIVIDUAL	PERSON CONTACTED	JOB TITLE	
☐ By Mail ☒ By Telephone ☐ In Person	Sue @ Chrysler	Customer Su-	
NATURE OF RESPONSE	DATE OF RESPONSE		
UNABLE TO SECURE MOTOR MOUNTS			
HAS MATTER BEEN SUBMITTED TO ANOTHER AGENCY OR ATTORNEY? (If "Yes," give name and address)			
☐ Yes ☒ No			
IS COURT ACTION PENDING? (Please describe as necessary)			
☐ Yes ☒ No			
ADDITIONAL INFORMATION			
MANUFACTURER OF PRODUCT		PRODUCT MODEL OR SERIAL NUMBER	
Chrysler			
ADDRESS		WARRANTY EXPIRATION DATE	
		70,000 miles or 10 years	
DID BUSINESS ARRANGE FINANCING? (If "Yes," give name and address of bank or finance company)			
☐ Yes ☐ No			

PLEASE DESCRIBE COMPLAINT ON REVERSE SIDE

BRIEFLY DESCRIBE YOUR COMPLAINT

See Attached Copies of History of Work orders -

This Car has been maintained to Perfection & never in an Accident.

WHAT FORM OF RELIEF ARE YOU SEEKING? (e.g., exchange, repair or money back, etc.)

I need a car that is dependable - & Safe - Current Parked in Garage.

WHO REFERRED YOU TO THIS OFFICE?

READ THE FOLLOWING BEFORE SIGNING BELOW

PLEASE ATTACH TO THIS FORM PHOTOCOPIES of any papers involved (contracts, warranties, bills received, canceled checks, correspondence, etc.). DO NOT SEND ORIGINALS.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or firm about whom you are complaining.

In filing this complaint, I understand that the Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. I also understand that if I have any questions concerning my legal rights or responsibilities, I should contact a private attorney. I have no objection to the contents of this complaint being forwarded to the business or person the complaint is directed against. The above complaint is true and accurate to the best of my knowledge.

I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section

Signature

Date:

HAVE YOU ENCLOSED COPIES OF IMPORTANT PAPERS?

Return to: Office of the Attorney General
Bureau of Consumer Frauds and Protection
The Capitol
Albany, NY 12224-0341

(Many Requests to Talk to Father Rep)
Shagil Keller

04 Chrysler Pontiac Del Date 5/19/03

Mile -

- ① - 2630 - ① Loud Road noise - Entirely Undergate
② Poor Radio Reception - (Still)
- ② - 7708 - ① Poor Gas Mileage - 19.1 - Sand ok -
(When F.B.R. Valve Regulator - Tuned to 21.)
② - Road noise over Bumpers. Regulator Stuck
Gen (Rock)
③ - Regulator Both front Suspension Struts
- ③ 8445 - Undercoat
- ④ 11,711 - Wheel Sensors Bad - (Not all same mfg
(Florida) Must Order New. Unable to Drive.
- ⑤ 11,711 - Wheel Sensors - Still
(Fla.)
- ⑥ 15,416 - Recall # D 15
- ⑦ 15,874 - Tire Light Comes On -
(Fla.) Bad Sensors.
- ⑧ 20863 - Seat Control module - Drop; (Regulator)
Loose front End - Regulator Both
Lower Control Arms in front Susp.
- ⑨ 21266 - Blew off F.B.R. Valve -
- ⑩ 22898 -
(Fla.) Whine in Engine Alternator Brg & Pulley
- ⑪ 24957 - Seat Paner Recall
Driver's Door Handle Broke -
- ⑫ 30249 - Noise Still in front End.
Regulator Sway Bar Link & Bushings -
Order New Control Arm - New Axle -

- (3) 32974 - Shakes & Vibrates in front of car -
Broken Motor mount allowing Engine to
lean against fire wall.
Oil Pan from motor mount -
- (4) 33658 - Check Engine light came on -
replace Eng. Vacuum Pump -
- (5) 42746 - Replace Dash Instrument Cluster
Burned Out.
- (6) 52,447 - Check Engine Light On - Cracked line
on Evaporative Monitor System -
- (7) 51,329 - Fuel Gauge Malfunction -
Updates fuel parameters in Body Control -
- (8) 54025 - Malfunction light is on - Replace
Hose in Vapor Canister.
- (9) 60290 - Anti lock Brake Sensor Replace
Light on.
- (10) 60389 - Light on. Replace two Sensors -
- (11) 65000 - Throttle Stick - Sudden start
Replace throttle Body Service -
- (12) 65000 - Hand 2 Bad Motor Mount -
- (13) 62995 - Replaced Oil Pan -
Crankshaft Oil Seal -
Replace Oil Pump -

4/22/2009

Attorney General Andrew Cuomo
State of New York
Office of Attorney General
Bureau of Consumer Frauds & Protection
The Capitol
Albany, NY 12224-0341

Re: 2004 Chrysler Pacifica

I purchased this car new in Spring of 2003.
Right now I do not think I can TRADE, SELL outright
or Give car to daughter because of Safety.
There were so many problems with this car
from the beginning (see attached copies)
that Chrysler (after much aggravation on our
part) agreed to extend warranty for 70,000 or
10 years whichever ever came first.
Enclosed you will find a summary sheet
of work orders - etc.

December 2008 I complained to Chrysler about
motor mount and was told NOT A PROBLEM -
they will keep an open work-order on it (Florida)
Again in Feb 2008 I returned the car because
the problem was exacerbating and so very
noticeable DRIVING - and we still had to
drive it home 1500 miles. In April I returned
to Chrysler dealer and they reassured me I
could drive home with care - no one there

had enough courage to tell me they couldn't fix it anyway - 8000+ motor mounts on back-order.

Finally home (Albany, NY) after numerous phone calls I got hold of Bill named Sue (sounds like a song I know) customer service in Salt Lake City Utah - 1800 992 1997 - ask for SM 1203 - Case# [REDACTED]

She was the brave one that told me motor mounts have been on back-order to the tune of 8000+. Local dealer confirmed after I informed them.

I am driving a car that the engine jumps on take-off and in shifting - what am I to do with a car that is at the least 50%+ unsafe to drive.

We requested EARLY-on in owning this vehicle - that Chrysler-ARMORY - someone, buy it back - Usually we felt compromised because we were in Florida and trying to converse with Albany-Armory Garage. They have repaired all previous problems and we have no problem with their service -

James [REDACTED]

ARMORY GARAGE INC.

926 CENTRAL AVENUE · ALBANY, NY 12205

N.Y.S Registered Repair Shop No. R 301-0045

28124

1 0 8 5 3 1

INVOICE

CHRYSLER

M-F 7:00am - 8:00pm

Sat. 7:00am - 1:00pm



(518) 641-7777

Fax: (518) 641-7684

www.armoryauto.com



PAGE 1

SERVICE ADVISOR: 1334 STEPHEN KANE

ELMAR, NY
OME: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
NYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		15416/15417	T2404	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
9MAY2003			20:00 27APR04		VARI	CASH	27APR2004

R.O. OPENED READY OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A

08:28 27APR04 09:23 27APR04

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

CUSTOMER HAS RECALL D15

CAUSE: OPEN RECALL

08D15182 RECALL# D15

362 KELLER, BILL LIC#: 88Z0

WP

1 4275086AB LABEL-GENERAL INFORMATION

FC:

PART#: 4275086AB

COUNT: 1

CLAIM TYPE: S

AUTH CODE:

(N/C)

(N/C)

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

YOU MAY SOON BE RECEIVING A SURVEY FROM
DAIMLER CHRYSLER REGARDING YOUR SERVICE
EXPERIENCE. IF FOR ANY REASON YOU CAN'T GIVE
THE SURVEY A PERFECT SCORE PLEASE CALL 518-
641-7637 SO WE CAN CORRECT THIS PROBLEM
BEFORE YOU RETURN THE SURVEY!!! THANK YOU
SERVICE HOURS M-F 7AM-8PM SAT 7AM-1PM

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.

Express Limited Warranty on labor is 12 months / 12,000 miles whichever comes first.

18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./LESS DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CHRYSLER



CHRYSLER-JEEP

Jeep.

14375 South Tamiami Trail
FT. MYERS, FLORIDA 33912
Phone: 239-481-2600

MOTOR VEHICLE REPAIR SHOP
REGISTRATION # MV-01645

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER NO.	146880		ADVISOR	KARL R ANDERSEN	151	TAG NO.	4275	INVOICE DATE	04/03/09	INVOICE NO.	CHCS528177
	[REDACTED]		LABOR RATE	99.00	LICENSE NO.		MILEAGE	69,016	COLOR	GREEN/	STOCK NO.
BONITA SPRINGS, FL [REDACTED]			YEAR / MAKE / MODEL			04/CHRYSLER/PACIFICA/5DR WGN FWD TOU			DELIVERY DATE	DELIVERY MILES	
			VEHICLE I.D. NO.			2C8GM68414R [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE	
			F.T.E. NO.			P.O. NO.			R.S. DATE	04/03/09	
[REDACTED]			BUSINESS PHONE			COMMENTS			MO: 69017		

JOB# 1 CHARGES

LABOR

J# 1 09CHZ ENGINE TECH(S) 131 INTERNAL
CUSTOMER STATES MIKE J. TO INSPECT MOTORMOUNTS ON BACKORDER
CUSTOMER HEADING NORTH INSPECTION
INSPECTED MOUNTS. MOUNTS ARE WEAK AND SHOULD BR REPLACED
BUT CAR IS DRIVABLE TO GO UP NORTH DOES NOT
APPEAR TO BE A SAFTY ISSUE PARTS ARE ON BACK ORDER
SHOULD NOT DRIVE CAR AGGRESSIVLY

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

COMMENTS

WAITER

TECHNICIAN CERTIFICATION

131

BARRY J KUSHNER

2694

TOTALS

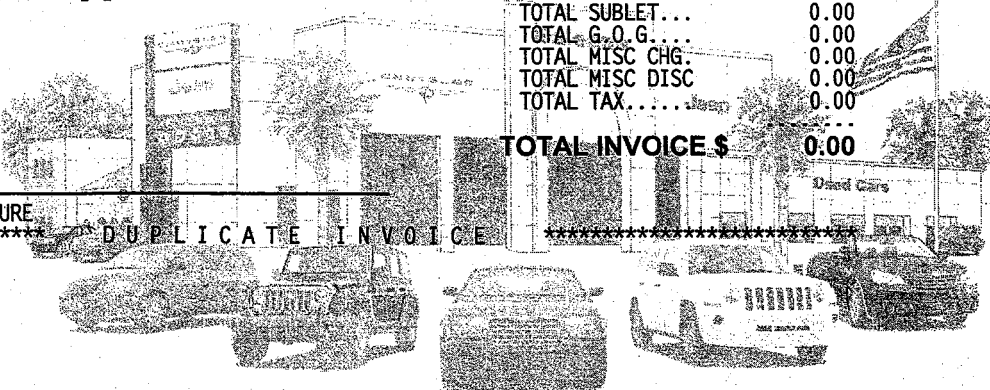
CASH [] CHECK [] DISCOVER []
MC/VISA [] AMEX [] CHARGE []
CASHIER []

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX... 0.00

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE



Case #

Jeep.

14375 South Tamiami Trail
FT. MYERS, FLORIDA 33912
Phone: 239-481-2600

MOTOR VEHICLE REPAIR SHOP
REGISTRATION # MV-01645

Collected See -
3/19
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

CUSTOMER NO. 146880	ADVISOR KARL R ANDERSEN	151	TAG NO. 7964	INVOICE DATE 02/25/09	INVOICE NO. CHCS524191
BONITA SPRINGS, FL	LABOR RATE 99.00	LICENSE NO.	MILEAGE 65,000	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 04 / CHRYSLER / PACIFICA			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 02/25/09	REPRINT# 1
	BUSINESS PHONE	COMMENTS			MO: 65001

JOB# 1 CHARGES

LABOR-----
1 01CHZ ADJUSTMENT TECH(S) 728 0.00
CUSTOMER STATES CLUNK ON ACELL LIKE MOTOR MOUNT?
PARTS ORDERED

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR-----
2 25CHZ EMISSION CONTROLS TECH(S) 728 INTERNAL
CUSTOMER STATES THROTTLE STICKY BINDS ON TAKE OFF
DUE BY TIME AND MILEAGE
TECH PERFORMED THROTTLE BODY SERVICE

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR-----
3 12CHZZIF INJECTOR FLUSH TECH(S) 728 99.00
CUSTOMER STATES PERFORM INDUCTION SERVICE
DUE BY TIME AND MILEAGE
Maintenance Completed
IND SVC

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 99.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # A SS SHOP SUPPL. AND OR WASTE DISPOSAL 4.95
TOTAL - MISC 4.95

TECHNICIAN CERTIFICATION
728

FRED STALBAUM

7624

Phone 3/19

- Paula -

Super Vans 3/26

Phone # 1-800-9921997
SM 1203 Salt Lake City -
(SUZIE)

Mark Turner

ARMORY GARAGE INC.

926 CENTRAL AVENUE · ALBANY, NY 12205

N.Y.S Registered Repair Shop No. R 301-0045

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1 4 3 8 2 9

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www.armoryauto.com



DUPLICATE 1

PAGE 2

SERVICE ADVISOR: 1334 STEPHEN KANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414E		30249/30253	T4330	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
19MAY03 IS			20:00 15JUN05		VARI	CASH	16JUN05
R.O. OPENED		READY	OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A				

08:22 15JUN05 14:40 16JUN05

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

CAUSE: LINK HAS EXCESSIVE PLAY

02201005 LINK, FRONT SWAY BAR-Replace (C)

2976 MONTAYNE, DOUG LIC#: 631A

WP

(N/C)

2 4743669AA LINK-SWAY ELIMINATOR

(N/C)

4 6508274AA NUT

(N/C)

PC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SUBL RENTAL

WP

(N/C)

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

SERVICE HOURS

MONDAY - FRIDAY 7:00 A.M TO 6:00 P.M.

SATURDAY 7:00 A.M. TO 1:00 P.M.

Talked to Doug.

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.

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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.

Express Limited Warranty on labor is 12 months / 12,000 miles whichever comes first.

18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./LESS DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

ARMORY GARAGE INC.

926 CENTRAL AVENUE • ALBANY, NY 12205

N.Y.S Registered Repair Shop No. R 301-0045

28124

1 5 1 0 6 4

INVOICE



M-F 7:00am - 8:00pm

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www.armoryauto.com



DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 419 MARLON HARDIE

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
JYX GREEN	04	CHRYSLER PACIFICA		2C8GM68414R			32974/32974		T8422
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
9MAY03 IS			20:00 08SEP07			VARI	CASH	13SEP05	

R.O. OPENED	READY	OPTIONS:
3:16 12SEP05	12:13 13SEP05	STK:36697N ENG:3.5 Liter MPI TRN:A

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

CUSTOMER STATES: WHEN TAKING OFF FROM A LIGHT AT A CERTAIN RPM THERE IS A HEAVY RATTLE
 CAUSE: LEAKING MOTOR MOUNT
 09402021 MOUNT/SUPPORT, ENGINE-Replace (B)
 1412 RING LIC#: 4NA4
 WP
 1 5510007AD INSULATOR-ENGINE SUPPORT (N/C)

JBL RENTAL	WCSC						(N/C)
ARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

REPLACED MOTOR MOUNT..

 CUSTOMER STATES: OIL LEAKING DOWN BACKSIDE OF ENGINE

09 LEAKING MOTOR MOUNT..							
1412 RING LIC#: 4NA4							
ISP							(N/C)
ARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

 HAVE CUSTOMER VERIFY NOISE WITH DOUG M

00 SEE JOB A							
1412 RING LIC#: 4NA4							

ISP							(N/C)
ARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

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 Express Limited Warranty on labor is 12 months / 12,000 miles whichever comes first.
 18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

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

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

CUSTOMER SIGNATURE

CUSTOMER COPY

VIP Summary Report

Dealer: 37000 - ARMORY GARAGE INC

Date: September 13, 2005 Time: 12:11:21

VIN: 2C8GM68414R

Odometer: 32,974 Miles

Currency: USD

Service Contract(s)

Service Contract(s)(1 of 2)

1: SERVICE CONTRACT REPAIRS THAT EXCEED \$6000 REQUIRE PRE-AUTHORIZATION. REPAIRS THAT MAY EXCEED THE ACTUAL CASH VALUE OF THE VEHICLE REQUIRES SERVICE CONTRACT REVIEW. PLEASE CALL: 800-782-2668

2: RENTAL ALLOWANCE IS \$40 PER DAY/\$200 PER VISIT IF THE RENTAL UNIT IS A CHRYSLER, DODGE OR JEEP VEHICLE. IF A NON-CHRYSLER GROUP RENTAL UNIT IS USED, THE ALLOWANCE IS REDUCED TO \$30 PER DAY/\$150 PER VISIT.

Contract Number:		Name:	
Plan Code:	CHR336L - 3/36 ALT TRAN PREMIUM CARE		
Effective Date/Odometer:	May 19, 2003 @ 1 Miles	Plan Sale Date / State:	May 19, 2003 / MI
Expiration Date/Odometer:	May 19, 2006 @ 36,000 Miles	Contract Selling Dealer:	S0033 - CROSSFIRE/PACIFICA RENTAL
First Day Rental:	Yes	Deductible:	0.00
Maximum Rental Amount per Day:	40.00	Reduce Warranty Deductible:	No
Maximum Rental Allowance per Visit:	200.00	Towing Assistance:	0.00
Maximum Oil Change Allowance:	0.00	Roadside Assistance:	No
Remaining Oil Changes:	0	Road Hazard:	No
		Trip Interruption:	No
Transfer Fee:	0.00	Cancellation Fee:	0.00
Transferred:	No	Status:	01

Service Contract(s)(2 of 2)

1: SERVICE CONTRACT REPAIRS THAT EXCEED \$6000 REQUIRE PRE-AUTHORIZATION. REPAIRS THAT MAY EXCEED THE ACTUAL CASH VALUE OF THE VEHICLE REQUIRES SERVICE CONTRACT REVIEW. PLEASE CALL: 800-782-2668

2: TOWING COVERED BY CROSS COUNTRY MOTOR CLUB. PRIOR AUTHORIZATION REQUIRED. 800-521-2779

3: THE CUSTOMER PAYS ONLY ONE DEDUCTIBLE PER REPAIR VISIT.

4: THIS CONTRACT WILL REDUCE THE WARRANTY DEDUCTIBLE TO EQUAL THE PLAN DEDUCTIBLE

Contract Number:		Name:	
Plan Code:	7/70 MAXIMUM CARE		
Effective Date/Odometer:	March 17, 2005 @ 25,112 Miles	Plan Sale Date / State:	March 17, 2005 / NY
Expiration Date/Odometer:	May 19, 2010 @ 70,000 Miles	Contract Selling Dealer:	S0065 - NEW YORK ZONE OFFICE - 32
First Day Rental:	Yes	Deductible:	0.00
Maximum Rental Amount per Day:	35.00	Reduce Warranty Deductible:	Yes
Maximum Rental Allowance per Visit:	175.00	Towing Assistance:	0.00
Maximum Oil Change Allowance:	0.00	Roadside Assistance:	Yes
Remaining Oil Changes:	0	Road Hazard:	No
		Trip Interruption:	Yes
Transfer Fee:	50.00	Cancellation Fee:	50.00
Transferred:	No	Status:	01

ARMORY GARAGE INC.

926 CENTRAL AVENUE • ALBANY, NY 12205

N.Y.S Registered Repair Shop No. R 301-0045

28124

1 5 3 1 8 0

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CHRYSLER



M-F 7:00am - 8:00pm

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Fax: (518) 641-7684

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PAGE 1

SERVICE ADVISOR: 1572 DWIGHT MANNING

DELMAR, NY
IOME BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		33658/33659	T6254	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY03 IS			20:00 10OCT05		VARI	CASH	10OCT05
R.O. OPENED		READY		OPTIONS: STK:36697N ENG:3.5_Liter_MPI TRN:A			
08:22 10OCT05		10:15 10OCT05					

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

A CUSTOMER STATES THE CHECK ENGINE LIGHT IS LIT.

CAUSE: NOT SWITCHING

25011200 DIAGNOSIS FOR LEAK DETECTION TEST

754 BRISTOL, SCOTT LIC#: 1DC9

WP

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

25011201 PUMP, NATURAL VACUUM LEAK DETECTION

(NVLD) - Replace (B)

754 BRISTOL, SCOTT LIC#: 1DC9

WP

(N/C)

1 4891427AB DETECTOR-NATURAL VACUUM L

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

*****there's no place like it in the world!*****

SUBL RENTAL

WP

(N/C)

SERVICE HOURS

MONDAY - FRIDAY 7:00 A.M TO 6:00 P.M.

SATURDAY 7:00 A.M. TO 1:00 P.M.

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	DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		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. Express Limited Warranty on labor is 12 months / 12,000 miles whichever comes first. 18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INS./LESS DISC.	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00
		CUSTOMER SIGNATURE		

CUSTOMER COPY

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170815

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PAGE 1

SERVICE ADVISOR: 1536 MICHAEL SEYMORE

ELMAR, NY
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
NYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R [REDACTED]		42746/42746	T9658
DEL DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT
9MAY03 IS			20:00 12JUN06		VARI	CASH
R.O. OPENED	READY	OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A				
8:14 12JUN06	16:44 14JUN06					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
C/S ONLY HALF OF CLUSTER DISPLAY IS WORKING, NOTHING ON THE INFO
CENTER IS WORKING

AUSE: 0
85410000 ACTUAL TIME WITH DIAGNOSIS
2238 GLEASON, PAUL LIC#: 47G6
WCSC (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

08451009 INSTRUMENT CLUSTER-Replace (B)
2238 GLEASON, PAUL LIC#: 47G6
WCSC (N/C)
08451101 RECALIBRATE/REINITIALIZE INSTRUMENT
CLUSTER-Recalibrate (B)
2238 GLEASON, PAUL LIC#: 47G6
WCSC (N/C)
1 468588AD CLUSTER-INSTRUMENT PANEL (N/C)

UBL RENTAL
WCSC
ARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

MESSAGE CENTER IN DASH CLUSTER DOES NOT LIGHT UP, CHECKED FOR FAULT
CODES, NONE PRESENT. CHECK ED FAULTS IN CLUSTER, NONE, CHECKED FUSES,
K/ CHECKED CONNECTIONS, CHECKED VOLTAGE AND GROUND S, INTERNAL CLUSTER
EFFECTIVE, ORDERED REPLACEMENT CLUSTER, REASSEMBLED WITH NEW CLUSTER,
RECALIBRATED AND SET SETTINGS

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 ABUSE. 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. Express Limited Warranty on labor is 12 months / 12,000 miles whichever comes first. 18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.		DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INS./LESS DISC. SALES TAX	TOTALS
	(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104

Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941		ADVISOR MATT BAKER		TAG NO. 0170 746W		INVOICE DATE 04/03/07		INVOICE NO. CHCS261698	
BONITA SPGS., FL		LABOR RATE 110.00		LICENSE NO.		MILEAGE 52,447		COLOR GREEN/	
		YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY		DELIVERY DATE 05/19/03		DELIVERY MILES			
		VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R		SELLING DEALER NO. 37000		PRODUCTION DATE			
		F.T.E. NO.		P.O. NO.		R.O. DATE 04/03/07			
BUSINESS PHONE		COMMENTS						MILEAGE OUT MO: 52447	
LABOR & PARTS									
J# 1 15CHZ CHECK ENGINE LIGHT UNITS: TECH(S):285 0.00									
CUSTOMER STATES CHECK ENGINE LIGHT IS ON									
INSPECTED AND FOUND CHECK ENGINE LIGHT ON WITH END CODE FOR									
EVAPORATION MONITOR SMALL LEAK DETECTED 40 STARTS AGO.									
ERASED CODE AND TIGHTENED FUEL CAP. PERFORMED LEAK DETECTION									
PUMP MONITOR TEST AND FOUND SYSTEM PASSED TEST.									
JOB # 1 TOTAL LABOR & PARTS 0.00									
ESTIMATE									
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING									
ORIGINAL ESTIMATE OF \$0.00 (+TAX)									
COMMENTS									
TG/WAITER									
TOTALS									
***** HOW ARE WE DOING? *****									
1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/									
REPAIRS TO YOUR SATISFACTION? Y N									
2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN									
YOUR SERVICE/REPAIRS WERE COMPLETE? Y N									
3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE? Y N									
4. INTERESTED IN SCHEDULING ON-LINE APPOINTMENTS? Y N									
YOUR E-MAIL ADDRESS:									
***** THANK YOU! *****									
TOTAL LABOR.... 0.00									
TOTAL PARTS.... 0.00									
TOTAL SUBLET... 0.00									
TOTAL G.O.G.... 0.00									
TOTAL MISC CHG. 0.00									
TOTAL MISC DISC 0.00									
TOTAL TAX..... 0.00									
TOTAL INVOICE \$ 0.00									



COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104

Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941	ADVISOR MATT BAKER	TAG NO. 0170	INVOICE DATE 03/01/07	INVOICE NO. CHCS259215
[REDACTED] BONITA SPGS., FL	LABOR RATE 110.00	LICENSE NO.	MILEAGE 51,329	COLOR GREEN/
	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY	DELIVERY DATE 05/19/03		
	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R	SELLING DEALER NO. 37000		
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/01/07	
BUSINESS PHONE	COMMENTS			MILEAGE OUT MO: 51329

LABOR & PARTS

J# 1 08CHZ ELEC SYS DIAGNOSTIC UNITS: 0.50 TECH(S):0157 55.00
CUSTOMER STATES WHEN FUEL GAUGE GETS DOWN TO ABOUT A HALF A
TANK OF GAS, INTERMITTENTLY THE ALARM WILL SOUND AND IT WILL
DROP TO ZERO AFTER A MINUTE WILL RAISE BACK UP TO THE
CORRECT LEVEL. 0.5 LABOR \$55.00
FUEL GAUGE FLUCUATES INTERMITTENTLY
FOUND AND PERFORMED TSB 08-038-03
UPDATED FUEL GAUGE PARAMETERS IN BODY CONTROL MODULE

JOB # 1 TOTAL LABOR & PARTS 55.00

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	
TOTAL - MISC			2.75
			2.75

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$116.22 (+TAX)

COMMENTS
MB/WAIT

TOTALS

***** HOW ARE WE DOING? *****

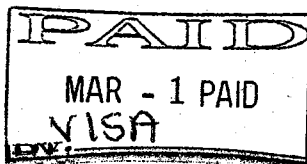
1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/
REPAIRS TO YOUR SATISFACTION? Y N
2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN
YOUR SERVICE/REPAIRS WERE COMPLETE? Y N
3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE? Y N
4. INTERESTED IN SCHEDULING ON-LINE APPOINTMENTS? Y N

YOUR E-MAIL ADDRESS:

***** THANK YOU! *****

TOTAL LABOR....	55.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	2.75
TOTAL MISC DISC	0.00
TOTAL TAX.....	3.47

TOTAL INVOICE \$ 61.22



CUSTOMER SIGNATURE

ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED
UNLESS OTHERWISE
INDICATED

28124

1 9 1 4 2 3



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INVOICE

PAGE 1

SERVICE ADVISOR: 1647 THOMAS HARPSTER

DELMAR, NY
HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R [REDACTED]		54025/54025	T3279	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
19MAY03 IS			20:00 12APR07		VARI	CASH	12APR07
R.O. OPENED		READY	OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A				

13:06 12APR07 14:19 12APR07

LINE OPCODE TECH TYPE HOURS CUSTOMER STATEMENTS/CONCERNS TOTAL

A** CUSTOMER STATES MALFUNCTION INDICATOR LIGHT HAS COME ON, CHECK AND
ADVISE

CAUSE: F

25011702 HOSE, EVAPORATIVE SYSTEM-Test and
replace (C)

1604 BOWMAN, STEVEN LIC#: EU56

WCSC

(N/C)

1 4861443AA HOSE-VAPOR CANISTER PURGE

(N/C)

PC: PART#: COUNT:

CLAIM TYPE: F

AUTH CODE:

25011700 TECH CHECKED SYSTEM FOR DTCS, SMOKE

TESTED SYSTEM, FOUND SLIGHT LEAK UNDER AIR

BOX, REPLACED HOSE SECTION. RETESTED-PASSED

1604 BOWMAN, STEVEN LIC#: EU56

WCSC

(N/C)

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

*** SERVICE HOURS EFFECTIVE MAY 1ST 2006 ***

*** MONDAY-WEDNESDAY 7AM-6PM ***

*** THURSDAY 7AM-8PM ***

*** FRIDAY 7AM-6PM ***

STATEMENT OF DISCLAIMER

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18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

I authorize this repair facility to perform and outstanding manufacturer "recalls" although I understand it is not the facility's obligation to notify me if an unperformed "recall" exists.

I acknowledge receipt of this repair order and the keys to operate this vehicle.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./LESS DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

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205391



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INVOICE

PAGE 1

DELMAR, NY

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 5515 PAUL OUMET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		60289/60290	T9278	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
19MAY03 IS			20:00 12NOV07		VARI	CASH	12NOV07
R.O. OPENED		READY	OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A				

13:42 12NOV07 15:04 12NOV07
LINE OPCODE TECH TYPE HOURS CUSTOMER STATEMENTS/CONCERNS TOTAL

A CUSTOMER STATES SERVICE TIRE PRESSURE SYSTEM, AIR IN ALL TIRE, LIGHT

WENT OUT FOR ONE DAY, ON NOW

CAUSE: FAILED

08141804 SENSOR, WHEEL SPEED-ANTI-LOCK

BRAKES-Replace (B)

2976 MONTAYNE, DOUG LIC#: 631A

WCSC

(N/C)

1 52088990AC SENSOR-TIRE PRESSURE

(N/C)

PC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

**** SATURDAY HOURS ****

**** 8AM - 2:30PM ****

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I acknowledge receipt of this repair order and the keys to operate this vehicle.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./LESS DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY

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205686



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INVOICE

DUPLICATE 1
PAGE 1

DELMAR, NY
HOME: BUS:

SERVICE ADVISOR: 5515 PAUL OUIMET

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		60389/60393	T6030
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
19MAY03 IS			20:00 19NOV07		VARI	CASH
R.O. OPENED	READY	OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A				
08:42 16NOV07	12:47 16NOV07					

LINE OPCODE TECH TYPE HOURS CUSTOMER STATEMENTS/COMMENTS TOTAL

A CUSTOMER STATES SERVICE TIRE PRESSURE SYSTEM LIGHT KEEPS COMING ON,

NOT THE 1/2 CIRCLE WITH THE ! MARK

CAUSE: FAILING INTERNALLY

22140102 SENSOR, LOW TIRE PRESSURE-Replace (C)

2976 MONTAYNE, DOUG LIC#: 631A

WCSC

(N/C)

3 52088990AC SENSOR-TIRE PRESSURE

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

22140102 SENSOR, LOW TIRE PRESSURE-Replace (C)

2976 MONTAYNE, DOUG LIC#: 631A

WCSC

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

22140102 SENSOR, LOW TIRE PRESSURE-Replace (C)

2976 MONTAYNE, DOUG LIC#: 631A

WCSC

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SUBL VEHICLE RENTAL

WCSC

(N/C)

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

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I authorize this repair facility to perform and outstanding manufacturer "recalls" although I understand it is not the facility's obligation to notify me if an unperformed "recall" exists.

I acknowledge receipt of this repair order and the keys to operate this vehicle.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

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2 2 2 3 0 2



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INVOICE

PAGE 1

DELMAR, NY

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 419 MARLON HARDIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		62204/62208	T3875	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY03	IS		20:00 09AUG09		VARI	CASH	04SEP08
R.O. OPENED		READY		OPTIONS: STK:36697N ENG:3.5_Liter_MPI TRN:A			

08:19 03SEP08 18:39 04SEP08

LINE OPCODE TECH TYPE HOURS CUSTOMER STATEMENTS/CONCERNS TOTAL

A CUSTOMER STATES THE OIL PAN WAS STRIPPED INSTALLED SOP
109 OIL PAN IS NOT AVAILABLE AT THIS TIME.

99 ISP

(N/C)

SUBL RENTAL

ISP

(N/C)

SUBL RENTAL

IPP

(N/C)

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

B CUSTOMER STATES WHEN THE GAS IS PRESSED GOING 40MPG THE VEHICLE SEEMS
TO BIND ANTHEN RELEASE. CK AND ADVISE.

121 COULD NOT DUPLICATE CUSTOMERS CONCERN.

99 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

D** NYSI (COMBINATION SAFETY&EMMISSIONS INSPECTION)

14A NYSI 586194

914 FORD, ERIC LIC#: 1VK5

CNYI

21.00 21.00

SUBL RENTAL

WCSC

(N/C)

PARTS: 0.00 LABOR: 21.00 OTHER: 0.00 TOTAL LINE D: 21.00

**** SATURDAY HOURS ****

**** 8AM - 2:30PM ****

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I acknowledge receipt of this repair order and the keys to operate this vehicle.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	21.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.00
LESS INS./LESS DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	21.00

CUSTOMER COPY *Rec'd 9/5/08 American Express*

28124

2 2 3 0 0 6

ARMORY

CHRYSLER Jeep.

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(Entrance on Colvin Avenue)

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Thurs 7am - 8 pm
Fri 7am - 6 pm
Main: (518) 641-7643
Fax: (518) 641-7733
www.armoryauto.com



INVOICE

PAGE 1

DELMAR, NY

HOME: BUS:

SERVICE ADVISOR: 419 MARLON HARDIE

SERVICE ADVISOR: 419 MARLON HARDIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		62295/62298	T3534	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY03	IS		20:00 16SEP08		VARI	CASH	16SEP08
R.O. OPENED		READY	OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A				

07:56 16SEP08 14:54 16SEP08

LINE OPCODE TECH TYPE HOURS CUSTOMER STATEMENTS/CONCERNS TOTAL

A CUSTOMER REQUESTED REPLACE OIL PAN STRIPPED INSTALL SOP

CAUSE: OIL PAN STRIPPED.

09600105 Pan, oil - Replace

2.0-2.4-2.7-3.3-3.5-3.8 liter engines (B)

1412 RING LIC#: 4NA4

WCSC

(N/C)

1 4792317AB SEAL-CRANKSHAFT OIL

(N/C)

2 6504438 BOLT-HEX FLANGE HEAD

(N/C)

1 4792663AA GASKET

(N/C)

1 4792123AB GASKET

(N/C)

1 4792662AC PAN

(N/C)

1 4663844AE PUMP-ENGINE OIL

(N/C)

2 6101445 NUT

(N/C)

5 68026604AA MOPAR OIL

(N/C)

09650111 Pump, Oil - Test and replace 3.5 liter engine (B)

1412 RING LIC#: 4NA4

WCSC

(N/C)

SUBL RENTAL

WCSC

(N/C)

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

REPLACED OIL PAN WITH UPDATED OIL PAN.

B** OIL/FILTER CHANGE & 16 POINT VEHICLE CHECK, SET ALL TIRE PRESSURES, CHECK AND FILL UNDER HOOD FLUIDS

OF 16 OIL/FILTER CHANGE & 16 POINT VEHICLE CHECK, SET ALL TIRE PRESSURES, CHECK AND FILL UNDER HOOD FLUIDS

1412 RING LIC#: 4NA4

ISP

(N/C)

1 5281090 FILTER-ENGINE OIL

(N/C)

STATEMENT OF DISCLAIMER

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18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

I authorize this repair facility to perform and outstanding manufacturer "recalls" although I understand it is not the facility's obligation to notify me if an unperformed "recall" exists.

I acknowledge receipt of this repair order and the keys to operate this vehicle.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

28124

8 6 7 9 8

**ARMORY GARAGE INC.**

926 CENTRAL AVENUE • ALBANY, NY 12205

N.Y.S Registered Repair Shop No. R 301-0045

M-F 6:00am - 8:00pm

Sat. 7:00am - 1:00pm

INVOICE

PAGE 1

(518) 482-3615 fax: (518) 438-6661

DELMAR, NY

HOME:

BUS:

SERVICE ADVISOR: 1429 DAVIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		2630/2631	T7236	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY2003			20:00 13AUG03		VARI	CASH	13AUG2003

R.O. OPENED

READY

OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A

09:14 13AUG03 10:14 13AUG03

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

A OIL AND FILTER CHANGE, LUBE HOOD LATCH, CHECK AND TOP OFF ALL FLUIDS,

CHECK TIRE PRESSURES

1 OIL AND FILTER CHANGE, LUBE HOOD LATCH, CHECK
AND TOP OFF ALL FLUIDS, CHECK TIRE PRESSURES

1206 Acton, Jamie LIC#: 2UG1

IAC

(N/C)

1 OIL QUAKERSTATE

(N/C)

1 5281090 FILTER-ENGINE OIL

(N/C)

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

B CUSTOMER STATES HAS LOUD ROAD NOISE DRIVING

98 MISC

1206 Acton, Jamie LIC#: 2UG1

CP

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

CHECKED RADIO ALL WORKING FINE CUSTOMER WANTED TO CALL STAR TO FIND OUT
WAY RADIO CUTS IN AND OUT THOROUGH FAR AREAS

C CUSTOMER STATES HAS BAD RADIO RECEPTION ON AM OR FM OUT IN DUANESBURG

98 MISC

1206 Acton, Jamie LIC#: 2UG1

CP

0.00

0.00

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

NORMAL ROAD NOISE FROM TIRES

SERVICE HOURS

MONDAY-FRIDAY 7AM-8PM

SATURDAY 7AM-1PM

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.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

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.

Express Limited Warranty on labor is 12 months / 12,000 miles whichever comes first.

18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT 0.00

PARTS AMOUNT 0.00

GAS, OIL, LUBE 0.00

SUBLET AMOUNT 0.00

MISC. CHARGES 0.00

TOTAL CHARGES 0.00

LESS INSURANCE 0.00

SALES TAX 0.00

PLEASE PAY THIS AMOUNT 0.00

CUSTOMER COPY

28124

CASE
IN PROVISIONS

INVOICE

**ARMORY GARAGE INC.**

926 CENTRAL AVENUE - ALBANY, NY 12205

N.Y.S. Registered Repair Shop No. R 301-0045

M-F 6:00am - 8:00pm

Sat. 7:00am - 1:00pm

(518) 482-3615 fax: (518) 438-6661

PAGE 2

SERVICE ADVISOR: 1334 STEPHEN KANE

DELMAR, NY

HOME: [REDACTED] BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SELL DE-LEH							
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		7708/7727	T5126	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
19MAY2003			20:00 12NOV03		VARI	CASH	14NOV2003

R.O. OPENED: 08:32 12NOV03 16:56 14NOV03
READY: 16:56 14NOV03
OPTIONS: STK:36697N ENG:3.5_Liter_MPI TRN:A

08:32 12NOV03		16:56 14NOV03					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

					SERVICE HOURS		****
					MONDAY-FRIDAY 7AM-8PM		****
					SATURDAY 7AM-1PM		****

there's no place like it in the world!

WARRANTY
VALID FOR 30 DAYS
 11/14/03

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.

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

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18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

CUSTOMER SIGNATURE

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

CUSTOMER COPY

28124

9 6 9 2 6

**ARMORY GARAGE INC.**

926 CENTRAL AVENUE • ALBANY, NY 12205

N.Y.S Registered Repair Shop No. R 301-0045

M-F 6:00am - 8:00pm

Sat. 7:00am - 1:00pm

INVOICE

PAGE 1

(518) 482-3615 fax: (518) 438-6661

DELMAR, NY

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 1334 STEPHEN KANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R [REDACTED]		8445/8445	T8173	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY2003			20:00 10DEC03		VARI	CASH	10DEC2003

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:36697N ENG:3.5_Liter_MPI TRN:A

07:59 10DEC03 11:13 10DEC03

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A SEND TO CENTERION FOR FULL UNDER COATING PER PAUL C AND JAMES CLARK

00 INSTALLED UNDERCOATING

99 INT

(N/C)

SUBL SUBLET UNDERCOATING PER JAMES CLARK

INT

(N/C)

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

SERVICE HOURS

MONDAY-FRIDAY 7AM-8PM

SATURDAY 7AM-1PM

there's no place like it in the world!

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18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

ARMORY GARAGE INC.

926 CENTRAL AVENUE · ALBANY, NY 12205

N.Y.S Registered Repair Shop No. R 301-0045

28124

1 2 5 9 7 4

INVOICE

CHRYSLER



M-F 7:00am - 8:00pm

Sat. 7:00am - 1:00pm

(518) 641-7777

Fax: (518) 641-7684

www.armoryauto.com



PAGE 2

SERVICE ADVISOR: 419 MARLON HARDIE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		20863/20868	T3285

DEL DATE	PROG. DATE	WARR. EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
19MAY03	IS		20:00 08NOV04		VARI	CASH	09NOV2004

R.O. OPENED	READY	OPTIONS:
10:35 08NOV04	13:39 09NOV04	STK:36697N ENG:3.5 Liter MPI TRN:A

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

YOU MAY SOON BE RECEIVING A SURVEY FROM
DAIMLER CHRYSLER REGARDING YOUR SERVICE
EXPERIENCE. IF FOR ANY REASON YOU CAN'T GIVE
THE SURVEY A PERFECT SCORE PLEASE CALL 518-
641-7637 SO WE CAN CORRECT THIS PROBLEM
BEFORE YOU RETURN THE SURVEY!!! THANK YOU
SERVICE HOURS M-F 7AM-8PM SAT 7AM-1PM

there's no place like home

DATE
ONLY

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18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./LESS DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

CUSTOMER SIGNATURE

CUSTOMER COPY

ARMORY GARAGE INC.

926 CENTRAL AVENUE · ALBANY, NY 12205

N.Y.S Registered Repair Shop No. R 301-0045

28124

1 2 7 6 9 0

INVOICE



M-F 7:00am - 8:00pm
Sat. 7:00am - 1:00pm

(518) 641-7777
Fax: (518) 641-7684
www.armoryauto.com



PAGE 1

SERVICE ADVISOR: 1334 STEPHEN KANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
ONYX GREEN	04	CHRYSLER PACIFICA	2C8GM68414R		21266/21269	T4382	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19MAY03 IS			20:00 29NOV04		VARI	CASH	29NOV2004
R.O. OPENED		READY	OPTIONS: STK:36697N ENG:3.5 Liter MPI TRN:A				

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

A CUSTOMER STATES THE EXHAUST IS LOUD, CHECK
CAUSE: F

25014408 GASKET, EXHAUST GAS RECIRCULATION
CONTROL VALVE (EGR)-Test and replace (C)
754 BRISTOL, SCOTT LIC#: 1DC9

WP

(N/C)

1 4861579AF VALVE

(N/C)

FC: 11 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

25014400 DIAG FOR EGR VALVE
754 BRISTOL, SCOTT LIC#: 1DC9
WP

(N/C)

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

NEW WINTER SERVICE HOURS
MONDAY - FRIDAY 7:00 A.M TO 6:00 P.M.
SATURDAY 7:00 A.M. TO 1:00 P.M.

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Express Limited Warranty on labor is 12 months / 12,000 miles whichever comes first.

18% APR to be added to all past due accounts. Also, you may be liable for all collection and attorney fees.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS./LESS DISC.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY



COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104

Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941	ADVISOR GARY LEYMARIE	TAG NO. 849 616	INVOICE DATE 02/11/04	INVOICE NO. CHCS190323
[REDACTED] BONITA SPGS., FL [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 11,711	COLOR GREEN/
	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY			DELIVERY DATE
	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R [REDACTED]			SELLING DEALER NO.
	F.T.E. NO.			R.O. DATE 02/09/04
BUSINESS PHONE	COMMENTS			MILEAGE OUT 11711

LABOR 3# 1 01CHZ VEHICLE RENTAL TECH(S): 809 WARRANTY
CUSTOMER REQUESTS VEHICLE RENTAL
ALTERNATE PACIFICA TRANSPORTATION

TOTAL - LABOR 0.00

SUBLET PO# VEND INV# INV. DATE-DESCRIPTION WARRANTY
JOB # 1 26272 02/11/04 CSC ALTERNATE TRANSPORTATION 30.00 PER DAY
JOB # 1 26272 02/11/04 ALLOWANCE VEHICLE LEFT 2-9-04
TOTAL - SUBLET 0.00

COMMENTS CWR

TOTALS

***** HOW ARE WE DOING? *****

1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/ REPAIRS TO YOUR SATISFACTION? Y N

2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN YOUR SERVICE/REPAIRS WERE COMPLETE? Y N

3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE? Y N

4. INTERESTED IN RECEIVING E-MAIL ABOUT SPECIALS? Y N

YOUR E-MAIL ADDRESS:

***** THANK YOU! *****

TOTAL LABOR... 0.00
TOTAL PARTS... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G... 0.00
TOTAL MISC CHG... 0.00
TOTAL MISC DISC... 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED
UNLESS OTHERWISE
INDICATED.

CP-040

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 12:09pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

FUEL SYSTEM SERVICE



- Improves driveability
- Reduces emissions
- Restores horsepower
- Cleans fuel injectors
- Removes deposits from intake valves & ports
- Cleans air intake system
- Cleans throttle body

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS190323

Coupon Expires: May 31, 2004

FS-1

Thank you for choosing our
Service Department at
Collier Chrysler

If at any time you have questions
regarding the service performed on your
vehicle, don't hesitate to give me a call.

GARY LEYMARIE
Service Advisor
(239) 261-3939



FLORIDA'S HEAT
TAKES IT'S TOLL ON
YOUR VEHICLE'S
BATTERY AND
ELECTRICAL SYSTEM!

- Test Battery
- Test Charging System
- Clean Battery Terminals
- Treat Terminals to Protect Against Corrosion

\$24.95
Plus Tax

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS190323

Coupon Expires: May 31, 2004

SS-BAT-2



COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104
Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941	ADVISOR GARY LEYMARIE	TAG NO. 849	577W	INVOICE DATE 02/09/04	INVOICE NO. CHCS190285
BONITA SPGS., FL	LABOR RATE	LICENSE NO.	MILEAGE 11,711	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2C8GM68414R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 02/09/04
BUSINESS PHONE	COMMENTS				MILEAGE OUT 11711

LABOR J# 1 22CHZWHEELCVR INSPECT WHEEL COVER TECH(S): 572 WARRANTY
CUSTOMER STATES SOP FOR R/F WHEEL SENSOR
SOP TO INSTALL
TECH # 595 PERFORMED DIAGNOSIS SHOWING FAULTY RIGHT FRONT
WHEEL SENSOR
REPLACED RIGHT FRONT TIRE SENSOR, LOW TIRE LIGHT STILL ON
PERFORMED FURTHER DIAGNOSIS FOUND SENSOR INSTALLED NOT
COMPATIBLE WITH VEHICLE INSTALLED NEW REVISED SENSOR
LIGHT IS OFF

TOTAL - LABOR 0.00

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1		52088990-AC	SENSOR TI 8037155		0.00
TOTAL - PARTS						0.00

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

COMMENTS
WAITER

TOTALS

***** HOW ARE WE DOING? *****

1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/ REPAIRS TO YOUR SATISFACTION?	Y	N	TOTAL LABOR....	0.00
2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN YOUR SERVICE/REPAIRS WERE COMPLETE?	Y	N	TOTAL PARTS....	0.00
3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE?	Y	N	TOTAL SUBLET....	0.00
4. INTERESTED IN RECEIVING E-MAIL ABOUT SPECIALS?	Y	N	TOTAL G.O.G....	0.00
YOUR E-MAIL ADDRESS:			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

***** THANK YOU! *****

CUSTOMER SIGNATURE

DUPLICATE INVOICE

ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED
UNLESS OTHERWISE
INDICATED.

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 12:12pm

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

FUEL SYSTEM SERVICE



- Improves driveability
- Reduces emissions
- Restores horsepower
- Cleans fuel injectors
- Removes deposits from intake valves & ports
- Cleans air intake system
- Cleans throttle body

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS190285

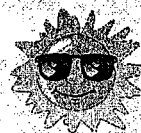
Coupon Expires: May 31, 2004

FS-1

Thank you for choosing our
Service Department at
Collier Chrysler

If at any time you have questions
regarding the service performed on your
vehicle, don't hesitate to give me a call.

GARY LEYMARIE
Service Advisor
(239) 261-3939



FLORIDA'S HEAT
TAKES IT'S TOLL ON
YOUR VEHICLE'S
BATTERY AND
ELECTRICAL SYSTEM!

- * Test Battery
- * Test Charging System
- * Clean Battery Terminals
- * Treat Terminals to Protect Against Corrosion

\$24.95
Plus Tax

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS190285

Coupon Expires: May 31, 2004

SS-BAT-2



CP

COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104
Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941	ADVISOR GARY LEYMARIE	849 TAG NO. 577W	INVOICE DATE 02/09/04	INVOICE NO. CHCS190285
BONITA SPGS., FL	LABOR RATE	LICENSE NO.	MILEAGE 11,711	COLOR GREEN/
	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY			DELIVERY DATE
	VEHICLE I.D. NO. 2C8GM68414R			SELLING DEALER NO.
	F.T.E. NO.			R.O. NO.
BUSINESS PHONE			COMMENTS	DATE 02/09/04
				MILEAGE OUT 11711

LABOR: #1 22CHZWHEELCVR INSPECT WHEEL COVER TECH(S): 572
CUSTOMER STATES SOP FOR R/F WHEEL SENSOR
SOP TO INSTALL
TECH # 595 PERFORMED DIAGNOSIS SHOWING FAULTY RIGHT FRONT
WHEEL SENSOR
REPLACED RIGHT FRONT TIRE SENSOR. LOW TIRE LIGHT STILL ON
NEED FURTHER DIAGNOSIS ON VEHICLE CUSTOMER NEEDS TO
RESCHEDULE AT A LATER DATE

TOTAL - LABOR 0.00

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	5127335-AB	SENSOR TI 8037155	

TOTAL - PARTS 0.00

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

COMMENTS
WAITER

TOTALS

***** HOW ARE WE DOING? *****

1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/
REPAIRS TO YOUR SATISFACTION? Y N
 2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN
YOUR SERVICE/REPAIRS WERE COMPLETE? Y N
 3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE? Y N
 4. INTERESTED IN RECEIVING E-MAIL ABOUT SPECIALS? Y N
- YOUR E-MAIL ADDRESS:

***** THANK YOU! *****

CUSTOMER SIGNATURE

*945 into shop
done 2/10/04
X=11711*

ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED
UNLESS OTHERWISE
INDICATED.

CP-040

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 09:45am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

10% OFF
4-WHEEL ALIGNMENT

Cannot be combined with other offers.
See Service Advisor to schedule
appointment.

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS190285

Coupon Expires: May 31, 2004

AL-8

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GARY LEYMARIE
Service Advisor
(239) 261-3939



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COLLIER CHRYSLER

R.O. / Invoice No.
CHCS190285

Coupon Expires: May 31, 2004

K1

SS-BAT-2



COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104
Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941	ADVISOR GARY LEYMARIE	849	TAG NO. 413	INVOICE DATE 01/07/04	INVOICE NO. CHCS188153
BONITA SPGS., FL	LABOR RATE	LICENSE NO.	MILEAGE 15,874	COLOR GREEN/	STOCK NO.
	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 01/07/04
BUSINESS PHONE	COMMENTS				MILEAGE OUT MO: 15874

LABOR: **3# 1 01CHZ** VEHICLE RENTAL TECH(S): **595** WARRANTY

CUSTOMER REQUESTS VEHICLE RENTAL
ALTERNATE TRANSPORTATION PACIFICA

TOTAL - LABOR 0.00

SUBLET: PO# VEND INV# INV. DATE DESCRIPTION WARRANTY
JOB # 1 26231 01/07/04 CSC ALTERNATE TRANSPORTATION 30.00 PER DAY WARRANTY
JOB # 1 26231 01/07/04 VEHICLE LEFT 1-7-04 AT 845AM WARRANTY
TOTAL - SUBLET 0.00

COMMENTS: CWR 9487986

TECHNICIAN CERTIFICATION: 595 FREDERICK S STALBAUM HW6MM6W05STALB

TOTALS:

***** HOW ARE WE DOING? *****

1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/ REPAIRS TO YOUR SATISFACTION? Y N TOTAL LABOR: 0.00
2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN YOUR SERVICE/REPAIRS WERE COMPLETE? Y N TOTAL PARTS: 0.00
3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE? Y N TOTAL SUBLET: 0.00
4. INTERESTED IN RECEIVING E-MAIL ABOUT SPECIALS? Y N TOTAL G.O.G.: 0.00
TOTAL MISC CHG: 0.00
TOTAL MISC DISC: 0.00
TOTAL TAX: 0.00
TOTAL INVOICE \$ 0.00

YOUR E-MAIL ADDRESS:

***** THANK YOU! *****

CUSTOMER SIGNATURE

ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED
UNLESS OTHERWISE
INDICATED.

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 11:58am

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

10% OFF 4-WHEEL ALIGNMENT

Cannot be combined with other offers.
See Service Advisor to schedule
appointment.

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS188153

Coupon Expires: April 30, 2004

AL-8

Thank you for choosing our
Service Department at
Collier Chrysler

If at any time you have questions
regarding the service performed on your
vehicle, don't hesitate to give me a call.

GARY LEYMARIE
Service Advisor
(239) 261-3939



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Against Corrosion

\$24.95
Plus Tax

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS188153

Coupon Expires: April 30, 2004

SS-BAT-2

COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104

Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941	ADVISOR GARY LEYMARIE	TAG NO. 413	INVOICE DATE 01/07/04	INVOICE NO. CHCS188152
BONITA SPGS., FL	LABOR RATE	LICENSE NO.	MILEAGE 15,874	COLOR GREEN/
	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY			DELIVERY DATE
	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R			SELLING DEALER NO.
	F.T.E. NO.			P.O. NO.
BUSINESS PHONE	COMMENTS			R. DATE 01/07/04
				MO. 15874

LABOR
1 08CHZ ELECTRICAL SYSTEM TECH(S): 595 0.00
CUSTOMER STATES MESSAGE LIGHT COMES ON FOR "SERVICE TIRE SYSTEM" AND THIS LOCKS UP THE HOLE SYSTEM NOTHING CAN BE CHANGE
INSPECTED AND FOUND NO RESPONSE FROM SENSOR. VEHICLE NEEDS RIGHT FRONT WHEEL PRESSURE SENSOR, ORDERED PARTS
TOTAL - LABOR 0.00

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

COMMENTS
CWR 9487986

TECHNICIAN CERTIFICATION
595 FREDERICK S STALBAUM HW6MW6W05STALB

TOTALS

***** HOW ARE WE DOING? *****

1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/ REPAIRS TO YOUR SATISFACTION?	Y	N	TOTAL LABOR...	0.00
2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN YOUR SERVICE/REPAIRS WERE COMPLETE?	Y	N	TOTAL PARTS...	0.00
3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE?	Y	N	TOTAL SUBLET...	0.00
4. INTERESTED IN RECEIVING E-MAIL ABOUT SPECIALS?	Y	N	TOTAL G.O.G...	0.00
			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX.....	0.00
			TOTAL INVOICE \$	0.00

YOUR E-MAIL ADDRESS:

***** THANK YOU! *****

CUSTOMER SIGNATURE

ALL PARTS ARE NEW OR
FACTORY AUTHORIZED
REMANUFACTURED
UNLESS OTHERWISE
INDICATED.

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

10% OFF 4-WHEEL ALIGNMENT

Cannot be combined with other offers.
See Service Advisor to schedule
appointment.

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS188152

Coupon Expires: April 30, 2004

AL-8

Thank you for choosing our
Service Department at
Collier Chrysler

If at any time you have questions
regarding the service performed on your
vehicle, don't hesitate to give me a call.

GARY LEYMARIE
Service Advisor
(239) 261-3939



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Against Corrosion

\$24.95
Plus Tax

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS188152

Coupon Expires: April 30, 2004

SS-BAT-2



COLLIER
Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104
Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941	ADVISOR JEFFREY F. LEBEN	TAG NO. 384 518	INVOICE DATE 12/07/04	INVOICE NO. CHCS207398
	LABOR RATE 0.00	LICENSE NO.	MILEAGE 22,898	COLOR GREEN/
	YEAR / MAKE / MODEL 04 / CHRYSLER / PACIFICA / 4 DOOR UTILITY			DELIVERY DATE
BONITA SPGS., FL	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R			DELIVERY MILES
	F.T.E. NO.	P.O. NO.	SELLING DEALER NO.	PRODUCTION DATE
			R.O. DATE 12/06/04	
	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 22898

LABOR - TECH(S) 572 WARRANTY
#1 09CHZ1 ENGINE
CUSTOMER STATES WHINING TYPE NOISE FROM ENGINE AREA WHEN ACCELERATING. CAN ALSO BE HEARD IF ACCELERATING VEHICLE AT A STOP. CHECK AND ADVISE.
INSPECTED AND FOUND NOISE FROM ALTERNATOR PULLEY. REPLACED PULLEY FOR REPAIR.

#2 09CHZ1 INSPECT ENGINE TECH(S) 572 0.00
CUSTOMER STATES AFTER VEHICLE SITS AT AN IDLE, A KNOCK NOISE CAN BE HEARD FROM RIGHT SIDE OF ENGINE AREA. VEHICLE MUST BE WARM TO HEAR CHECK AND ADVISE.
(SA WAS UNABLE TO HEAR ON THE DRIVE).
COULD NOT DUPLICATE CUSTOMERS CONCERN AT THIS TIME.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	4861506-AG	PULLEY AL 8028005		
TOTAL - LABOR				0.00	
TOTAL - PARTS				0.00	

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

COMMENTS
CWR

TOTALS

***** HOW ARE WE DOING? *****

1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/ REPAIRS TO YOUR SATISFACTION?	Y	N	TOTAL LABOR	0.00
2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN YOUR SERVICE/REPAIRS WERE COMPLETE?	Y	N	TOTAL PARTS	0.00
3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE?	Y	N	TOTAL SUBLET	0.00
4. INTERESTED IN SCHEDULING ON-LINE APPOINTMENTS?	Y	N	TOTAL G.O.G.	0.00
YOUR E-MAIL ADDRESS:			TOTAL MISC CHG	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	0.00
			TOTAL INVOICE \$	0.00

***** THANK YOU! *****

CUSTOMER SIGNATURE

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INDICATED.

SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

Thank you for choosing our
Service Department at
Collier Chrysler

If at any time you have questions
regarding the service performed on your
vehicle, don't hesitate to give me a call.

JEFFREY F. LEBEN
Service Advisor
(239) 261-3939

10% OFF
4-WHEEL ALIGNMENT

Cannot be combined with other offers.
See Service Advisor to schedule
appointment.

COLLIER CHRYSLER R.O. / Invoice No.
CHCS207398

Coupon Expires: March 31, 2005

NEED A GIFT IDEA?



Check with our Parts Department for
great stocking stuffers and
accessories for that special someone
this holiday season!!!



COLLIER CHRYSLER R.O. / Invoice No.
CHCS207398

COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104

Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



ADVISOR JEFFREY F LEBEN	TAG NO. 384 518	INVOICE DATE 12/07/04	INVOICE NO. CHCS207399
LABOR RATE 0.00	LICENSE NO.	MILEAGE 22,898	COLOR GREEN/
YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R		SELLING DEALER NO.	PRODUCTION DATE
F.T.E. NO.		R.O. NO.	R.O. DATE 12/06/04
COMMENTS			MILEAGE OUT MO: 22898

VEHICLE RENTAL
CUSTOMER REQUESTS VEHICLE RENTAL
PER CSC-ALT TRANS \$40.00 PER DAY

TOTAL LABOR 0.00

SUBLET PO# VEND INV# INV DATE DESCRIPTION WARRANTY
JOB # 1 27904 12/07/04 CSC ALTERNATE TRANSPORTATION 40.00 PER DAY WARRANTY
JOB # 1 27904 12/07/04 ALLOWANCE VEHICLE LEFT 12-6-04 9:30 AM WARRANTY

TOTAL SUBLET 0.00

COMMENTS
CWR

TOTALS

***** HOW ARE WE DOING? *****

1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/
REPAIRS TO YOUR SATISFACTION? Y N TOTAL LABOR 0.00

2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN
YOUR SERVICE/REPAIRS WERE COMPLETE? Y N TOTAL PARTS 0.00

3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE? Y N TOTAL SUBLET 0.00

4. INTERESTED IN SCHEDULING ON-LINE APPOINTMENTS? Y N TOTAL G.O.G. 0.00

TOTAL MISC CHG 0.00

TOTAL MISC DISC 0.00

TOTAL TAX 0.00

TOTAL INVOICE \$ 0.00

YOUR E-MAIL ADDRESS

***** THANK YOU! *****

CUSTOMER SIGNATURE

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SEE BACK FOR ADDITIONAL CUSTOMER INFORMATION REGARDING REPAIRS

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Collier Chrysler

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JEFFREY F LEBEN
Service Advisor
(239) 261-3939

10% OFF
4-WHEEL ALIGNMENT

Cannot be combined with other offers.
See Service Advisor to schedule
appointment.

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS207399

Coupon Expires: March 31, 2005

NEED A GIFT IDEA?



Check with our Parts Department for
great stocking stuffers and
accessories for that special someone
this holiday season!!!

Mopar

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS207399

D12



COLLIER Chrysler, Inc.

301 Airport Road South
Naples, Florida 34104

Telephone (239) 261-3100 • Fax (239) 261-5502
STATE OF FLORIDA REGISTRATION: MV-01684



CUSTOMER NO. 48941	ADVISOR JOHN C CURRY	TAG NO. 809 178W	INVOICE DATE 02/09/05	INVOICE NO. CHCS212236
	LABOR RATE 0.00	LICENSE NO.	MILEAGE 24,957	COLOR GREEN/
	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/4 DOOR UTILITY		DELIVERY DATE	DELIVERY MILES
BONITA SPGS., FL	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 1 4 R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/09/05	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 24957

LABOR # 1 01CHZRECALL RECALL TECH(S) 285 WARRANTY
CUSTOMER STATES TO PERFORM RECALL D39 SEAT CONTROL MODULE
AND DRIVERS DOOR HANDLE
REPLACED SEAT CONTROL MODULE AND DRIVERS DOOR HANDLE

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	CEB1D391	MODULE SE 8035031		
TOTAL LABOR				0.00	
TOTAL PARTS				0.00	

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

TOTALS

***** HOW ARE WE DOING? *****

1. DID YOUR SERVICE ADVISOR EXPLAIN YOUR SERVICES/ REPAIRS TO YOUR SATISFACTION?	Y	N	TOTAL LABOR	0.00
2. DID YOUR SERVICE ADVISOR CALL TO INFORM YOU WHEN YOUR SERVICE/REPAIRS WERE COMPLETE?	Y	N	TOTAL PARTS	0.00
3. WILL YOU VISIT US AGAIN FOR YOUR NEXT SERVICE?	Y	N	TOTAL SUBLET	0.00
4. INTERESTED IN SCHEDULING ON-LINE APPOINTMENTS?	Y	N	TOTAL G.O.G.	0.00
YOUR E-MAIL ADDRESS:			TOTAL MISC CHG.	0.00
			TOTAL MISC DISC	0.00
			TOTAL TAX	0.00
			TOTAL INVOICE \$	0.00

***** THANK YOU! *****

CUSTOMER SIGNATURE

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INDICATED.

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Service Department at
Collier Chrysler

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regarding the service performed on your
vehicle, don't hesitate to give me a call.

JOHN C CURRY
Service Advisor
(239) 261-3939

TIRE ROTATION/
BALANCE AND BRAKE
INSPECTION



See your Service Advisor for details!

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS212236

Coupon Expires: February 09, 2006



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\$24.95
Plus Tax

COLLIER CHRYSLER

R.O. / Invoice No.
CHCS212236

Coupon Expires: May 31, 2005