

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET:www.nhtsa.dot.gov/hotline</b></p>		FOR AGENCY USE ONLY 100148 Date Received <b>MAR 21 2011</b> 07-FEB-2011	
U.S. Department of Transportation National Highway Traffic Safety Administration		Repository <input type="checkbox"/> Reference No. 10381017	
<b>OWNER INFORMATION (Type or Print)</b>			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
SILVER SPRING	MD		
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
<b>VEHICLE INFORMATION</b>			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
2C3HE66G23H		CHRYSLER	300M
Model Year		Engine:	Fuel Type:
2003		No: Cylinders	87/Regular
Date Purchased	Dealer's Name and Telephone Number		
8/16/06	Cowles Parkway Ford (703) 986-5500		
Original Owner	Dealer's City	State	Zip Code
<input type="checkbox"/>	Woodbridge	Va	22193
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
4 speed	<input checked="" type="checkbox"/> Cruise Control		Cooler Lines/Transmission
		Incident Date(s)	
		07-APR-2008	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>			
Vehicle Component Code: 103000 POWER TRAIN: AUTOMATIC TRANSMISSION		Failure Mileage	Failure Speed
		62036	50
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>			
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
Tire Component Code		Tire Failure Type:	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>			
Make:	Date Manufactured:	Model No./Name:	
Seat Type:	Installation System:		
Child Seat Component Code:	Failed Part:		
<b>APPLICABLE INCIDENT INFORMATION</b>			
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
		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 2003 CHRYSLER 300M. WHILE DRIVING APPROXIMATELY 50 MPH, THE CONTACT NOTICED THAT THE TRANSMISSION WOULD NOT SHIFT INTO THIRD GEAR. THE CONTACT RESTARTED THE VEHICLE AND IT FUNCTIONED PROPERLY; HOWEVER IT WOULD VIOLENTLY JERK WHEN SLOWING DOWN. THE DEALER WAS AWARE OF THE ISSUE AND MADE TWO ATTEMPTS TO REMEDY THE FAILURE BY REPLACING THE TRANSMISSION VALVE. THE CONTACT INFORMED THE MANUFACTURER WHO TOOK A COMPLAINT. THE VEHICLE WAS AT THE LOCAL DEALERSHIP AWAITING REPAIRS. THE CURRENT MILEAGE WAS 89,549 AND THE FAILURE MILEAGE WAS 62,036.			
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.			

March 1, 2011

To: National Highway safety protection

In March of 2008 I purchase a brand new transmission after only purchasing the car two years prior. The part comes with a three year warranty parts and labor warranty. So On the 31st of January I took my car in b/c the engine light came on and my car would not shift out of second gear. The said it was the transmission valve body that was bad and it was covered under warranty. They replaced it twice and both parts from the dealer were defective. I took my car back in on 2/7/11 and they told me that they notified Chrysler of the issue of that same part and Chrysler has not done anything about it. My service rep even told me that they had to replace this part 5 times for another customer with the same make and model. I called Chrysler and told them I need a new transmission because it's under warranty and about the defective parts from the dealer and they said they could only ask the dealer to replace the transmission but they could decline. This is a serious matter because it involves the transmission and does not shift gears properly.

UPDATE TO THIS LETTER. 3/1/11

Chrysler started using an auto stick component for their transmission which allows it to mimic an auto and manual transmission. I later learned what I experience was the transmission going into limp mode and use of the manual part of the shifting can cause the car to go into limp mode where the transmission does not shift into gears properly. And by doing research I realize I was not alone in this problem. Please review these sites for similar complaints:

<http://townhalltalk.edmunds.com/direct/view/.f17734d/9>

<http://www.chryslerforum.com/forum/showthread.php?p=45656>

<http://www.justanswer.com/chrysler/26z8q-2002-crysler-300m-transmission-kicks-limp-home-mode-sometimes.html>



**DARCARS CHRYSLER JEEP OF ROCKVILLE**  
**755 Rockville Pike**  
**ROCKVILLE, MARYLAND 20852**



**(301) 424-1700**

CUSTOMER NO. <b>360924</b>	ADVISOR <b>GUSTAVE ARNDT 3RD</b>	TAG NO. <b>3667</b>	<b>B616</b>	INVOICE DATE <b>02/03/11</b>	INVOICE NO. <b>CHCS136149</b>
[REDACTED] SILVER SPRING, MD	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE <b>89,549</b>	COLOR <b>MIDNIGHT BL</b>	STOCK NO.
	YEAR / MAKE / MODEL <b>03/CHRYSLER/300M/4DR SDN</b>			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. <b>2 C 3 H E 6 6 G 2 3 H</b>			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	F.T.E. NO.	P.O. NO. <b>3697</b>	R.O. DATE <b>02/01/11</b>	REPRINT# <b>1</b>
COMMENTS					<b>MO: 89564</b>

**TOTALS**-----

WE USE GENUINE MOPAR PARTS THAT ARE COVERED BY A 12 MONTH OR 12,000 MILE WARRANTY, WHICH EVER OCCURS FIRST.

\*\*\*\*\*  
 TO EXPEDITE YOUR SERVICE NEEDS, PLEASE CALL YOUR SERVICE ADVISOR  
 GUS 301-354-0271, MARK 240-747-3244, TAMMY 240-747-3245  
 \*\*\*\*\*

WE HERE AT DARCARS CHRYSLER/JEEP THANK YOU FOR YOUR PATRONAGE AND HOPE YOU HAVE A GREAT DAY!

\*\*\*\*\*

TOTAL LABOR....	218.89
TOTAL PARTS....	92.70
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	27.88
TOTAL MISC DISC	0.00
TOTAL TAX.....	6.88
<b>TOTAL INVOICE \$</b>	<b>346.35</b>

CUSTOMER SIGNATURE

*[Handwritten Signature]*  
 FEB - 18 2011

Reynolds and Reynolds EPALZBINVN TO ORDER www.gysouth.com 1-800-344-0996 Fax 1-800-531-9055



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[REDACTED] <b>SILVER SPRING, MD</b>	LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE <b>89,549</b>	COLOR <b>MIDNIGHT BL</b>
	YEAR / MAKE / MODEL <b>03/CHRYSLER/300M/4DR SDN</b>	DELIVERY DATE		DELIVERY MILES
	VEHICLE I.D. NO. <b>2 C 3 H E 6 6 G 2 3 H</b>	SELLING DEALER NO.		PRODUCTION DATE
RESIDENCE PHONE	F.T.E. NO.	P.O. NO. <b>3697</b>	R.O. DATE <b>02/01/11</b>	REPRINT# <b>1</b>
BUSINESS PHONE	COMMENTS			<b>MO: 89564</b>

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	2	4596424-AA	CLAMP HOS 14029006	3.00
				JOB # 4 TOTAL PARTS 92.70
				JOB # 4 TOTAL LABOR & PARTS 311.59
J# 5+21CHZ02			TRANS INSP & REPORT 2ND VALVE BODY WOULDNT MOVE	TECH(S):3697
				WARRANTY

T

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 5 TOTAL PARTS 0.00
				JOB # 5 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	MSSI	INTERNAL SHOP SUPPLIES		INTERNAL
JOB # A	DRC	DOCUMENT RETENTION CHARGE		1.99
JOB # A	20	ENVIRONMENTAL FEE		4.00
JOB # A	10	MISC. SHOP SUPPLIES		21.89
TOTAL - MISC				27.88

ESTIMATE  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
 ORIGINAL ESTIMATE OF \$120.00 (+TAX)

COMMENTS  
 MOPAR PARTS WARRANTY FROM SILVER SPRING

- RECOMMENDATIONS
- TECH 3697 AND ADV 3667 RECOMMENDED THE FOLLOWING:
1. TRANSMISSION COOLER LINES (leaking) \$320.00.
  2. LEFT SIDE INNER AND OUTER TIE ROD ENDS (worn out) \$770.00.
  3. ALIGNMENT \$110.95
  5. ALL FOUR TIRES
  6. LEFT SIDE LOW BEAM HEAD-LAMP \$50.00.
  7. TAG LIGHT BULB \$20.00.
  8. RR BRAKE LIGHT BULB \$20.00.
  9. 2 LR BRAKE LIGHT BULBS \$25.00.
  10. AIR FILTER \$35.00.
  11. SERVICE COOLING SYSTEM.

Reynolds and Reynolds TO ORDER: www.reynolds.com 1-800-841-6969 ext 1-800-531-0055  
 EPALZTRINVN



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**(301) 424-1700**

CUSTOMER NO. <b>360924</b>		ADVISOR <b>GUSTAVE ARNDT 3RD</b>	3667	TAG NO. <b>B616</b>	INVOICE DATE <b>02/03/11</b>	INVOICE NO. <b>CHCS136149</b>
[REDACTED]		LABOR RATE	LICENSE NO. [REDACTED]	MILEAGE <b>89,549</b>	COLOR <b>MIDNIGHT BL</b>	STOCK NO.
[REDACTED]		YEAR / MAKE / MODEL <b>03/CHRYSLER/300M/4DR SDN</b>			DELIVERY DATE	DELIVERY MILES
SILVER SPRING, MD		VEHICLE I.D. NO. <b>2 C 3 H E 6 6 G 2 3 H [REDACTED]</b>			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]		F.T.E. NO.		P.O. NO. <b>3697</b>	R.O. DATE <b>02/01/11</b>	REPRINT# <b>1</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO: <b>89564</b>

**LABOR & PARTS**  
**J# 1 01CHZMIL MIL IS ON TECH(S):3697 WARRANTY**  
 CUSTOMER STATES THAT THE CHECK ENGINE LIGHT IS ON  
 ACTIVE TROUBLE CODE P1776  
 TRACED TO INTERNAL VALVE BODY FAILURE  
 Seal- valve body manual lever shaft - Replace (C)  
 AFTER INSTALL HARD SHIFT 1ST GEAR FELT DRAGGING HARSH ENGAGE  
 MENT - TRACED TO FAULTY VALVE BODY NECESSARY TO MOPAR PARTS  
 WARRANTY WHILE IN SERVICE  
 MOPAR PART WARRANTY

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	R5012907-AC	BODY COMP 21139004		WARRANTY
JOB # 1	5	68026608-AA	FLUID ATF 1081018		WARRANTY
JOB # 1	1	5010884-AA	SEALER RT 1081003		WARRANTY
JOB # 1	-1	R5012907-AC	CORE RETURN		WARRANTY
JOB # 1	1	R5012907-AC	BODY COMP 21139004		WARRANTY
JOB # 1	1	5010884-AA	SEALER RT 1081003		WARRANTY
JOB # 1	7	68026608-AA	FLUID ATF 1081018		WARRANTY
JOB # 1	-1	R5012907-AC	CORE RETURN		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

**J# 2 08CHZ ELECTRICAL SYSTEMS TECH(S):3697 WARRANTY**  
 CUSTOMER STATES - REQUESTING RECALL J18.  
 RECALL NOTIFICATION  
 Emission Recall J18 Emission Recall J18 Software Flash (B)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

**J# 3 30CHZFREE FREE OIL & FILTER TECH(S):3697 INTERNAL**  
 FREE LOF PER GOOD-WILL COUPON  
 COMPLIMENTARY OIL AND FILTER CHANGE  
 COMPLETED COMPLIMENTARY OIL AND FILTER CHANGE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	5281090	FILTER EN 9057006		INTERNAL
JOB # 3	6	4761839-MA	OIL 10W30 1081360		INTERNAL
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

**J# 4+21CHZ15 REPL TRANS HOSE(S) TECH(S):3697 218.89**  
 FLUID LEAKING FROM TRANSMISSION AREA.  
 HOSE(S) OR LINE(S) HAVE FAILED!  
 REPLACED TRANSMISSION LINE(S) OR HOSE(S).  
 E

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4	1	4767050-AD	LINE OIL 7014002	37.85	37.85
JOB # 4	1	4767055-AD	TUBE OIL 7014002	48.85	48.85

TO ORDER: www.reynolds.com; 1-800-344-0961; fax 1-800-531-9055  
 REYNOLDS and Reynolds  
 EPRALZRHINVN

CHRYSLER



Jeep

DARCARS IMPORTS, Inc.

DARCARS CHRYSLER JEEP DODGE OF SILVER SPRING  
12511 Prosperity Dr. SILVER SPRING, MARYLAND 20904  
CHRYSLER (801) 822-0010  
www.darcars.com



CELL: [REDACTED]

CUSTOMER NO. <b>243500</b>		ADVISOR <b>BRIAN PAIGE</b>	22173	TAG NO. <b>2314</b>	INVOICE DATE <b>04/07/08</b>	INVOICE NO. <b>CHCS56999</b>
[REDACTED]		LABOR RATE <b>106.90</b>	LICENSE NO.	MILEAGE <b>62,036</b>	COLOR <b>BLUE/</b>	STOCK NO.
WASHINGTON, DC		YEAR / MAKE / MODEL <b>03/CHRYSLER/300M/4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES
[REDACTED]		VEHICLE ID. NO. <b>2 C 3 H E 6 6 G 2 3 H</b>		SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE		BUSINESS PHONE		R.O. DATE <b>03/13/08</b>		REPRINT# <b>2</b>
[REDACTED]		COMMENTS		MO: 62039		

COMMENTS:  
3-21 4:33 BSP  
TALKED  
TALKED TO JOSH AND SET UP FOR CAR INSPECTION. JOSH STATED INSPECTOR WOULD BE OUT TO LOOK AT CAR BY END OF BUSINESS TOMORROW BSP 3-24 3:12  
INSPECTED, LOOKED AT VEHICLE CALLED WARRANTY CO. WHO I THEN SPOKE TO THEY ADVISED ME THAT THEY WEE COVERING THE ENGINE REPLACEMENT AND WOULD USE OUR PARTS IF WE COULD COME CLOSE TO THERE PRICE. MICHAEL /FORD ESP INFORMED ME THAT THE TRANSMISSION WAS NOT COVERED, ROOT CAUSE OF FAILURE WAS LEAKING COOLER LINES. BSP 1-11 3-25  
CALLED AND NOTIFIED [REDACTED] OF RESULTS FROM WARRANTY CO. AND HE OKED \$3800.00 TO REPLACE TRANSMISSION BSP 1-27 BSP  
TALKED TO [REDACTED] AND HE SAID HE WAS COMING IN TO GET RENTAL CAR (COVERED BY SERVICE CONTRACT) ALSO TOLD HIM CAR WOULD BE DONE TUE/WED 4/2-3 BSP 3-28 11:16  
ESP REF# 4650156/APPROVAL CODE E57ES  
ECS TO PAY \$6651.22  
FAX TO 1-888-781-7277  
TALKED TO [REDACTED] AND EXPLAINED I WAS WAITING FOR PAYMENT BSP 4-3  
CUSTOMER TO PAY \$3632.28  
ON 4/4/08. CUSTOMER PAID CASH \$3,632.28  
END  
DELETED OPERATION(S)-----  
O1CHZ INSPECTION REPAIRS  
RECOMMENDATIONS-----  
FRONT BRAKE PADS LOW \$325, FAN BELTS  
TOTALS-----

MONTGOMERY COUNTY REG. NO. 551  
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.  
SHOP MATERIAL CHARGES ARE BASED ON 10% OF LABOR. THERE MAY BE AN ENVIRONMENTAL WASTE DISPOSAL CHARGE ASSOCIATED WITH SOME REPAIRS.  
THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. CHRYSLER MOTORS REPAIR WARRANTY IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST. MAZDA MOTORS REPAIR WARRANTY IS 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

CASH  CHECK # CHARGE  NO CHARGE   
 MASTERCARD  VISA  DISCOVER  AMEX   
 WE APPRECIATE THE TRUST YOU HAVE SHOWN US BY ALLOWING US TO SERVICE YOUR VEHICLE. PLEASE FEEL FREE TO CONTACT YOUR SERVICE ADVISOR FOR ANY OF YOUR SERVICING CONCERNS OR NEEDS. IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED PLEASE CONTACT STAN SUGGS (X2250) IN OUR SERVICE DEPARTMENT OR KEITH ORAVSKY (X2925) IN OUR PARTS DEPARTMENT AT 301-622-0010.

TOTAL LABOR.....	2517.60
TOTAL PARTS.....	7114.50
TOTAL SUBLET....	175.00
TOTAL G.O.G.....	0.00
TOTAL MISC CHG..	255.76
TOTAL MISC DISC	-221.32
TOTAL TAX.....	441.98
<b>TOTAL INVOICE \$</b>	<b>10283.52</b>

VEHICLE REPAIRS HAVE BEEN QUALITY CONTROL CHECKED -----  
 NEXT SCHEDULED MAINTENANCE DUE AT \_\_\_\_\_ MILES  
 OR MONTH \_\_\_\_\_ DAY YEAR  
 SURVEY IF APPLICABLE EXPLAINED BY -----

CUSTOMER SIGNATURE \_\_\_\_\_  
 \*\*\*\*\* DUPLICATE INVOICE \*\*\*\*\*

TO CREDIT: www.darcars.com Phone: 800-334-2446 Fax: 301-622-0010  
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CHRYSLER (301) 622-0010  
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# Jeep

CELL: [REDACTED]

CUSTOMER NO. <b>243500</b>	ADVISOR <b>BRIAN PAIGE</b>	22173	TAG NO. <b>2314</b>	INVOICE DATE <b>04/07/08</b>	INVOICE NO. <b>CHCS56999</b>
[REDACTED]	LABOR RATE <b>106.90</b>	LICENSE NO.	MILEAGE <b>62,036</b>	COLOR <b>BLUE/</b>	STOCK NO.
WASHINGTON, DC	YEAR / MAKE / MODEL <b>03/CHRYSLER/300M/4 DOOR SEDAN</b>			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE ID. NO. <b>2 C 3 H E 6 6 G 2 3 H</b>			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	R.T.E. NO.	P.O. NO.	R.O. DATE <b>03/13/08</b>		REPRINT# <b>2</b>
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: <b>62039</b>

JOB# 1 CHARGES

LABOR

CUSTOMER STATES THAT CAR WONT START TON IN  
 ENGIEN STARTED BUT KNOCKING BADLY R/R PAN  
 FOUND BEARING CHEMED UP METAL THRU OUT ENGINE  
 REPLACE ENGINE LONG BLOCK

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	R1635024	ENGINE LO 9001 0325	4600.00	4600.00
	1		SPECIAL PRICING 60 VOR		
	1	5281090	FILTER EN 9057006	6.85	6.85
	6	68026603-AA	OIL 5W20 1081090	5.40	32.40
	1	5066386-AA	COOLANT C 1081094	26.17	26.17
TOTAL - PARTS					4665.42

MISC	CODE	DESCRIPTION	CONTROL NO	
	BARC			4.00
	TSS			167.84
	10CL			137.40
TOTAL - MISC				34.44

JOB# 1 TOTALS

LABOR 1678.40  
 PARTS 4665.42  
 MISC 34.44

JOB# 1 JOURNAL PREFIX -CHCS JOB# 1 TOTAL 6378.26

JOB# 2 CHARGES

LABOR

FREE 23PT SAFETY INSPECTION  
 COMPLETED

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

CAR WOULD NOT MOVE- TRANSMISSION BURNED UP.  
 CLUTCHES WELDED TOGETHER  
 COOLER LINE LEAKING  
 INSTALLED RE-MANUFACTURED AUTOMATIC TRANSMISSION  
 AND COOLER LINES 3YR/80000 MILE WARRANTY ON TRANSMISSION

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	R5179769-AA	TRANS WIT 2100 021A	2300.00	2300.00
	1		SPECIAL PRICING		
	1	5013458-AA	FLUID TRA 1081018	43.10	43.10
	1	4767055-AD	TUBE OIL 7014002	20.00	20.00
	1	4767050-AD	LINE OIL 7014002	20.00	20.00

CHRYSLER



Jeep

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CHRYSLER (301) 822-0010
www.darcars.com



CELL: [REDACTED]

CUSTOMER NO. 243500
ADVISOR BRIAN PAIGE 22173 TAG NO. 2314 INVOICE DATE 04/07/08 INVOICE NO. CHCS56999
LABOR RATE 106.90 LICENSE NO. MILEAGE 62,036 COLOR BLUE/
YEAR / MAKE / MODEL 03/CHRYSLER/300M/4 DOOR SEDAN DELIVERY DATE DELIVERY MILES
VEHICLE ID NO. 2 C 3 H E 6 6 G 2 3 H SELLING DEALER NO. PRODUCTION DATE
F.T.E. NO. P.O. NO. R.O. DATE 03/13/08 REPRINT# 2

RESIDENCE PHONE BUSINESS PHONE COMMENTS MO: 62039

Table with columns: PARTS, QTY, FP NUMBER, DESCRIPTION, UNIT PRICE, TOTAL PARTS. Includes entry for FLUID TRA 1081018.

Table with columns: MISC, CODE, DESCRIPTION, CONTROL NO, TOTAL - MISC. Includes entry for TSS 10CL.

Table with columns: JOB# 3 TOTALS, LABOR PARTS, TOTAL - MISC. Includes entry for JOB# 3 JOURNAL PREFIX CHCS.

Table with columns: JOB# 4 CHARGES, LABOR, RENTAL CAR 5 DAYS, TECHS 22173.

BILL TO FORD ESP SERVICE CONTRACT
FORD TO ONLY PAY \$175 FOR RENTAL

Table with columns: SUBLET, PO#, VEND INV#, INV DATE, DESCRIPTION, INTERNAL. Includes entry for 04/22/08 5 DAYS RENTAL TO BE PAID BY FORD S/C.

Table with columns: JOB# 4 TOTALS, SUBLET, JOB# 4 JOURNAL PREFIX CHCS, JOB# 4 TOTAL.

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$120.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$660.00 (+TAX) ON 03/21/08 AT 12:19pm
BY [REDACTED] COMMENTS ENGINE TEAR DOWN FOR SERVICE CONTRACT
APPROVED REVISED ESTIMATE (# 2) OF \$11256.33 (+TAX) ON 03/28/08 AT 04:02pm
BY [REDACTED] /FORD ESC COMMENTS

COMMENTS
LISA TOM
MIKE 03/14 815
CALLED CUSTOMER AND REQUESTED ANY OIL CHANGE RECIEPTS AND ADVISED HIM CAR NEED TO REPLACE ENGINE AND POSSIBLY TRANSMISSION 3-14
BSP 9:19
RECIEVED 1 OIL CHANGE RECIEPT FRM JIFFY LUBE VIA FAX 3-14 11:10
BSP
CALLED LEFT MESSAGE WITH VOICEMAIL THAT MORE OIL CHANGE RECIEPTS NEEDED BSP 3-19 8:37
CALLED FORD ESP WARRANTY 1-800 321-7790 AND SPOKE TO WALTER , HE ISSUED A REF# 4650156 WHO ADVISED THAT ENGINE NEEDS TO BE TORN DOWN FOR INSPECTION AND THAT CUSTOMER IS REPONSIBLE FOR ALL CHARGES ASSOCIATED WITH TEAR DOWN UNTIL CLAME IS AUTHORIZED. CALLED AND INFORMED [REDACTED] OF SAME WHO SAID HE WOULD CALL FORD ESP AND THEN CALL ME BACK-EST FOR TEAR DOWN IS \$660 BSP 3-21 1:47
[REDACTED] CALLED AND OKED \$660 TO TEAR DOWN ENGINE FOR INSPECT

[Redacted]

Spring, MO

[Redacted]

X-RAYE  
SECURITY OPERATIONS



US Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-210  
1200 New Jersey Avenue S.E.  
Washington, D.C. 20077-9382