

 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				Form Approved O.M.B. No. 2127-0008 FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received OCT 19 2011 07-OCT-2011	
OWNER INFORMATION (Type or Print)				Repository ☐	
Name [REDACTED]				Daytime Telephone Number [REDACTED]	
Address [REDACTED]				Reference No. 10429046	
City NESCONSET		State NY	Zip Code [REDACTED]	Evening Telephone Number [REDACTED]	
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).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2D4RN3D12AF [REDACTED]			Make DODGE	Model CARAVAN	Model Year 2010
Date Purchased 11-13-2010	Dealer's Name and Telephone Number Herbee Motors Inc - 631-422-0135			Engine: No: Cylinders 6	Fuel Type: Gms
Original Owner ☐	Dealer's City West Islip, N.Y.	State N.Y.	Zip Code 11795		
Transmission Type ☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 16-DEC-2010	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING				Failure Mileage 640	Failure Speed
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	Number of Deaths
				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 2010 DODGE CARAVAN. THE CONTACT STATED THAT WHEN THE VEHICLE WAS STARED AND THE GEAR WAS SHIFTED, THE VEHICLE WOULD EXHIBIT AN ABNORMAL WINDING NOISE FROM THE ENGINE AREA. THE VEHICLE WAS TAKEN TO THE DEALER SEVERAL TIMES FOR THE FAILURE. THE DEALER TEST DROVE THE VEHICLE BUT WAS UNABLE TO DUPLICATE THE FAILURE OR LOCATE A FAILURE CODE DURING DIAGNOSTIC TESTING. THE DEALER THEN ADVISED THAT THE VEHICLE WAS OPERATING ACCORDING TO THE MANUFACTURER'S SPECIFICATIONS. THE MANUFACTURER WAS CONTACTED AND A COMPLAINT WAS FILED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 640 AND THE CURRENT MILEAGE WAS 10,800.					
 See Attachments:					
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 to 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.					

October 14, 2011

Attn: NHTSC Confirmation # 104 290 46 (additional documentation)

DMV Safety Complaints /DOT VEHICLE SAFETY HOT LINE Case # 114725

VIN # 2D4RN3D12AR [REDACTED] 2010 Dodge Grand Caravan

[REDACTED]
Nesconset, N.Y.

Phone: [REDACTED]

1) Whining Noise is present on startup, and seems to be coming from front passenger engine compartment. 2) Whining Noise also present while driving through 1st and 2nd gear changes on automatic transmission. 3) Wining Noise then Gear Shift Selector shifts from Drive to Drive 1 by itself.

I am **concerned about safety issues** both locally and at highway speeds as I first complained of this whining on startup at 649 miles and have recently reached 11,000 miles.

Please refer to the link below of an older 2001 Dodge Grand Caravan with Whining Noise. Does this sound "NORMAL"? I am concerned that my vehicle Whining Noise will emulate this after my 3 year warranty expires, at which time Dodge will charge me to fix what they now claim is "NORMAL".

<http://www.youtube.com/watch?v=QT3ZsgvYZZc>

Chrysler/Dodge Manufacturers and Dodge dealerships are aware of this ongoing problem. They claim they didn't hear any whining noise in the 8 days I left my vehicle, and yet I hear it every day. Only after I played a recording of the Whining Noise did the manager at Herbee Dodge, Bill Davolio state "IT'S NORMAL".

Question: If a Manufacturer builds 350,000 vehicles and 300,000 are defective vehicles with a Whining Noise, does the majority rule determine the defect to be normal?

U.S. Postal Service
CERTIFIED MAIL RECEIPT

(Domestic Mail Only; No Insurance Coverage Provided)

Sincerely,

[REDACTED]

Article Sent To:	
WASHINGTON DC 20590	
Postage	\$ 1.68
Certified Fee	\$2.85
Return Receipt Fee (Endorsement Required)	\$2.30
Restricted Delivery Fee (Endorsement Required)	\$0.00
Total Postage & Fees	\$6.83
Name (Please Print Clearly) (to be completed by addressee)	
U.S. DEPT. OF TRANSPORTATION	
OFFICE OF DEFECT INVESTIGATION (NVS-210)	
Street, Apt. No., or PO Box No.	
1200 New Jersey Avenue S.E. (West)	
City, State, ZIP+4	
Washington, D.C. 20590	

5447 2EE9 E200 0090 000

V5-35 (3/11)



New York State Department of Motor Vehicles
Division of Vehicle Safety

COMPLAINT REPORT

FOR OFFICE USE ONLY	
Facility Number	
C.O. Case Number	
CSR	
Region	County
R.O. Case Number	

INSTRUCTIONS: (Before filing your complaint, please attempt to settle this matter with the facility.)
Check the appropriate box to show the type of complaint involved.

☒ Vehicle repair ☐ Vehicle inspection ☐ Vehicle purchase

We can only accept complaints about repairs up to 90 days or 3,000 miles (whichever comes first) after the date repairs were completed. The only exception is a written warranty that may exceed these time and/or mileage limits.

PLEASE PRINT OR TYPE ALL ENTRIES AND USE BLACK INK

Your Name <u>[REDACTED]</u>			Name of Facility <u>Herbee Motors, Inc</u>		
Address - Number and Street <u>[REDACTED]</u>			Address - Number and Street <u>130 Sunrise Highway</u>		
City <u>Nesconset</u>	State <u>NY</u>	Zip Code <u>[REDACTED]</u>	City <u>West Islip</u>	State <u>NY</u>	Zip Code <u>11795</u>
Telephone Number (Include area code) Home <u>[REDACTED]</u> Work ()			Telephone Number (Include area code) <u>(631) 422 0135</u>		
Vehicle Identification Number <u>2D4RN3D12AR [REDACTED]</u>			Identification Number of Facility		
Vehicle Year, Make, Model <u>2010 GR CARAVAN</u>		Plate Number <u>[REDACTED]</u>	Cylinders <u>6</u>	Name of Person with whom you dealt at facility <u>Bill Davolio</u>	
Date of repair/inspection/purchase <u>8 / 2 / 11</u>	Odometer reading at time of repair/inspection/purchase <u>35</u>		Today's Date <u>10 / 06 / 11</u>	Current odometer reading at time of filing the complaint <u>10,810</u>	

ANSWER QUESTIONS BELOW AND/OR ON PAGE 2 OF THIS FORM THAT APPLY TO YOUR COMPLAINT

A. Repair Complaint

- Describe the specific reason you brought the vehicle to the repair shop:
Whining noise on startup which continues for 20 seconds whether at stand still or in motion. This is 7th continued complaint first starting at 648 miles.
- Did you ask for a written estimate of the parts and labor necessary to do the repair? ☐ Yes ☐ No If Yes, attach a copy of the estimate.
- What was the actual cost of repair? \$ under warr (Attach invoice)
- Before the repair was performed, did you ask that any replaced part be returned to you? ☐ Yes ☐ No
If Yes, do you have the replaced parts? ☐ Yes ☐ No
- Did you authorize any additional repairs? ☐ Yes ☐ No Specify _____
- Were you charged for work not performed? ☐ Yes ☐ No Explain _____
- Was any unnecessary or unauthorized work performed? ☐ Yes ☐ No Specify _____
- Did you go to another facility to have the problem corrected? ☐ Yes* ☒ No
* If Yes, attach invoice and give us the following information about the facility:

Name _____ Facility ID No. _____
Street _____
City _____ State _____ Zip Code _____ Telephone No. () _____

B. Inspection Complaint

- Did the inspection station refuse to inspect your vehicle? ☐ Yes ☐ No
- Did the inspection station refuse to give you an appointment date in writing? ☐ Yes ☐ No
- Were you told or led to believe that repairs necessary to pass inspection had to be made at the same station? ☐ Yes ☐ No
- How much were you charged for the inspection \$ _____
- Inspection Certificate # _____ Expiration Date _____ / _____ / _____
- Did you receive an inspection receipt? ☐ Yes ☐ No If yes, attach a copy of the receipt.

C. Vehicle Purchase Complaint

Attach a copy of your Bill of Sale and/or Certificate of Sale.

2D4RN3D12AR

1. Were any vehicle components in need of repair or adjustment? ☐ Yes ☐ No If Yes, which components? Whining noise continues not repaired or corrected after 7 attempts.
2. Have you gone back to the dealer for repairs or adjustments? ☒ Yes ☐ No If No, would you go back if the dealer offered to make repairs or adjustments? ☐ Yes ☐ No
3. Was a Temporary Certificate of Registration issued? ☐ Yes ☐ No If yes, what is the facility number written on the temporary registration? _____
4. Inspection Certificate # 12637299 Expiration Date 11 / 30 / 2011

NOTE: If a repair or diagnosis of the vehicle was made, complete Section A on the front of this form.

- D. If there is additional information that will help us to evaluate your complaint, please include this information below or use an additional sheet of paper..

I first complained of noise at 648 miles. After 2 more complaint visits, the Tech and Service Manager Bill Davolio stated no noise existed. On the 3rd visit/complaint I played a recording of the whining noise I had made that morning before my service visit, and Bill said "that whining noise was normal". Bill said All the vehicles he moved in the lot that morning make the same noise on startup. I said well it's not normal or acceptable to me in a brand new vehicle.

Documented Complaints of Whining Noise: #1- Dec 16 2010-648 miles #2-February 15, 2011-2119 miles #3-February 23, 2011-2441miles #4-April 19, 2011-5704miles #5-May 5, 2011-6398miles #6-May 10 2011-6554miles (whining noise now starting during gear shifting in auto transmission)Note: At Bill Davolio request I left my vehicle for 7 days so they could diagnose, while I was given a rental vehicle). #7-August 2, 2011-8800miles.

Note: Next scheduled oil change at 11,800 miles and WHINING NOISE still present. I will be faxing all invoices of service complaints.

Note: Most recent attempted repair service and complaint of Whining Noise was on August 2, 2011, which although is within your guidelines of 90 days, has not been resolved by Herbee Dodge Dealership.

I have also contacted Chrysler Customer Care 1800 763 8422 x66316 Yolanda on June 6, 2011 and given a Case Reference #209-345-43, Chrysler Group LLC has stopped returning my calls, or ~~returning them~~.

- E. What do you want done to resolve this complaint to your satisfaction?

I want the whining noise eliminated from my vehicle. Or a new 2010 Grand Caravan without a whining noise.

Are you willing to appear and testify at a hearing if one is held to resolve this complaint? ☒ Yes ☐ No

Be sure to attach COPIES of any supporting correspondence and/or documents such as receipts, invoices, written estimates, written guarantees or warranties, cancelled checks or credit card transaction forms.

Sign below and mail this complaint form with all necessary attachments to: BUREAU OF CONSUMER & FACILITY SERVICES, PO BOX 2700-ESP, ALBANY NY 12220-0700. Phone #: (518) 474-8943 Fax:(518) 486-4102

I understand that a copy of this form and any or all of the enclosed information may be sent to the facility shown on the front of this form. All information provided in this complaint is true and factual.

(Signature)

(Date)

October 10, 2011

To: Chrysler Group LLC Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

From: [REDACTED]
Nesconset, N.Y. [REDACTED]
Phone: [REDACTED]

Subject: Certified Notification Letter to Chrysler Group LLC Customer Center
-Formal Written Complaint of "Whining Noise"
2010 Dodge Grand Caravan VIN #2D4RN3D12AR [REDACTED]

I have made (7) seven different attempts/complaints with the Service Department, at Herbee Dodge, Islip, NY, where my vehicle was purchased, to resolve a whining noise issue on startup that lasts from 10 to 20 seconds, and at times the whining continues while driving through 1st and 2nd gear changes of the automatic transmission, with no solution to date. Sometimes, gear shift selector set to D automatically changes to D1 while accelerating, by itself.

Documented Service Department complaints of Whining noise:

#1-December 16, 2010 @ 648 miles	#2-February 15, 2011 @ 2119 miles
#3-February 23, 2011 @ 2441 miles	#4-April 19, 2011 @ 5704 miles
#5-May 5, 2011 @ 6398	#6-May 10, 2011 @ 6554 miles
#7-August 2, 2011 @ 8800 miles	

On Service Visit #2 - I stated vehicle was in Drive, there was a whining noise and then noticed gear shifter in Drive 1. ***** (I am concerned for safety of my family and self) *****

On Service Visit #3 above, I decided that morning before my service visit to record the startup whining noise, and I played it for a previously doubtful Service Manager Bill Davolio, who responded after hearing it, "that whining noise is normal". He then continued, "ALL the vehicles he moved that morning on the lot made the same noise on startup". I responded, "well it's not normal or acceptable to me in a brand new vehicle". Bill then asked me to leave my Caravan for 24hrs to which I agreed and left my vehicle 1 day and was given a rental 2010 Dodge Avenger. When I picked up my Caravan the following day, my paperwork stated, "Tech and Service Manager contacted Chrysler Engineering and were told, **"this is a normal characteristic of the vehicle -due to cold p/s fluid or trans fluid. No problem found - no repairs made. Note: I also have whining noise on startup during hotter summer months.**

On Service Visit #6 above, I left my vehicle 7 days and was give a 2010 Dodge Caravan rental. ***** The entire 7 days I had the similar Caravan rental, there was no whining noise whatsoever, at any time, the power steering was smoother and the transmission gear changes and acceleration were much smoother and quicker to respond.**

Note: During the above mentioned time period I have met and asked several people with similar 2010 Dodge Grand Caravans if they even heard a whining noise in their vehicles during startup and they all responded, "never".

On August 13, 2011 I received a call from Marily of Chrysler LLC regarding a customer satisfaction survey, and she recorded our entire 10 minute conversation of my dissatisfaction with my 2010 Dodge Grand Caravan and was told she will have someone call me next week.

On August 17, 2011 I spoke to Jessica 1800 763 8422 x66391 and was given Case Reference #212-408-09, Jessica said someone would review case and get back to me.

On June 6, 2011 I called Dodge 1 800 423 6343 listed in the Owner's Rights Under State Lemon Laws booklet that I was given at time of purchase and spoke to Jeff, Vehicle Complaint Customer Service and lodged my complaint.

Also, on June 6, 2011, I called Chrysler Group LLC, Customer Care 1800 763 8422 x66316 and spoke to Yolanda and was given a Case Reference #209-345-43. Yolanda read the Dealer Service report findings to me as follows, 1. The Star Tech acknowledged hearing the whining noise, but it did not last long enough to determine where it was coming from or how to fix it. 2. They checked the belts and pulleys. 3. They said it sounded like on startup fluid is being restricted. Yolanda then offered me 12 free oil changes, which I asked were a bribe, because I will continue to document complaints of the whining noise. Yolanda said, it was good will courtesy and that I could still complain if the whining noise continues, or "trade it in". I replied, "I wouldn't want someone else to wind up purchasing my whining noise problem".

I requested Yolanda to have someone at Management Level at Chrysler Customer Care to contact me. Since then, all phone calls or any further notifications to me regarding this issue have ceased.

At this time, I would like to mention that in May/2000 I purchased a NEW Dodge Grand Caravan and was the proud and happy owner until October of 2010 (more than 10 years). So in 2010 after much searching, I decided that I once again wanted to be a proud and happy owner and I purchased my recent 2010 Dodge Grand Caravan on November 13, 2010.

Unfortunately, that did not happen this time around. Ever since my first complaint at 648 miles only two months after my purchase, I still, to this day, have not experienced the pride and joy of owning a Brand New Vehicle. I have suffered the embarrassment of having passengers, whether family or friends, question, "what is that noise", when they heard the "whining noise" on startup?

However, the ultimate dissatisfaction was being informed by Herbee Service Department in both written Service Reports and verbally by Manager Bill Davolio, that as per Chrysler Engineering my vehicle is "operating according to manufacturers specifications" or "as designed", or that the "whining noise is a normal characteristic". Needless to say, I would never again purchase or recommend anyone purchase a Dodge or Chrysler vehicle.

Although, Chrysler Group LLC Customer Center has already been informed of this unresolved ongoing "whining noise" complaint by my telephone calls and have assigned me Case Reference Numbers, I am mailing this Notification Letter certified mail return receipt requested, to Chrysler Group LLC Customer Center at the above indicated address, as required in the above mentioned booklet, under Disclosure Notice for New York, New Car Lemon Law Bill of Rights.

Sincerely,



SENDER: COMPLETE THIS SECTION		COMPLETE THIS SECTION ON DELIVERY	
■ 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.		A. Signature ☒ <i>Paul Filipski</i> ☐ Agent ☐ Addressee	
1. Article Addressed to: Chrysler Group LLC Customer Center P.O. Box 21-8004 Auburn Hills, MI 48321-8004		B. Received by (Printed Name) <i>Paul Filipski</i> Date of Delivery <i>OCT 14 2011</i>	
		D. Is delivery address different from item 1? ☐ Yes If YES, enter delivery address below: ☐ No	
		3. Service Type ☒ Certified Mail ☐ Express Mail ☐ Registered ☐ Return Receipt for Merchandise ☐ Insured Mail ☐ C.O.D.	
		4. Restricted Delivery? (Extra Fee) ☐ Yes	
2. Article Number <i>7002 0460 0003 9690 4291</i> (Transfer from 88)			
PS Form 3811, August 2001 Domestic Return Receipt 102595-02-M-1540			

U.S. Postal Service CERTIFIED MAIL RECEIPT (Domestic Mail Only; No Insurance Coverage Provided)	
<i>AUBURN HILLS MI 48321</i>	
Postage	\$ <i>0.44</i>
Certified Fee	\$ <i>2.85</i>
Return Receipt Fee (Endorsement Required)	\$ <i>2.30</i>
Restricted Delivery Fee (Endorsement Required)	\$ <i>0.00</i>
Total Postage & Fees	\$ <i>5.59</i>
Sent To <i>Chrysler Group LLC</i> <i>CUSTOMER CENTER</i> Street, Apt. No., or PO Box No. <i>P.O. Box 21-8004</i> City, State, ZIP+4 <i>Auburn Hills, MI 48321-8004</i>	
PS Form 3800, January 2001 See Reverse for Instructions	



HERBEE MOTORS, INC.
 130 Sunrise Highway • West Islip, NY 11795
 Sales 631-422-0123 • Service 631-422-0135
 Fax 631-321-0791

SOLD TO

ADDRESS

CATSKILL NY

CUST. NO. 39575

YEAR	MAKE	MODEL	NEW OR USED	VEHICLE IDENT. OR SERIAL NO.
2010	DODGE	GR. CARAVAN	NEW	2DARN3D12AR
SALESMAN STEPHEN F CHARLES			KEY NOS. M1535	

OPTIONAL EQUIPMENTS AND ACCESSORIES	DESCRIPTION	PRICE
35 MILES		
DiamlerChrysler Accessories		
Non DiamlerChrysler Accessories		
DEALER'S OPTIONAL FEE FOR PROCESSING APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE, AND FOR SECURING SPECIAL OR DISTINCTIVE PLATES (IF APPLICABLE). THIS IS NOT A DMV FEE *\$75.00. *THE OPTIONAL DEALER REGISTRATION OR TITLE APPLICATION PROCESSING FEE (\$75.00 MAXIMUM) AND SPECIAL PLATE PROCESSING FEE (\$5.00 MAXIMUM) ARE NOT NEW YORK STATE OR DEPARTMENT OF MOTOR VEHICLES FEES. UNLESS A LIEN IS BEING RECORDED OR THE DEALER ISSUED NUMBER PLATES, YOU MAY SUBMIT YOUR OWN APPLICATION FOR REGISTRATION AND/OR CERTIFICATE OF TITLE OR FOR A SPECIAL OR DISTINCTIVE PLATE TO ANY MOTOR VEHICLES ISSUING OFFICE. *NEW YORK STATE LAW REQUIRES US TO ACCEPT AND MANAGE WASTE TIRES FROM VEHICLES IN EXCHANGE FOR AN EQUAL NUMBER OF NEW TIRES THAT WE SELL OR INSTALL. WE ARE REQUIRED TO CHARGE A SEPARATE AND DISTINCT WASTE TIRE MANAGEMENT AND RECYCLING FEE OF \$2.50 FOR EACH NEW TIRE WE SELL. ANY ADDITIONAL TIRE MANAGEMENT RECYCLING COSTS ARE INCLUDED IN THE ADVERTISED PRICE OF THE NEW TIRE. "If this motor vehicle is classified as a used motor vehicle HERBEE MOTORS INC. certifies that the entire vehicle is in condition and repair to render under normal use, satisfactory and adequate service upon the public highway at the time of delivery."		

USED CAR TRADED			
YEAR	MAKE	MODEL	VEHICLE IDENT. OR SERIAL NO.
BODY COLOR			

DATE	INVOICE NO.	STOCK NO.
11/13/10	39830	0972
CUSTOMER NUMBER		
DESCRIPTION		SALE
CALIBER		
GR. CHEROKEE		
SPRINTER		
300		
VIPER		
GR. CARAVAN		24350.00
TRUCKS - CARAVAN		
- SPRINTER		
(PWR) - JOURNEY		
- COMMANDER		
- ASPEN		
- DAKOTA		
- RAM PICKUP		
OTHER NEW		
TIRE FEE		12.50
SERVICE CONTRACTS		
USED CARS - RETAIL		
USED CARS - WHOLE		
VISA		
SALES TAX		36678
DEALER'S FEE FOR OBTAINING REGISTRATION AND/OR CERTIFICATE OF TITLE (FEE MAY NOT EXCEED TWENTY DOLLARS)		1945.00
NEW YORK STATE INSPECTION		75.00
		10.00
TOTAL CASH PRICE		26395.50
FINANCING		
INSURANCE		
TOTAL TIME PRICE		26395.50
DEPOSIT		200.00
CASH CLEAR		26695.50
ACCTS. RECEIVABLE - VEHICLE		2600.00
USED CAR ALLOWANCE		
TOTAL		

*Always Bring Your Car
 Here For Factory
 Authorized Service*

CASH DUE ON DELIVERY \$ N/A

I have read the terms on the back of this agreement and have received a complete copy of this agreement.

Buyer's Signature _____ DATE: 11/13/10

Co-Buyer's Signature _____ DATE: 11/13/10

CERTIFICATE OF ORIGIN FOR A VEHICLE

CHRYSLER
Chrysler Group LLC

DATE

09-15-10

VEHICLE IDENTIFICATION NO.

2D4RN3D12AR

BODY TYPE

WAGON

(S.A.E.)

343

G.V.W.R.

6050#

YEAR

2011

DODGE

SHIPPING WEIGHT

4112

NO. CYLS.

SERIES OR MODEL

GRAND CARAVAN HERO RTKM53

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

DEALER NUMBER 65674/6567

EAST HILLS CHRYSLER JEEP DODGE

2300 NORTHERN BLVD

GREENVALE NY 11548

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

MAIL TO:

EAST HILLS CHRYSLER JEEP DODGE

2300 NORTHERN BLVD

GREENVALE

NY 11548

CHRYSLER GROUP LLC

04234561

(SIGNATURE OF AUTHORIZED REPRESENTATIVE)

AUBURN HILLS MICHIGAN

CITY STATE

"CERTIFIED FOR SALE IN ALL STATES"



HERBEE MOTORS, INC.
 130 Sunrise Highway • West Islip, NY 11795
 Sales 631-422-0123 • Service 631-422-0135
 Fax 631-321-0791



1800 992-1997-
 12/16/10 - 648 miles
 Whining/Whirring Noise (#1)

CUSTOMER NO. 39579	ADVISOR LORRIE	DOB NO. 141 842	INVOICE DATE 12/16/10	INVOICE NO. DOCS94903
	LABOR RATE 105.00	LICENSE NO.	MILEAGE 648	COLOR DK TITAN ME
CATSKILL, NY	YEAR / MAKE / MODEL 10 / DODGE TRUCK / GRAND CARAVAN / 4DR WGN	DELIVERY DATE 11/13/10	DELIVERY MILES 35	
	VEHICLE ID. NO. 2 D 4 R N 3 D 1 2 A R	SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 12/16/10	
RESIDENCE PHONE	BUSINESS PHONE 6	COMMENTS		

JOB# 1 CHARGES..... **MO: 649**

LABOR
 OF 1: 09CHZ.....
 INSPECT & REPORT
 CUSTOMER STATES WHEN STARTING VEHICLE SOMETIMES THERE
 IS A WHIRRING NOISE FROM THE RIGHT FRONT AREA OF ENGINE
 CHECK FOR NOISE ON START UP
 UNABLE TO CONFIRM CONCERN AT THIS TIME
 VEHICLE IS OPERATING AS DESIGNED

JOB# 1 TOTALS.....

JOB# 2 CHARGES..... **JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00**

LABOR
 OF 2: 05CHZ.....
 BRAKES
 CUSTOMER STATES REAR ROTORS DO NOT SEEM SMOOTH, ESPECIALLY
 THE LEFT, IT SEEMS TO BE GETTING A GROOVE
 CONFIRMED CONCERN
 RESURFACED REAR ROTORS

JOB# 2 TOTALS.....

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

COMMENTS.....
 8:00 WAIT ?

TECHNICIAN CERTIFICATION.....
 47 JOE 634J

TOTALS.....

*****	TOTAL LABOR....	0.00
PAYMENT METHOD	TOTAL PARTS....	0.00
* ☐ CASH ☐ CHECK CHECK#.....	TOTAL SUBLET....	0.00
* ☐ AMEX ☐ MC/VISA ☐ CHARGE	TOTAL G.O.B....	0.00
BY.....	TOTAL MISC CHG....	0.00
*****	TOTAL MISC DISC....	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	0.00

WE THANK YOU FOR YOUR BUSINESS.
 WE HOPE YOU AND YOUR FAMILY HAVE A HAPPY AND HEALTHY HOLIDAY
 SEASON. WE LOOK FORWARD TO SEEING YOU IN 2011.
 WOULD YOU BE SO KIND AS TO FILL OUT A SURVEY ABOUT US
<http://www.surveymonkey.com/s/6x2vn92>

CUSTOMER SIGNATURE

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
 ARE THOSE MADE BY THE MANUFACTURER. THE
 SELLER HEREBY EXPRESSLY DISCLAIMS ALL WAR-
 RANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING
 ANY IMPLIED WARRANTY OF MERCHANTABILITY OR
 FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER
 ASSURES NOR AUTHORIZES ANY OTHER PERSON TO
 ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH
 THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS
 OR 4000 MILES, WHICHEVER OCCURS FIRST.
 ALL PARTS INSTALLED ARE NEW OR FACTORY
 REBUILT, UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK
 OR APPROVED CREDIT CARD

X
 CUST. JR. ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SATISFACTION
 IS OUR
 NUMBER 1 CONCERN

Thank you

for this opportunity to serve you.

MY-MY P/S REG. NO. R 162 8594

CUSTOMER CALLED UPON
 COMPLETION:

DATE

TIME

BY

PLEASE CALL FOR FUTURE APPOINTMENTS
 BETWEEN 8:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY AT (631) 422-0135.
 ALL CARS ARE TO BE PICKED UP DURING
 BUSINESS HOURS
 8:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY.
 ALL WORK CASH, CREDIT CARD OR CHECK.



HERBEE MOTORS, INC.
 130 Sunrise Highway - West Islip, NY 11795
 Sales 631-422-0123 - Service 631-422-0135
 Fax 631-321-0791



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
26CH31	FRONT AXLE SERVICE	MO					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/12/10	93837	25	89	7 7	I I	38CHZ 38CHZCLEANSELL 38CHZZINSPECTIO	PDI CLEAN FOR DELIVERY NEW NYS INSPECTION

SALESPERSON NO. 57800 STEPHEN F CHARLES

SERVICE

STATE REG# R1520594

VEHICLE NO. 2D4RN3D12AR	YEAR/MAKE/MODEL 10/DODGE TRUCK/GRAND CARAVAN/4DR WG	PRODUCTION DATE 0972	STOCK NO. 0972	LICENSE NO. 94903	R.O. NO. 94903
CUSTOMER NO. 39579	SERVICE CONTRACT	DELIVERY DATE 11/13/10	DELIVERY MILES 35	SELLING DEALER NO. 12/16/10	R.O. DATE 12/16/10
COLOR DK TITAN MET/MD S	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 842	
TURBO CHZZ	W/MC CHZZ	AIR COND. P.S.	TRANS 600	ADVISOR NO. 141	ADVISOR LORRIE
STRICTLY BUSINESS MATERIAL@YAHOO.COM		THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.			
RESIDENCE PHONE	ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SUCH PRODUCTS.		N.Y.S. REPAIR SHOP NO. R 152 0594		
TIME RECEIVED 07:31am	DATE/TIME PROMISED 02/15/11 06:00pm	PRIORITY	LABOR RATE 105.00	BEEPER NO.	
APPOINTMENT ☒ Yes ☐ No	CHRYSLER DEALER NO. 32-55578				

COMMENTS :
 8:00 WAIT ?

C: 06CHZ INSPECT & REPORT
 CUSTOMER STATES WHEN STARTING VEHICLE SOMETIMES THERE IS A WHIRRING NOISE FROM THE RIGHT FRONT AREA OF ENGINE

C: 06CHZZ BRAKES
 CUSTOMER STATES REAR ROTORS DO NOT SEEM SMOOTH, ESPEIALLY THE LEFT, IT SEEMS TO BE GETTING A GROOVE

PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR	ADDITIONAL WORK	CALLED BY ☐ PHONE ☐ IN PERSON
\$	DATE TIME P.M.	OK'D BY SS NO.

THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.

LIMITED EXPRESS WARRANTY
 LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED

SAVE REPLACED PARTS YES ☐ NO ☐

WASTE DISPOSAL CHARGE

A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.

DAILY STORAGE CHARGE \$ 10.00

I DO UNDERSTAND IF REPAIRS ARE NOT COVERED UNDER WARRANTY AND ELECT NOT TO REPAIR MY VEHICLE, I WILL BE RESPONSIBLE TO PAY DIAGNOSTIC CHARGES.

TERMS: ALL REPAIRS STRICTLY CASH, CREDIT CARD OR CHECK

I HEREBY AUTHORIZE THE REPAIR WORK 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 EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. ALL WARRANTY CHARGES ON THIS REPAIR ORDER ARE SUBJECT TO MANUFACTURER APPROVAL.

CUSTOMER AUTHORIZATION ☒



HERBEE MOTOR, INC.
 130 Sunrise Highway • West Islip, NY 11795
 Sales 631-422-0123 • Service 631-422-0135
 Fax 631-321-0791



2/15/11 - 2,118 miles
 Whining/whirring noise

CUSTOMER NO. 39579	NAME MATT	199	TAB NO. W478	BOOK DATE 02/15/11	BOOK NO. D0CS96924
	LABOR RATE 105.00	LICENSE NO.	MILEAGE 2,118	BOOK NO. 0972	
CATSKILL, NY	YEAR MAKE / MODEL 10/DODGE TRUCK/GRAND CARAVAN/4DR WGN			DELIVERY DATE 11/13/10	DELIVERY MILES 35
	VEHICLE ID NO. 2 D 4 R N 3 D 1 2 A R			BILLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/15/11		
COMMENTS					

MO: 2119

JOB# 1 CHARGES

LABOR
 J# 1 29CHZZMISC1 INSPECT & REPORT 1 HOUR TECH 55
 CUST STATES CHECK PASS SIDE WINDOW DOES NOT GO UP OR DOWN
 REPORT
 DOESNT OPERATE FROM PASS SIDE CONTROLS -- DOES WORK FROM
 THE MASTER SWITCH
 FOUND WINDOW LOCK SWITCH IN THE ON POSITION
 UNLOCKED WINDOW LOCK SWITCH AND IT WORKS FINE.

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

LABOR
 J# 2 09CHZZMISC1 INSPECT & REPORT 1 HOUR TECH 55
 CUST STATES CHECK FOR A WHINING SOUND ON START PUT INTO
 REVERSE IT IS GONE
 LASTS 10-15 SECONDS -- FRONT RIGHT OF ENGINE COMPARTMENT
 COULD NOT CONFIRM CUSTOMER COMPLAINT
 NO PROBLEM FOUND AT THIS TIME
 CARL WILL LOOK AT THIS NOISE ON NEXT VISIT

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

LABOR
 J# 3 21CHZZMISC1 INSPECT & REPORT 1 HOUR TECH 55
 CUST STATES CHECK TRANNY WHILE DRIVING IT WILL GO INTO DRIVE
 1 BY ITS SELF-REPORT
 HE PUTS VEHICLE IN DRIVE AND AS HE IS DRIVING HE WILL HEAR A
 WHINING NOISE AND THEN FIND THE TRANS IN D1
 COULD NOT CONFIRM CUSTOMER COMPLAINT
 NO PROBLEM FOUND AT THIS TIME

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

TECHNICIAN CERTIFICATION
58

GEORGE STRACHEVITCH 1655

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
 ARE THOSE MADE BY THE MANUFACTURER. THE
 SELLER HEREBY EXPRESSLY DISCLAIMS ALL WAR-
 RANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING
 ANY IMPLIED WARRANTY OF MERCHANTABILITY OR
 FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER
 ASSURES NOR AUTHORIZES ANY OTHER PERSON TO
 ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH
 THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS
 OR 4000 MILES, WHICHEVER OCCURS FIRST.
 ALL PARTS INSTALLED ARE NEW OR FACTORY
 REBUILT, UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK
 OR APPROVED CREDIT CARD

X
 CUST. OR ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SATISFACTION

IS OUR

NUMBER 1 CONCERN

Thank you

for this opportunity to serve you.

NY8-NV NYS REG. NO. R 152 0594

CUSTOMER CALLED UPON
COMPLETION:

DATE

TIME

BY

PLEASE CALL FOR FUTURE APPOINTMENTS
 BETWEEN 8:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY AT (631) 422-0135.
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 8:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY.
 ALL WORK CASH, CREDIT CARD OR CHECK.



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 Fax 631-321-0791



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
26CH31	FRONT AXLE SERVICE	MO					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/16/10	94903	648	141	47	I	09CHZ	INSPECT & REPORT
11/12/10	93837	25	89	47	W	05CHZZ	BRAKES
				7	I	38CHZ	PDI
				7	I	38CHZCLEANSELL	CLEAN FOR DELIVERY
				7	I	38CHZZINSPECTIO	NEW NYS INSPECTION

SALESPERSON NO. 57800 STEPHEN F CHARLES

SERVICE

STATE REG# R1520594

VEHICLE ID NO. 204RN3D12AR	YEAR/MAKE/MODEL 10/DODGE TRUCK/GRAND CARAVAN/4DR WG	PRODUCTION DATE 0972	STOCK NO. 0972	LICENSE NO. 96924
CUSTOMER NO. 39579	SERVICE CONTRACT 11/13/10	DELIVERY DATE 11/13/10	DELIVERY MILES 35	SELLING DEALER NO. 02/15/11
COLOR DK TITAN MET/MD S	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. W478
TURBO CHZZ	AIR COND. P. S.	TRANS	MILEAGE 2,100	ADVISOR NO. 199
BUSINESS PHONE	ADVISOR MATT	THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.		
APPOINTMENT ☒ Yes ☐ No	LABOR RATE 105.00	N.Y.S. REPAIR SHOP NO. R 152 0594		
CHRYSLER DEALER NO. 32-55578		BEEPER NO.		

COMMENTS :

LEAVE-CUST SAYS HE HAS TO WAIT

1. **C* 29CHZZMISC1 INSPECT & REPORT**
 CUST STATES CHECK PASS SIDE WINDOW DOES NOT GO UP OR DOWN
 REPORT
 DOESNT OPERATE FROM PASS SIDE CONTROLS -DOES WORK FROM
 THE MASTER SWITCH

2. **C* 09CHZ INSPECT & REPORT**
 CUST STATES CHECK FOR A WHINNING SOUND ON START PUT INTO
 REVERSE IT IS GONE-
 LASTS 10-15SECONDS-FRONT RIGHT OF ENGINE COMPARTMENT

3. **C* 21CHZZMISC1 INSPECT & REPORT**
 CUST STATES CHECK TRANNY WHILE DRIVING IT WILL GO INTO DRIVE
 1 BY ITS SELF-REPORT-
 HE PUTS VEHICLE IN DRIVE AND AS HE IS DRIVING HE WILL HEAR A
 WHINING NOISE AND THEN FIND THE TRANS IN D1

PRI-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR	ADDITIONAL WORK	CALL BY ☐ PHONE ☐ IN PERSON
\$	DATE TIME A P M	OK'D BY
THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.		
LIMITED EXPRESS WARRANTY LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.		
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED		
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED		
SAVE REPLACED PARTS YES ☐ NO ☐ INITIALS		
WASTE DISPOSAL CHARGE		
A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.		
DAILY STORAGE CHARGE \$ 10.00		
I DO UNDERSTAND IF REPAIRS ARE NOT COVERED UNDER WARRANTY AND ELECT NOT TO REPAIR MY VEHICLE, I WILL BE RESPONSIBLE TO PAY DIAGNOSTIC CHARGES.		
TERMS: ALL REPAIRS STRICTLY CASH, CREDIT CARD OR CHECK		
I HEREBY AUTHORIZE THE REPAIR WORK 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 EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO. ALL WARRANTY CHARGES ON THIS REPAIR ORDER ARE SUBJECT TO MANUFACTURER APPROVAL.		
CUSTOMER AUTHORIZATION ☒		



HERBEE MOTORS, INC.
 130 Sunrise Highway - West Islip, NY 11795
 Sales 631-422-0123 • Service 631-422-0135
 Fax 631-321-0791



2/23/11 - 2,439 Mile
 Whireon / cat / in / 130/150

CUSTOMER NO. 39579	NAME MATT	199	DATE NO 770W	INVOICE DATE 02/24/11	INVOICE NO. DCS97291
	LABOR RATE 108.00	LICENSE NO.	MILEAGE 2,439	COLOR DR TITAN ME	DOCS NO. 0972
CATSKILL, NY	10/DODGE TRUCK/GRAND CARAVAN/4DR WGN			DELIVERY DATE 11/13/10	DELIVERY MILES 35
	VEHICLE ID NO. 2D4RN3D12AR			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/23/11		
COMMENTS					
MO: 2441					

JOB# 1 CHARGES

LABOR
 J# 1.09CHZ INSPECT & REPORT 1.0 HOURS
 CUSTOMER STATES: HE HEARS A WHIRRING NOISE AT START UP
 BILL AND TECH TO LISTEN FOR NOISE WITH CUSTOMER
 TECH FOUND NO ABNORMAL NOISES -- TECH AND SERVICE MANAGER
 CONTACTED CHRYSLER ENGINEERING AND WERE TOLD THAT THIS IS A
 NORMAL CHARACTERISTIC OF THE VEHICLE - DUE TO COLD P/S
 FLUID OR TRANS FLUID --
 NO PROBLEM FOUND - NO REPAIRS MADE

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2.99CHZ RENTAL 2.0 HOURS
 DCCP RENTAL
 30.00 OR 35.00 PER DAY MAX 5 DAYS
 RENTAL
 NOTE / NOTE / NOTE /
 IF YOU NEED TO SEND IN YOUR RENTAL BILL FOR REIMBURSEMENT
 PLEASE FOLLOW THESE DIRECTIONS
 SEND IN A COPY OF YOUR INVOICE
 FROM OUR SERVICE DEPARTMENT ALONG WITH A COPY OF YOUR RENTAL
 INVOICE TO THE ADDRESS BELOW
 CHRYSLER REFUND CENTER
 PO BOX 2700
 TROY MICH 48007

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

TECHNICIAN CERTIFICATION

98

CARL

6173

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
 ARE THOSE MADE BY THE MANUFACTURER. THE
 SELLER HEREBY EXPRESSLY DISCLAIMS ALL WAR-
 RANTIES, 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 SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS
 OR 4000 MILES, WHICHEVER OCCURS FIRST.
 ALL PARTS INSTALLED ARE NEW OR FACTORY
 REBUILT, UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK
 OR APPROVED CREDIT CARD

X
 CUST. ER ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SATISFACTION

IS OUR

NUMBER 1 CONCERN

Thank you

for this opportunity to serve you.

NYS-MV R/S REG. NO. R 152 0584

CUSTOMER CALLED UPON
COMPLETION:

DATE

TIME

BY

PLEASE CALL FOR FUTURE APPOINTMENTS
 BETWEEN 8:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY AT (631) 422-0135.
 ALL CARS ARE TO BE PICKED UP DURING
 BUSINESS HOURS
 8:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY.
 ALL WORK CASH, CREDIT CARD OR CHECK.



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130 Sunrise Highway • West Islip, NY 11795
Sales 631-422-0123 • Service 631-422-0135
Fax 631-321-0791



RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MOY	TOTAL	OPERATION	OPERATION DESCRIPTION	MOY	TOTAL
26CH31	FRONT AXLE SERVICE	MO					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
02/15/11	96924	2118	199	58	C	21CH22HSC1	INSPECT & REPORT
12/16/10	94903	648	241	47	H	09CHZ	INSPECT & REPORT
11/12/10	93837	25	89	47	H	05CHZ	INSPECT & REPORT
				7		38CHZ	BRAKES
							FOI

SALESPERSON NO. 57800 STEPHEN F CHARLES

SERVICE

STATE REG# R1520504

VEHICLE NO. 2D4RN3D12AK		YEAR/MODEL 10/DODGE TRUCK/GRAND CARAVAN/4DR WG		PRODUCTION DATE 0972	STOCK NO. 97291
CUSTOMER NO. 39579		SERVICE CONTRACT 11/13/10		DEALER NO. 35	SELLER DEALER NO. 02/23/11
COLOR OK TITAN MET/MD S		ECONOMY NO.		EXPIRATION DATE	EXPIRATION MILE 770W
TURBO CHZ		MILEAGE 2,400		ADVISOR 199	TECHNICIAN MATT
TIME RECEIVED 08:40am		DATE RECEIVED 02/23/11		PRIORITY 06:00pm	
LABOR RATE 108.00		CHRYSLER DEALER NO. 36-50578		M.Y.S. REPAIR SHOP NO. R 132 0504	
APPROVAL: ☒ Yes ☐ No		REPAIR NO.			

COMMENTS :

9 AM TEST WITH BILL WAIT

C* 09CHZ INSPECT & REPORT
CUSTOMER STATES: HE HEARS A WHIRRING NOISE AT START UP
BILL AND TECH TO LISTEN FOR NOISE WITH CUSTOMER

PRE-REPAIR ESTIMATE PARTS, MATERIALS & LABOR	ADDITIONAL WORK	CALL BY ☐ PHONE ☐ IN PERSON
\$	DATE TIME A P	QTD BY SS NO.
THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN COMPLETED.		
LIMITED EXPRESS WARRANTY LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.		
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED		
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED		
SAVE REPLACED PARTS YES ☐ NO ☐		
WASTE DISPOSAL CHARGE		
A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 30 DAYS AFTER THE WORK HAS BEEN COMPLETED.		
DAILY STORAGE CHARGE \$ 10.00		
I DO UNDERSTAND IF REPAIRS ARE NOT COVERED UNDER WARRANTY AND I AGREE NOT TO REPAIR MY VEHICLE. I WILL BE RESPONSIBLE TO PAY DISCARDED CHARGES.		
TERMS: ALL REPAIRS STRICTLY CASH, CREDIT CARDS OR CHECK		
I HEREBY AUTHORIZE THE REPAIR WORK 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 UNAVAILABLE PARTS OR DELAYS IN PARTS SUPPLYMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ANYWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPENSE RECEIPT FOR THE AUDIT OF REPAIRS THEREON. ALL WARRANTY CHARGES ON THIS REPAIR ORDER ARE SUBJECT TO MANUFACTURER APPROVAL.		
CUSTOMER AUTHORIZATION X		



4/19/11 - 5,704 miles
whining / whining noise

REGISTRATION NO. 199579 CATSKILL, NY		FORRIE LICENSE NO. 1081.00 LICENSE REG. 10/13/10 10/DODGE TRUCK/GRAND CARAVAN/4DR WGN VIN 1R3D12AR		141 428 5,704 11/13/10 04/19/11		DOCS99276 0972 35 04/19/11	
COMMENTS		R.E.M.		P.E.M.		R.O.M.	
995-1 CHARGES		MO: 5704		141		428	
LABOR 1 253034		COUPON FOR SPECIAL SERVICE: 1 HOUR PERFORM COUPON SPECIAL LUBE OIL FILTER CAR COUPON INCLUDE: ENGINE OIL REPLACEMENT UP TO 5 QTS COMPLETE CHASSIS LUBE NEW NOPAR OIL FILTER CHECK ALL FLUID LEVELS INSPECT CV JOINTS AND FRONT END SUSPENSION COMPONENTS RESET MAINTENANCE INDICATOR CHECK ALL TIRES FOR WEAR AND AIR PRESSURE REQUESTED PERFORM AS PER COUPON		ANY WARRANTIES ON THE PRODUCT SOLD HEREIN ARE THOSE MADE BY THE MANUFACTURER. THE DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY ADVANCES HEREINUNDER ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF GOOD PRODUCTS.		LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST. ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT, UNLESS SPECIFIED OTHERWISE.	
PARTS		QTY. PP-NUMBER DESCRIPTION UNIT PRICE 1 4105409-AC FILTER EN 9057006 5.95 5 60055890-AA OIL SMZD 1081090 2.35 1 M431067 WASHER SO 1.95 TOTAL - PARTS 19.65		X CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.		CUSTOMER SATISFACTION IS OUR NUMBER 1 CONCERN	
MISC		CODE DESCRIPTION CONTROL NO. 207 TOTAL DOLLAR DISCOUNT TOTAL - MISC 11.25		LABOR 1 253034 5 60055890-AA 1 M431067 TOTAL - LABOR 16.55		THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU.	
JOB# 1 TOTALS		LABOR 16.55 PARTS 19.65 MISC 11.25 TOTAL 47.45		995-1 CHARGES JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 24.95		MYT-MY FVS REG. REG. R 182 9634	
JOB# 2 CHARGES		LABOR 1 253034 5 60055890-AA 1 M431067 TOTAL - LABOR 16.55		995-2 CHARGES JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00		CUSTOMER CALLED UPON COMPLETION:	
TECHNICIAN CERTIFICATION 58		GEORGE STRACHEVITCH		1655		DATE TIME BY	
PAGE 1 OF 2		CUSTOMER COPY		(CONTINUED ON NEXT PAGE)		09:04am	



HERBEE MOTORS, INC.
 130 Sunrise Highway • West Islip, NY 11795
 Sales 631-422-0128 • Service 631-422-0135
 Fax 631-821-0791



2.5x **Thurs - 5/5/11 - 6398 miles**
- Whining noise when starting
- Transmission while gear 1st when @ start
- AM Radio - not working

CUSTOMER NO. 39579		REPAIR B 24		DATE 05/05/11		DOCS 99930									
ADDRESS CATSKILL, NY		LABOR 108.00		MILEAGE 6,395		OR TITAN ME									
		TO/DODGE TRUCK/GRAND CARAVAN/4DR WGN		DATE 11/15/10		DELIVERY NO. 35									
		VIN 2D4RN3D12AR		SELLER'S DEALER NO.		PRODUCTION DATE									
		R.T. & NO.		R.O. NO.		DATE 05/05/11									
JOB# 1 CHARGES		COMMENTS		MO: 6398											
LABOR JOB# 1 CHARGES INSPECT & REPORT 108.00 DOCS 99930 CUSTOMER STATES CHECK FOR A WHINE IN THE ENGINE REPORT LASTS 10 TO 20 SECONDS THEN GOES AWAY (IN BELT AREA) 5TH TIME HERE FOR THIS. COULD NOT CONFIRM CUSTOMER COMPLAINT NO PROBLEM FOUND AT THIS TIME, IF CUSTOMER WOULD LIKE ME CAN SCHEDULE TO DROP OFF VEHICLE AND HE WILL SCHEDULE A LOANER AND HAVE BILL D. OR A TECH TO DRIVE FOR A COUPLE OF DAYS.															
JOB# 1 TOTALS JOB# 2 CHARGES JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00															
LABOR JOB# 2 CHARGES INSPECT & REPORT 108.00 DOCS 99930 CUSTOMER STATES WHINING NOISE THROUGH 1ST AND 2ND GEARS GOES AWAY AFTER WARM UP. COULD NOT CONFIRM CUSTOMER COMPLAINT NO PROBLEM FOUND AT THIS TIME															
JOB# 2 TOTALS JOB# 3 CHARGES JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00															
LABOR JOB# 3 CHARGES INSPECT & REPORT 108.00 DOCS 99930 CUSTOMER STATES: AM RADIO NOT MANY STATIONS IF ORDERING NEW OR EXCHANGE RADIO ESN # HALF FUNCTION RADIO ORDERED RADIO															
PARTS <table border="1"> <thead> <tr> <th>QTY</th> <th>FP NUMBER</th> <th>DESCRIPTION</th> <th>UNIT PRICE</th> </tr> </thead> <tbody> <tr> <td>0</td> <td>25091117-AC</td> <td>EXCH RADT</td> <td>0.00</td> </tr> </tbody> </table> PART ON SPECIAL ORDER ** QUANTITY 1 IS SPECIAL ORDERED ** TOTAL - PARTS 0.00								QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	0	25091117-AC	EXCH RADT	0.00
QTY	FP NUMBER	DESCRIPTION	UNIT PRICE												
0	25091117-AC	EXCH RADT	0.00												
JOB# 3 TOTALS JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00															
TECHNICIAN CERTIFICATION 98 CARL 6173															
PAGE 1 OF 2 CUSTOMER COPY (CONTINUED ON NEXT PAGE) 10:04am															

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LABOR AND PARTS ARE GUARANTEED FOR 90 DAYS ON NEW MILES, WHICHEVER OCCURS FIRST. ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT, UNLESS SPECIFIED OTHERWISE.

TERMIN. CASH OR CREDITED CHECK. OR APPROVED CREDIT CARD

X
 CERT. IN APPROVED RECEIPT OF COPY.

CUSTOMER SATISFACTION

IS OUR

NUMBER 1 CONCERN

Thank you

for this opportunity to serve you.

NYE-DEV R/S REG. NO. R 153 0091

CUSTOMER CALLED UPON COMPLETION:

DATE

TIME

BY

PLEASE CALL FOR FUTURE APPOINTMENTS
 BETWEEN 9AM AND 5PM
 MONDAY THRU FRIDAY AT (631) 422-0128
 ALL CARS ARE TO BE PICKED UP DURING
 BUSINESS HOURS
 9AM AND 5PM
 MONDAY THRU FRIDAY.
 ALL WORK CASH, CREDIT CARD OR CHECK.



(#5) CONTY

SERVICE HISTORY

SERVICE

STATE REG# R1520504

TRUCK (Tr. No.) 2D4RN3D12AR		VEHICLE MAKE/MODEL 110/DODGE TRUCK/GRAND CARAVAN/4DR WG		STATE REG# R1520594	
CUSTOMER NO. 39579		CUSTOMER NO. 39579		PRODUCTION DATE 0972	
CATSKILL, NY		COLOR OK TITAN MET/NO S		EXCHANGE NO. 09930	
STRICTLYBUSINESSMATERIAL@YAHOO.COM		CHASSIS NO. CHZZ		BILLING WHEEL NO. 05/05/11	
07:38am 05/05/11 11:00pm		ADJUSTED 6,000		ADVISORY RICHIE B	
LABOR RATE 108.00		THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT BELLETS PLACE OF BUSINESS.			
CHRYSLER DEALER NO. 32-55678		N.Y.S. REPAIR SHOP NO. R 181 0094			

**COMMENTS :
LEAVE-CUST SAYS HAS TO WAIT**

C* .090HZ. INSPECTOR REPORT
CUST STATES CHECK FOR A WHINE IN THE ENGINE-REPORT
LASTS 10 TO 20 SECONDS THEN GOES AWAY(IN BELT AREA)
5TH TIME HERE FOR THIS.

C-21CHZZMISC INSPECT & REPORT
CUSTOMER STATES WHINING NOISE THROUGH 1ST AND 2ND GEARS
GOES AWAY AFTER WARM UP.

08CHZZRADIO1
CUSTOMER STATES:
AM RADIO NOT MANY STATIONS
IF ORDERING NEW OR EXCHANGE RADIO ESN #

[illegible]



5/17/11 - pg Van
6,554 miles - Van in shop 2 weeks
for wheeling noise
+ excessive engine vibration

NO: 6554

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LABOR AND PARTS ARE WARRANTEED FOR 90 DAYS
OR 4000 MILES, WHICHEVER OCCURS FIRST.
ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILT, UNLESS SPECIFIED OTHERWISE.

**PAID BY: CASH OR CREDITED CHECK
OR APPROVED CREDIT CARD**

☒ CERT. AN ACKNOWLEDGED RECEIPT OF COPY.

CUSTOMER SATISFACTION

IS OUR
NUMBER 1 CONCERN

Thank you

for this opportunity to serve you.

CUSTOMER CALLED UPON
COMPLETION:

DATE _____
TIME _____

DATE _____

BY _____

PLEASE CALL FOR FUTURE APPOINTMENTS
BETWEEN 8:30 A.M. AND 5:00 P.M.
MONDAY THRU FRIDAY AT (837) 428-0436.
ALL CASES ARE TO BE PICKED UP TURNED

BUSINESS HOURS
8:30 A.M. AND 5:30 P.M.
MONDAY THROUGH FRIDAY.
ALL WORK CASH, CREDIT CARD OR CHECK.



HERBEE MOTORS, INC.
130 Sunrise Highway • West Islip, NY 11795
Sales 631-422-0123 • Service 631-422-0135
Fax 631-321-0791



OPERATION	OPERATION DESCRIPTION	FROM	TOTAL	OPERATION	OPERATION DESCRIPTION	FROM	TOTAL
26CH31	FRONT AXLE SERVICE	MD					

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/05/11	99930	6395	24	98	98	09CH2	INSPECT & REPORT
04/19/11	99276	5704	141	98	98	21CHZZ	INSPECT/REPORT
03/08/11	97803	2836	199	98	98	08CHZZ	TREBLEST RADIO
				98	98	26CH34	COUPON LOF SPECIAL
				98	98	09CH22	ENGINE MECHANICAL
				98	98	26CH33	FREE OWNER LOF

SALESPERSON NO. 57800 STEPHEN F CHARLES SERVICE STATE REG# R1520594

VEHICLE ID: 2D4RN3D12AR		YEAR/MODEL: 10/DODGE TRUCK/GRAND CARAVAN/40R WG		PRODUCTION DATE: 0972	STOCK NO.:	LICENSE NO.:	R.O. NO.:
CUSTOMER NO. 39579		SERVICE CONTRACT		DELIVERY DATE: 11/13/10	DELIVERY MILES: 35	SELLING DEALER NO.:	R.O. DATE: 05/10/11
CATSKILL, NY		COLOR: OK TITAN MET/MD S		CONTRACT NO.:	ESTIMATION DATE:	OPERATION MILES:	EST. NO.:
TURNED IN: CHZZ		MILEAGE: 6,544		ADVISOR NO.:	ADVISOR:	RICHIE B	
TIME RECEIVED: 07:22am		DATE: 05/10/11		TIME: 06:00pm		CITY: CATSKILL, NY	
DESIGN NOTE: 108.00		CHRYSLER DEALER NO. 32-66678		N.Y.S. REPAIR SHOP NO. R 152 0594		BEEPER NO.:	

COMMENTS:

W 07CHZZ COOLING FAN
CUSTOMER STATES WHINING NOISE ON COLD STARTUP FOR ABOUT 10 TO 20 SECONDS THEN GOES AWAY.

W 21CHZZ TRANSAXLE
CUSTOMER STATES WHINING NOISE THROUGH 1ST AND 2ND GEARS AND GOES AWAY AFTER WARM UP.
ON ACCELERATION NOT AFTER 3RD OR 4TH GEAR

W 99CHRENTAL RENTAL
GOOD WILL RENTAL.
WE ARE SUPPLYING GOOD WILL RENTAL FOR COUPLE DAYS SO WE CAN INVESTIGATE CUSTOMERS CONCERNS.
ALL BUT 1 TIME CUSTOMER WAS ABLE TO LEAVE VEHICLE OVER NIGHT SO WE COULD TRY TO DUPLICATE THERE CONCERNS OF WHINING NOISE. VEHICLE TO BE LEFT AT DEALERSHIP FOR TEST START UP AND DIAGNOSTIC OF WHINING NOISE IF HEARD.
ALSO TEST OF WHINING NOISE BETWEEN 1ST AND 2ND GEAR WHEN COLD.

ESTIMATE PARTS, MATERIAL & LABOR		ADDITIONAL WORK	COLLED BY
DATE		TIME	BY
NO. NO.		NO. NO.	
THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.			
LIMITED EXPRESS WARRANTY LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. THIS DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.			
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED			
REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED			
SAVE REPLACED PARTS YES ☐ NO ☐			
WASTE DISPOSAL CHARGE			
A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 5 DAYS FROM THE DATE OF THE ESTIMATE. DAILY STORAGE CHARGE \$ 10.00			
I DO UNDERSTAND IF REPAIRS ARE NOT COVERED UNDER WARRANTY AND I AGREE NOT TO REPAIR MY VEHICLE. I WILL BE RESPONSIBLE TO PAY FOR ANY ADDITIONAL CHARGES.			
TOWING ALL REPAIRS STRICTLY CASH, CREDIT CARD OR CHECK			
I HEREBY AUTHORIZE THE REPAIR WORK 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 EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S SIGN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. ALL WARRANTY CHARGES ON THIS REPAIR ORDER ARE SUBJECT TO MANUFACTURER APPROVAL.			
CUSTOMER AUTHORIZATION X			



August 2, 2011 - Complaint #7 - Whining noise on start
COMMENDED SERVICES

00 00 00 00 00 00 00 00



HERBEE MOTORS, INC.
 130 Sunrise Highway • West Islip, NY 11795
 Sales 631-422-0123 • Service 631-422-0135
 Fax 631-321-0791



August 2, 2011
 Complaint # 7 Whining Noise on STARTUP.

CUSTOMER NO. 39579		CORRIE 141 814		08/02/11		DOCS103439	
[REDACTED]		LABOR 108.00		LICENSE NO. 8,811		OR TITAN ME 0972	
NESCONSET, NY		10/DOODGE TRUCK/GRAND CARAVAN/4DR WGN		11/13/10		COUNTRY CLUB 35	
[REDACTED]		2 D 4 R N 3 D 1 2 A R		[REDACTED]		[REDACTED]	
[REDACTED]		P.T.E. NO.		P.O. NO.		08/02/11	
[REDACTED]		[REDACTED]		[REDACTED]		[REDACTED]	
JOB# 1 CHARGES						MO: 8812	
LABOR OF 1 26CH33		WARRANTY LOF CAR		HOURS: 1.00		TECH(S): 97	
CUSTOMER REQUESTS:		PERFORM LISTED MAINTENANCE PER SERVICE AGREEMENT					
CHANGE ENGINE OIL							
CHANGE ENGINE WOPAR OIL FILTER							
RESET MAINTENANCE INDICATOR							
CHECK AIR PRESSURE							
PERFORM LUBE OIL & FILTER							
PARTS		QTY		FP NUMBER		DESCRIPTION	
1		4105499-AC		FILTER EN 9057006		UNIT PRICE	
5		68055830-AA		OIL 5W20 1061090		WARRANTY	
1		A4318067		WASHER SO		WARRANTY	
						TOTAL - PARTS	
						0.00	
JOB# 1 TOTALS						0.00	
JOB# 2 CHARGES						0.00	
LABOR OF 2 09CH2		INSPECT & REPORT		HOURS: 1.00		TECH(S): 97	
		CUSTOMER STATES THERE IS A WHINING NOISE ON START UP FOR 10 TO 20 SECONDS FROM THE RIGHT FRONT OF THE ENGINE				INTERNAL	
		UNABLE TO CONFIRM CONCERN AT THIS TIME, VEHICLE IS OPERATING AS DESIGNED					
JOB# 2 TOTALS						0.00	
TECHNICIAN CERTIFICATION		97		TOM		5873	
PAGE 1 OF 2		CUSTOMER COPY		(CONTINUED ON NEXT PAGE)		08:50am	

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TERMS: CASH OR CREDITED CHECK OR APPROVED CREDIT CARD

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 GENT. OR APPROVED RECEIPT OF COPY.

CUSTOMER SATISFACTION

IS OUR

NUMBER 1 CONCERN

Thank you

for this opportunity to serve you.

HYB-RTV R/S REG. NO. N 132 0004

CUSTOMER CALLED UPON COMPLETION:

DATE

TIME

BY

PLEASE CALL FOR FUTURE APPOINTMENTS
 BETWEEN 9:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY AT (631) 422-0123.
 ALL CARS ARE TO BE PICKED UP DURING
 BUSINESS HOURS
 9:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY.
 ALL WORK CASH, CREDIT CARD OR CHECK.

FROM : GAB

FAX NO. : ++++++

Oct. 18 2011 03:53PM P1

<< Interrupted Transmission >>