

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Form Approved O.M.B. No. 2127-0008

 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENT USE ONLY 100148	
		Date Received 13-OCT-2011 OCT 3 1 2011		Repository ☐ Reference No. 10430022	
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
JACKSON	WI				
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 2C8GF68415R		Make		Model	Model Year
		CHRYSLER		PACIFICA	2005
Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
				No: Cylinders	
Original Owner	Dealer's City	State	Zip Code		
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s)	
	☐ Cruise Control			01-JAN-2007	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 020000 SUSPENSION				Failure Mileage	Failure Speed
				51289	
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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police	
☐ Yes ☒ No	☐ Yes ☒ No			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 2005 CHRYSLER PACIFICA. THE CONTACT STATED THAT THE REAR SUSPENSION WOULD LEAK AT ANY TIME. THE DEALER REPAIRED THE REAR OUTPUT HALF SHAFT LANGE AND RIGHT REAR AXLE NUMEROUS TIMES, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED AND ASSISTED WITH THE REPAIR COSTS TO THE VEHICLE. THE FAILURE MILEAGE WAS 51,289 AND THE CURRENT MILEAGE WAS 78,000.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond 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 30, 2011

Ref: 2005 Chrysler Pacifica

Vin #2C8GF68415R [REDACTED]

At 51289 miles the car was said to have a leak in the rear diff. It was fixed under warranty after \$100.00 deductible. It started leaking again a few hundred miles later and was fixed again. This time n/c. During an oil change they found it was leaking again. This was at Uptown Motors because the EVS dealership in Port Washington where the original work was done had closed. Now because they said it was out of warranty I would have to pay a \$75.00 deductible. Even though this was the same problem, I paid it. A 150 miles later it started leaking again. They fixed it again. After a little while it started leaking again. Uptown said they weren't sure but they figured changing the complete rear axle should fix it at a price of about \$3600.00 to me. I told them that this is the same problem that was supposed to be fixed under warranty 30,000 miles ago. They said their hands were tied so I called Chrysler again and they said their hands were tied also because it was now out of warranty. They said as a good gesture they would pay half. I told them that I had all of the paperwork showing this was the same problem and parts being fixed over and over again so she said she would go to her supervisor. When she got back to me, she said I would have to pay \$500.00. It was a take it or leave it offer so I decided to take the offer because otherwise I might get stuck with the whole bill. I don't feel I should have to pay anything as the problem should have been fixed at 51000 miles when it was under warranty. In addition I convinced my cousin to buy a Pacifica and he is now having the same problem.

Sincerely,

[REDACTED]
Jackson, W [REDACTED]
[REDACTED]

INVOICE

Chrysler-Dodge-Jeep

P.O. Box 290
1111 E. Commerce Blvd.
Slinger, WI 53088
(262) 644-2420

PAGE 1

JACKSON, WI

HOME:

BUS:

CONT:N/A

CELL:

SERVICE ADVISOR: 3561 JAMES FISCHER

GRAY	05	CHRYSLER PACIFICA	2C8GF68415R		78229/78229
16JUN05 DD				CASH	09FEB11
OPTIONS: DLR:44180 ENG:3.5 Liter MPI					

13:50 09FEB11 14:22 09FEB11

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A LUBE, OIL & FILTER

449 PURCHASED 2 YEAR OIL CHANGE PROGRAM THROUGH CHRYSLER SERVICE CONTRACTS AND RECIEVE 4 OIL CHANGES FOR \$49.95 PLUS TAX. COVERS 5 QTS OF OIL. DIESELS AND SYNTHETICS ARE EXTRA. VIN SPECIFIC AND NON TRANSFERABLE.

999 NO TECH LIC#: 999

COL			
1 5281090 FILTER ENGINE OIL	34.95	34.95	
6 OIL10W30 10W30 QT	5.50	5.50	
	1.90	1.90	11.40

B PERFORMED A GENERAL INSPECTION OF FLUIDS AND FILTERS. CHECKED FOR LEAKS AND LOOSE COMPONENTS

INSP PERFORMED A GENERAL INSPECTION OF FLUIDS AND FILTERS. CHECKED FOR LEAKS AND LOOSE COMPONENTS

1167 COL	0.00	0.00
CDR NOTE: THE RIGHT REAR AXLE SEAL IS LEAKING \$162.75, THROTTLE BODY HOUSING LEAKS \$105.68, AIR FILTER IS DIRTY \$24.95.		

1167 COL	0.00	0.00
CDR RECOMMEND A BRAKE INSPECTION, SPARK PLUGS \$201.20, THROTTLE BODY SERVICE \$147.00 AND A TRANS SERVICE \$147.00		

1167 COL	0.00	0.00
----------	------	------

UPTOWN BEGINS WITH YOU!!!! WE APPRECIATE THE OPPORTUNITY TO SERVE YOU!!!! IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT ROB BENICKE-SERVICE MANAGER AT 262-644-2427 OR EMAIL ROB@UPTOWNCHEVROLET.COM. SERVICE AND PARTS HOURS MON/WED-7AM-7PM TUES, THURS, FRI-7AM-6PM, SAT. 7:30AM-4PM.

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/area. 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/area.

LABOR AMOUNT	34.95
PARTS AMOUNT	16.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MSC. CHARGES	0.00
TOTAL CHARGES	51.85
LESS DISCOUNT	0.00
SALES TAX	2.90

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

CUSTOMER SIGNATURE

PLEASE PAY THIS AMOUNT

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

CUSTOMER COPY

INVOICE

P.O. Box 280
1111 E. Commerce Blvd.
Slinger, WI 53088
(262) 644-2420

JACKSON, WI
HOME:
BUS:

CONT:
CELL:

PAGE 1

SERVICE ADVISOR: 132 JOHN SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	CHRYSLER PACIFICA	2C8GF68415R		87314/87314	
IN SERVICE DATE	WARRANTY DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
16JUN05 DD			24SEP11		CASH	11OCT11
DATE VEHICLE RECEIVED		DATE OWNER NOTIFIED		OPTIONS: DLR:44180 ENG:3.5_Liter_MPI		

08:54 23SEP11	10:38 11OCT11	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
---------------	---------------	------	--------	------	------	-------	------	-----	-------

A THE CUSTOMER SAYS THE AXLE SEAL IS LEAKING AND ITS DRIPPING ON THE FLOOR.

CAUSE:

03404105 REPLACED THE REAR DIFF.

466 DAVE GUNSBURG LIC#: 161

WCH40

1 68065196AA *CLEANER-BRAKE

1 5102232AA *LUBRICANT-AXLE

1 4641969AH DIFFERNTL REAR AXLE

85410000 DIAGNOSIS WITH REPAIR

466 DAVE GUNSBURG LIC#: 161

WCH40

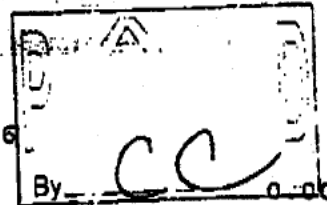
ME AUTH FROM KATI AT CHRYSLER #800-763-8422

X66238 WITH A \$500.00 COPAY, CASE #21403646

466 DAVE GUNSBURG LIC#: 161

CGH

CUSTOMER PAY DEDUCTIBLE FOR LINE A



(N/C)
(N/C)
(N/C)
(N/C)

(N/C)

0.00
500.00



UPTOWN BEGINS WITH NO APPOINTMENT
NECESSARY FOR OIL CHANGES. QUICK LUBE HOURS
MON-THUR-7AM-8PM, FRIDAY-7AM-6PM, SATURDAY-
7:30AM-4PM.

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/terms. 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/terms.		DESCRIPTION	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE		LABOR AMOUNT	0.00
				PARTS AMOUNT	0.00
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	0.00
				MISC. CHARGES	500.00
				TOTAL CHARGES	500.00
				LESS DISCOUNT	0.00
				SALES TAX	28.00
				PLEASE PAY THIS AMOUNT	528.00

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

CUSTOMER COPY

INVOICE

WILLIAM WOODS GROUP
P.O. Box 290
1111 E. Commerce Blvd.
Slinger, WI 53088
(262) 644-2420

PAGE 1

JACKSON, WI

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 132 JOHN SMITH

MODEL	YEAR	MAKE/MODEL	VIN	LICENSE	WARRANTY NO.
GRAY	05	CHRYSLER PACIFICA	2C8GF68415R		78400/78402
IN SERVICE DATE		WARRANTY DATE	PROMISED	ACTUAL	PAYMENT
16JUN05 DD		23FEB11			CASH
DATE VEHICLE RECD	DATE VEHICLE RECD	OPTIONS: DLR:44180 ENG:3.5_Liter_MPI			

09:08 18FEB11 14:04 23FEB11

LINE	OPCODE	TECH	TYPH	HOURS	LIST	NET	TOTAL
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A RIGHT REAR AXLE SEAL IS LEAKING, CHRYSLER CARE, 75.00 DEDUCTIBLE.

CAUSE:

03200602 REPLACED RIGHT REAR AXLE AND SEAL.

1167WCH40

1 5134787AA SEAL-OUTPUT SHAFT

1 5110028AA SHAFT-AXLE HALF

PC: 65 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

(N/C)

MISC CHRYSLER AUTH REPAIR WITH A \$75.00 CASH

CASE #20402751.

1167 CCH

0.00

0.00

B REPLACE THE THERMOSTAT.

THERM REPLACED THERMOSTAT AND GASKET.

1167 CCH

1 4781674AA GASKET-WATER OUTLET

1 4573560AC THERMOSTAT-WATER PUMP

MEN REPLACED THE THERMOSTAT HOUSING.

1167 ISCH

1 4781387AA NEEDLE-THERMOSTAT

46.00

46.00

14.53

14.53

27.23

27.23

(N/C)

(N/C)

C RENTAL CAR

CAR NO CHARGE TO CUSTOMER FOR RENTAL CAR.

999 NO TECH LIC#: 999

CCH

0.00

0.00

WASH WASH EXTERIOR OF VEHICLE.

999 NO TECH LIC#: 999

CCH

0.00

0.00

D** CUSTOMER REQUESTS, REPLACE AIR FILTER.

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

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

CUSTOMER SIGNATURE

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8811, Madison, Wisconsin 53708-8811

CUSTOMER COPY

INVOICE

Chrysler - Jeep

1180 S. SPRING STREET
PORT WASHINGTON, WI 53074
262-284-8000 FAX: 262-284-0485
www.evsautomall.com

PAGE 1

JACKSON, WI

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 32 DON ZORN

VEHICLE	YEAR	MAKE/MODEL	VIN	LICENSE	MI/AGE IN/OUT	TAG
	05	CHRYSLER PACIFICA	2C8GF68415R		51716/51716	T199
DEL DATE	PRD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
01JAN06 DD			17:00 13APR09	51	0.00 CASH	13APR09
R.O. OPENED	DATE OFFERED BACK	OPTIONS: DLR:53633 ENG:3.5 Liter MPI				

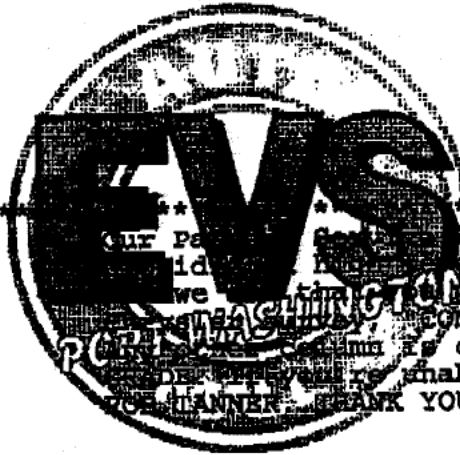
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A ADVSE ON A LEAK NESR REAR DIFF. AGAIN
CAUSE: LEAKING

03200603 Seal, rear output halfshaft flange -
Replace One-Left (B)
340 RAITH,JOE LIC#: 0167
WCHR

1 C5134787AA SEAL-OUTPUT SHAFT
FC: 65
PART#: C5134787AA
COUNT: 1
CLAIM TYPE: M
AUTH CODE:

(N/C)
(N/C)



Our Port Washington team is dedicated to
providing the highest level of customer service
We want you to please mark your GM or
Chrysler vehicle as "COMPLETELY SATISFIED".
If you are unable to do so, please call
1-800-4-A-VEHICLE. THANK YOU! HAVE A GREAT DAY!

SALES HOURS	SERVICE PARTS	BODY SHOP	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
MONDAY - FRIDAY 8:00 A.M. - 5:00 P.M. SATURDAY 8:00 A.M. - 5:00 P.M.	MONDAY - FRIDAY 7:30 A.M. - 5:30 P.M.	MONDAY - FRIDAY 7:00 A.M. - 5:00 P.M.	The factory warranty constitutes all of the warranties with respect to the sale of the item/items. The Seller hereby expressly disclaim 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 the item/items.	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 MISC	0.00
				SALES TAX	0.00
CUSTOMER SIGNATURE				PLEASE PAY THIS AMOUNT	0.00

Notes
(W-1) or (B-1) in front of Part Description indicates Goodwrench Service Plus Lifetime Warranty.

Motor Vehicle repair trade practices are regulated by chapter Wis. Adm. Code Chapter Ag. 132 administered by the Trade Division, Wis. Dept. of Agriculture, 801 West Badger Road, Madison 53713

CUSTOMER COPY

INVOICE

DUPLICATE 1
PAGE 1

Chrysler - Jeep

1180 S. SPRING STREET
PORT WASHINGTON, WI 53074
262-284-9000 FAX: 262-284-0495
www.evsautomall.com

JACKSON, WI
HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 32 DON ZORN

DATE	TIME	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	PAGE
05		CHRYSLER PACIFICA	2C8GF68415R		51289/51299	T028
DE DATE	TRC DATE	WASH EXE	PROMISED	PO NO.	PAYMENT	INV DATE
01JAN06	DD		17:00	01APR09	PS 0.00 CASH	02APR09
OPTIONS: DLR:53633 ENG:3.5 Liter MPI						

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

A CUST. STATES THAT THERE IS A LEAK NEAR THE REAR DIFF.
CAUSE:

03200602 SEAL, REAR OUTPUT HALF SHAFT FLANGE -
REPLACE RIGHT.

340 RAITH, JOE LIC#: 0167
WCHR

2 C5134787AA SEAL-OUTPUT SHAFT
FC: 65
PART#: C5134787AA
COUNT: 2
CLAIM TYPE: W
AUTH CODE:

(N/C)
(N/C)

03200603 Seal, rear output
Replace One-Left (E)
340 RAITH, JOE LIC#: 0167
WCHR

(N/C)

B** REPLACE BRAKE PADS & RESURFACING
26PMC REPLACE BRAKE PADS & RESURFACING
340 RAITH, JOE LIC#: 0167
CM

1 CV1014358AB PAD KIT-FRONT DISC BRAKE

105.45 105.45
59.80 59.80

SERVICE SUPPLIES AND WASTE DISPOSAL CHARGES

5.59

Our Parts & Service Team is dedicated to providing a high level of customer service and we ask that you please mark your GM or Chrysler survey, "COMPLETELY SATISFIED". Any other column is considered a FAILING GRADE. If you're unable to do so, please call ROB TANNER. THANK YOU! HAVE A GREAT DAY!

SALES HOURS
MONDAY - FRIDAY
8:00 A.M. - 8:00 P.M.
SATURDAY
8:00 A.M. - 5:00 P.M.

SERVICE PARTS
MONDAY - FRIDAY
7:30 A.M. - 5:30 P.M.

BODY SHOP
MONDAY - FRIDAY
7:00 A.M. - 5:00 P.M.



Jeep

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS MISC	
	SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

Notes (W-) or (B-) in front of Part Description indicates Goodwrench Service Plus Lifetime Warranty.

Motor Vehicle repair trade practices are regulated by chapter Wis. Adm. Code Chapter Ag. 132 administered by the Trade Division, Wis. Dept. of Agriculture, 801 West Badger Road, Madison 53713

CUSTOMER COPY

October 30, 2011

Ref: 2005 Chrysler Pacifica

Vin #2C8GF68415R [REDACTED]

At 51289 miles the car was said to have a leak in the rear diff. It was fixed under warranty after \$100.00 deductible. It started leaking again a few hundred miles later and was fixed again. This time n/c. During an oil change they found it was leaking again. This was at Uptown Motors because the EVS dealership in Port Washington where the original work was done had closed. Now because they said it was out of warranty I would have to pay a \$75.00 deductible. Even though this was the same problem, I paid it. A 150 miles later it started leaking again. They fixed it again. After a little while it started leaking again. Uptown said they weren't sure but they figured changing the complete rear axle should fix it at a price of about \$3600.00 to me. I told them that this is the same problem that was supposed to be fixed under warranty 30,000 miles ago. They said their hands were tied so I called Chrysler again and they said their hands were tied also because it was now out of warranty. They said as a good gesture they would pay half. I told them that I had all of the paperwork showing this was the same problem and parts being fixed over and over again so she said she would go to her supervisor. When she got back to me, she said I would have to pay \$500.00. It was a take it or leave it offer so I decided to take the offer because otherwise I might get stuck with the whole bill. I don't feel I should have to pay anything as the problem should have been fixed at 51000 miles when it was under warranty. In addition I convinced my cousin to buy a Pacifica and he is now having the same problem.

Sincerely,

[REDACTED]
Jackson, WI [REDACTED]

Chrysler-Dodge-Jeep

P.O. Box 290
1111 E. Commerce Blvd.
Slinger, WI 53086
(262) 644-2420

INVOICE

PAGE 1

JACKSON, WI

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 3561 JAMES FISCHER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	CHRYSLER PACIFICA	2C8GF68415R		78229/78229	
IN SERVICE DATE	MODIFY DATE	WARR EXP	PRGMISED	PO NO	PAYMENT	INV DATE
16JUN05 DD					CASH	09FEB11
DATE VEHICLE RECEIVED	DATE OWNER NOTIFIED	OPTIONS: DLR:44180 ENG:3.5 Liter MPI				
13:50 09FEB11	14:22 09FEB11					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A			LUBE, OIL & FILTER				

449 PURCHASED 2 YEAR OIL CHANGE PROGRAM THROUGH CHRYSLER SERVICE CONTRACTS AND RECIEVE 4 OIL CHANGES FOR \$49.95 PLUS TAX. COVERS 5 QTS OF OIL. DIESELS AND SYNTHETICS ARE EXTRA. VIN SPECIFIC AND NON TRANSFERABLE.

999 NO TECH LIC#: 999

COL							
1	5281090	FILTER	ENGINE OIL	5.50	34.95	34.95	
6	OIL10W30	10W30	QT	1.90	5.50	5.50	
					1.90	11.40	

B PERFORMED A GENERAL INSPECTION OF FLUIDS AND FILTERS. CHECKED FOR LEAKS AND LOOSE COMPONENTS

INSP PERFORMED A GENERAL INSPECTION OF FLUIDS AND FILTERS. CHECKED FOR LEAKS AND LOOSE COMPONENTS

1167 COL

0.00 0.00

CDR NOTE: THE RIGHT REAR AXLE SEAL IS LEAKING

\$162.75, THERMOSTAT HOUSING LEAKS \$105.68,

AIR FILTER IS DIRTY \$24.95.

1167 COL

0.00 0.00

CDR RECOMMEND A BRAKE INSPECTION, SPARK PLUGS

\$201.20, THROTTLE BODY SERVICE \$147.00 AND A

TRANS SERVICE \$193.00

1167 COL

0.00 0.00

UPTOWN BEGINS WITH YOU!!!! WE APPRECIATE THE OPPORTUNITY TO SERVE YOU!!!! IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED, PLEASE CONTACT ROB BENICKE-SERVICE MANAGER AT 262-644-2427 OR EMAIL ROB@UPTOWNCHEVROLET.COM. SERVICE AND PARTS HOURS MON/WED-7AM-7PM TUES, THURS, FRI-7AM-6PM, SAT. 7:30AM-4PM.

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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DESCRIPTION	TOTALS
LABOR AMOUNT	34.95
PARTS AMOUNT	16.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	51.85
LESS DISCOUNT	0.00
SALES TAX	2.90
PLEASE PAY THIS AMOUNT	54.75

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

CUSTOMER SIGNATURE

Motor vehicle repair trade practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911

CUSTOMER COPY

INVOICE

Chrysler Dodge Jeep
P.O. Box 290
1111 E. Commerce Blvd.
Slinger, WI 53086
(262) 844-2420

JACKSON, WI

PAGE 1

HOME:

CONT:N/A

BUS:

CELL:

SERVICE ADVISOR: 132 JOHN SMITH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GRAY	05	CHRYSLER PACIFICA	2C8GF68415R		78400/78402	
IN SERVICE DATE	PRODUCTION DATE	WARR EXP	PROMISED	PO NO.	PAYMENT	INV DATE
16JUN05 DD			23FEB11		CASH	23FEB11

DATE VEHICLE RECEIVED: 09:08 18FEB11 DATE OWNER NOTIFIED: 14:04 23FEB11 OPTIONS: DLR:44180 ENG:3.5_Liter_MFI

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

A RIGHT REAR AXLE SEAL IS LEAKING, CHRYSLER CARE, 75.00 DEDUCTIBLE.

CAUSE:

03200602 REPLACED RIGHT REAR AXLE AND SEAL.

1167WCH40

1 5134787AA SEAL-OUTPUT SHAFT

(N/C)

1 5110028AA SHAFT-AXLE HALF

(N/C)

FC: 65 PART#: COUNT:

(N/C)

CLAIM TYPE: W

AUTH CODE:

MISC CHRYSLER AUTH REPAIR WITH A \$75.00 COPIAY,

CASE #20402751.

1167 CCH

0.00

0.00

B REPLACE THE THERMOSTAT.

THERM REPLACED THERMOSTAT AND GASKET.

1167 CCH

1 4781674AA GASKET-WATER OUTLET

46.00

46.00

1 4573560AC THERMOSTAT-WATER PUMP

14.53

14.53

14.53

MEN REPLACED THE THERMOSTAT HOUSING.

27.23

27.23

27.23

1167 ISCH

1 4781387AA NIPPLE-THERMOSTAT

(N/C)

(N/C)

C RENTAL CAR

CAR NO CHARGE TO CUSTOMER FOR RENTAL CAR.

999 NO TECH LIC#: 999

CCH

0.00

0.00

WASH WASH EXTERIOR OF VEHICLE.

999 NO TECH LIC#: 999

CCH

0.00

0.00

D** CUSTOMER REQUESTS, REPLACE AIR FILTER.

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TOTAL CHARGES	
LESS DISCOUNT	
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