



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

CL-10549149-4702

OCT 17 2013

BUREAU OF CONSUMER PROTECTION
564 Forbes Avenue, 6th Floor
Pittsburgh, Pennsylvania 15219
412-565-5134
September 24, 2013

[REDACTED]
South Park, PA [REDACTED]

Re: Chrysler Corporation
BCP-13-05-021194

Dear [REDACTED]

Your complaint regarding the above referenced matter has been reviewed and appears to come within the primary jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint, we believe the issues you raise will be addressed by the agency primarily responsible for dealing with these types of problems.

Please direct any further inquiries about this matter to that office. If you would like more information on this referral, please feel free to contact our office.

A copy of your complaint will remain on file for our future reference. On behalf of the Office of Attorney General, thank you for bringing this matter to our attention.

Very truly yours,

A David Etzi
A. David Etzi
Agent

pac
23

cc: National Highway Traffic
Safety Administration
400 Seventh Street SW, Room 5232
Washington, DC 20590

NM
10/21/13
SMD



CHRYSLER

RECEIVED

AUG 22 2013

BCP - WRO

August 19, 2013

Mr. A. David Etzi
PA Attorney General
564 Forbes Ave., 6th Floor
Pittsburg, PA 15219

RE: [REDACTED]
BCP-13-05-021194
Our File No.: 23618063

Dear Mr. Etzi:

Thank you for your letter dated August 8, 2013.

Naturally, we were sorry to learn of the problem the customer experienced, especially due to the inconvenience and expense involved. Unfortunately, our office is unable to provide repair cost assistance.

The original factory warranty covered the vehicle for 3 years or 36,000 miles, whichever occurs first, from the in-service date of April 12, 2004. This warranty is expired, so repairs are the customer's responsibility.

Thank you for writing.

Sincerely,

M. Gentry
Special Investigations
586-274-8160

MG/ss

RECEIVED

JUL 16 2013



CONSUMER COMPLAINT FORM

www.attorneygeneral.gov

Office Use Only
Complaint #

Investigator:

AVE

Code 1

Code 2

Bureau of Consumer Protection
564 Forbes Avenue, 6th Floor
Pittsburgh, PA 15219
(412) 565-5134

ADDRESS

South Park

PA

[REDACTED]

Allegheny

HOME PHONE NUMBER

BEST NUMBER TO CALL DURING THE DAY

Chrysler Corporation

NAME OF OWNER OR OTHER INDIVIDUAL TO WHOM YOU COMPLAINED

P.O. Box 21-8804

ADDRESS

Auburn Hills

MI

48321

CITY

STATE

ZIP

COUNTY

1-586-274-8173

PHONE

WEBSITE/E-MAIL ADDRESS

PRODUCT(S) OR SERVICE(S) PURCHASED

VEHICLE

DATE OF PURCHASE

12/20/2004

PURCHASE PRICE

27,413.50

Your Age:

☐ 18-29☐ 30-44☒ 45-59☐ 60 or olderHow did you find
out about us:☐ Visited Office☐ Attended

County/Senior Fair

or Speaking

Engagement

☐ State

Legislator/Agency

☐ News Story☐ Internet☒ Other - Please
SpecifyThe Lemon
Law Website(This information
will be used for
Statistical &
Enforcement
Purposes Only)To what other agencies have you
complained?

None except Chrysler

What action was taken?

None

Have you retained an attorney? ☐ Yes ☒ No

If yes, please provide your attorney's name, address and telephone number:

Have you filed a legal action? ☐ Yes ☒ No

If yes, please state WHEN, WHERE and WHAT decision was made?

1-800-441-2555

Please explain your complaint. You may use additional sheets if necessary. Please print or type clearly. Try to be brief, but be sure to tell WHAT happened, WHEN it happened and WHERE it happened. Be specific about any oral statements the business made to you, ESPECIALLY those that influenced you to deal with the company. Describe events in the order in which they happened. Attach COPIES of all contracts, letters, receipts, canceled checks (front & back), advertisements or any other papers that relate to your complaint.

EVERYTHING IS CLEARLY STATED IN THE ATTACHED CORRESPONDENCE. ACCORDING TO JAY, THE CONTACT PERSON FROM CHRYSLER, THE VEHICLE IS OUT OF WARRANTY AND THERE IS NOTHING THAT CAN BE DONE. WE BELIEVE THERE HAS TO BE SOMETHING DONE BASED ON THE EXTREME AMOUNT OF TIMES THE SAME THINGS HAVE BROKEN

WHAT WOULD YOU LIKE THE BUSINESS TO DO TO SETTLE YOUR COMPLAINT?

Assist with the repair costs of these consistently breaking same parts

PLEASE READ CAREFULLY

The Attorney General cannot act as your private attorney. As a law enforcement agency, the primary function of the Office of Attorney General is to represent the public at large by enforcing laws prohibiting fraudulent or deceptive trade practices that impact the public interest.

The Attorney General, through the Bureau of Consumer Protection ("Bureau"), provides a mediation service to consumers where an attempt may be made to mediate individual consumer complaints which fall within the Bureau's jurisdiction. The information you provide will be used in an attempt to resolve your complaint and will be shared with the party(ies) against which the complaint is filed. Additionally, your complaint may be shared with or referred to other Governmental Law Enforcement or Regulatory Agencies.

NOTE that we cannot mediate a matter which is or has been the subject of legal action.

Your complaint will be kept on file and may be used to establish violations of PA law.

By signing below:

1. I certify that the information provided in my complaint, including my identity and any factual statements or allegations, are true and correct to the best of my knowledge, information and belief.
2. I certify that I have read and understand the informational sheet about the mediation process; and, further certify my understanding that the Bureau cannot provide individual legal representation to me.
3. I certify that I have authorized the Bureau to contact the party(ies) against which I have filed a complaint; and, that I further authorize the party(ies) against which I have filed a complaint to communicate with and provide information related to my complaint to the Bureau.
4. I certify that I have authorized the Bureau to transfer my complaint, and any or all attachments related to it, to another federal, state, local or other agency which may have jurisdiction over this matter.

7/2/13
DATE

July 7, 2013

Office of Attorney General
Commonwealth of Pennsylvania
564 Forbes Avenue
6th Floor
Pittsburgh PA 15219

Dear Sirs

Enclosed please find copies of all correspondence that was previously sent to The Chrysler Corporation. The gentlemen who contacted us was "Jay", but no last name was given and for his title, he stated he worked in the Executive Office of Chrysler Corporation and his office was the last and highest office our concerns would be addressed at. We did request to speak to someone who heads up parts, maintenance, repairs, etc. and he stated "he was the highest we could go".

We are addressing the issues we have had with our vehicle because of the fact the same mechanical parts consistently are needing replaced and they actually started needing replaced when the vehicle had only 37,682 miles on it. As you can see from the repair slips, we maintain our car regularly and it is in extremely good condition, except for the struts and tie rods that continually need replaced. We actually have enclosed other parts that we had to replace but we understand things need replaced as vehicles age. Some of them probably were needed sooner than normal but that remains unknown at this point. Nevertheless when the same parts are consistently needing replaced and from a very low mileage car, you have a tendency to think there is something perhaps wrong with the vehicle or its particular design.

As explained in our letter to Chrysler, the dealer we purchased the vehicle from has gone out of business, and we are very satisfied and appreciative that Pleasant Hills Chrysler takes such wonderful care of us.

We have outlined for you the history of the repairs along with the mileage at the time of those repairs:

Check engine light	4/3/09, 5/4/10, 5/10/10, 4/19/11, 7/30/12, 6/15/13
Struts	Left Rear 37,682, Right Rear 63,037, Left Rear 75,965, Left & Right Rear 92,264
Tie Rods	Right Inner 70,160, Left Inner 77,238, Right Inner 102,295
Radiator	106,799
Fuel Pump	75,965
Swaybar Bushings	93,528
Leak Detection Pump	88,235, 102,295
Camshaft Sensor	76,446

As stated in the letter to Chrysler, another right inner tie rod is broken, the check engine light is on, and it is suspected that the steering rack needs replaced.

We appreciate your time and consideration in this matter and hope to hear from you soon.

Sincerely



June 19, 2013



Mr. Sergio Marchionne
CEO of Chrysler Corporation
CHRYSLER CORPORATION LCC
P.O. Box 21-8804
Auburn Hills MI 48321

Dear Mr. Marchionne

I am writing to you regarding the numerous repairs I have had to my 2004 Chrysler 300 Special M. The vehicle was purchased as a Christmas gift for me by my Wife, as a surprise, of course, from White Oak Chrysler in White Oak PA. It was the Service Directors demonstrator vehicle.

The vehicle has been plagued by numerous suspension problems, ie: front struts, rear struts, inner and outer tie rod ends, swaybar bushings, numerous check engine lights, fuel pump, camshaft sensor, leak detection pump, oxygen sensor, all of which can be confirmed by the attached service orders.

It is Pleasant Hills Chrysler-Jeep-Dodge dealership that handles our vehicle because White Oak Chrysler went out of business.

I am writing this letter today to you because another right inner tie rod is broken and needs replaced along with a suspected steering rack.

In no way I am complaining about Pleasant Hills Chrysler. I would highly recommend them to anyone and everyone. They have done nothing but take excellent care of me as a customer and also have taken marvelous care of my car.

I have been a Chrysler advocate since I was 16 years of age and I just celebrated my 74th birthday today!

I actually raced Chrysler products in my early years. I have owned Chrysler 300 lettered series vehicles since 1955.

I have researched the steering and suspension problems I have experienced and have found this to be an ongoing situation with Dodge and Chrysler LH and 300M Series. I might add once again my check engine light is on. This vehicle currently has 105,000 miles but has been maintained in pristine condition and that can be confirmed by the Service Manager, Mr. Keith Burley from Pleasant Hills Chrysler.

I would appreciate any assistance, direction, and or advice you could offer at this time.

I truly appreciate your time and consideration in this matter and I hope to hear from you at your convenience.

Sincerely

[REDACTED]

South Park PA [REDACTED]

[REDACTED]



WHITE OAK CHRYSLER-PLYMOUTH, INC.
1234 Long Run Road
White Oak, Pennsylvania 15131
(412) 672-9155
Visit us at whiteoakcp.com



S.S.#/D.O.B.	
WRITTEN DATE	
TO BE DELIVERED ON OR ABOUT	12/20/04
DELIVERED	12/20/04
STOCK NO.	4M22

LD TO		PHONE		MILEAGE - VEHICLE BEING PURCHASED	
REET ADDRESS		SALESMAN	70MP 10F		
Y SOUTH PARK	STATE PA	ZIP			
☒ CAR	YEAR 04	MAKE CHRYSLER	SERIES 300M	CYLS.	BODY TYPE SD
☐ TRUCK					
RIAL NO.	IGNITION KEY NO.	TRAILER KEY NO.	COLOR BLUE		TRIM

203AF76K94H	ASH DELIVERED PRICE OF UNIT	25500.00	NAME OF INS. AGENT & ADDRESS	
-------------	-----------------------------	----------	------------------------------	--

ACCESSORIES		TELEPHONE #		THE EXTENDED SERVICE CONTRACT AND COVERAGE FOR REPAIRS THEREUNDER PROVIDED TO YOU WITH THE PURCHASE OF YOUR VEHICLE HAS BEEN PROVIDED BY THESE ITEMS ARE NOT PROVIDED BY CHRYSLER CORPORATION, ITS PARENT CORPORATION, SUBSIDIARY OR AFFILIATE. CUST. INT. X
-------------	--	-------------	--	--

		COMPANY		TRADE-IN INFORMATION
--	--	---------	--	----------------------

		POLICY #		YR. & MAKE & MODEL
--	--	----------	--	--------------------

ACCESSORIES:		EFFECTIVE DATE		BODY TYPE
--------------	--	----------------	--	-----------

THE _____ IS WARRANTED BY		EXPIRATION	SER. #	
---------------------------	--	------------	--------	--

AND NOT CHRYSLER CORP.				TITLE NO.
------------------------	--	--	--	-----------

TOTAL PRICE: CAR & ACCESSORIES	25500.00	36.00	REGISTRATION FEE	STOCK NO.
--------------------------------	----------	-------	------------------	-----------

LESS USED CAR ALLOWANCE			TRANSFER FEE	COLOR
-------------------------	--	--	--------------	-------

SUB-TOTAL	25500.00	22.50	TITLE FEE	LICE. NO.
-----------	----------	-------	-----------	-----------

P.A. SALES TAX ON ABOVE LESS REBATE	1785.00	5.00	NOTARY FEE	MILEAGE - TRADE IN
-------------------------------------	---------	------	------------	--------------------

TITLE, TRANSFER, LICENSE, REG.	128.50	55.00	DOCUMENTARY FEE	
--------------------------------	--------	-------	-----------------	--

CASH SALE PRICE	27413.50	5.00	ENC FEE	BALANCE ON TRADE-IN OWED TO
-----------------	----------	------	---------	-----------------------------

BALANCE OWED ON TRADE-IN		5.00	PA TIRE TAX	
--------------------------	--	------	-------------	--

TOTAL CASH SALE PRICE	27413.50		INCREASE FEE	
-----------------------	----------	--	--------------	--

CASH ON DELIVERY				
------------------	--	--	--	--

CASH WITH ORDER	2413.50			
-----------------	---------	--	--	--

REBATE IF APPLICABLE				
----------------------	--	--	--	--

BALANCE DUE	25000.00			
-------------	----------	--	--	--

IF I CANCEL THIS PURCHASE CONTRACT OR REFUSE TO ACCEPT DELIVERY OF THE VEHICLE ORDERED; EXCEPT AS PERMITTED BY LAW, I WILL, AT YOUR OPTION, FORFEIT AS DAMAGES \$				
---	--	--	--	--

--	--	--	--	--

--	--	--	--	--

--	--	--	--	--

--	--	--	--	--

--	--	--	--	--

DELIVERY IS MADE SUBJECT TO APPROVAL OF FINANCING TERMS BY LENDING INSTITUTION AND VERIFICATION OF BALANCE OWED ON TRADE-IN. I AGREE IMMEDIATELY ARRANGE TO COMPLY WITH ANY CHANGES REQUIRED BY LENDING INSTITUTION.				
--	--	--	--	--

(Cust. Initials) X				
--------------------	--	--	--	--

DEPOSIT HOLDS VEHICLE AND AGREED PRICE FOR 24 HOURS				
---	--	--	--	--

(Customer Initials) X	DATE: 12/20/04	TIME		
-----------------------	----------------	------	--	--

Purchaser has read and agrees with this order and all the terms and conditions on both the front and reverse side of this order. The parties and may not be varied by any receipt of a copy of this Agreement and order.				
--	--	--	--	--

--	--	--	--	--

PURCHASER'S SIGNATURE	12/20/04	DATE WRITTEN		
-----------------------	----------	--------------	--	--

--	--	--	--	--

DISCLAIMER OF WARRANTIES
I UNDERSTAND THAT YOU (THE DEALER) EXPRESSLY DISCLAIM ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND THAT YOU NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR YOU ANY LIABILITY IN CONNECTION WITH THE SALE OF THE VEHICLE, EXCEPT AS OTHERWISE PROVIDED IN WRITING BY YOU IN AN ATTACHMENT TO THIS CONTRACT OR IN A DOCUMENT DELIVERED TO ME WHEN THE VEHICLE IS DELIVERED.
☐ "AS-IS"
THE MOTOR VEHICLE IS SOLD "AS-IS" WITHOUT ANY WARRANTY EITHER EXPRESS OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECTS THAT PRESENTLY EXIST OR MAY OCCUR IN THE VEHICLE.

THE ABOVE DESCRIBED VEHICLE MAY BE REAPPRAISED IF:

1. IT HAS SUFFERED DAMAGE OR SERIOUS MECHANICAL DETERIORATION SINCE THE DATE OF THE ORIGINAL VALUATION AND PRIOR TO ITS DELIVERY TO THE DEALER.
2. IF PARTS OR ACCESSORIES OR BOTH INCLUDING TIRES HAVE BEEN REMOVED OR REPLACED WITH PARTS AND ACCESSORIES OF INFERIOR QUALITY.
3. 6 WEEKS TIME PASSES BETWEEN DATE OF ORDER AND TIME FACTORY DELIVERS ORDER TO DEALER OR IF MORE THAN 1,000 MILES ARE ADDED TO ODOMETER.

(CUST. INITIAL) X

CONTRACTUAL DISCLOSURE STATEMENT FOR USED VEHICLE ONLY
THE INFORMATION YOU SEE ON THE (FEDERAL TRADE COMMISSION) WINDOW FORM IS PART OF THIS AGREEMENT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

THIS CONTRACT IS NOT BINDING UPON EITHER THE DEALER OR THE PURCHASER UNTIL SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE. YOU, THE BUYER, MAY CANCEL THIS CONTRACT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OR GIVING WRITTEN NOTICE OF CANCELLATION TO THE DEALER.

ACCEPTED BY _____
DEALER OR AUTHORIZED REPRESENTATIVE

CHRYSLER



Pleasant Hills Chrysler-Jeep, Inc.

600 Clairton Blvd. • Pittsburgh, PA 15236
 tele: 412-655-7500 • fax: 412-655-7997
 www.pleasanthillschryslerjeep.com



R/O	VIN		DATE IN	
69998	2 C 3 A E 7 6 K 9 4 H		08/08/07	
YEAR	MAKE	MODEL	COLOR	TIME IN
2004	CHRYSLER	300M	BLUE	09:15
MILES IN	MILES OUT	FIRST USE	LISC.	CLOSED
37682	37683	00/00/00	SOUTH PARK PA	08/08/07
SEE ALSO	RES.	BUS.	WRITER	2957
	H:	W:	JGAUDEN	

- (1) CK RATTLE UNDER REAR OF VEH, WHEN HITTING BUMPS
 REPLACE ~~REAR STRUT~~
 (Tech:03) A

CUSTOMER IS WAITING
 Warranty Claim
 02055003 68 T03 21
 4782667AA (DAMPER) 1
 4895002AA (INSULATOR) 1
 (Warranty)

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE

Page 1 of 1 Job 69998

69998 Customer Copy

Labor Rate
 74.00

W/C

INT.

CUSTOMER

Labor	.00
Parts	.00
Sublet	.00
Paint & Mate	.00
Oil/Grease	.00
Sub Total	.00
.00 Tax	.00
Total	.00



Pleasant Hills Chrysler-Jeep, Inc.

600 Clairton Blvd. • Pittsburgh, PA 15236
tele: 412-655-7500 • fax: 412-655-7997
www.pleasanthillschryslerjeep.com



R/O		VIN		DATE IN	
83724		2 C 3 A E 7 6 K 9 4 H		03/20/09	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2004	CHRYSLER	300M	BLUE	09:44	
MILES IN	MILES OUT	FIRST USE	USE	CLOSED	
63037	63038	00/00/00		03/20/09	
SEE ALSO	RES. BUS.			WRITE	
	H W:			2957	
				JGAUDEN	

1) CK RATTLE UNDER RT REAR WHEN HITTING
BUMPS S.O.P.
REPLACE ~~RT REAR STRUT~~
(Tech:03) A

CUSTOMER IS WAITING
Warranty Claim
02055002 68 T03 19
(F) 4782667AA (DAMPER) 1
..... (Warranty)



DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE

Page 1 of 1 Job 019047

83724 Customer Copy

Labor Rate
78.00

W/C	INT.	CUSTOMER
	Labor	.00
	Parts	.00
	Sublet	.00
	Warr Deduct	122.52
	Paint & Mate	.00
	Oil/Grease	.00
	Sub Total	122.52
.00	Tax	.00
	Total (Cash)	122.52



Pleasant Hills Chrysler-Jeep, Inc.

600 Clairton Blvd. • Pittsburgh, PA 15236
tele: 412-655-7500 • fax: 412-655-7997
www.pleasanthillschryslerjeep.com



R/O	VIN	DATE IN	
88235	2 C 3 A E 7 6 K 9 4 H	09/17/09	
YEAR	MAKE	MODEL	COLOR
2004	CHRYSLER	300M	BLUE
MILES IN	MILES OUT	FIRST USE	LISC.
70160	70162	00/00/00	
SEE ALSO	RES. BUS. W:		WRITER
65748	H		JGAUDEN

CUSTOMER IS WAITING

- (1) INTERMITTANT: EXCESSIVE CRANK TIME
DIAGNOSE CONDITION, LOSS OF FUEL PRESSURE
NEEDS FUEL PUMP
\$604.06
20% DISCOUNT
\$483.25
(Tech:01) A
- Labor T01 10 78.00
Total Labor 78.00
Total Repair (Customer) 78.00
- (2) BASIC OIL AND FILTER CHANGE
- Labor T01 2 6.25
5281090BA (FILTER) 1 6.30
68055890AA (OIL) 6 18.48
Total Labor 6.25
Total Parts 24.78
Total Repair (Customer) 31.03
- (Tech:01) A
- (3) CLUNKING UNDER CAR. VISUAL INSPECTION OF FRT
END.
REPLACE ~~REAR INNER TIE ROD~~ END
- Labor T01 20 159.12
5017460AA (TIE ROD) 1 93.30
Total Labor 159.12
Total Parts 93.30
Total Repair (Customer) 252.42
- (Tech:01) A
- (4) PERFORM RECALL J18
REPROGRAM POWERTRAIN CONTROL MODULE
(Tech:01) A
- Recall Claim
18J18182 T01 7
..... (Warranty)
- (5) FRONT END ALIGN.
- Labor T01 7 49.95
Total Labor 49.95
Total Repair (Customer) 49.95
- (Tech:01) A

VALUED CUSTOMER DISCOUNT
VALUED CUSTOMER DISCOUNT

Labor Charges Discounted 58.66
Parts Charges Discounted 23.62

SEP 17 2009

McCard

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1 Job 88235

88235 Customer Copy

Labor Rate
78.00

W/C INT. CUSTOMER

Labor	293.32
Parts	118.08
Sublet	.00
Paint & Mate	.00
Oil/Grease	.00
Less Disc.	-82.28
Sub Total	329.12
.00 Tax	23.04
Total (Cash)	352.16

285.39

CHRYSLER



DODGE



Pleasant Hills Chrysler-Jeep-Dodge

600 Clairton Blvd. • Pittsburgh, PA 15236

tele: 412-655-7500 • fax: 412-655-7997

www.pleasanthillschryslerjeep.com

Jeep



R/O 93888	VIN 2 C 3 A E 7 6 K 9 4 H			DATE IN 04/19/10
YEAR 2004	MAKE CHRYSLER	MODEL 300M	COLOR BLUE	TIME IN 08:18
MILES IN 75965	MILES OUT 75966	FIRST USE 00/00/00	LISC. [REDACTED]	CLOSED 04/19/10
SEE ALSO	RES. [REDACTED] BUS. [REDACTED] W: [REDACTED]			WRITER 2957 JGAUDEN

- (1) CK VEH CRANKS EXCESSIVE
TEST & REPLACE FUEL PUMP

Labor	T01 21	171.36
5019003AB (MODUL KIT)	1	397.46
Total Labor		171.36
Total Parts		397.46
Total Repair (Customer)		568.82

(Tech:01) A

- (2) CK LEFT REAR STRUT BROKEN
REPLACE ~~LEFT REAR STRUT~~

Warranty Claim
02055003 68 T01 19
(F) 4782667AA (DAMPER) 1
..... (Warranty)

(Tech:01) A

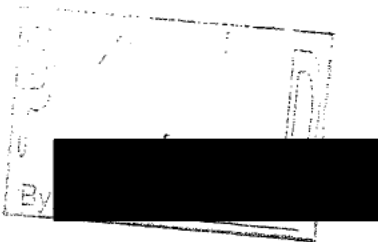
- (3) BASIC OIL AND FILTER CHANGE

Labor	T01 2	6.25
5281090BA (FILTER)	1	6.30
68055890AA (OIL)	6	18.48
Total Labor		6.25
Total Parts		24.78
Total Repair (Customer)		31.03

(Tech:01) A

VALUED CUSTOMER DISCOUNT
VALUED CUSTOMER DISCOUNT

Labor Charges Discounted 42.84
Parts Charges Discounted 99.37



Next Service OCT '10 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Job 93888

93888 Customer Copy

Labor Rate
80.00

W/C INT. CUSTOMER

Labor	177.61
Parts	422.24
Sublet	.00
Warr Deduct	126.98
Shop/waste F	11.54
Oil/Grease	.00
Less Disc.	142.21
Sub Total	596.16
.00 Tax	32.85
Total (Cash)	629.01

CHRYSLER



DODGE



Pleasant Hills Chrysler-Jeep-Dodge

600 Clairton Blvd. • Pittsburgh, PA 15236

tele: 412-655-7500 • fax: 412-655-7997

www.pleasanthillschryslerjeep.com

Jeep



R/O	VIN			DATE IN	
95473	2 C 3 A E 7 6 K 9 4 H			05/07/10	
YEAR	MAKE	MODEL	COLOR	TIME IN	
2004	CHRYSLER	300M	BLUE	08:04	
MILES IN	MILES OUT	FIRST USE	LISC	CLOSED	
77238	77240	00/00/00	PA	09:53	
SEE ALSO	RES	BUS	W	WRITER	
	H:			ED	

CUSTOMER IS WAITING

- (1) C/S REPLACE ~~INNER TIE ROD~~
EXCESSIVE PLAY
REPLACED LEFT INNER TIE ROD

(Tech:01) A

Labor	T01	20	160.00
5017461AA (TIE ROD)		1	93.35
Total Labor			160.00
Total Parts			93.35
Total Repair (Customer)			253.35

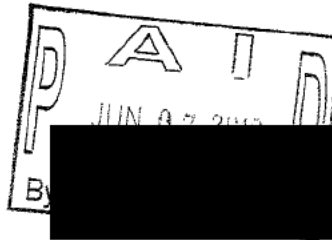
- (2) FRONT END ALIGN.

(Tech:01) A

Labor	T01	7	49.95
Total Labor			49.95
Total Repair (Customer)			49.95

VALUED CUSTOMER DISCOUNT
VALUED CUSTOMER DISCOUNT

Labor Charges Discounted 31.49
Parts Charges Discounted 14.00



Next Service NOV '10 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X CUSTOMER SIGNATURE

Page 1 of 1 Job 027503

95473 Customer Copy

Labor Rate 80.00

W/C INT. CUSTOMER

Labor	209.95
Parts	93.35
Sublet	.00
Shop/waste F	.00
Oil/Grease	.00
Less Disc.	-45.49
Sub Total	257.81
.00 Tax	18.05
Total (Cash)	275.86

CHRYSLER



DODGE



Pleasant Hills Chrysler - Jeep - Dodge

600 Clairton Blvd. • Pittsburgh, PA 15236

tele: 412-655-7500 • fax: 412-655-7997

www.pleasanthillschryslerjeep.com



R/O	VIN		DATE IN	
18675	2 C 3 A E 7 6 K 9 4 H		08/25/11	
YEAR	MAKE	MODEL	COLOR	TIME IN
2004	CHRYSLER	300M	BLUE O	07:50
MILES IN	MILES OUT	FIRST USE	LISC.	CLOSE
92264	92265	00/00/00	PA	10:38
SEE ALSO	REG.	BUS.	WRITER	08/25/11
	H:	W:	JGAUDEN	

CALL WHEN READY

- (1) BASIC OIL AND FILTER CHANGE
FREE PUNCH CARD

Labor	T01	2	6.25
5281090BA (FILTER)		1	6.30
68055890AA (OIL)		6	18.48
Total Labor			6.25
Total Parts			24.78
Total Repair (Customer)			31.03

(Tech:01) A

- (2) TIRE ROTATION

Labor	T01	3	17.95
Total Labor			17.95
Total Repair (Customer)			17.95

(Tech:01) A

- (3) FRONT END ALIGN.

Labor	T01	7	49.95
Total Labor			49.95
Total Repair (Customer)			49.95

(Tech:01) A

- (4) REPLACE ~~STRUTS~~

Labor	T01	34	289.00
181667 (FRT STRUT ASSY)		1	220.08
181668 (FRT STRUT ASSY)		1	212.28
Total Labor			289.00
Total Parts			432.36
Total Repair (Customer)			721.36

(Tech:01) A

VALUED CUSTOMER DISCOUNT
VALUED CUSTOMER DISCOUNT

Labor Charges Discounted 53.54
Parts Charges Discounted 64.85

15 / AS
10/25/11
Ck# [redacted]

Next Service FEB '12 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X
CUSTOMER SIGNATURE

Page 1 of 1 Reprint (1)

Job 037379

18675



Customer Copy

Labor Rate 85.00

W/C INT. CUSTOMER

Labor	363.15
Parts	457.14
Sublet	.00
Shop/waste F	15.00
Oil/Grease	.00
Less Disc.	-118.39
Sub Total	716.90
.00 Tax	50.18
Total (Cash)	767.08

CHRYSLER



DODGE



Pleasant Hills Chrysler-Jeep-Dodge

600 Clairton Blvd. • Pittsburgh, PA 15236

tele: 412-655-7500 • fax: 412-655-7997

www.pleasanthillschryslerjeep.com

Jeep



R/O	VIN		DATE IN	
19797	2	C3AE76K94H	10/04/11	
YEAR	MAKE	MODEL	COLOR	TIME IN
2004	CHRYSLER	300M	BLUE	08:33
MILES IN	MILES OUT	FIRST USE	LISC.	CLOS
93528	93529	00/00/00	PA	09:55
SEE ALSO	RES.	BUS.	WRITE	2957
	H:	W:	JGAUDEN	

CUSTOMER IS WAITING

(1) CK CLUNK NOISE IN FRT S.O.P.

REPLACE ~~SWAYBAR BUSHINGS~~
SAVE OLD PARTS

(Tech:01) A

Labor	T01	10	85.00
4782859AA (ISOLATOR)		2	26.90
Total Labor			85.00
Total Parts			26.90
Total Repair (Customer)			111.90

(2) REPLACE WINDSHIELD WIPER BLADES

(Tech:01) A

Labor	T01	2	11.90
WB000022AF (BLADE)		1	13.70
WB000024AF (BLADE)		1	12.24
Total Labor			11.90
Total Parts			25.94
Total Repair (Customer)			37.84

OCT 04 2011

ck#

Next Service MAR '12 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

CUSTOMER SIGNATURE

Page 1 of 1

Job 19797

19797



Customer Copy

Labor Rate 85.00

W/C

INT.

CUSTOMER

Labor	96.90
Parts	52.84
Sublet	.00
Shop/waste F	6.30
Oil/Grease	.00
Sub Total	156.04
.00 Tax	10.92
Total (Cash)	166.96

CHRYSLER



DODGE



Pleasant Hills Chrysler-Jeep-Dodge

600 Clairton Blvd. • Pittsburgh, PA 15236
 tele: 412-655-7500 • fax: 412-655-7997
 www.pleasanthillschryslerjeep.com



R/O 26275	VIN 2 C 3 A E 7 6 K 9 4 H					DATE IN 05/11/12
YEAR 2004	MAKE CHRYSLER	MODEL 300M SPECI	COLOR BLUE	O	TIME IN 13:14	
MILES IN 102295	MILES OUT 102296	FIRST USE 00/00/00	LISC PA	SOUTH PARK PA		CLOSED 15:34
SEE ALSO	RES. H: [REDACTED] BUS W: [REDACTED]				WRITER 2957 JGAUDEN	

CUSTOMER IS WAITING

- (1) CK SEVERE SHAKE AFTER HITTING A BUMP
 REPLACE [REDACTED] (EXCESSIVE PLAY)

Labor	T03 20	177.48
5017460AA (TIE ROD)	1	92.95
Total Labor		177.48
Total Parts		92.95
Total Repair (Customer)		270.43

(Tech:03) A

- (2) FRONT END ALIGN.

Labor	T03 7	49.95
Total Labor		49.95
Total Repair (Customer)		49.95

(Tech:03) A

- (3) TIRE ROTATION

Labor	T03 3	17.95
Total Labor		17.95
Total Repair (Customer)		17.95

(Tech:03) A

VALUED CUSTOMER DISCOUNT
 VALUED CUSTOMER DISCOUNT

245.38 Labor Charges Discounted 10% 24.54
 92.95 Parts Charges Discounted 10% 9.30

CE# [REDACTED]

Next Service SEP '18 Lube-Oil-Filter

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

CUSTOMER SIGNATURE

Page 1 of 1

Job 26275

26275



Customer Copy

Labor Rate 87.00

W/C

INT.

CUSTOMER

Labor	245.38
Parts	92.95
Sublet	.00
Shop/waste F	15.00
Oil/Grease	.00
Less Disc.	-33.84
Sub Total	319.49
.00 Tax	22.36
Total (Cash)	341.85



Office of Attorney General
Commonwealth of Pennsylvania
564 Forbes Avenue, 6th Floor
Pittsburgh, PA 15219



Defects
PM