

CL- 10559884-8820

JAN -6 2014

Attorney General of New Mexico

GARY K. KING
Attorney General

ALBERT J. LAMA
Chief Deputy Attorney General

August 5, 2013

NHTSA Headquarters
1200 New Jersey Avenue, SE
West Building
Washington, DC 20590

**Re: Complaint of [REDACTED] against Larry H. Miller Chrysler Dodge and
Chrysler Corporation**

Dear NHTSA:

We are forwarding the above-referenced complaint (with attachments) to you for your information and review. [REDACTED] purchased a new 2011 Dodge Charger SE, 6 cylinder, and automatic transmission, with a problem which [REDACTED] has complained of to the manufacturer and dealership since he purchased the vehicle, to no avail.

Numerous times [REDACTED] has attempted to get the alleged manufacturer defect/mechanical defect(s) resolved, however, to date both the dealership and the manufacturer have failed to make the proper repair and [REDACTED] opines the problem is a safety issue and should be addressed.

The manufacturer and the dealership informed [REDACTED] the transmission was operating "within parameters," and it has been "determined by Chrysler to be an operating characteristic." [REDACTED] a mechanic, - believes the term "operating characteristic" is a deceptive term referring to a manufacturer defect. We are enclosing information reflecting other Consumers complaining of the same problem.

NM
1814
SMD

Thank you for your attention to this matter.

Sincerely,

Diana Marquez

Diana Marquez
Consumer Advocate
NM Attorney General's Office
111 Lomas NW, Suite 300
Albuquerque, NM 87102
(505) 222-9041
dmarquez@nmag.gov

cc:

[REDACTED]

Moriarty, NM [REDACTED]

Lori Chavez, Assistant Attorney General

Enclosures: a/s



8528 Lomas Blvd. NE / Albuquerque, NM 87110 / 505-366-2900

July 25, 2013

Diana Marquez
Attorney General of New Mexico
111 Lomas Blvd. NW, Suite 300
Albuquerque, NM 87102

Re: Consumer Complaint of [REDACTED]

Dear Ms. Marquez,

This is in response to the letter received from your office regarding the complaint of [REDACTED]. The "drift" that [REDACTED] is experiencing has been determined by Chrysler to be an operating characteristic.

We recommend that [REDACTED] pursue this matter with Chrysler Corporation Customer Assistance for any type of concern resolution.

Respectfully,


Dave Montemorano

General Manager
Larry H. Miller Chrysler Jeep Dodge
505-366-2910

Cc: file



Attorney General of New Mexico

GARY K. KING
Attorney General

ALBERT J. LAMA
Chief Deputy Attorney General

July 23, 2013

Dave Montemorano, General Manager and
Greg Goodman, Service Manager
Larry H. Miller Chrysler Jeep Dodge Ram
8528 Lomas Blvd., NE
Albuquerque, NM 87110

Re: Consumer Complaint of [REDACTED]

Gentlemen:

Enclosed is [REDACTED] rebuttal to your response. Please review the rebuttal and also please inform us what needs to be accomplished in order to resolve this matter. Thank you for your cooperation and assistance in this matter.

Sincerely,

A handwritten signature in cursive script that reads "Diana Marquez".

Diana Marquez
Consumer Advocate
NM Attorney General's Office

Copies to: [REDACTED] Consumer

Lori Chavez, Assistant Attorney General

[REDACTED]
Moriarty, NM [REDACTED]

Diana Marquez

Consumer Advocate

Attorney General of New Mexico

111 Lomas NW, Suite #00

Albuquerque, NM 87102

Re: Larry Miller Response to Customer Complaint of [REDACTED]

Re: Question about Claim with Manufacturer

Dear Diana Marquez:

Mr. Goodman, statement; that after final repair on November 14, 2012 that there were "no other symptoms and all adjustments within specification". This is simply inaccurate . Adjustments may have been within Specification but symptoms were then an still are present.

I took more than one test drive on the 14th. First with my Service Writer, Perry Coleman. Mr. Coleman stated that he had gone on a test run with Frontend Tech and car went straight down the road. He was completely surprised when, on the test drive with me, the car still drifted to the right and the steering wheel was not centered (again) . Upon returning to the dealership and informing Frontend Technician of my reported and demonstrated continued drift, He (Technician) then took me on a test drive using a different road surface from that used for testing on all previous test. As technician was demonstrating to me how the cars drove strait down the road, it appeared to me, that He was holding the steering wheel with his knee (as lighting within the auto was minimal,(night had fallen) so I couldn't be sure) at this point I stated that we should return to dealership. Immediately upon arrival at the dealership and exiting of the car, I spoke directly to Mr. Howard Courtney, Asst. Service Manager, in front of Perry Coleman, Service Writer, the Frontend Technician: "When I return from my trip, you can change out the Struts and realign it, because it still drifts and the Steering wheel isn't centered, again".

While on my trip I received a call from Mr. Harlen Cooper, From Dodge Resolution Team. (Contact info below) During our conversation, Mr. Cooper suggested that I take my car to another dealer and was to schedule an appointment with Melloy Dodge.

On November 28th I returned to Larry Miller Dodge for a oil change and to discuss front end problem. Mr. Howard Courtney also suggested that I take my car to another dealer for alignment. I informed him that Mr. cooper had suggested the same thing and was scheduling an appointment. So. Mr. Goodman should be completely aware that issues weren't resolved on November 14,2012.

As to the statement by Mr. Goodman that Melloy Dodge stated that the cars had "normal drift" is accurate but misleading.

The first visit with Melloy resulted in a alignment by Melloy Technicians that: finally centered the steering wheel and created a pull to the left to compensate for the verified drift to the right.(Keeping in mind that all of these adjustments are within specifications) This however, did not remove all of the drift. After further discussions with Mr. Cooper from Dodge Resolution Team, it was decided that a second appointment with Melloy was to be scheduled. It was scheduled and I kept appointment, after a discussion and a test drive with Melloy Dodges Service Manager James Cassell, no further work was done. Mr. Cassell even commented that at least I ([REDACTED] knew the difference between a drift and a pull. The reason no further work was done was because, Melloy's only fix was to create more left pull which would then cause a severe pull to the left while left lane driving. This was unacceptable to me. This is then when Melloy stated that the car had normal drift. (My response to "Normal Drift" below.)

After more discussions with Mr. Harlen Cooper, he informed me that the "District Manager over both Larry Miller and Melloy Dodge Dealerships stated no other work would be done on my frontend issue". Since this phone call Mr. Cooper has failed to return numerous phone calls.

Normal Drift: I was Certified Frontend Alignment/ Suspension and Brake Technician Through the 80s and early 90s. "Normal Drift" was never a term used because, "Steering Drift" was not considered normal and was/should still be considered Unsafe. Steering Drift" is caused by "Road Crown" absent "Faulty Equipment" or Design Flaw . "Steering Drift" is generally corrected by normal alignment procedures. If this or any other adjustment within the alignment process fails to correct issues, other possibilities must be explored ie. Brake drag, faulty Strut/shock, (1lb pressure difference) Faulty bushing?(has been an issue on past models) Possible issue with Electric Steering Assist?, ect. ect. ect.

There are a number of complaints found on line about front end issues just like mine, Same year model (examples attached with web addresses).

Harlen Cooper, Dodge Resolution Team,
Contact Info: 1-888-542-7239 ext. #536


Re: Question Have you filed a claim with Manufacturer?

Answer: I thought that I had done so by opening a Star ticket. Also when the Dodge Resolution Team Representative tells you that Dodge, WILL NOT authorize any more work to fix the issue. Dodge, WILLNOT pay for repairs if corrected by an outside repair shop. Dodge WILL NOT buy back the car, which was only asked for after refusal to fix the car. Then the Representative refuses to return Phone calls If there is another method to file complaint with Dodge/Chrysler please inform me.

Respectfully Submitted




Examples : Internet search Steering Problems 2011 Charger

 #9 - Steering problem of the 2011 Dodge Charger

The vehicle involved was a 2011 Dodge Charger. When driving on the highway at a continuous speed of 70+ miles per hours, the car drifts in the lane. I can hold the steering straight and the car continues to be a problem. I am afraid to drive the vehicle on the highway and I don't feel safe in the car. We are constantly getting car sick and thats just not normal I have taken the car in a few times to the dealership and they can't find anything wrong with the vehicle. I have reported the problem to Dodge, but I have to take it in to another dealership where they are close to the highway . I dont know if it is the tires or the steering, but the dealership said they was nothing wrong. I asked the service manager if I could take them on the highway with me and I was told no. There is something wrong with the car and I just want it fixed for my families safety and everyone else that is next to me driving down the interstate. This steering problem happened on 09/10/2011.

carproblemzoo.com/dodge/charger/steering-problems.php

 #12 - Steering problem of the 2011 Dodge Charger

The vehicle involved is a 2011 Dodge Charger. Vehicle identification number (VIN): 2B3CL5CT4B_. U-connect (hands frees phone) disconnects and will not reconnect, until car is restarted. Has been in the shop three times. Chrysler group has been contacted, stated they were aware of the problem. Stated they would would be sending a update cd with instructions, never arrived **steering alignment: camber problem has wore 5/32 of tread on the front tires in 7600 miles.** This steering issue occurred 03/02/2011.

Charger Police V8

- Automatic transmission
- 3,000 miles

ADVERTISEMENT S

I have taken this car to 3 different dealers, all say they fixed it but its not fixed, **continues to pull to the right.** This is my life in a high speed pursuit vehicle, you think it would be taken serious.

 Muskogee, Oklahoma, USA

carcomplaints.com/Dodge/Charger/2011/steering/pulls_to_the_side.shtml

2011 dodge charger r/t: wheel drive..noise coming..left front..pulls

Customer Question

I have a 2011 dodge charger r/t all wheel drive that I just purchased. It has 250 miles. Just recently, while traveling 70-75 on the e-way, I notice a dull humming noise coming from the left front; the veh also pulls slightly to the left. I took the vehicle to the dealer and they couldn't find anything wrong (of course). They did an alignment and the problem still exists; only at those speeds. Now however, after the alignment, the steering wheel is somewhat cocked to the right while going straight and still slightly pulls to the left. When I took delivery, I didn't have these issues until about 3 days after delivery. I'm confused. What could this possibly be? Note; I hear it more on the cement covered roads as apposed to the blacktop roads. The noise isn't a constant sound; it's goes higher/lower type humming sound???

Country: United States

Make: Dodge

Model: Charger R/T

Year: 2011

justanswer.com/dodge/4lukn-2011-dodge-charger-r-t-wheel-drive.html

2012 Dodge Charger TSBs

14 Charger Technical Service Bulletins

Technical Service Bulletins, or TSBs for short, are notifications made directly by Dodge to help automotive technicians diagnose and repair commonly reported Charger problems. Interested in how this information is collected? [Read more about TSBs.](#)

Recent 2012 Charger TSBs

STEERING

- - **Date Reported** MARCH 17 2012
 - **NHTSA Reference** #10044112
 - **TSB Reference** #22-002-12

Description: CHRYSLER: STEERING WHEEL VIBRATION AT HIGHWAY SPEEDS. THIS BULLETIN INVOLVES ROAD TESTING, TIRE BALANCING, ROAD FORCE VARIATION AND IF NECESSARY CONTACTING STAR FOR VEHICLES LESS THAN 12,000 MILES. MODEL CHARGER MODEL YEARS 2011-2012 *JS

Repair Information for NHTSA #10044112

SUSPENSION:FRONT:MACPHERSON STRUT

-
- **Date Reported** SEPTEMBER 06 2012
- **NHTSA Reference** #10048079
- **TSB Reference** #SB-02-005-12

Description: DODGE: WHEN COMING TO A STOP, FRONT END MAKES CLUNKING NOISE CAN BE HEARD COMING FROM TENSION STRUT BUSHINGS. MODELS 2011-2012 CHARGER/CHARGER EXPORT. *PE

Repair Information for NHTSA #10048079

dodgeproblems.com/tsbs/Charger/2012/



ATTORNEY GENERAL

2013 APR 11 AM 7:55

8528 Lomas Blvd. NE / Albuquerque, NM 87110 / 505-366-2900

April 9, 2013

Diana Marquez
Consumer Advocate
Consumer Protection Division
PO Drawer 1508 Santa Fe, NM 87504-1508

Re: Consumer Complaint of [REDACTED]


Dear Ms. Fuentes, *Marquez*

After our final repair on November 14, 2012, we had no other symptoms of pulling and all adjustments were within specification. [REDACTED] took his vehicle in to Melloy Dodge and they stated the vehicle was a normal drift and not a pull as we did.

[REDACTED] contacted Chrysler as stated in his letter; Chrysler would not do anymore work on this issue and determined to be within specification by two different Chrysler Dealerships.

[REDACTED] request of a buyback or refund on his vehicle should be pursued through Chrysler Corporation.

Respectfully,



Greg Goodman
Service Manager
Larry H. Miller Chrysler Jeep Dodge Ram ABQ



Attorney General of New Mexico

GARY K. KING
Attorney General

ALBERT J. LAMA
Chief Deputy Attorney General

April 25, 2013

[REDACTED]
Moriarty, NM [REDACTED]

Re: Complaint against Larry Miller Dodge

Dear [REDACTED]:

Enclosed is a copy of LHM Dodge's response to your complaint. If you wish to file a rebuttal, please do so within 20 days. Also, have you filed a claim with the Manufacturer?

In the meantime, if you have any questions, please feel free to contact me at 222-9011.

Sincerely,

A handwritten signature in cursive script that reads "Diana Marquez".

Diana Marquez
Consumer Advocate
NM Attorney General's Office
111 Lomas NW, Suite 300
Albuquerque, NM 87102
dmarquez@nmag.gov



Attorney General of New Mexico

GARY K. KING
Attorney General

ALBERT J. LAMA
Chief Deputy Attorney General

January 25, 2013

Larry H. Miller
8528 Lomas Blvd., NE
Albuquerque, NM 87110

RE: Consumer Complaint of [REDACTED]

Dear Sir or Madam:

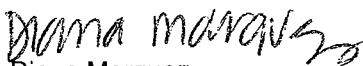
The New Mexico Attorney General's Consumer Protection Division has received a complaint against your business. Copies of the consumer's complaint and related documentation are enclosed.

Our role is to consider the views of both parties and attempt to resolve this matter in an amicable fashion to the satisfaction of all parties, without the added cost of litigation. Once you have reviewed the enclosed documents and complaint, we request that you send a written statement of your position to us within ten (10) business days. Please include copies of any documents you feel are pertinent to this matter. Please be sure that all copies are legible, and clearly show all signatures and dates.

If, after reviewing the statements by each party, we believe that a violation of the New Mexico consumer protection laws appear to have occurred, we will notify you of that fact. We will again urge you to resolve the matter to avoid possible litigation or continued investigation. A copy of your response will be furnished to the consumer. In addition, we ask that you not contact the consumer. All communication should be directed to and through this office.

Please send your written response and all correspondence to the address below. Due to the volume of complaints handled by this office, we must ask that you contact us in writing. Thank you for your cooperation.

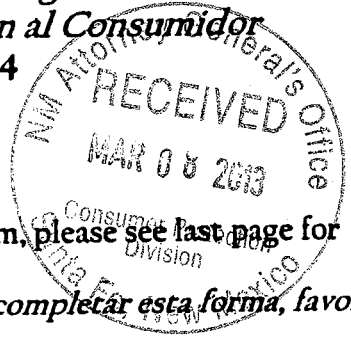
Sincerely,


Diana Marquez
Consumer Advocate
Consumer Protection Division

Enclosures

cc: [REDACTED]

ATTORNEY GENERAL GARY K. KING
Procurador General del Estado Gary K. King
Consumer Protection Division / División de Protección al Consumidor
P.O. Drawer 1508, Santa Fe, NM 87504
1-800-678-1508 / (505) 827-6060



2013 MAR -8 AM 8:56

If you are an individual with a disability requiring assistance with this form, please see last page for options.
Si usted es un individuo con alguna incapacidad que requiere ayuda para completar esta forma, favor de referirse a la última página para mas opciones.

Please indicate how you were referred to this office to file this complaint:
Por favor indique cómo y quien lo refirió a archivar esta queja en esta oficina:

I am filing this complaint to notify the Attorney General's Consumer Protection Division of a dispute with the company referenced below and to request its assistance in resolving this matter. I understand that the Division cannot serve as a private attorney for individuals and that any legal action taken by the Division would be on behalf of the public and not to represent only my interests.
Archivo esta queja para notificarle a la División de Protección al Consumidor de la Oficina de la Procuradora del Estado de la disputa con el negocio mencionado en la información que sigue y para pedir asistencia en resolver este asunto. Entiendo que la División no puede servir como abogado privado de individuos y que cualquier acción legal que tome sería de parte del público en general y no representando solo mis intereses.

PLEASE TELL US ABOUT YOURSELF
[Información del consumidor]

Name [Redacted]
[Nombre del Consumidor]

Address/Dirección [Redacted]
[Dirección del Consumidor]

City Moriarty
[Ciudad, Estado y Zona Postal]

State N. M. Zip [Redacted]

Phone Work/Trabajo N/A Home/Casa _____
Cell/Celular [Redacted]

COMPLAINT IS AGAINST:

[Queja en contra de que negocio]

Business Name Larry Miller Dodge
[Nombre del Negocio]

Address/Dirección 8528 Lomas Blvd. N.E.
[Dirección del Negocio]

City Albuquerque
[Ciudad, Estado y Zona Postal]

State N. M. Zip 87110

Contact Person Howard Courtney
[Dueño o representante del negocio]

Telephones (505) 366-2900
[Teléfonos del negocio]

1. First contact between you and the business:
[Primer contacto entre usted y el negocio]

Person came to my home
[Representante vino a mi casa]
I went to company's place of business
[Fui al lugar del negocio]
I received a telephone call from business
[Recibí una llamada por teléfono del negocio]
I telephoned the business
[Llamé por teléfono al negocio]

I received information in the mail
[Recibí información en el correo]
I responded to radio/television ad
[Respondí a un anuncio de radio o TV]
I responded to printed advertisement
[Respondí a un anuncio por escrito]
Other/otro _____

2. Where did the transaction take place?
[¿Dónde se llevó a cabo la transacción?]

At home/en casa

At business/en el negocio

By mail/por correo

Over the phone/por teléfono

Other/otro _____

3. Date(s) of Transaction(s) 9/27/12 + 10-29-12
[Fecha (s) de transacción] 11-01-12, 11-8-12
11-28-12 to Present

4. Did you sign a contract?
[¿Firmó usted un contrato?]
Yes - enclose a copy
[Si-incluya una copia]

?
warranty No

5. Amount of payment [Cantidad y forma de pago]: \$ 0- Cash/efectivo Credit Card/tarjeta de
crédito Loan/préstamo Lay-a-way/apartado, Check/cheque under warranty

Date check was cashed (from bank statement): N/A
[Fecha en que cambió su cheque: (del estado de cuenta del banco)]

Have you contacted the credit card company to request credit to your account? Yes/Si No
[¿Se ha comunicado con la compañía de la tarjeta de crédito para pedir que le acrediten su cuenta?]

6. Have you complained to the business? Yes/Si No If yes, when Numberous
[¿Se ha quejado usted con el negocio? Si contestó que sí, cuando?]

What was the business' response? After repeated attempts ^{failed} Refused to make satisfactory repairs
[¿Cual fue la respuesta del negocio?]

7. Have you filed a complaint with another agency? Yes If so, which agency? Dodge Resolution Team
[¿Ha puesto una queja con otra agencia? Si así es, ¿con cual agencia?]

What action was taken? Another dealer attempted repairs, make improvement
[¿Se tomó alguna acción?] but problem still exist.

Attachment

I was having a issue on my 2011 Dodge Charger SE, 6 cylinder, automatic transmission, the problem being, there was a 2 second delay on acceleration at certain speeds. I stopped at Larry H. Miller Dodge on 8/28/12, (place of purchase).(Inv. #55974) (mileage 12941). A "Flash" was done on the transmission, I was told that the trans needed to relearn my driving habits. The car now had a 3 second delay on acceleration. After driving 700 + miles the 3 second delay was and is still constant. So I dropped the car off for the second time at the Larry H. Miller Dodge (mileage 13678) on September 27, 2012, I received a call the following day 9/28/12 that the car was ready, but did not pick it up until 10/4/12. I was informed at this time that the transmission was operating within parameters. (see invoice #57776)

Immediately upon leaving the Dealership on 10/4/12, I noticed the car riding very rough. I called from the car (via Bluetooth) and asked Perry Coleman (service writer) if my tires had been rebalanced, he stated no, only rotated. (See invoice # 57776 pg. 2). I went directly to my tire store and all 4 tires required rebalancing. I Drove home in the high wind so didn't notice cars steering pulling to the right for 3 weeks when no wind was present. (I only drove the car once a week during this period to Albuquerque for V.A. appointments) This means I drove the car on October 9 & 18, 2012(check NM weather) didn't drive again until 10/29/12, which is when I noticed the hard pull. I went back to dealership(LHM) the same day 10/29/12(mileage 14,243)(see Invoice #59885) A alignment was preformed and the drive home proved they had failed to correct problem in addition to the steering wheel now being off center. (Center bar not level). **There had been NO steering issues prior to 10/4/12.**

I Returned to Dealership on 11/1/12 (mileage 14,324)where yet another Frontend alignment was preformed (see invoice # 60055). Technician claimed previous setting were off.(see Specifications and Settings Print out of Inv.# 59885 and #60055 (before and after)) After test drive proved yet another failure to correct pull and now steering wheel was off center in opposite direction. I had a discussion with Service Manage Greg Goodman?, Assistant Service Manager Howard Courtney, Service Writer Perry Coleman And Shop Supervisor/Frontend Technician (Name not remembered). I requested a complete front suspension replacement, one part at a time if necessary, until problem was resolved. as I had a cross country trip planned for Mid-November. Transmission issue remains. It was suggested that I call Chrysler Customer Assistance Center(see phone number hand written on inv.#60055) to have a Star tickets opened on cars issues. (I did as suggested)

On 11/8/12 I once again returned the car to Larry H. Miller Dodge (mileage 14,678) for a part addition, this being a Camber bolt that is not stock from factory. Technician explains that this failed to correct the problem. (see Inv. #60493) Technician then ordered and installed a rack and pinion (major steering component) claimed that it fixed the problem. I picked up the car late on 11/14/12 went for test drive myself with Service Writer Perry Coleman who stated that a early test drive proved success had been achieved. He was dumb founded when our test drive proved a drift to the right still existed. Test drove with Frontend Technician and pull was gone but drift to the right was still present along with un-centered steering wheel still. I took car at that time to go on trip to Georgia. Round trip over 3200 miles and car maintained drifted to the right on different road textures across 8 States Highways in all lanes, that knocked out the theory of bad NM roads.

During the above time frame, I received a phone call on 11/9/12, from Mr. Harlen Copper, who was assign as mediator by The Dodge Resolution Team for the cars issues. His contact information is, Tele. 1-888-542-7239 ext. 536.

I returned to the dealer ship with the car on 11/28/12 (mileage 18,137) for an oil change and It was suggested that I go to another Dodge dealer to see if they could fix problem.

On 12 /06/12 I took my car to Melloy Dodge (mileage 18,350) a Front end Alignment was done (see Inv. #77853) which corrected the unlevel steering wheel and removed some of the drift. This was accomplished by basically creating a left pull to compensate.

A second visit was scheduled at Melloy Dodge to try one last time. When I arrived (don't remember date as no Inv. was generated) at Dealership (Melloy) the Service Manager James Cassell stated that any more adjustment would cause a left pull in the left lane. We went yet on another test drive during which Mr. Cassel Stated : Well as less you know the difference between a drift and a pull. Most people would call this a pull". No work done.

I contacted Mr. Copper to inquire as to the next step. I was asked, "how I wished to proceed"? I stated that if Dodge was unable to fix their own product They could buy the car back as it is under warranty, or I could take the car to a Frontend Alignment Specialist of my chose and "IF" they found and fixed the problem Dodge could pay for it. "IF" no problem found I would pay for it. Both options were Rejected by Dodge and no more work will be done on my car. (mileage now 20,409, March 1,2013)

Steering issue still exist car is under warranty.

Transmission issue is acceptable after drive other cars with same or worst delay. this relates to fuel efficiency calibration.

Exhibits attached and labeled by Invoice number in order.

CUSTOMER #: 12467

55794



Chrysler Jeep Dodge Ram ALBUQUERQUE

8528 Lomas Blvd NE, Albuquerque, NM 87110
Service Direct 505-366-2950
Service Fax 505-366-2958
www.lhmabq.com

INVOICE

PAGE 1

MORIARTY, NM

HOME

CONT:

BUS:

CELL:

SERVICE ADVISOR: 206 PERRY COLEMAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: TOXIC ORAN, 11, DODGE CHARGER, 2B3CL3CG0BH, 12941/12941, T2642. Row 2: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 07APR11 DD, WAIT 28AUG12, CASH, 28AUG12.

Table with columns: R.O. OPENED, READY, OPTIONS, STK: BH. Row 1: 09:44 28AUG12, 12:40 28AUG12.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

A SOP- MODULE-LOW TIRE PRESSURE REF RO # 52375
100 CUST STATES

PARTS: 173 W (N/C)
LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CHECK AND REPORT, TRANSMISSION ISSUE- NOT RESPONSIVE TO GAS PEDAL 2
SECOND DELAY
100 CUST STATES

PARTS: 173 W (N/C)
LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C DIRTY - UNABLE TO INSPECT
BLEM BLEMISHES
173 INT (N/C)

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

D TIRE INSPECTION AND TREAD DEPTH RESULTS: LE: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.

TI TIRE INSPECTION
173 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E FUEL LEVEL = 5/8
Fuel FUEL CONCERN DIAGNOSIS
173 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

F CUST STATES WIPE PHONE AND PHONE BOOK MEMORY INSIDE CAR
100 CUST STATES
173 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale.

SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc. A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

CUSTOMER SIGNATURE

2081

CUSTOMER #: 12467

55794



Chrysler Jeep Dodge Ram ALBUQUERQUE

8528 Lomas Blvd NE, Albuquerque, NM 87110
Service Direct 505-366-2950
Service Fax 505-366-2958
www.lhmag.com

INVOICE

MORIARTY, NM

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 206 PERRY COLEMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TOXIC ORAN	11	DODGE CHARGER	2B3CL3CG0BH		12941/12941	T2642	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR11 DD			WAIT 28AUG12			CASH	28AUG12
R.O. OPENED	READY	OPTIONS: STK: BH [REDACTED]					

09:44	28AUG12	12:40	28AUG12					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

G MULTI POINT INSPECTION							
15 MULTI POINT INSPECTION							
173IFREE							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00

H WASH EXTERIOR							
WASH WASH EXTERIOR							
173IFREE							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE H:	0.00

EST: 0.00 28AUG12 09:44 SA: 206

COMPANY NAME CLE SERVICE CONTRACT

COMPANY PHONE [REDACTED]

POLICY NUMBER [REDACTED] TBD

POLICY TERM [REDACTED] 60

EFFECTIVE DATE 07 APR 2011

DEDUCTIBLE 100.00

MILEAGE LIMIT [REDACTED]

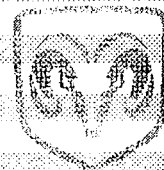
BEGIN MILES 7

END MILES 100000

COMPONENTS

CONTACT: WILL WAIT... TEMP

CONTACT: [REDACTED]



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SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc. A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

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

CUSTOMER #: 12467

57776

Larry H. Miller

INVOICE

Chrysler Jeep Dodge Ram ALBUQUERQUE

8528 Lomas Blvd NE, Albuquerque, NM 87110
Service Direct 505-366-2950
Service Fax 505-366-2958
www.lhmabq.com

MORIARTY, NM

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 206 PERRY COLEMAN

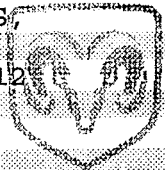
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TOXIC ORAN	11	DODGE CHARGER	2B3CL3CG0BH [REDACTED]		13678/13678	T5759	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR11 DD			18:00 27SEP12			CASH	28SEP12
R.O. OPENED	READY	OPTIONS:	STK: BH				
10:11 27SEP12	17:25 28SEP12		[REDACTED]				

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

A CUST STATES TRANS HAS 3 SECOND DELAY WHEN ACCCELL
 CAUSE: 690 ROAD TESTED WITH CUSTOMER INFORMED TRANS DID NOT ALWAYS HAVE
 DELAY DOWN SHIFTING INTO PASSING GEAR, PERFORMED NAG1
 DIAGNOSTICS, FLUID FULL AND CLEAN, NO FAULT CODES FOR ENGINE
 AND TRANS, NO TSB'S CHECKED VEHICLE HISTORY FLASHED TCM ON
 PREVIOUS VISIT PER TSB 21-001-12 FOR TRANS SHIFT ISSUES, ONE
 ISSUE THIS FLASH CHANGES IS HARSH DOWN SHIFT WITH WIDE OPEN
 THROTTLE 35-70 MILES PER. HOUR AND IS THE REASON FOR DELAY NOW
 BEING EXPRIENCED

100 CUST STATES	690	W					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

13678 690 ROAD TESTED WITH CUSTOMER INFORMED TRANS DID NOT ALWAYS
 HAVE DELAY DOWN SHIFTING INTO PASSING GEAR, PERFORMED NAG1 DIAGNOSTICS,
 FLUID FULL AND CLEAN, NO FAULT CODES FOR ENGINE AND TRANS, NO TSB'S
 CHECKED VEHICLE HISTORY FLASHED TCM ON PREVIOUS VISIT PER TSB 21-001-12
 FOR TRANS SHIFT ISSUES, ONE ISSUE THIS FLASH CHANGES IS HARSH DOWN
 SHIFT WITH WIDE OPEN THROTTLE 35-70 MILES PER. HOUR AND IS THE REASON
 FOR DELAY NOW BEING EXPRIENCED OPERATING AS DESIGNED, CAN NOT REMOVE
 FLASH UPDATE FROM TRANS MODULE.



B CUST STATES COMPLETELY WIPE OUT RADIO MEMORY
 CAUSE: 690

100 CUST STATES	690	W					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

13678 690 cleared stored data

C WINDSHIELD WASHER NOZZLE DRIBBLING OUT
 CAUSE: 690 nozzle leak

100 CUST STATES	690	W					(N/C)
	1	5182327AA	NOZZLE-WINDSHIELD WASHER				(N/C)
	3	4878883AA	RETAINER-PUSH				(N/C)

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 A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

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

CUSTOMER SIGNATURE

2 of 2
 CUSTOMER #: 12467

57776

Larry H. Miller

INVOICE

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MORIARTY, NM

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 206 PERRY COLEMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TOXIC ORAN	11	DODGE CHARGER	2B3CL3CG0BH [REDACTED]		13678/13678	T5759

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR11 DD			18:00 27SEP12			CASH	28SEP12

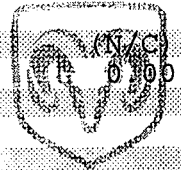
R.O. OPENED	READY	OPTIONS:	STK: BH
10:11 27SEP12	17:25 28SEP12		[REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

13678 690 nozzle leak replaced right washer nozzle

 D Oil & Filter Change & Rotate Tires (Landcar)
 CAUSE: 690
 1LC3 Oil & Filter Change & Rotate Tires (Landcar)
 690 CLCA 7.10 7.10
 1 68079744AB FILTER-ENGINE OIL 6.95 5.95 5.95
 1 05W20 OIL CHANGE 16.95 11.95 11.95
 PARTS: 17.90 LABOR: 7.10 OTHER: 0.00 TOTAL LINE D: 25.00
 13678 690 PERFORMED LOF AND TIRE ROTATION

E MULTI POINT INSPECTION
 15 MULTI POINT INSPECTION
 690IFREE
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00



COMPANY NAME CLE SERVICE CONTRACT
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 60
 EFFECTIVE DATE 07 APR 2011
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 7
 END MILES 100000
 COMPONENTS

DISCLAIMER OF WARRANTIES:	DESCRIPTION	TOTALS
Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM. SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc. A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.	LABOR AMOUNT	7.10
	PARTS AMOUNT	17.90
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	25.00
	LESS INSURANCE	0.00
	SALES TAX	1.75
	PLEASE PAY THIS AMOUNT	26.75

CUSTOMER SIGNATURE

CUSTOMER #: 12467

59885

Larry H. Miller

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INVOICE

PAGE 1

MORIARTY, NM

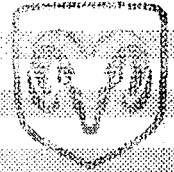
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 206 PERRY COLEMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TOXIC ORAN	11	DODGE CHARGER	2B3CL3CG0BH [REDACTED]		14243/14243	T3946	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR11 DD			18:00 29OCT12			CASH	29OCT12
R.O. OPENED	READY	OPTIONS: STK: BH [REDACTED]					
15:30 29OCT12	16:03 29OCT12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
FRONT AND REAR WHEEL ALIGNMENT							
10A FRONT AND REAR WHEEL ALIGNMENT							
				260	IUC		(N/C)
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

COMPANY NAME CLE SERVICE CONTRACT
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 60
 EFFECTIVE DATE 07 APR 2011
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 7
 END MILES 100000
 COMPONENTS



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CUSTOMER SIGNATURE

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

2 of 3

LARRY H MILLER
CHRYSLER, JEEP, DODGE
ALBUQUERQUE, NM



Work Order: 59885
Last Name: .
VIN: .
License: .
Year: 11
Technician: 260
Mileage: 14243
Date: 10/29/12 3:31 PM

Dodge : Charger : 2011-12 : Rear Wheel Drive : except Police, SRT8

Front : Left

Actual	Before	Specified Range
-1.1°	-1.1°	-1.4° -0.3°
8.1°	8.1°	7.0° 9.0°
0.10°	0.34**	0.00° 0.20°
5.5°	5.6°	
4.5°	4.5°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-0.9°	-1.1°	-1.8° -0.7°
8.2°	8.2°	7.7° 9.7°
0.07°	0.13°	0.00° 0.20°
5.9°	6.1°	
5.0°	5.0°	

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
-0.2**	0.0°	-0.2° 1.0°
-0.1°	-0.1°	-1.3° -0.1°
-0.4°	-0.5°	
0.17°	0.46**	0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-1.4°	-1.4°	-2.3° -1.2°
0.10°	-0.05**	-0.05° 0.25°

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-1.7°	-1.9°	-2.3° -1.2°
0.09°	0.11°	-0.05° 0.25°

Rear

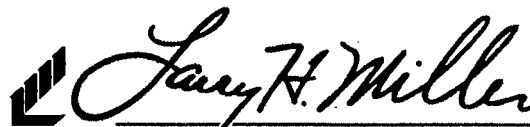
Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.2°	0.5°	-0.8° 0.8°
0.19°	0.06°	-0.10° 0.50°
0.01°	-0.08°	-0.15° 0.15°

* This value is not within specification. Tire wear, handling and safety problems may result.

CUSTOMER #: 12467

60055



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INVOICE

PAGE 2

SERVICE ADVISOR: 199 BRANDON D BANAS

MORIARTY, NM

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: TOXIC ORAN, 11, DODGE CHARGER, 2B3CL3CG0BH, 14324/14324, T7847. Row 2: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 07APR11 DD, 17:30, 01NOV12, CASH, 01NOV12.

Table with columns: R.O. OPENED, READY, OPTIONS: STK: BH. Row 1: 10:14 01NOV12, 11:49 01NOV12.

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

F MULTI POINT INSPECTION
15 MULTI POINT INSPECTION

890IFREE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G WASH EXTERIOR
WASH WASH EXTERIOR

890IFREE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

EST: 0.00 01NOV12 10:14 SA: 199

COMPANY NAME CLE SERVICE CONTRACT
COMPANY PHONE
POLICY NUMBER
POLICY TERM
EFFECTIVE DATE 07 APR 2011
DEDUCTIBLE 100.00
MILEAGE LIMIT
BEGIN MILES 7
END MILES 100000
COMPONENTS



CONTACT: OFFICE: [REDACTED]

992-1997
1-800- [REDACTED]

Chrysler Customer Assistance Center

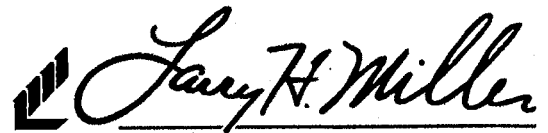
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Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT (0.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (0.00), LESS INSURANCE (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (0.00).

2 of 4
CUSTOMER #: 12467

60055



Chrysler Jeep Dodge Ram ALBUQUERQUE

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INVOICE

PAGE 1

MORIARTY, NM

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 199 BRANDON D BANAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TOXIC ORAN	11	DODGE CHARGER	2B3CL3CG0BH [REDACTED]		14324/14324	T7847	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR11 DD			17:30 01NOV12			CASH	01NOV12
R.O. OPENED	READY	OPTIONS:	STK: BH [REDACTED]				
10:14 01NOV12	11:49 01NOV12						

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

A CUST STATES 3 SECOND DELAY ON GAS PEDEL CHECK
100 CUST STATES

890IFREE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

14324 I EXPLAINED TO THE CUSTOMER THAT THE FLASH HAS CHANGED THE PARAMETERS OF TH SHIFT PATTERNS TO REPAIR THE CUSTOMERS PREVIOUS CONCERN OF A HARD SHIFT AND VEH IS OPERATING AS PER DESIGN. AND THERE ARE NO CODES STORED OR ACTIVE.

B CUST STATES FRONT END ALIGNMENT OFF PULLS TO RIGHT STEERING WHEEL OFF CENTER
100 CUST STATES

890 IUT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

14324 I PERFORMED ALIGNMENT CHANGING THE CASTER IT WAS TO FAR TO THE RIGHT CAUSING THE PULL.

C DIRTY - UNABLE TO INSPECT
BLEM BLEMISHES

890 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.

TI TIRE INSPECTION
890 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E FUEL LEVEL = 1/2
Fuel FUEL CONCERN DIAGNOSIS

890 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

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



CUSTOMER SIGNATURE

3 of 4

**LARRY H MILLER
CHRYSLER, JEEP, DODGE
ALBUQUERQUE, NM**

Work Order: RO60055
Last Name: XXXXXXXXXX
License: XXXXXXXXXX
Year: 11
Technician: 890
Mileage: 14324
Date: 11/1/12 10:45 AM

Dodge : Charger : 2011-12 : Rear Wheel Drive : except Police, SRT8

Front : Left

Actual	Before	Specified Range
-0.7°	-0.7°	-1.4° -0.3°
8.4°	7.9°	7.0° 9.0°
0.06°	0.11°	0.00° 0.20°
22.6°	5.2°	
21.9°	4.6°	

Front : Right

Actual	Before	Specified Range
-1.2°	-1.5°	-1.8° -0.7°
9.2°	8.0°	7.7° 9.7°
0.10°	0.10°	0.00° 0.20°
2.2°	7.4°	
1.0°	6.1°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.5°	0.7°	-0.2° 1.0°
-0.8°	-0.2°	-1.3° -0.1°
20.4°	-2.2°	
0.15°	0.21°	0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-1.5°	-1.5°	-2.3° -1.2°
0.03°	0.06°	-0.05° 0.25°

Rear : Right

Actual	Before	Specified Range
-1.7°	-1.9°	-2.3° -1.2°
0.09°	0.06°	-0.05° 0.25°

Camber
Toe

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.2°	0.4°	-0.8° 0.8°
0.12°	0.11°	-0.10° 0.50°
-0.03°	0.00°	-0.15° 0.15°

5
1065

CUSTOMER #: 12467

60493



Chrysler Jeep Dodge Ram ALBUQUERQUE

8528 Lomas Blvd NE, Albuquerque, NM 87110
Service Direct 505-366-2950
Service Fax 505-366-2958
www.lhmabq.com

INVOICE

PAGE 1

SERVICE ADVISOR: 206 PERRY COLEMAN

MORIARTY, NM

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TOXIC ORAN	11	DODGE CHARGER	2B3CL3CG0BH		14678/14704	T3676	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR11 DD			WAIT 17NOV12			CASH	14NOV12
R.O. OPENED	READY	OPTIONS: STK: BH					
09:27	08NOV12	17:21	14NOV12				

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

A INSTAL SOP PART CAMBER BOLT
CAUSE: RT DRIFT
100 CUST STATES
645 W (N/C)
1 68142226AA BOLT KIT-CAMBER ADJUSTMENT (N/C)
1 4584573AE GEAR-RACK AND PINION (N/C)
2 68088485AA *FLUID-POWERSTEERING (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
14704 RT DRIFT INSTALLED CAMBER BOLT IN RT/FRT TO GET MORE NEG
CAMBER. TEST DROVE STILL HAD DRIFT. PULLED SUB FRAME TO BRING UP CASTER
ON RT/FRT. TEST DROVE STILL HAD RT DRIFT. ORDERED RACK & PINION.

B NO BLEMISHES FOUND NOTED
BLEM BLEMISHES
645 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR
GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD
DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR
GREATER.
TI TIRE INSPECTION
645 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D FUEL LEVEL = 3/4
Fuel FUEL CONCERN DIAGNOSIS
645 INT (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E MULTI POINT INSPECTION
15 MULTI POINT INSPECTION
645IFREE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.	DESCRIPTION	TOTALS
SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc. A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	



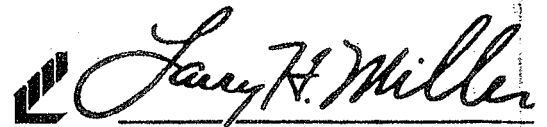
CUSTOMER SIGNATURE

Customer Copy

CUSTOMER #: 12467

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60493



INVOICE

Chrysler Jeep Dodge Ram ALBUQUERQUE

8528 Lomas Blvd NE, Albuquerque, NM 87110
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MORIARTY, NM

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 206 PERRY COLEMAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Dodge Charger and service dates.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

F WASH EXTERIOR
WASH WASH EXTERIOR
645IFREE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G** C/S DRIFTING RIGHT /
CAUSE: RT DRIFT
100 CUST STATES
645 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
14704 RT DRIFT REPLACED RACK & PINION & RESET FRT TOE. TEST DROVE
FOUND NO DRIFT AT THIS TIME. SHOP FOREMAN ALSO TEST DROVE.

EST: 0.00 08NOV12 09:27 SA: 206

COMPANY NAME CLE SERVICE CONTRACT
COMPANY PHONE
POLICY NUMBER TBD
POLICY TERM 60
EFFECTIVE DATE 07 APR 2011
DEDUCTIBLE 100.00
MILEAGE LIMIT
BEGIN MILES 7
END MILES 100000
COMPONENTS

CONTACT: WILL WAIT... TEMP
CONTACT: [REDACTED]

Table with columns: DESCRIPTION, TOTALS. Includes disclaimer of warranties, supplies list, and a summary of charges (LABOR, PARTS, GAS, OIL, LUBE, SUBLET, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT).

Customer Copy

CUSTOMER #: 12467

61744



Chrysler Jeep Dodge Ram ALBUQUERQUE

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INVOICE

PAGE 1

MORIARTY, NM

SERVICE ADVISOR: 562 RAY MARTINEZ

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Row 1: TOXIC ORAN, 11, DODGE CHARGER, 2B3CL3CG0BH, [REDACTED], 18137/18137, T2109. Row 2: DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 07APR11 DD, [REDACTED], [REDACTED], WAIT 28NOV12, [REDACTED], [REDACTED], LCA, 28NOV12.

Table with columns: R.O. OPENED, READY, OPTIONS, STK: BH. Row 1: 12:35 28NOV12, 13:36 28NOV12, [REDACTED], [REDACTED].

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Row 1: A OIL & FILTER CHANGE (LANDCAR). Row 2: 1LC OIL & FILTER CHANGE (LANDCAR). Row 3: 173 CLCA, 7.10, 7.10. Row 4: 1 68079744AB FILTER-ENGINE OIL, 6.95, 5.95, 5.95. Row 5: 1 05W20 OIL CHANGE, 16.95, 11.95, 11.95. Row 6: PARTS: 17.90 LABOR: 7.10 OTHER: 0.00 TOTAL LINE A: 25.00. Row 7: 18137 OIL AND OIL FILTER.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE B. Row 1: B NO BLEMISHES FOUND NOTED. Row 2: BLEM BLEMISHES. Row 3: 173 INT (N/C). Row 4: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE C. Row 1: C TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER. Row 2: TI TIRE INSPECTION. Row 3: 173 INT (N/C). Row 4: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE D. Row 1: D FUEL LEVEL = 3/8. Row 2: Fuel FUEL CONCERN DIAGNOSIS. Row 3: 173 INT (N/C). Row 4: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE E. Row 1: E MULTI POINT INSPECTION. Row 2: 15 MULTI POINT INSPECTION. Row 3: 173IFREE (N/C). Row 4: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00.

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE F. Row 1: F WASH EXTERIOR. Row 2: WASH WASH EXTERIOR. Row 3: 173IFREE (N/C).

Table with columns: DESCRIPTION, TOTALS. Row 1: Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM. Row 2: SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc. A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc. Row 3: CUSTOMER SIGNATURE. Row 4: DESCRIPTION: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT. Row 5: TOTALS.

CUSTOMER #: 12467

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60493

Larry H. Miller

INVOICE

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MORIARTY, NM

PAGE 2

HOME:
BUS:

CONT:
CELL:

SERVICE ADVISOR: 206 PERRY COLEMAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE-IN / OUT, TAG. Row 1: TOXIC ORAN, 11, DODGE CHARGER, 2B3CL3CG0BH, 14678/14704, T3676. Row 2: DEL DATE, PROD. DATE, WARR. EXP, PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: 07APR11 DD, WAIT 17NOV12, CASH, 14NOV12. Row 4: R.O. OPENED, READY, OPTIONS: STK: BH.

09:27 08NOV12 17:21 14NOV12 LIST NET TOTAL

F WASH EXTERIOR WASH WASH EXTERIOR

645IFREE (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G** C/S DRIFTING RIGHT / CAUSE: RT DRIFT

100 CUST STATES 645 W (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
14704 RT DRIFT REPLACED RACK & PINION & RESET FRT TOE. TEST DROVE
FOUND NO DRIFT AT THIS TIME. SHOP FOREMAN ALSO TEST DROVE.

EST: 0.00 08NOV12 09:27 SA: 206

Table with columns: COMPANY NAME, POLICY NUMBER, POLICY TERM, EFFECTIVE DATE, DEDUCTIBLE, MILEAGE LIMIT, BEGIN MILES, END MILES, COMPONENTS. Values include: CLE SERVICE CONTRACT, TBD, 60, 07 APR 2011, 100.00, 7, 100000.

CONTACT: WILL WAIT... TEMP
CONTACT:

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT (0.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (0.00), LESS INSURANCE (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (0.00).

RICKY DEB

3 of 5

LARRY H MILLER CHRYSLER, JEEP, DODGE ALBUQUERQUE, NM

Work Order: 60493

Last Name: ,

VIN: 2B3CL3CG0BH

License: ,

Year: 11

Technician: 645

Mileage: 14678

Date: 11/8/12 2:53 PM

Dodge 2011-12 Charger 4X2

Front : Left

Actual	Before	Specified Range
-0.9°	-0.8°	-1.4° -0.3°
7.8°	8.3°	7.0° 9.0°
0.08°	0.26°*	0.00° 0.20°
6.2°	6.3°	
5.3°	5.5°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front : Right

Actual	Before	Specified Range
-1.0°	-1.5°	-1.8° -0.7°
8.1°	8.5°	7.7° 9.7°
0.07°	0.19°	0.00° 0.20°
5.3°	5.8°	
4.3°	4.3°	

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.0°	0.7°	-0.2° 1.0°
-0.3°	-0.1°	-1.3° -0.1°
0.9°	0.5°	
0.15°	0.45°*	0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-1.4°	-1.4°	-2.3° -1.2°
0.17°	0.29°*	-0.05° 0.25°

Camber
Toe

Rear : Right

Actual	Before	Specified Range
-1.6°	-1.6°	-2.3° -1.2°
0.02°	0.06°	-0.05° 0.25°

Rear

Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.2°	0.2°	-0.8° 0.8°
0.19°	0.34°	-0.10° 0.50°
0.08°	0.11°	-0.15° 0.15°

* This value is not within specification. Tire wear, handling and safety problems may result.

CUSTOMER #: 12467 ^{2 of 6}

61744



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INVOICE

PAGE 2

SERVICE ADVISOR: 562 RAY MARTINEZ

MORIARTY, NM [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TOXIC ORAN	11	DODGE CHARGER	2B3CL3CG0BH [REDACTED]		18137/18137	T2109

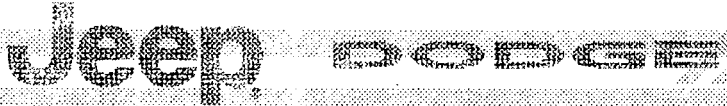
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
07APR11 DD			WAIT 28NOV12			LCA	28NOV12

R.O. OPENED	READY	OPTIONS:
12:35 28NOV12	13:36 28NOV12	STK: BH [REDACTED]

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
PARTS:				0.00			
			LABOR:	0.00			
			OTHER:	0.00			
			TOTAL LINE F:				0.00

EST: 0.00 28NOV12 12:35 SA: 562

COMPANY NAME CLE SERVICE CONTRACT
 COMPANY PHONE
 POLICY NUMBER TBD
 POLICY TERM 60
 EFFECTIVE DATE 07 APR 2011
 DEDUCTIBLE 100.00
 MILEAGE LIMIT
 BEGIN MILES 7
 END MILES 100000
 COMPONENTS



CONTACT: WILL WAIT...

FRANK

Disclaimer of Warranties: Any warranties on the products sold hereby are those of the manufacturer. LARRY H. MILLER CHRYSLER JEEP DODGE RAM ALBUQUERQUE HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE and Larry H. Miller Chrysler Jeep Dodge Ram-Albuquerque, neither assumes nor authorizes any other person to assume for it any liability in connection with this sale. For a detail of your warranty see your service advisor/consultant or ASM.

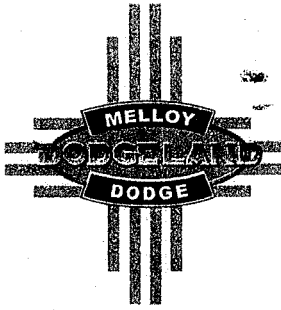
SUPPLIES: A token charge not to exceed 8% of the labor charge is included for supplies used on your vehicle. Applicable supply items are: aerosols, solvents, rags, wipes, protective gloves, nuts, bolts, washers, tape, pins, towels, solder, wire, sealers, battery cleaners, lubricant spray and etc.
 A HAZARDOUS WASTE DISPOSAL charge will be made for hazardous material removed from your vehicle. Hazardous waste include: Oils, gasoline, antifreeze, freon, tires, batteries, etc.

DESCRIPTION	TOTALS
LABOR AMOUNT	7.10
PARTS AMOUNT	17.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	25.00
LESS INSURANCE	26.75
SALES TAX	1.75
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

7

1 of 7



9621 Coors Blvd. NW
Albuquerque, NM 87114
PHO. 505.843.9600
www.melloydodge.com

GUARANTEED 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST.

WARRANTY RECALL SCC

WARRANTY DISCLAIMER: Any warranties on the products sold hereby are those made by the manufacturer. The seller, MELLOY DODGE, hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and MELLOY DODGE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products, for any reason.

Form with fields: CUSTOMER NO. 77853, NAME: KRIS JOHNSON, TAG NO. 3547, INVOICE DATE: 12/11/12, VIN: 2B3CL3CG0BH, MILEAGE: 18,350, COLOR: [redacted], DELIVERY DATE: 12/06/12, MO: 18350

LABOR & PARTS
J# 1 21DOZ TRANSMISSION TECH(S):32 WARRANTY
CUST STATES HESITATION ON HARD ACCEL
CUST STATES HAS A DELAY WHEN TRYING TO PASS SOMEONE
SEE JAMES C(WENT FOR A TESTDRIVE WITH CUST)ADVISE
COMPARE TO ANOTHER LIKE VEHICLE. VEHICLE OPERATING AS
DESIGN. TEST DRIVE WITH CUSTOMER AN EXPLAIN OPERATION
PERFORM QUICK LEARN AND RESET ALL VALUES.
JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2. 02DOZ-06 TWO WHEEL ALIGN TECH(S):111 WARRANTY
CUST STATES VEHICLE DRIFTS RIGHT AND STEERING WHEEL NOT
STRAIGHT
WE ALIGNED THE FRONT SUSPENSION TO FACTORY SPECIFICATIONS.
ADJUST FRONT TOE SETTING. TEST DRIVE WITH CUSTOMER. VERIFY
JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3 01DOZ-RENTAL2 MELLOY RENTAL CAR TECH(S):32 WARRANTY
MELLOY WARRANTY RENTAL. 5 DAYS MAXIMUM
JOB # 3 TOTAL LABOR & PARTS 0.00

TERMS: STRICTLY CASH, MAJOR CREDIT CARDS OR APPROVED CHECKS.
NOT RESPONSIBLE FOR LOSS OR DAMAGES TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.
SHOP SUPPLIES
A CHARGE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENTS, RAGS, CARBURETOR CLEANER, TOWELS, SOLDER, BATTERY CLEANER, WIRE, WINDOW SEALER, ETC.
WASTE MANAGEMENT FEES
MAINTAINING AND REPAIRING YOUR CAR INEVITABLY INVOLVES THE USE OF CHEMICALS AND THE GENERATION OF WASTE INCLUDING SOLVENTS, OILS, CAUSTICS, LEAD, PAINTS, ETC. THESE MUST BE MANAGED AND DISPOSED OF IN STRICT COMPLIANCE WITH NATIONAL, STATE, AND LOCAL REGULATIONS. WE SUPPORT THESE REGULATIONS BECAUSE WE CARE ABOUT A CLEAN, SAFE ENVIRONMENT. A CHARGE IS INCLUDED ON THIS INVOICE FOR WASTE MANAGEMENT.

ESTIMATE-
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS-
CARE# [redacted] RENTAL 35.00 DAY 5 DAYS WILL EXT IF
TOTALS-

***** THANK YOU FOR YOUR BUSINESS *****
* Your satisfaction is very important to us. If you are *
* not completely satisfied for any reason please call *
* Frank Riccobuano @ 922-2535 or James Cassell @ *
* 922-2531. We would appreciate the opportunity to make *
* it right. Chrysler may contact you about your visit. *
* please take the time to respond to them. Cummins *
* reman, aftermarket and used part may have a warranty *
* other than 12/12. Please see your advisor for details.*

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

DID YOU RECIEVE A CLEAR EXPLANATION OF REPAIRS COMPLETED?
YES NO
THANK YOU FOR YOUR BUSINESS

JAMES CASSELL - SERVICE MANAGER
CUSTOMER SIGNATURE

Thank You!
FOR BRINGING YOUR CAR TO US FOR SERVICE

The Reynolds and Reynolds Company ERAINTIVE C070B552 Q (04/12)

2 of 7

Melloy Dodge
9621 Coors Blvd NW
Albuquerque, NM 87114
(505)843-9611

346799

2B3CL3CG0BH

11

Technician: 111

Age: 18350

Date: 12/7/12 3:29 PM

Dodge 11-12 Charger 4X2

Front : Left

Actual	Before	Specified Range
-0.9°	-0.8°	-1.4° -0.3°
7.3°	7.6°	7.0° 9.0°
0.10°	-0.03°	0.00° 0.20°
5.4°	5.3°	
4.6°	4.4°	

Front : Right

Actual	Before	Specified Range
-0.9°	-0.9°	-1.8° -0.7°
8.8°	8.6°	7.7° 9.7°
0.08°	-0.15°	0.00° 0.20°
5.7°	5.7°	
4.7°	4.9°	

Camber
Caster
Toe
SAI
Included Angle
Turning Angle Diff.

Front

Cross Camber
Cross Caster
Cross SAI
Total Toe
Cross Turn Diff.

Actual	Before	Specified Range
0.1°	0.0°	-0.2° 1.0°
-1.2°	-1.3°	-1.3° -0.1°
-0.3°	-0.5°	
0.18°	-0.18°	0.00° 0.40°

Rear : Left

Actual	Before	Specified Range
-1.3°	-1.5°	-2.3° -1.2°
0.10°	0.08°	-0.05° 0.25°

Rear : Right

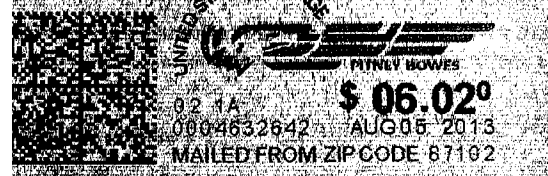
Actual	Before	Specified Range
-1.8°	-1.8°	-2.3° -1.2°
0.00°	0.00°	-0.05° 0.25°

Camber
Toe

Rear

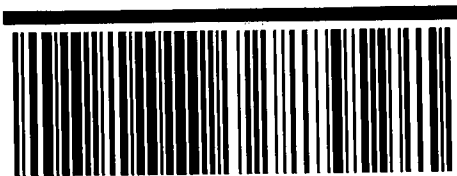
Cross Camber
Total Toe
Thrust Angle

Actual	Before	Specified Range
0.6°	0.6°	-0.8° 0.8°
0.17°	0.17°	-0.10° 0.50°
0.02°	0.01°	-0.15° 0.15°



Attorney General of New Mexico
111 Lomas Blvd. NW, Suite 300
Albuquerque, NM 87102

e United States Postal Service
DELIVERY CONFIRMATION



91 1499 9991 7030 0341 8623

Label 914, July 2000

