

. TO WHOMEVER IT MAY CONCERN, I AM VERY UNSATISFIED WITH THE SERVICE THAT I'VE EXPERIENCED WITH THE REPAIR OF MY VEHICLE.

THE DEALERSHIP AT 1888 MORSE RD. COLUMBUS OHIO 43229 SERVICE (614) 438-5500).

MAY 29 2014

ATTENDANT - JOHN.

INITIALLY WHEN TAKING MY VEHICLE IN ON THE RECALL PART - (HEAD LIGHT WARNING HARNESS), THE ATTENDANT HAD A ATTITUDE, I HAD A NICE LADY FROM THE RECALL CENTER NAMED MS. ELIZABETH ON MY PHONE TO SPEAK WITH THE ATTENDANT, HE WOULDN'T TALK TO HER ABOUT THIS PROBLEM, MS. ELIZABETH CALLED THE DEALERSHIP BACK, SPOKE WITH THE MANAGER AND GOT ME A APPT, ON MONDAY 5-12-2014 TO TAKE CARE OF THE WIRING. I HAD THE SAME PROBLEM FIXED ON 12-2014 HERE'S COPY OF PAYMENT TO VERIFY SAME PROBLEM, THEY HAD MY VEHICLE FROM 5-12-2014 UNTIL 5-16-2014, IT WAS VERY INCONVENIENT FINDING A WAY TO WORK ALL WEEK, WHEN THEY PREVIOUSLY FIXE THE SAME PROBLEM I GOT MY VEHICLE BACK THAT SAME DAY, I DON'T UNDERSTAND WHY THEY HAD IT THE WHOLE WEEK, TODAY AFTER PICKING MY VEHICLE UP I TOOK OUR GRAND CHILDREN OUT TO A BIRTHDAY PARTY A FEW HOURS AFTER I GOT THE VEHICLE BACK FROM REPAIR I NOTICED THE LIGHT ON THE SAME SIDE STILL OUT. I'M NOT SURE THEY ACTUALLY REPAIRED THE VEHICLE, IN DEC OF 2012 WHEN THEY FIXED THIS PROBLEM THEY SHOWED ME THE MELTED WIRING, THIS TIME THEY JUST SAID IT WAS FIXED AND THAT WAS THAT. I CALLED THE RECALL CENTER AND A MAN NAME GARY (1-800-853-1403) SAID HE WOULD CALL AND TRY TO GET

ET
6/2/14
SMD

ME ANOTHER APPT ON MONDAY 5-19-2014, BECAUSE OF THE EXPERIENCE I HAD WHEN I TOOK IT IN INITIALLY. HE SAID HE WOULD CALL DODGE, CHRYSLER JEEP DEALER AND GET ME ANOTHER APPT. I JUST FIND IT HARD TO BELIEVE A COUPLE HOURS AFTER I PICKED MY VEHICLE UP THAT THE SAME PROBLEM EXIST. WHEN I GOT IT FIXED IN DEC 2012, IT WAS OVER A YEAR BEFORE I EXPERIENCED THE SAME PROBLEM AGAIN, AND I WAS SHOWN THE MELTED WIRING THAT THEY REPLACE, NOW ONCE AGAIN I'M GOING TO BE INCONVENIENCED AGAIN, NOT KNOWING IF IT WAS ACTUALLY FIXED, BECAUSE I EXPLAINED TO MS ELIZABETH FROM THE RETAIL CENTER AND THE ATTENDANT MANAGER THAT THE CUSTOMER SERVICE I RECEIVED WAS NOT SATISFACTORY, IT WAS TERRIBLE. AND THE MANAGER SPOKE WITH THE ATTENDANT ABOUT HIS ATTITUDE, THE ATTENDANT LATER TOLD ME HE WAS JUST HAVING A BAD DAY, MY TIMING WAS BAD WHEN I BOUGHT MY VEHICLE IN. NOW I'M WAITING AGAIN AND GOING TO HAVE TO FIND A RIDE TO WORK AND HOME AGAIN AFTER AN APPT IS SET UP. THIS IS HORRIBLE, PLEASE ADDRESS THIS MATTER.

CELL#

THANK YOU

STANLEY,

CUSTOMER #: 583306

56137



INVOICE



1888 Morse Road/Columbus, Ohio 43229/614-888-2331
SERVICE DIRECT (614) 438-5500
www.caldwellautomotive.com

COLUMBUS, OH

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HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 7815 TODD SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	11	DODGE CHARGER	2B3CL3CG5BH [REDACTED]		49783 / 49783	T8011	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN11 DD			WAIT 11DEC12		VAR	CASH	12DEC12

R.O. OPENED READY OPTIONS: DLR:44254 ENG:3.6_Liter

CUSTOMER	15:19 11DEC12	10:38 12DEC12
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LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
	0800		ELECTRICAL REPAIR				
		9918	CF			291.00	291.00
HOME	1	L0000H11	BULB-HEADLAMP		27.51	27.51	27.51
	1	68184754AA	WIRING-JUMPER		78.02	78.02	78.02
	1	L0009005	HEADLAMP-HEADLAMP		17.20	17.20	17.20
PARTS:	122.73	LABOR:	291.00	OTHER:	0.00	TOTAL LINE A:	413.73

49783 3.00 REPLACED LEFT FRONT HEADLAMP WIRING AND BOTH BULBS DUE TO GETTING HOT AND MELTING. LIGHTS NOW WORK FINE

EST: 25.00	22JUN07	10:50	SA: 5606
EST: 48.50	11DEC12	15:19	SA: 7815

SHOP SUPPLIES CHARGE 24.95

<p>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</p> <p>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.</p>	<p>* SHOP SUPPLY COSTS: We have added a charge equal to 10% of the total labor cost, not to exceed \$24.95, to the Repair Order for shop supplies used in connection with this repair.</p>	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td>291.00</td> </tr> <tr> <td>PARTS AMOUNT</td> <td>122.73</td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td>0.00</td> </tr> <tr> <td>SUBLET AMOUNT</td> <td>0.00</td> </tr> <tr> <td>MISC. CHARGES *</td> <td>24.95</td> </tr> <tr> <td>TOTAL CHARGES</td> <td>438.68</td> </tr> <tr> <td>LESS INSURANCE</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>29.60</td> </tr> <tr> <td>PLEASE PAY THIS AMOUNT</td> <td>468.28</td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	291.00	PARTS AMOUNT	122.73	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	MISC. CHARGES *	24.95	TOTAL CHARGES	438.68	LESS INSURANCE	0.00	SALES TAX	29.60	PLEASE PAY THIS AMOUNT	468.28
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<p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>																						

CUSTOMER #: 583306

78830



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COLUMBUS, OH

PAGE 1

HOME

BUS:

SERVICE ADVISOR: 2193 JOHN CASTELLANOS II

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
PW7-BRIGHT	11	DODGE CHARGER	2B3CL3CG5BH		61421/61421	T3866	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUN11	DD01JUN11		16:30 12MAY14		VAR	CASH	13MAY14

R.O. OPENED	READY	OPTIONS:
15:10 12MAY14	18:42 13MAY14	DLR:44254 ENG:3.6_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	N07	SEAT WIRING HARNESS CONNECTORS					
CAUSE: F							
08N07183 RECALL#N07							
5290 WF93 (N/C)							
1 CBMAM161AA WIRING KI-SEAT (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
REPLACE SEAT AIR BAG WIRING PER N07

B P08 HEADLAMP WIRING (PREVIOUSLY HAD WORK DONE RO #56137 CHECK TO SEE IF PREVIOUS WORK IS SAME AS RO)

CAUSE: F							
SOP SPECIAL ORDER PART							
5290 WF93 (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
CK AND SOP WIRING FOR P08

C 23 POINT VEHICLE INSPECTION / DOES NOT INCLUDE A BRAKE INSPECTION
9023 23 POINT VEHICLE INSPECTION / DOES NOT INCLUDE A BRAKE INSPECTION

5290 CF							
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00							
PERFORM INSP							

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	LESS INSURANCE		
	SALES TAX		
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT



COLUMBUS OHIO



ADMINISTRATOR,
NATIONAL HIGHWAY
TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVE, SE
WASHINGTON DC 20590

