

9/23/14

Wanaque NJ [REDACTED]
[REDACTED]

OCT -1 2014

On going malfunction with radio/DVD.

To dealership several times since purchased. Last trip to dealership they made me buy a new battery & terminals. They said thats why the radio didn't work. Radio still malfunctions, i.e. turns off. at will, can't control volume @ times. If I turn it off it continues to play. Sometimes I'll be watching DVD & it converts back to radio... DVD's only work 50% of the time.

Request refund for battery due to wrong diagnosis.

Also driver door window sticks frequently. Multiple times to dealer. They "lubricate it" still continues to stick.

AND ignition sticks, I almost hit a divider

on the highway. I had to put car in
neutral to gain steering capability...
several times. Dealer states "unfounded
problem".





WANAQUE NJ		VEHICLE IDENTIFICATION		MILEAGE OUT	DATE OUT	INVOICE NO.	
		2A8HR44E59R		96863	06/17/14		
		YEAR	MAKE	MODEL	COLOR	TAG NO.	
		09	CHRYSLER	TOWN & COU		03506	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	PROD. DATE	SERV. ADV.	TERMS
					00/00/00	498	CASH
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	MILEAGE IN	DATE IN	IN-SERV DATE		
115.0	00/00/00		96863	06/16/14	00/00/00		

WE APPRECIATE YOUR BUSINESS! IF YOU HAVE ANY COMMENTS OR SUGGESTIONS, PLEASE TALK TO A SERVICE ADVISOR, OR CALL OUR SERVICE MANAGER.

ATTENTION!!! ALL SPECIAL ORDERED PARTS WILL BE RETURNED TO CHRYSLER IF NOT PICKED UP OR INSTALLED WITHIN 30 DAYS. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE. THANKS!

LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QTY	TYPE	AMOUNT
A *						
Com Customer states fix ignition						
Cau NO ISSUES FOUND						
Cor COULD NOT DUPLICATE						
			A66			
Line Total.....						

B *						
Com Customer states radio malfunctioning						
Cau INTERNAL LOST COMM. CODES RADIO						
Cor NEEDS RADIO 440.00NO POWER FROM BATTERY TERMINALS CORRODED. REPLACED BATTERY AND TERMINALS						
			A66		C	68.00
			BB034700AB BATTERY STORA	1	C	149.95
			5161306AA TERMINAL BATTE	1	C	15.70
			5161305AA TERMINAL BATTE	1	C	15.50
Line Total.....						249.15

C *						
Com Customer states drivers window hesitates						
Cor LUBED DRIVERS WINDOW CHANNEL						
			A66			
Line Total.....						

CUSTOMER COPY - PAGE 01

STATEMENT OF DISCLAIMER
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

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



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LINE	OP. CODE	FAIL-CD	TECH.	HOURS/QT	TYPE	AMOUNT
D *						
Com Customer states POWERTRAIN INSPECTION						
Cor PASSED INSPECTION						
0			A66		W	
Line Total.....						

Warranty Claim Type: W

Authorization Code:

Labor	68.00
Parts	181.15
Sales Tax	17.44
TOTAL-CUST-CASH	266.59

NON-REFUNDABLE
AUTOMOTIVE PARTS & SERVICES

CUSTOMER COPY - PAGE 02

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

Wanaque, NJ

NNJ METRO P&DC 076

23 SEP 14 PM 3 L



Administrator
Nat'l Highway Traffic Safety Administration
1200 New Jersey Ave
S.E.
Washington, DC 20590

