

FEB 11 2015

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY 100148	
				Date Received 10-DEC-2014	Repository ☐ Reference No. 10663354
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City	State	Zip Code			
CINCINNATI	OH				
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2A8HR64X58R			Make CHRYSLER	Model TOWN AND COUNTRY	Model Year 2008
Date Purchased 3-14-14	Dealer's Name and Telephone Number LEBANON-CHRYSLER-Dodge-Deer-RAM			Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City LEBANON	State OH	Zip Code 45036		
Transmission Type Auto	☐ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure: MANY times	Incident Date(s) 3/18/14 26-MAR-2014 - STN- MORE & MORE dates	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 063200 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM: MANIFOLD/HEADER/MUFFLER/TAI PIPE				Failure Mileage 78859	Failure Speed 50 20,40
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	☐ Original Equipment ☒ Prior Repair		Failure Location: I-275 - HAMILTON-AVE - MANY other AREAS		
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2008 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING APPROXIMATELY 20 MPH, THE VEHICLE STALLED. THE VEHICLE WAS RESTARTED BUT THE FAILURE RECURRED MULTIPLE TIMES. THE VEHICLE WAS TAKEN TO A DEALER FOR DIAGNOSTIC TESTING AND THE INTAKE MANIFOLD TUNING VALVE WAS REPLACED. THE FAILURE RECURRED AND THE VEHICLE WAS NOT REPAIRED. THE CONTACT RECEIVED A NOTIFICATION FOR NHTSA CAMPAIGN NUMBER: 14V373000 (ELECTRICAL SYSTEM); HOWEVER, THE PARTS NEEDED WERE UNAVAILABLE TO PERFORM THE REPAIRS. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 81,000.- and under that. NHTSA told me I could still drive the VAN, they would NOT pay to have VAN REPAIRED, they said part was NOT AVAILABLE. I HAVE taken the VAN BACK to LEBANON-CHRYSLER dealer SEVERAL times. They say they need the whole ELEC system - But NHTA says NO they will NOT pay for that.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Cincinnati, Ohio

January, 26th 2015

U.S. Department of Transportation

National Highway, Traffic, Safety

Administration

Please forgive me in being so late in getting back with you, as I wanted to make sure I had all information before proceeding on.

I am writing in concern of A Van that I purchased in March of 2014, I have enclosed all copies of work letter's & ext about this Van that I had purchased in March of 2014.

The same week that the Van was bought, it just downright stopped on me. I was in our drive going to the clubhouse here where I live, at the time I did not think of it being the van. I had figured it was more me. So I made no complaint about it. The van later stopped again on me and by this time I started getting concerned. Plus there was a noise that was coming from the front that just did not sound right to me. So I called and made an appointment to take it back to the place where I had bought it.

March 14th-2014 my 2008 Town & Country Chrysler Van was bought-cost \$13,323.88 (enclosed Copy)

March 16-2014-Technaglass was called to fix front windshield- (copy enclosed)

March 18-2014 Check engine light on. Cause 21 Transmissions 4870 w ! 21717 Alternator (copy enclosed)

In April I received a Important Safety Recall letter (enclosed) as you can see now I really worry, because by now the van is stalling a lot. When I CALLED Chrysler they said the part was not made yet and I could drive the van but keep an eye on the switch (key) that it stayed in place. (Copy enclose) I waited a while getting more nervous by the minute. So I called back again, I was given the same answer. So I took it to my dealer (Chrysler in Lebanon Ohio) the managing mechanic said it could be fixed if Chrysler would pay for it. Cost would be \$400.00 plus labor and car rental. So I called Chrysler back again and they said no.

Now believe me you If I had the money I would have it fixed, But I Do not have cash or credit like that. I am a widow [REDACTED] years old with C.O.P.D. I have to have a car to get around to Dr Store & ext.

I have driven my whole life 19 years to age [REDACTED] I drove a school bus 13 years I have never had an accident.

Page 2 - of 2 -

On top of all this the Dr says all this has caused me to go bald due to nerves .I do not take any form of depressants at all.

Please help me to get this all taken care of. I know the danger of having to drive this van. But I have no Choice. I fell that Both the Chrysler Dealer in Lebanon and the Chrysler Maker are at fault. I was sold a Van that is Not Road safe. This could cause a bad accident and kill how many people. I am very nervous. You can see by the copies I have enclosed that I have tried & tried to keep the van road safe. The last investment was a new (Battery. Copy enclosed)

April 7th (copy of work is attached) as you can see they said the intake tuning valve on line B corrected concern 4870 IUT .

April 14th -Rear blade bought and put on. (copy enclosed)

November 28th again had the Van back for Oil Change And to try to fix why the van keeps stalling. And Noise

6/21/14 Tire Discounters- 2parts. Moo515136 Hub Bearing. 1 7 Labor to R&R Front Bearings

1 complete discount* price match-price I paid-\$902.28-(invoice enclosed).note no NOISE AFTER THIS WAS REPLACED. Chrysler dealer in Lebanon knew this and sold me a van that was not safe on the road.

8/1/14-TireDicounters-oil change, tires rotated, nitrogen fill, Front brake pads-cost \$239.72.

Again please help me. I do not neither wont to have an accident and this is not fair to the other drivers on the road or me. I don't want to go to the media, as we have enough of problems in the country now.

Please help me. I can be reached at the address above or Phone [REDACTED] Thank you and thank you for all that you do, in keeping our high ways safe.

[REDACTED]



1-800-992-1997

CHRYSLER

*called Chrysler - maker
Dec 9th at 11:30 AM
they called Lebanon Dealer and Chrysler*

Wireless Ignition Node Module Detents

Said I had to wait for part

IMPORTANT SAFETY RECALL

L25 / NHTSA 14V-373

This notice applies to your vehicle (VIN: 2A8HR64X58R [REDACTED])

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Dear [REDACTED]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2008 through 2010 model year model year Chrysler Town & Country and Dodge Grand Caravan, and some 2009 through 2010 Dodge Journey vehicles.

The problem is...

Upon starting your vehicle the Frequency Operated Button Ignition Key (FOBIK), may not fully seat in the "ON" position. If not fully seated, under certain operating conditions (for example bumpy roads) the FOBIK could inadvertently move to the "Accessory" mode. This could cause unintended engine shut off and the passive restraint systems, including the airbags to shut off. This could increase the risk of a crash under certain driving conditions and increase the risk of occupant injury during a crash.

What your dealer will do...

Chrysler intends to repair your vehicle free of charge (parts and labor). However, the part required to provide a permanent remedy for this condition is currently not available. Chrysler is making every effort to provide the part as quickly as possible. Chrysler will contact you again by mail, with a follow-up recall notice, when the remedy part is available.

What you must do to ensure your safety...

Once you receive your follow-up notice in the mail, simply contact your Chrysler, Jeep or Dodge dealer right away to schedule a service appointment.

Until this repair is completed, the vehicle can be driven. However, as a precaution, all drivers are advised to remove all objects from the FOBIK (such as additional keys, key chains, etc.) and ensure that the FOBIK is securely and correctly aligned in the "On" position and not aligned between the "On" and "Accessory" position before driving the vehicle.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. You may also update this information on the web at www.chrysler.com/ownersreg.

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement: Chrysler Customer Assistance, P.O. Box 21-8007, Auburn Hills, MI 48321-8007, Attention: Reimbursement. Once we receive and verify the required documents, reimbursement will be sent to you within 60 days.

If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

We're sorry for any inconvenience, but we are sincerely concerned about your safety. Thank you for your attention to this important matter.

*Complaint made by me -
called Traffic Safety - Recd - they are sending out my copy of report to both
myself & Chrysler -*

Note to lessors receiving this recall: Federal regulation requires that you forward this recall notice to the lessee within 10 days.



DODGE



Jeep

SRT



CUSTOMER #:

CINCINNATI OH

HOME:

BUS:

CONT

CELL:

INVOICE

DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 891 SHAUNA L CROUCH



Delivering Satisfaction At Every Turn.

518 W. Main St.

Lebanon, Ohio 45036

(513) 932-2717

Fax: (513) 932-4941

Toll Free: (866) 932-2717

www.lebanondj.com

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
		08	CHRYSLER TOWN & COUN		2A8HR64X58R			81354/81354		
DEL DATE	PRGD DATE	WARR EXP	PROMISED		PO NO		RATE	PAYMENT	INV DATE	
16SEP08 DD			17:00 07APR14				0.00	CASH	11APR14	
R.O OPENED		READY		OPTIONS: SOLD-STK:8R			ENG:4.0_Liter			

11:07 07APR14 11:17 11APR14

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

A PERFORM LUBE, OIL, AND FILTER CHANGE. TOP OFF FLUID LEVELS. PERFORM INSPECTION SHEET.

LOF PERFORM LUBE, OIL, AND FILTER CHANGE. TOP OFF FLUID LEVELS. PERFORM INSPECTION SHEET.

4870IFREE

(N/C)

6 10W30 OIL

(N/C)

1 4105409BC FILTER-ENGINE OIL

(N/C)

B CUST STATES THERE IS A PINGING NOISE IN THE ENGINE

09 PERFORM DIAGNOSTICS AND REPLACE INTAKE MANIFOL

TUNING VALVE FOR NOISE AND STALLING
CONDITION

4870 IUT

(N/C)

1 4593676AC ACTUATOR-INTAKE SHORT RUNNING

VALVE

(N/C)

C CUST STATES FANS MAKE NOISE

CAUSE:

24 PERFORM OPERATION FOR FANS AND FANS ARE
WORKING AS DESIGNED

4870 IUT

(N/C)

D CUST STATES VEHICLE STAHL'S OUT

CAUSE:

09 REPLACED INTAKE TUNEING VAVLE ON LINE B

CORRECTED CONCERN

4870 IUT

(N/C)

E CUST STATES TRUNK DOOR WILL OPEN BUT HAS TO BE MANUALLY SHUT

08 PERFORM DIAGNOSTICS AND CHECKED ALL DOOR

OPERATIONS OF POWER DOORS AND LIFT GATE , NO
CODES STORED AND ALL WORKING PROPERLY AT

THIS TIME

4870 IUT

(N/C)

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.

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.

*SHOP SUPPLY COSTS:

We have added a charge equal to 10% of the total labor cost, not to exceed \$10.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

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

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



518 W. Main St.
Lebanon, Ohio 45036
(513) 932-2717
Fax: (513) 932-4941
Toll Free: (866) 932-2717
www.lebanoncdj.com

RETURN/REFUND POLICY: ALL RETURNS MUST BE ACCOMPANIED BY THIS INVOICE AND ARE SUBJECT TO A 20% RESTOCKING CHARGE. RETURNED ITEMS MUST BE IN THE ORIGINAL UNOPENED BOX OR CONTAINER. PLEASE NOTE THAT THE DEALERSHIP WILL NOT ACCEPT RETURNS OR MAKE REFUNDS AFTER 30 DAYS. NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS OR ELECTRICAL PARTS.

DATE ENTERED	YOUR ORDER NO.	DATE SHIPPED	INVOICE DATE	INVOICE NUMBER
11 APR 14		11 APR 14		

PAGE 1 OF 1

S
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CASH

ACCOUNT NO. [REDACTED]

S
H
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SHIP VIA		SLSM. 1146	B/L NO.	TERMS RETAIL CASH	F.O.B. LEBANON, OH												
ORD.	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT										
1	1	0	68028440AB	BOARD BLADE-REAR	20.00	20.00	20.00										
PAID APR 11 2014 BY: <i>Cash</i>																	
DISCLAIMER OF WARRANTY: ALL PARTS AND ACCESSORIES ARE SOLD BY THE DEALERSHIP AS-IS. ANY WARRANTIES ON THE PARTS OR PRODUCTS DESCRIBED ABOVE ARE THOSE OF THE MANUFACTURER OR DISTRIBUTOR OF THE PARTS OR PRODUCTS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. WITH RESPECT TO THE SAME, THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PARTS OR PRODUCTS. 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. THIS DISCLAIMER IN NO WAY AFFECTS THE PROVISIONS OF ANY MANUFACTURER OR DISTRIBUTOR WARRANTIES.							<table border="1"> <tr> <td>PARTS</td> <td>20.00</td> </tr> <tr> <td>SUBLET</td> <td></td> </tr> <tr> <td>FREIGHT</td> <td>0.00</td> </tr> <tr> <td>SALES TAX</td> <td>1.35</td> </tr> <tr> <td>TOTAL</td> <td>\$21.35</td> </tr> </table>	PARTS	20.00	SUBLET		FREIGHT	0.00	SALES TAX	1.35	TOTAL	\$21.35
PARTS	20.00																
SUBLET																	
FREIGHT	0.00																
SALES TAX	1.35																
TOTAL	\$21.35																

CUSTOMER COPY

RETAIL BUYER'S ORDER



CHRYSLER

Jeep

DODGE

RAM

INDEPENDENTLY OWNED/OPERATED
518 W. Main Street, Lebanon, Ohio 45036
Phone 613-932-2717

STOCK NO.	8R [REDACTED]
DEAL NO.	[REDACTED]

PURCHASER'S NAME [REDACTED] DATE 03/14/2014
STREET ADDRESS [REDACTED] PHONE [REDACTED]
CITY CINCINNATI COUNTY HAMILTON STATE OH ZIP [REDACTED] SALESPERSON JOY CAMERON

ENTER MY ORDER FOR ONE ☐ NEW ☒ USED ☐ CAR ☒ TRUCK ☐ DEMONSTRATOR ☐ FACTORY OFFICIAL ☐ RENTAL VEHICLE AS FOLLOWS:

YEAR	2008	MAKE	CHRYSLER	MODEL	TOWN & COUNTRY	BODY TYPE	COLOR	TRIM	N/A
VIN	2A9HR64X58R [REDACTED]					TO BE DELIVERED ON OR ABOUT	03/14/2014		
						STOCK NO.	8R [REDACTED]		

PRICE OF VEHICLE	\$ 12200.00	ODOMETER MILEAGE STATEMENT	
OTHER GOODS & SERVICES	N/A	THE ODOMETER OF THE PURCHASED VEHICLE NOW READS 79922 MILES/KILOMETERS AND IS ACCURATE UNLESS CHECKED BELOW.	
		☐ ODOMETER MILEAGE IS NOT ACCURATE. REFER TO THE FEDERAL MILEAGE STATEMENT FOR FULL DISCLOSURE.	
		TRADE-IN RECORD 1	
		N/A	
		YEAR	N/A
		MAKE	N/A
		MODEL	N/A
		TYPE	N/A
		VIN #	N/A
		MILEAGE	N/A
		PAYOFF \$	N/A
		Trade In Allowance	N/A
DOCUMENTARY FEE	250.00	TRADE-IN RECORD 2	
TAXABLE PRICE	12450.00		
		YEAR	N/A
		MAKE	N/A
		MODEL	N/A
		TYPE	N/A
		VIN #	N/A
		MILEAGE	N/A
		PAYOFF \$	N/A
		Trade In Allowance	N/A
LESS: TRADE IN ALLOWANCE(S)	N/A	NEGATIVE EQUITY DISCLOSURE & CONSENT:	
		I am aware that the balance owed on my trade-in vehicle(s) or the amount owed on my lease turn in vehicle(s) exceeds the trade in allowance(s) from the dealer. As a result, I have requested that the "Total Due" be increased by the difference, \$ N/A (known as negative equity).	
		INITIALS: _____	
		☐ SEE VEHICLE DELIVERY REPORT ATTACHED	
		☐ SEE USED VEHICLE LIMITED WARRANTY ATTACHED	
		☐ LIMITED RIGHT TO CANCEL APPLIES: If you have entered into a Spot Delivery Agreement-Limited Right to Cancel, the sale of the Vehicle is conditioned on final approval of financing by, or assignment of the Retail Installment Sale Contract to a lender. If final financing approval is not obtained and/or the Contract cannot be assigned, you or the Dealership may cancel the Contract in accordance with this Agreement, the Spot Delivery Agreement-Limited Right to Cancel, and the Retail Installment Sale Contract. SEE ATTACHED DOCUMENT FOR IMPORTANT DETAILS	
TAX BASE \$	12450.00	☐ DEPOSIT RECEIPT: Dealer hereby acknowledges receipt of the sum of \$ N/A as a deposit or partial payment for the vehicle described above. If this receipt is for a deposit, Dealer will refrain from selling the described vehicle for _____ days. This Deposit:	
SALES TAX 7.50% HAMILTON	840.38	☐ IS ☐ IS NOT REFUNDABLE, subject to the conditions on the reverse side and the following:	
	N/A		
FILING FEE	5.00		
TITLE FEE	10.00		
REGISTRATION FEE	18.50		
CREDIT LIFE AND DISABILITY	N/A		
PLUS: PAYOFF ON TRADE VEHICLE(S)	N/A		
TOTAL DUE	\$ 13323.88		
LESS INITIAL PAYMENT/CASH DOWN	N/A		
LESS REBATE/FACTORY INCENTIVE	N/A		
OTHER	N/A		
BALANCE DUE	\$ 13323.88		
REMARKS			

CUSTOMER #:

INVOICE



Delivering Satisfaction At Every Turn.

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Lebanon, Ohio 45036
(513) 932-2717
Fax: (513) 932-4941
Toll Free: (866) 932-2717
www.lebanondj.com

CINCINNATI, OH

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 891 SHAUNA L CROUCH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	CHRYSLER TOWN & COUN	2A8HR64X58R		87139/87139		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
16SEP08 DD			17:00 28NOV14		0.00	CASH	28NOV14
R.O. OPENED		READY	OPTIONS: SOLD-STK:8R		ENG:4.0 Liter		

12:58 28NOV14 15:27 28NOV14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM LUBE, OIL, AND FILTER CHANGE. TOP OFF FLUID LEVELS. PERFORM INSPECTION SHEET.

LOF PERFORM LUBE, OIL, AND FILTER CHANGE. TOP OFF FLUID LEVELS. PERFORM INSPECTION SHEET.

6496 CPR		9.31	9.31
1 4105409BC FILTER-ENGINE OIL	6.00	6.00	6.00
6 10W30 OIL	3.29	3.29	19.74

B CUST STATES VEHICLE STOPS WHILE DRIVING AND CUTS OFF, HAD HERE A FEW MONTHS AGO FOR SAME ISSUE

08 NEEDS RECALL DONE BUT NO PARTS AVAILABLE AT THIS TIME, PROBLEM IS IN THE WIN MODULE

6496 CPR		0.00	0.00
----------	--	------	------

C PERFORM 23 POINT INSPECTION

CAUSE: PERFORM 23 POINT INSPECTION

9023 PERFORM 23 POINT INSPECTION

6496 CPR		0.00	0.00
----------	--	------	------

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

THANK YOU FOR YOUR BUSINESS!

GOT EMAIL?

1.67

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.

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.

***SHOP SUPPLY COSTS:**
We have added a charge equal to 10% of the total labor cost, not to exceed \$10.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	9.31
PARTS AMOUNT	25.74
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	1.67
TOTAL CHARGES	36.72
LESS INSURANCE	0.00
SALES TAX	2.48
PLEASE PAY	

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PAID
NOV 28 2014
BANK OF AMERICA

Call Maria

Maria

Shop



988 SEMINOLE TRAIL
MILFORD, OH 45150
PH:(513) 685-3800 FAX:(513) 685-3801

Federal Tax ID: 46-1905287

P/O#:
Taken By: Customer Service
Installer:

Cust State Tax ID:
Cust Fed Tax ID:
Ship Via:

Workorder: [REDACTED]
Date: 4/16/2014
Time: 01:15 PM

SalesRep: MYEASH

Adv. Code: CUST REF

Bill To: CASH

Sold To: CASH

CINCINNATI, OH [REDACTED]

CINCINNATI, OH [REDACTED]

Qty	Part Number	Description	List	Disc%	Sell	Total
1	MISC	Rockchip	\$39.95	0	\$39.95	\$39.95

Installation Start Time _____ Installation Completion Time _____

Thank You for choosing Techna Glass!

ASSIGNMENT OF PROCEEDS, AUTHORIZATION TO PAY AND ACKNOWLEDGEMENT OF RISK.
This automobile glass has been repaired or replaced to my satisfaction and I hereby authorize and direct my insurance company to release all applicable information and pay this invoice directly to Techna Glass. I assign all claims in connection with this automobile glass installation against my insurance company and all policy proceeds due for this installation to Techna Glass. If I receive payment from my insurer I agree to either endorse the check that I receive over to Techna Glass or pay Techna Glass an amount equal to what I receive. I agree to pay my deductible, if any, myself. If I do not have insurance coverage, I agree to pay for the work myself. Terms: Net 30 days; 1 1/2% finance charges per month after 30 days. I understand that Techna Glass uses urethane adhesives for windshield installation that meet all original equipment strength requirements when fully cured. I also understand and agree that, depending on weather conditions, temperature and humidity, the rate of cure time for the urethane adhesive used will vary between thirty minutes and over twenty-four hours. Therefore, I assume all responsibility inherent with driving my vehicle after installation.

Signature: _____ Date: _____

AUTO GLASS REPLACEMENT SAFETY STANDARDS: I understand that Techna Glass uses urethane and primers (windshield sealants) to complete the installation of my windshield and that these materials take time to cure. Today's temperature is _____ degrees and humidity is _____. Based upon this data, the manufacturer of the adhesives (if applicable) certifies a curing time of _____ hour(s) to reach a minimum drive-away time according to the adhesive manufacturer's instructions referenced in the Auto Glass Replacement Safety Standards (AGRSS). I understand that if I choose to operate my vehicle before the AGRSS minimum drive-away time is reached I may be at risk if involved in an accident.

Signature: _____ Date: _____

Sub Total: \$39.95

Fuel Surcharge: \$9.95

Tax: \$0.00

Total: \$49.90

TireDiscounters

Tires • Brakes • Shocks & Struts • Custom Wheels • Lube, Oil & Filter • Automotive Services

1218 OMNIPLEX DRIVE
CINCINNATI, OH 45240
513-671-4100

Transaction # [REDACTED]
Transaction Date 6/21/14
Time 03:52 PM

Customer Information	Vehicle Information
[REDACTED] CINCINNATI, OH [REDACTED] [REDACTED]	Year 2008 Make CHRYSLER Model TOWN & COUN VIN 2A8HR64X58R [REDACTED] License [REDACTED] Mileage 83935

Qty	Item # and Description	Price	Special	Extended
2	PARTS. MOO 515136 FRONT HUB BEARING	\$341.99		\$683.98
1	7 LABOR TO R&R FRONT HUB BEARINGS	\$190.00		\$190.00
1	COMPETITIVE DISCOUNT* PRICEMATCH		(\$50.00)	(\$50.00)

TIRE DISCOUNTERS 98
1218 OMNIPLEX DR.
CINCINNATI, OH 45240
06/21/2014 15:02:37
MID: 000000003266349
TID: 04944240
426030969991

CREDIT CARD
VISA SALE

CARD: XXXXXXXXXXXXX 0018
INVOICE
Batch #: 000909
APP Code: 021423
Entry Mode: Swiped
Mode: Online
SALE AMT \$902.28

CUSTOMER COPY

Thank you for your business!

DOT Numbers	Sales Person	Invoice and Payment Summary
	PLOGMAN, JAKE-98	Total Tires \$0.00 Total Parts \$683.98 Total Labor \$190.00 Total Wheels/Accessories \$0.00 Total Road Hazard \$0.00 Shop Supply Fees \$21.25 State Tire Fees \$0.00 Environmental Fees \$0.00 Sales Tax \$57.05 TOTAL DISCOUNTS -\$50.00 TOTAL \$902.28
Service Tech(s) LYKINS, NICHOLAS-98		Payment Accepted :

Vehicles with over 100,000 miles run the risk of Aluminum wheels working loose after servicing due to corrosion of the hub and fasteners. Tire Discounters hand torques wheels to factory specifications and does everything in our control to inspect and remove any obvious corrosion. However, we highly recommend that your vehicles lug nuts are re-torqued after 100 Miles. This is an extra safety measure that Tire Discounters performs as a way to ensure our customer's continued safety. We will do this free of charge and immediately upon arrival to any one of our area locations.

Caution: Dual Wheels must be retorqued at 100 and 500 miles after every wheel service removal. New custom wheels must be retorqued at 50 and 150 miles after new installations.

Customer Signature

I CERTIFY THAT I AM 18 YEARS OF AGE OR OLDER.

Merchandise left over 30 days



TireDiscounters

Tires • Brakes • Shocks & Struts • Custom Wheels • Lube, Oil & Filter • Automotive Services

1218 OMNIPLEX DRIVE
CINCINNATI, OH 45240
513-671-4100

Turn over
for page (2)

Transaction # [REDACTED]
Transaction Date 8/1/14
Time 03:57 PM

Customer Information		Vehicle Information	
[REDACTED]	CINCINNATI, OH	Year Make Model VIN	2008 CHRYSLER TOWN & COUN 2A8HR64X58R [REDACTED] License Mileage 85176

Qty	Item # and Description	Price	Special	Extended
1	OCG NEXTGEN SEMI-SYN OIL CHANGE UP TO 5 QUARTS NEXTGEN MAXLIFE SEMI-SYNTHETIC MOTOR OIL	\$24.99		\$24.99
1	LF12693764 - \$24.99 OIL CHANGE AND FILTER VAL5W30N VALVOLINE NEXTGEN MAXLIFE SAE 5W30 VAOFVO25 VALVOLINE OIL FILTER		(\$9.98)	(\$9.98)
1	LABOR FOR LUBE, OIL AND FILTER CHANGE	\$20.00		\$20.00
1	LF12693764 - \$24.99 OIL CHANGE AND FILTER		(\$9.98)	(\$9.98)
1	ROTATION AT NO CHARGE TO YOU.			
1	(N2) NITROGEN FILL			
1	REC-BRAKE(BRAKE WORK SUGGESTED THE BRAKE PADS ON YOUR VEHICLE MEASURED 6MM OR LESS. THE CONDITION DOES NOT WARRANT REPLACEMENT AT THIS TIME BUT MAY IN THE NEAR FUTURE. PLEASE SEE ASSOCIATE FOR COMPLETE ESTIMATE. WE EMPLOY A.S.E. CERTIFIED TECHNICIANS. FRONT BRAKES - 4MM			
1	28 (28) ALIGNMENT CHECK MENT AND DETERMINED THAT IT IS WITHIN FACTORY SPECS. OR AN ESTIMATE WRITTEN TO BRING IT WITHIN SPECS.			
1	PARTS.BRF WGBMD1327 FRONT BRAKE PADS LIFETIME WARRANTY ON BRAKE PADS 12 MONTH/12,000 MILE LABOR WARRANTY	\$78.86		\$78.86
1	(FBL) FRONT BRAKE SERVICE LABOR	\$105.00		\$105.00



For Your Next Battery Call: 1-800-AAA-HELP
To Join AAA Call: 1-800-JOIN-AAA

#

This Invoice Must Be Retained for Limited Warranty

Professionally Installed by:

Date <u>1-21-15</u>		Complete all fields in red.	
Bill To			
Member Name		Membership #	
Address			
City	<u>Cartersville</u>	State	<u>GA</u>
Phone #		Call Number	<u>12148</u>
Year	<u>2008</u>	Make	<u>Chevrolet</u>
License Plate		Vehicle VIN#	
Method Payment		<u>Visa</u>	Service Technician
Model		<u>Town & Country</u>	<u>Scotty McLean</u>
Odometer		<u>87570</u>	

QUANTITY	PART NUMBER	DESCRIPTION OF LABOR AND PARTS - All parts are new unless otherwise stated	PARTS	LABOR
1	240	Battery Price with Exclusive Member Discount (Minimum of \$25)	\$ 128	
		Installation		\$ 0
		Battery and Charging System Analysis		\$ 0
		Disposal Fee		\$
		Battery Core Charge		\$
		Labor Intensive Install (If Applicable)	\$	\$
		Parts and Accessories	\$	\$
			\$	\$
			\$	\$
			\$	\$
			\$	\$

Limited Warranty for Non-Commercial Passenger Vehicles - For limited warranty details see reverse side
36 Month Free Replacement + 36 Month Prorated Replacement Cost = 72 Month Total Limited Warranty

Limited Warranty Replacement

Original Part # _____ Original Purchase Date _____ Original Invoice # _____
Original Battery Serial # _____ New Battery Serial # 8183008
Failed Battery Test Code JHPS11864 New Battery Test Code _____
Free Replacement Warranty Remaining _____ + 36 Months Prorated
Prorated Warranty: Months Used _____ x Cost Per Month _____ = Replacement Cost*

*No member discount applied

For commercial vehicle limited warranty coverage, see reverse side. If a core is not returned, a non-recycling fee will be charged.

Please read carefully, check one of the statements below and sign:

I understand that, under state law, I am entitled to a written estimate, if my final bill will exceed \$ _____

- ☐ I request a written estimate
☐ I do not request a written estimate
☐ I do not request a written estimate as long as the repair costs do not exceed \$ _____

Signed _____

Date 1-21-15

Subtotal Labor	\$ 0
Subtotal Parts	\$ 128
Sales Tax	\$ 8.64
Total	\$ 136.64

I understand that a battery that is merely discharged or which fails due to improper charging is not covered under warranty. All sales are final.

☐ I understand that my battery may not require immediate replacement, however I am authorizing replacement at this time.

☐ I understand based upon the test results provided by the service provider that my battery may not require immediate replacement, however, I am authorizing replacement at this time.
Comments _____

Customer
Signature _____

Original Test Results

Battery CCA 800 Condition SS2
☐ Pass ☐ Marginal ☒ Fail
Alternator - Charging Volts 14.4
☐ Pass ☐ Marginal ☐ Fail
Drain - Drain Amps 0.93
☐ Pass ☐ Suspect
Prior Acid Damage KAM Unit Used
☐ Yes ☐ No ☐ Yes ☐ No

(For Internal Use Only)
Battery Distribution Center

☐ Pass ☐ Fail Date Code _____
Comment: _____
Performed by: _____
Date: _____



2008 Chrysler Town And Country Electrical System Recall 14V373000

NHTSA: Action Number: N/A Service Bulletin Number: 14V373000

Report Date: Jun 26, 2014	Component: <u>Electrical System</u>	Potential Units Affected: 525206	Manufacturer: <u>Chrysler Group Llc</u>
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Summary: This defect can affect the safe operation of the airbag system. Until this recall is performed, customers should remove all items from their key rings, leaving only the ignition key. The key fob (if applicable), should also be removed from the key ring. Chrysler group llc (chrysler) is recalling certain model year 2009-2010 dodge journey vehicles manufactured june 29, 2007, to june 17, 2010, and 2008-2010 dodge grand caravan and chrysler town and country vehicles manufactured january 26, 2007, to june 17, 2010. Road conditions or some other jarring event may cause the ignition switch to move out of the run position, turning off the engine.

Consequence: If the ignition key inadvertently moves into the off or accessory position, the engine will turn off, which will then depower various key safety systems including but not limited to air bags, power steering, and power braking. Loss of functionality of these systems may increase the risk of crash and/or increase the risk of injury in the event of a crash.

Remedy: Chrysler will notify owners, and dealers will modify the ignition switch, free of charge. Chrysler sent out an interim notification to owners on september 11, 2014. Owners may contact chrysler customer service at 1-800-853-1403. Chrysler's number for this recall is l25. Note: this is an expansion of recall 11v-139.

Notes: Owners may also contact the national highway traffic safety administration vehicle safety hotline at 1-888-327-4236 (tty 1-800-424-9153), or go to [www. Safercar. Gov](http://www.Safercar.Gov).



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

*Letter & Info
attached*

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NVS-216rr

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

Cincinnati - OH-

Important Information
Enclosed.

U.S. Department of transportation
NATIONAL Highway
traffic SAFETY
Administration - Office of Defects - Investigation, NVS-210
1200 NEW JERSEY AVENUE, S.E.
WASHINGTON, D.C. 20590-0001

