

MAR 10 2015

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

Date Received 02-JAN-2015	Repository <input type="checkbox"/>
	Reference No. 10669641

OWNER INFORMATION (Type or Print)			
Name	[REDACTED]		
Address	[REDACTED]		
City	ORLANDO	State	FL
Zip Code	[REDACTED]		

Daytime Telephone Number [REDACTED]	E-mail Address
Evening Telephone Number	

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 1D4PT4GK7BW [REDACTED]	Make DODGE	Model NITRO	Model Year 2011
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: Incident Date(s) 15-JUN-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, ENGINE (PWS), 180000 VEHICLE SPEED CONTROL, 110000 ELECTRICAL SYSTEM	Failure Mileage 23	Failure Speed
---	-----------------------	---------------

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: DOTMAL9ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:
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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2011 DODGE NITRO. THE CONTACT STATED THAT WHILE AT A COMPLETE STOP, THE ENGINE RPMs INCREASED AND THE VEHICLE ACCELERATED WITHOUT WARNING. THE BRAKE PEDAL WAS DEPRESSED SEVERAL TIMES IN ORDER FOR THE VEHICLE TO COME TO A STOP. IN ADDITION, THE CONTACT STATED THAT WHILE ATTEMPTING TO ACCELERATE FROM A STOP LIGHT, THE VEHICLE STALLED WITHOUT WARNING. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 23.

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.

CUSTOMER #: [REDACTED]

**Napleton's South Orlando
Chrysler/Jeep/Dodge**

1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

INVOICE

ORLANDO, FL [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 1

MV# 55969 · VF# 1001245/1

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 819 HENRY DIAZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARCOAL	11	DODGE NITRO	1D4PT4GK7BW [REDACTED]		2813/2813	T3760	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL11 DD			17:30 10OCT11			CASH	10OCT11

R.O. OPENED	READY	OPTIONS:	STK: [REDACTED]	DLR:45155	ENG:3.7_Liter		
06:55 10OCT11	13:53 10OCT11						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A GST STS POSSIBLE ELECTRICAL PROB, SENSOR STS GATE OPEN, PLS CHK ANDADVISE-----customer states "gate-open" message & interior lights staying on as a result
100 INSPECTED AND TESTED FOUND ALL OPERATING AS DESIGNED. RECALIBRATED SYSTEM
776 STARKEY, MICHAEL T LIC#: 9278
IPOLS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B customer states 2 days ago / when "unlock" with RKE -- horn chirped as if "LOCK" with RKE
11 INSPECTED AND TESTED. FOUND ALL KEYLESS ENGINE COMPONENTS OPERATING AS DESIGNED. COULD NOT DUPLICATE CUSTOMER CONCERN AT THIS TIME
776 STARKEY, MICHAEL T LIC#: 9278
IPOLS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C customer states yesterday, a client notified her the vehicle alarm was on for 45 minutes @ Walmart
11 INSPECTED KEYLESS ENTRY SYSTEM FOUND ALL OPERATING AS DESIGNED. POSSIBLE THAT THUNDER COULD HAVE SET ALARM SYSTEM OFF. OK AT THIS TIME
776 STARKEY, MICHAEL T LIC#: 9278
IPOLS (N/C)

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

D PERFORM 23 POINT VEHICLE INSPECTION
23I PERFORM 23 POINT VEHICLE INSPECTION
776 STARKEY, MICHAEL T LIC#: 9278
IPOLS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.
"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)) The State of Florida requires a \$1.00 fee to be collected for each new or remanufactured battery sold in the state (s.403.718) and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185)
STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$30.00

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.
ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.
ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

**Napleton's South Orlando
Chrysler/Jeep/Dodge**

1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

INVOICE

ORLANDO, FL [REDACTED]

PAGE 1

MV# 55969 · VF# 1001245/1

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

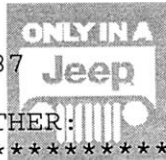
SERVICE ADVISOR: 100348 HUBERT SHANE ELLIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARCOAL	11	DODGE NITRO	1D4PT4GK7BW [REDACTED]		39293/39331	T747	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL11 DD			17:30 05JAN15			CASH	05JAN15
R.O. OPENED		READY	OPTIONS: SOLD-STK: [REDACTED]		DLR: 45155		
10:22 05JAN15		16:58 05JAN15	ENG: 3.7_Liter				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	100	1.	Customer States Vehicle has an intermittent stall see Jack for details				
			100 1. Customer States Vehicle has an intermittent stall see Jack for details				
			11 TIM MAXWELL LIC#: 0987				
			CD			0.00	0.00
			PARTS: 0.00 LABOR: 0.00 OTHER: 0.00				0.00
			TOTAL LINE A:				0.00

VEHICLE WAS TEST DRIVEN APPROX 40+MILES AND THERE WAS NO ISSUES OR CONCERNS WITH THE TEST DRIVE. VEHICLE WAS SCANNED PRIOR TO THE TEST DRIVE AND NO CODES WERE PRESENT AND ARE NOT PRESENT AFTER THE TEST DRIVE

B 23PT Multipoint inspection
23PT Multipoint inspection
11 TIM MAXWELL LIC#: 0987



DODGE (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185)

STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$30.00

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

**Napleton's South Orlando
Chrysler/Jeep/Dodge**

1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

INVOICE

PAGE 1

MV# 55969 · VF# 1001245/1

ORLANDO, FL [REDACTED]

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

SERVICE ADVISOR: 769 MARTIN J WEIR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
CHARCOAL	11	DODGE NITRO	1D4PT4GK7BW [REDACTED]		33077/33077	T2792	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL11 DD			WAIT 04JUN14			CASH	04JUN14
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR: 45155			
08:08 04JUN14	16:33 04JUN14	ENG: 3.7_Liter					

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

A cust reports vehicle stalls everyday--hesitates on acceleration--jeks on acceleration--idle is very high

CAUSE: SOFTWARE UPDATE APPLIES TO THE CONCERN
100 181906P4 PCM UPDATE

11 TIM MAXWELL LIC#: 0987
WEXP

(N/C)
0.00

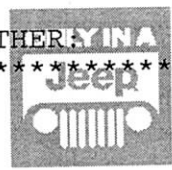
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:
INSTALLED SOFTWARE UPDATE TO THE POWER CONTROL MODULE

B 23 POINT INSPECTION
23PT 23 POINT INSPECTION

11 TIM MAXWELL LIC#: 0987
IPOLS

(N/C)
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:



DODGE

<p>LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.</p> <p>*This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.* [s.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]</p> <p>STORAGE CHARGES: A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$30.00</p> <p>(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)</p>	<p>A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.</p> <p>ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.</p> <p>ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.</p> <p>CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.</p> <p>CUSTOMER SIGNATURE</p>	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 #: [REDACTED]

INVOICE

**Napleton's South Orlando
Chrysler/Jeep/Dodge**

1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

ORLANDO, FL [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

MV# 55969 · VF# 1001245/1

SERVICE ADVISOR: 819 HENRY DIAZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARCOAL	11	DODGE NITRO	1D4PT4GK7BW [REDACTED]		7100/7100	T3545	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL11 DD			17:30 14FEB12			CASH	14FEB12
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR:45155 ENG:3.7_Liter					

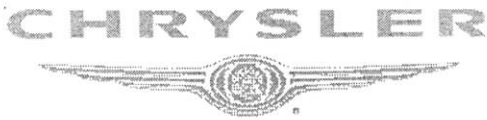
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CAR IS HESITATING ON ECCELERATION, AND JERKING WHEN BRAKING CUST STS
 PLS CHK AND ADVISE APPT MADE BY DANIELLE
 100 ROAD TESTED UNABLE TO DUPLICATE CUSTOMER
 CONCERN INSPECTED NO AVAILABLE UPDATE.
 VEHICLE ROAD TESTED AS DESIGNED BY FACTORY

604IPOLS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B PERFORM 23 POINT VEHICLE INSPECTION
 23I Y

604IPOLS (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00



DODGE

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.		DESCRIPTION	TOTALS
A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.		LABOR AMOUNT	0.00
ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.		PARTS AMOUNT	0.00
This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. [s.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state [s.403.7185]		GAS, OIL, LUBE	0.00
STORAGE CHARGES: A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$30.00		SUBLET AMOUNT	0.00
ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.		MISC. CHARGES	0.00
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.		TOTAL CHARGES	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

**Napleton's South Orlando
Chrysler/Jeep/Dodge**

1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

INVOICE

ORLANDO, FL [REDACTED]

PAGE 1

MV# 55969 · VF# 1001245/1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 819 HENRY DIAZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
CHARCOAL	11	DODGE NITRO	1D4PT4GK7BW [REDACTED]		10081/10090	T3975	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06JUL11 DD			17:30 06APR12			CASH	06APR12
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR:45155 ENG:3.7_Liter					
08:10 06APR12	09:32 06APR12						

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

A CUSTOMER STATES VEHICLE IS STILL HESITATING WHEN ACCELERATING BEEN HERE BEFORE FOR SAME LAST TIME IN VEHICLE JERKING AS LEFT PARKING LOT. TODAY WHILE BACKING OUT OF PARKING LOT ACCELERATED VEHICLE WILL NOT THEN SUDDENLY LUNGED FORWARD COULD HAVE BEEN IN AN ACCIDENT CHECK AND ADVISE

100 CUSTOMER ROAD TESTED WITH SERVICE MANAGER FOR 9 MILES COULD NOT DUPLICATE CUSTOMER TO RETURN IF PROBLEM BECOMES MORE PERSISTANT
99 SUBLET LIC#: 999999

IPOLS

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

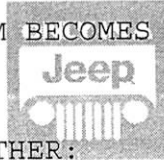
B PERFORM 23 POINT VEHICLE INSPECTION

23I CUSTOMER TO RETURN IF PROBLEM BECOMES MORE EVIDENT

99 SUBLET LIC#: 999999

IPOLS

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



DODGE

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (S.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (S.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (S.403.7185)

STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$30.00

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

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

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