

 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	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 19-MAR-2015 MAY 20 2015	
				Repository ☐ Reference No. 10695280	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address
Address [REDACTED]			Evening Telephone Number Same		
City CLINTON	State AR	Zip Code [REDACTED]			
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2D8HN54X49R [REDACTED]			Make DODGE	Model CARAVAN	Model Year 2009
Date Purchased 8-01-2009	Dealer's Name and Telephone Number Valley Motors			Engine: No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City Russellville	State AR	Zip Code 72801	6	GAS
Transmission Type Auto	☒ Antilock Brakes	Powertrain Gas	Multiple Failure:		Incident Date(s) 05-16-13 20-APR-2012-06-10-13 04-02-13 03-19-15
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 010000 STEERING, 110000 ELECTRICAL SYSTEM, BRAKES (PWS)				Failure Mileage 35000 62,134	Failure Speed 10
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:		
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					
<i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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 2009 DODGE CARAVAN. THE CONTACT STATED THAT WHILE DRIVING AT APPROXIMATELY 10 MPH, THE STEERING WHEEL AND THE BRAKES WERE INOPERABLE WITHOUT WARNING. THE FAILURE RECURRED ON SEVERAL OCCASIONS. THE VEHICLE WAS TAKEN TO THE DEALER BUT THE FAILURE WAS UNABLE TO BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 11V139000 (ELECTRICAL SYSTEM) HOWEVER THE PART TO DO THE REPAIR WAS UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 35,000. 62,134					
ALSO happend 2 other times I did not report, not sure on the dates					
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.					

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I have video of the Vical when some of these have occurred, it would help any. I have shown them to the people at Vally Motors.

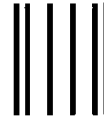
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
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Washington, D.C. 20077-9382**



**Think your vehicle
has a safety defect?**

If so:

**Use the enclosed
form to file a report.**



or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owners Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 86,584

Service advisor: 350

Tag number: [REDACTED]

Payment type: CASH

Promised time: 05:00 PM

Promised date: 03/19/2015

Waiter: No

Estimate: 0.00

Customer Comments: No

A CUSTOMER STATES SHUTS OFF BY ITSELF INTERMITTENTLY				
25014509	WC	25014509	1.60	115.63
Tech(s): 1				
4593888AA		1 VALVE-EGR		180.00
5277928		1 GASKET-EGR TUBE FLANGE		1.89
Pts:	181.89 Lbr:	115.63 Other:	0.00 Total Line A:	297.52
B CHECK ENGINE LIGHT ON				
24461803	WC	HEATER HOSE	0.50	36.14
Tech(s): 1				
4677603AK		1 HOSE-HEATER SUPPLY AND RETURN		136.57
24461860	WC	24461860	0.30	21.68
Tech(s): 1				
Pts:	136.57 Lbr:	57.82 Other:	0.00 Total Line B:	194.39
C PRICE A KEY FOB				
9996	IPU	PRICED KEY FOB, CUSTOMER DID NOT WANT AT THIS TIME	0.00	0.00
Tech(s): 1				
Pts:	0.00 Lbr:	0.00 Other:	0.00 Total Line C:	0.00
D SHUTS OFF AT 0-25 MPH MAINLY				
9996	IPU	COULD NOT DUPLICATE AT THIS TIME	0.00	0.00
Tech(s): 1				
Pts:	0.00 Lbr:	0.00 Other:	0.00 Total Line D:	0.00
E AT 40-50 MPH TRANS SHAKES AND SHUDDERS AT TIMES				
9996	IPU	COULD NOT DUPLICATE AT THIS TIME	0.00	0.00
Tech(s): 1				
Pts:	0.00 Lbr:	0.00 Other:	0.00 Total Line E:	0.00

Customer Pay

Labor

0.00

Parts

0.00

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge

0.00

Deductible

0.00

Total Charges

0.00

Less Insurance/Adjustment

0.00

Repair Order Detail - Internal Copy

Sales Tax
Total

0.00
0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 86,584

Service advisor: 350

Tag number: [REDACTED]

Payment type: CC

Promised time: 05:00 PM

Promised date: 03/27/2015

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

|      |            |               |            |        |      |                      |
|------|------------|---------------|------------|--------|------|----------------------|
| A    | DEDUCTIBLE |               |            |        |      |                      |
| 9996 | CC         | DEDUCTIBLE RO | [REDACTED] | 0.00   |      | 100.00               |
|      | Tech(s): 1 |               |            |        |      |                      |
| Pts: | 0.00       | Lbr:          | 100.00     | Other: | 0.00 | Total Line A: 100.00 |

~~~~~

Customer Pay	
Labor	100.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	100.00
Less Insurance/Adjustment	0.00
Sales Tax	9.00
Total	109.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell [REDACTED]

Mileage: 84,737

Service advisor: 307

Tag number: [REDACTED]

Payment type: CASH

Promised time: 05:00 PM

Promised date: 01/30/2015

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

|            |                                      |                      |              |                      |  |
|------------|--------------------------------------|----------------------|--------------|----------------------|--|
| A          | CUSTOMER STATES OIL PLUG IS STRIPPED |                      |              |                      |  |
| 9996       | IPS                                  | REPLACE OIL PAN      | 3.00         | 60.00                |  |
| Tech(s): 5 |                                      |                      |              |                      |  |
| 4892447AA  |                                      | 1 PAN-OIL            |              | 194.60               |  |
| 4792869AA  |                                      | 0 GASKET-OIL PAN     |              | 0.00                 |  |
| 4593793AB  |                                      | 0 COVER-ENGINE       |              | 0.00                 |  |
| 68026831AA |                                      | 1 O RING             |              | 3.36                 |  |
| 4892378AA  |                                      | 1 SEAL-OIL FILTER    |              | 12.39                |  |
|            |                                      | ADAPTER              |              |                      |  |
| 68030378AB |                                      | 0 LATCH-SLIDING DOOR |              | 0.00                 |  |
| SUBL       | CC                                   | TOW IN               |              | 253.50               |  |
| Pts:       | 210.35                               | Lbr:                 | 60.00 Other: | 253.50 Total Line A: |  |
|            |                                      |                      |              | 523.85               |  |

~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	253.50
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	253.50
Less Insurance/Adjustment	0.00
Sales Tax	22.82
Total	276.32

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 81,126

Service advisor: 39

Tag number: [REDACTED]

Payment type: CASH

Promised time: 05:00 PM

Promised date: 10/15/2014

Waiter: No

Estimate: 0.00

Customer Comments: No

=====

A	DRIVERS SLIDING DOOR (SOPH)				
	08904003	WC	DOOR HARNESS LFT	0.80	55.74
	Tech(s): 1				
	68043333AB		1 WIRING-SLIDING DOOR		139.16
			LEFT		
Pts:	139.16	Lbr:	55.74	Other:	0.00
				Total Line A:	194.90

=====

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]
Phone(s): Contact: [REDACTED]
Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]
2009 CARAG UPDATE

[Click to View Cust Copy](#)
Cell: [REDACTED]

Mileage: 80,878
Service advisor: 39
Tag number: [REDACTED]

Payment type: CASH
Promised date: 10/08/2014

Waiter: Yes
Estimate: 0.00
Customer Comments: No

~~~~~  
A LEFT SLIDING DOOR CHANNEL CAM LOOSE AND BROKEN  
9996 IPU STANDARD 0.00 0.00  
Tech(s): 315  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00  
~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 77,976

Service advisor: 39

Tag number:

Payment type: CASH

Promised time: 05:00 PM

Promised date: 09/30/2014

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~					
A	RIGHT SLIDING DOOR NOT WORKING PROPERLY				
9996	IPS	DIAG	1.00		22.00
	Tech(s): 1				
	68030378AB				
		0 LATCH-SLIDING DOOR			0.00
9996	IPS	LABOR	1.00		22.00
	Tech(s): 1				
Pts:	0.00	Lbr:	44.00	Other:	0.00 Total Line A: 44.00
~~~~~					
B**	CHECK ENGINE LIGHT ON AND OFF				
9996	IPU	STANDARD	0.00		0.00
	Tech(s): 1				
Pts:	0.00	Lbr:	0.00	Other:	0.00 Total Line B: 0.00
~~~~~					
C**	REAR LIGHTER AND ACCESSORY PLUG INOP				
9996	IPU	ACCESSORY PLUGS ARE	0.00		0.00
	WORKIN				
	Tech(s): 1				
Pts:	0.00	Lbr:	0.00	Other:	0.00 Total Line C: 0.00
~~~~~					
D**	IS ABS SYSTEM WORKING				
08808102	WC	stack replace	0.30		20.90
	Tech(s): 1				
	68025899AA				
		1 SWITCH-INSTRUMENT			33.11
		PANEL			
Pts:	33.11	Lbr:	20.90	Other:	0.00 Total Line D: 54.01
~~~~~					
E**	WIRING HARNESS CONNECTOR LFT SLIDING DOOR BROKEN				
08904003	WC	DOOR HARNESS LFT	0.80		55.74
	Tech(s): 1				
	68043333AB				
		1 WIRING-SLIDING DOOR			139.16
		LEFT			
Pts:	139.16	Lbr:	55.74	Other:	0.00 Total Line E: 194.90
~~~~~					
F**	POWER TRAIN INSPECTION				
09980001	WC	POWER TEAIN INSP	0.20		13.93
	Tech(s): 1				
Pts:	0.00	Lbr:	13.93	Other:	0.00 Total Line F: 13.93
~~~~~					

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge

0.00

0.00

0.00

0.00

0.00

# Repair Order Detail - Internal Copy

Deductible	100.00
Total Charges	100.00
Less Insurance/Adjustment	0.00
Sales Tax	9.00
Total	109.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] Click to View Cust Copy  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell: [REDACTED]  
 Vehicle: 2D8HN54X49R 2009 CARAG UPDATE

Mileage: 77,976 Payment type: CASH Waiter: No  
 Service advisor: 747 Promised time: 05:00 PM Estimate: 0.00  
 Tag number: [REDACTED] Promised date: 07/15/2014 Customer Comments: No

~~~~~

A Customer states that the passenger side sliding door is not locking. Sometimes door does not work at all.

| | | | | |
|------------|------|---------|------|--------------------------------|
| 9996 | IPU | ordered | 0.00 | 0.00 |
| Tech(s): 1 | | | | |
| Pts: | 0.00 | Lbr: | 0.00 | Other: 0.00 Total Line A: 0.00 |

~~~~~

B Customer states that the engine hesitates.

9996	IPU	STANDARD	0.00	0.00
Tech(s): 1				
Pts:	0.00	Lbr:	0.00	Other: 0.00 Total Line B: 0.00

~~~~~

C Starter problem.

| | | | | |
|------------|------|----------|------|--------------------------------|
| 9996 | IPU | STANDARD | 0.00 | 0.00 |
| Tech(s): 1 | | | | |
| Pts: | 0.00 | Lbr: | 0.00 | Other: 0.00 Total Line C: 0.00 |

~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

2009 CARAG

UPDATE

Mileage: 77,873

Payment type: CASH

Waiter: No

Service advisor: 307

Promised time: 05:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 07/11/2014

Customer Comments: No

~~~~~

| | | | | | |
|------|--------------------------------------|-------------|------|---------------|------|
| A | PASSENGER SLIDING DOOR HANDLE INOPWC | | | | |
| 9996 | IPU STANDARD | 0.00 | | | 0.00 |
| | Tech(s): 315 | | | | |
| Pts: | 0.00 Lbr: | 0.00 Other: | 0.00 | Total Line A: | 0.00 |

~~~~~

B	CHECK OUT ABS .TRAC LIGHT ON				
9996	IPU STANDARD	0.00			0.00
	Tech(s): 315				
Pts:	0.00 Lbr:	0.00 Other:	0.00	Total Line B:	0.00

~~~~~

| | |
|---------------------------|------|
| Customer Pay | |
| Labor | 0.00 |
| Parts | 0.00 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible | 0.00 |
| Total Charges | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 0.00 |
| Total | 0.00 |

Repair Order Detail - Internal Copy

RO Number:

RO Status: CLOSED

Customer:

Phone(s): Contact:

Vehicle: 2D8HN54X49R

Main:

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell:

Mileage: 76,806

Service advisor: 319

Tag number:

Payment type: CC

Promised time: 05:00 PM

Promised date: 06/09/2014

Waiter: No

Estimate: 0.00

Customer Comments: No

| | | | | | |
|------|---------------------------------|------|----------------------|--------|-------|
| A | CHY GAS VEH LUBE OIL AND FILTER | | | | |
| | CHOO | CC | CHY GAS VEH LUBE OIL | 0.30 | 11.39 |
| | | | AND FILTER | | |
| | Tech(s): 315 | | | | |
| | 1030Q | | 6 5W30 PENZ | | 14.40 |
| | 4892339AA | | 1 FILTER-ENGINE OIL | | 12.24 |
| | 4891713AA | | 1 FILTER-AIR | | 22.15 |
| Pts: | 48.79 | Lbr: | 11.39 | Other: | 0.00 |
| | Total Line A: | | | | 60.18 |

| | | | | | | |
|------|--------------------------------------|------|-----------------------|--------|------|--------------------|
| B | MULTIPOINT INSPECTION CHRYSLER/DODGE | | | | | |
| | CH100 | IPU | MULTIPOINT INSPECTION | 0.00 | | 0.00 |
| | | | CHRYSLER/DODGE | | | |
| | Tech(s): | 315 | | | | |
| Pts: | 0.00 | Lbr: | 0.00 | Other: | 0.00 | Total Line B: 0.00 |

| | |
|---------------------------|-------|
| Customer Pay | |
| Labor | 11.39 |
| Parts | 48.79 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 1.14 |
| Deductible | 0.00 |
| Total Charges | 61.32 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 5.52 |
| Total | 66.84 |

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

2009 CARAG

UPDATE

Mileage: 73,640

Payment type: CC

Waiter: No

Service advisor: 39

Promised time: 05:00 PM

Estimate: 0.00

Tag number: [REDACTED]

Promised date: 02/19/2014

Customer Comments: No

| | | | | |
|-------|--------------------------------------|---------------------|--------------------|-------|
| ~~~~~ | | | | |
| A | CHY GAS VEH LUBE OIL AND FILTER | | | |
| | CHOO CC CHY GAS VEH LUBE OIL | 0.30 | | 11.39 |
| | AND FILTER | | | |
| | Tech(s): 315 | | | |
| | 1030Q | 6 5W30 PENZ | | 14.40 |
| | 4892339AA | 1 FILTER-ENGINE OIL | | 8.00 |
| Pts: | 22.40 Lbr: | 11.39 Other: | 0.00 Total Line A: | 33.79 |
| ~~~~~ | | | | |
| B | MULTIPOINT INSPECTION CHRYSLER/DODGE | | | |
| | CH100 IPU MULTIPOINT INSPECTION | 0.00 | | 0.00 |
| | CHRYSLER/DODGE | | | |
| | Tech(s): 315 | | | |
| Pts: | 0.00 Lbr: | 0.00 Other: | 0.00 Total Line B: | 0.00 |
| ~~~~~ | | | | |
| C | CHRYSLER TIRE ROTATION | | | |
| | CHTR IPU CHRYSLER TIRE | 0.00 | | 0.00 |
| | ROTATION | | | |
| | Tech(s): 315 | | | |
| Pts: | 0.00 Lbr: | 0.00 Other: | 0.00 Total Line C: | 0.00 |
| ~~~~~ | | | | |

| | |
|---------------------------|-------|
| Customer Pay | |
| Labor | 11.39 |
| Parts | 22.40 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 1.14 |
| Deductible | 0.00 |
| Total Charges | 34.93 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 3.15 |
| Total | 38.08 |

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Click to View Cust Copy

Phone(s): Contact [REDACTED]

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

2009 CARAG

UPDATE

Mileage: 67,818

Payment type: CC

Waiter: No

Service advisor: 39

Promised time: 05:00 PM

Estimate: 0.00

Tag number [REDACTED]

Promised date: 07/22/2013

Customer Comments: No

| | | | | |
|-------|--------------------------------------|-----------------------|-------|----------------------------------|
| ===== | | | | |
| A | WILL NOT START | | | |
| 9996 | CC | RAN DIAGNOSTIC CHECKS | 1.50 | 90.00 |
| | | AND REPLACED BAD | | |
| | | BATTERY | | |
| | Tech(s): 1 | | | |
| | BB034600AA | 1 *BATTERY-STORAGE | | 150.00 |
| Pts: | 150.00 | Lbr: | 90.00 | Other: 0.00 Total Line A: 240.00 |
| ===== | | | | |
| B** | CHY GAS VEH LUBE OIL AND FILTER | | | |
| CHOO | CC | CHY GAS VEH LUBE OIL | 0.30 | 11.39 |
| | | AND FILTER | | |
| | Tech(s): 316 | | | |
| | 1030Q | 5 CH | | 12.00 |
| | 4892339AA | 1 FILTER-ENGINE OIL | | 8.00 |
| Pts: | 20.00 | Lbr: | 11.39 | Other: 0.00 Total Line B: 31.39 |
| ===== | | | | |
| C** | MULTIPOINT INSPECTION CHRYSLER/DODGE | | | |
| CH100 | IPU | MULTIPOINT INSPECTION | 0.00 | 0.00 |
| | | CHRYSLER/DODGE | | |
| | Tech(s): 316 | | | |
| Pts: | 0.00 | Lbr: | 0.00 | Other: 0.00 Total Line C: 0.00 |
| ===== | | | | |

| | |
|---------------------------|--------|
| Customer Pay | |
| Labor | 101.39 |
| Parts | 170.00 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 10.14 |
| Deductible | 0.00 |
| Total Charges | 281.53 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 25.34 |
| Total | 306.87 |

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 64,390

Service advisor: 34

Tag number [REDACTED]

Payment type: CASH

Promised time: 05:00 PM

Promised date: 06/10/2013

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A	CUSTOMER STATES VEH. STALLS WHILE DRIVING NO CHECK ENGINE LIGHT COMES ON				
9996	IPU	STANDARD	0.00	0.00	
Tech(s): 316					
Pts:	0.00	Lbr:	0.00	Other: 0.00 Total Line A: 0.00	

~~~~~

| | |
|---------------------------|------|
| Customer Pay | |
| Labor | 0.00 |
| Parts | 0.00 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible | 0.00 |
| Total Charges | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 0.00 |
| Total | 0.00 |

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 63,516

Service advisor: 34

Tag number: [REDACTED]

Payment type: CASH

Promised date: 05/16/2013

Waiter: Yes

Estimate: 0.00

Customer Comments: No

~~~~~

A	WHILE DRIVING VEH LOOSES POWER AND POWER STEERING				
9996	IPU	NPF	0.00	0.00	
Tech(s): 3					
Pts:	0.00	Lbr:	0.00	Other: 0.00 Total Line A: 0.00	

~~~~~

| | | | | | |
|------------|--|------|------|--------------------------------|--|
| B | TRANSMISSION SEEMS TO SLIP AT 30MPH UP | | | | |
| 9996 | IPU | NPF | 0.00 | 0.00 | |
| Tech(s): 3 | | | | | |
| Pts: | 0.00 | Lbr: | 0.00 | Other: 0.00 Total Line B: 0.00 | |

~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 62,134

Service advisor: 307

Tag number: [REDACTED]

Payment type: CASH

Promised time: 05:00 PM

Promised date: 04/02/2013

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~  
A STEERING IS HARD TO TURN (CUSTOMER STATED IT STUCK WHEN TRYING TO
TURN)
9996 IPU NO PROBLEM FOUND 0.00 0.00
Tech(s): 1
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line A: 0.00
~~~~~

B SLIDING DOOR DONT ALWAYS SHUT  
9996 IPU COULD NOT DUPLICATE 0.00 0.00  
Tech(s): 1  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00  
~~~~~

~~~~~  
Customer Pay  
Labor 0.00  
Parts 0.00  
Lube 0.00  
Sublet 0.00  
Miscellaneous/Shop Charge 0.00  
Deductible 0.00  
Total Charges 0.00  
Less Insurance/Adjustment 0.00  
Sales Tax 0.00  
Total 0.00  
~~~~~

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell [REDACTED]

Mileage: 60,545

Service advisor: 39

Tag number: [REDACTED]

Payment type: CC

Promised time: 05:00 PM

Promised date: 02/13/2013

Waiter: No

Estimate: 0.00

Customer Comments: No

| | | | | |
|-------|--------------------------------------|---------------------|--------------------|-------|
| ~~~~~ | | | | |
| A | CHY GAS VEH LUBE OIL AND FILTER | | | |
| | CHOO CC CHY GAS VEH LUBE OIL | 0.30 | | 0.00 |
| | AND FILTER | | | |
| | Tech(s): 301 | | | |
| | 4761872B | 5 5W20 OIL | | 12.00 |
| | 4892339AA | 1 FILTER-ENGINE OIL | | 8.00 |
| Pts: | 20.00 Lbr: | 0.00 Other: | 0.00 Total Line A: | 20.00 |
| ~~~~~ | | | | |
| B | MULTIPOINT INSPECTION CHRYSLER/DODGE | | | |
| | CH100 IPU MULTIPOINT INSPECTION | 0.00 | | 0.00 |
| | CHRYSLER/DODGE | | | |
| | Tech(s): 301 | | | |
| Pts: | 0.00 Lbr: | 0.00 Other: | 0.00 Total Line B: | 0.00 |
| ~~~~~ | | | | |
| C | CHECK ENGINE LIGHT ON | | | |
| | 9996 CC ran diag checks and | 0.50 | | 6.00 |
| | replaced fuel cap | | | |
| | Tech(s): 3 | | | |
| | 52124512AA | 1 CAP-FUEL FILLER | | 25.44 |
| Pts: | 25.44 Lbr: | 6.00 Other: | 0.00 Total Line C: | 31.44 |
| ~~~~~ | | | | |

Customer Pay

Labor

Parts

Lube

Sublet

Miscellaneous/Shop Charge

Deductible

Total Charges

Less Insurance/Adjustment

Sales Tax

Total

6.00

45.44

0.00

0.00

0.60

0.00

52.04

0.00

4.42

56.46

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 57,297

Service advisor: 263

Tag number: [REDACTED]

Payment type: CHECK

Promised time: 05:00 PM

Promised date: 11/09/2012

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A	CHY GAS VEH LUBE OIL AND FILTER			
	CHOO CC CHY GAS VEH LUBE OIL	0.30		0.00
	AND FILTER			
	Tech(s): 301			
	4892339AA	1 FILTER-ENGINE OIL		7.95
	4761872B	5 5W20 OIL		12.00
Pts:	19.95 Lbr:	0.00 Other:	0.00 Total Line A:	19.95

~~~~~

| | | | | |
|------|--------------------------------------|-------------|--------------------|------|
| B | MULTIPOINT INSPECTION CHRYSLER/DODGE | | | |
| | CH100 CC MULTIPOINT INSPECTION | 0.00 | | 0.00 |
| | CHRYSLER/DODGE | | | |
| | Tech(s): 301 | | | |
| Pts: | 0.00 Lbr: | 0.00 Other: | 0.00 Total Line B: | 0.00 |

~~~~~

Customer Pay	
Labor	0.00
Parts	19.95
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	19.95
Less Insurance/Adjustment	0.00
Sales Tax	1.70
Total	21.65

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 53,830

Service advisor: 51

Tag number: [REDACTED]

Payment type: CC

Promised time: 05:00 PM

Promised date: 08/14/2012

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~				
A	CHY GAS VEH LUBE OIL AND FILTER			
	CHOO CC CHY GAS VEH LUBE OIL	0.30		1.00
	AND FILTER			
	Tech(s): 6			
	4892339AA	1 FILTER-ENGINE OIL		8.00
	1030Q	6 CH		14.40
Pts:	22.40 Lbr:	1.00 Other:	0.00 Total Line A:	23.40
~~~~~				
B	ROTATE TIRES			
	00R CC ROTATE TIRES	0.50		0.00
	Tech(s): 6			
Pts:	0.00 Lbr:	0.00 Other:	0.00 Total Line B:	0.00
~~~~~				
C	MULTIPOINT INSPECTION CHRYSLER/DODGE			
	CH100 IPS MULTIPOINT INSPECTION	0.00		0.00
	CHRYSLER/DODGE			
	Tech(s): 5			
Pts:	0.00 Lbr:	0.00 Other:	0.00 Total Line C:	0.00
~~~~~				

Customer Pay	
Labor	1.00
Parts	22.40
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.10
Deductible	0.00
Total Charges	23.50
Less Insurance/Adjustment	0.00
Sales Tax	2.00
Total	25.50

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] - RO Status: CLOSED

Customer: [REDACTED] Click to View Cust Copy  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell: [REDACTED]  
 Vehicle: 2D8HN54X49R 2009 CARAG UPDATE

Mileage: 50,770 Payment type: CASH Waiter: Yes  
 Service advisor: 263 Estimate: 0.00  
 Tag number: [REDACTED] Promised date: 06/19/2012 Customer Comments: No

-----  
 A CHY GAS VEH LUBE OIL AND FILTER  
 CHOO INCA CHY GAS VEH LUBE OIL 0.30 11.39  
 AND FILTER  
 Tech(s): 6  
 4892339AA 1 FILTER-ENGINE OIL 6.86  
 1030Q 6 CH 13.02  
 Pts: 19.88 Lbr: 11.39 Other: 0.00 Total Line A: 31.27  
 -----

B MULTIPOINT INSPECTION CHRYSLER/DODGE  
 CH100 IPS MULTIPOINT INSPECTION 0.00 0.00  
 CHRYSLER/DODGE  
 Tech(s): 6  
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00  
 -----

Customer Pay  
 Labor 0.00  
 Parts 0.00  
 Lube 0.00  
 Sublet 0.00  
 Miscellaneous/Shop Charge 0.00  
 Deductible 0.00  
 Total Charges 0.00  
 Less Insurance/Adjustment 0.00  
 Sales Tax 0.00  
 Total 0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 47,549

Service advisor: 51

Tag number: [REDACTED]

Payment type: CC

Promised time: 05:00 PM

Promised date: 05/09/2012

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

| | | | | |
|------|---------------------------------|------|---------------------------------|---------------------------------|
| A | CHY GAS VEH LUBE OIL AND FILTER | | | |
| | CHOO | CC | CHY GAS VEH LUBE OIL AND FILTER | 0.30 1.00 |
| | Tech(s): 6 | | | |
| | 4892339AA | | 1 FILTER-ENGINE OIL | 8.00 |
| | 1030Q | | 6 CH | 14.40 |
| Pts: | 22.40 | Lbr: | 1.00 | Other: 0.00 Total Line A: 23.40 |

~~~~~

B	MULTIPOINT INSPECTION CHRYSLER/DODGE			
	CH100	IPS	MULTIPOINT INSPECTION CHRYSLER/DODGE	0.00 0.00
	Tech(s): 6			
Pts:	0.00	Lbr:	0.00	Other: 0.00 Total Line B: 0.00

~~~~~

| | |
|---------------------------|-------|
| Customer Pay | |
| Labor | 1.00 |
| Parts | 22.40 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 0.10 |
| Deductible | 0.00 |
| Total Charges | 23.50 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 2.00 |
| Total | 25.50 |

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 44,502

Service advisor: 263

Tag number: [REDACTED]

Payment type: COUPS, CC

Promised time: 05:00 PM

Promised date: 03/09/2012

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A	CHY GAS VEH LUBE OIL AND FILTER			
	CHOO CC CHY GAS VEH LUBE OIL	0.50		10.00
				AND FILTER
	Tech(s): 294			
	4892339AA	1 FILTER-ENGINE OIL		7.50
	1030Q	6 CH		15.30
	6507741AA	1 BOLT-OIL DRAIN		6.98
	4891713AA	1 FILTER-AIR		25.92
Pts:	55.70 Lbr:	10.00 Other:	0.00	Total Line A: 65.70

Story: 44502 COMPLETED LOF AND REPLACED AIR FILTER

~~~~~

| | | | | |
|------|--------------------------------------|-------------|------|--------------------|
| B | MULTIPOINT INSPECTION CHRYSLER/DODGE | | | |
| | CH100 CC MULTIPOINT INSPECTION | 0.00 | | 0.00 |
| | | | | CHRYSLER/DODGE |
| | Tech(s): 294 | | | |
| Pts: | 0.00 Lbr: | 0.00 Other: | 0.00 | Total Line B: 0.00 |

Story: 44502 COMPLETED INSPECTION

~~~~~

Customer Pay	
Labor	10.00
Parts	55.70
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	1.00
Deductible	0.00
Total Charges	66.70
Less Insurance/Adjustment	6.98
Sales Tax	5.67
Total	65.39

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 41,161

Service advisor: 51

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

| | | | | |
|----------------------|---------------|----------------------|---------------|-------|
| A | COMPLETED LOF | | | |
| CHOO | C | COMPLETED LOF | 0.30 | 11.39 |
| Tech(s): 6 | | | | |
| 4892339AA | | 1 FILTER: ENGINE OIL | | 7.50 |
| 1030Q | | 6 10W30 | | 13.80 |
| Pts: 21.30 | Lbr: 11.39 | Other: 0.00 | Total Line A: | 32.69 |
| Story: COMPLETED LOF | | | | |

~~~~~

B	COMPLETED INSPECTION			
CH100	I	COMPLETED INSPECTION	0.00	0.00
Tech(s): 6				
Pts: 0.00	Lbr: 0.00	Other: 0.00	Total Line B:	0.00
Story: COMPLETED INSPECTION				

~~~~~

| | |
|---------------------------|-------|
| Customer Pay | |
| Labor | 11.39 |
| Parts | 21.30 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible | 0.00 |
| Total Charges | 32.69 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 1.86 |
| Total | 34.55 |

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell: [REDACTED]

Mileage: 37,786

Service advisor: 263

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A	COMPLETED LOF			
	CHOO	I	COMPLETED LOF	0.30
				11.39
	Tech(s): 6			
	4892339AA		1 FILTER: ENGINE OIL	8.75
	1030Q		5 10W30	11.50
Pts:	20.25	Lbr:	11.39	Other: 0.00
Story:	COMPLETED LOF			Total Line A: 31.64

~~~~~

| | | | | |
|------|----------------|------|------|--------------------|
| B | | | | |
| | | C | | 0.00 |
| | | | | 0.00 |
| | Tech(s): 99999 | | | |
| Pts: | 0.00 | Lbr: | 0.00 | Other: 0.00 |
| | | | | Total Line B: 0.00 |

~~~~~

C	COMPLETED INSPECTION; RECOMMEND REPLACING TIRES SO ON			
	CH100	I	COMPLETED INSPECTION;	0.00
			RECOMMEND REPLACING	0.00
			TIRES SO ON	
	Tech(s): 6			
Pts:	0.00	Lbr:	0.00	Other: 0.00
Story:	COMPLETED INSPECTION; RECOMMEND REPLACING TIRES SOON			Total Line C: 0.00

~~~~~

| | |
|---------------------------|------|
| Customer Pay | |
| Labor | 0.00 |
| Parts | 0.00 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible | 0.00 |
| Total Charges | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 0.00 |
| Total | 0.00 |

Repair Order Detail - Internal Copy

RO Number [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 34,465

Service advisor: 51

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A	COMPLETED LOF AND INSPECITON.			
CHOO	C	COMPLETED LOF AND INSPECITON.	0.30	11.39
Tech(s): 6				
4892339AA				
1030Q				
1 FILTER: ENGINE OIL				
6 10W30				
Pts:	21.30	Lbr:	11.39	Other: 0.00 Total Line A: 32.69
Story: COMPLETED LOF AND INSPECITON.				

~~~~~

| | | | | |
|----------------|-------|------|------|--------------------------------|
| B | CH100 | I | 0.00 | 0.00 |
| Tech(s): 99999 | | | | |
| Pts: | 0.00 | Lbr: | 0.00 | Other: 0.00 Total Line B: 0.00 |

~~~~~

Customer Pay	
Labor	11.39
Parts	21.30
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	32.69
Less Insurance/Adjustment	0.00
Sales Tax	2.36
Total	35.05

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Click to View Cust Copy

Phone(s): Contact:

Main: [REDACTED]

Cell: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

2009 CARAG

UPDATE

Mileage: 31,291

Payment type: CASH

Waiter: No

Service advisor: 263

Estimate: 0.00

Tag number: [REDACTED]

Customer Comments: No

```

A      COMPLETED LOF
CHOO      C      COMPLETED LOF      0.30      11.39
Tech(s): 268
4892339AA      1 FILTER: ENGINE OIL      6.50
1030Q      6 10W30      15.30
Pts:      21.80 Lbr:      11.39 Other:      0.00 Total Line A:      33.19
Story: COMPLETED LOF
    
```

```

B      COMPLETED INSPECTION
CH100      I      COMPLETED INSPECTION      0.00      0.00
Tech(s): 268
Pts:      0.00 Lbr:      0.00 Other:      0.00 Total Line B:      0.00
Story: COMPLETED INSPECTION
    
```

Customer Pay	
Labor	11.39
Parts	21.80
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	33.19
Less Insurance/Adjustment	0.00
Sales Tax	1.97
Total	35.16

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): Contact: [REDACTED]  
Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]  
2009 CARAG UPDATE

Click to View Cust Copy  
Cell: [REDACTED]

Mileage: 28,446  
Service advisor: 51  
Tag number: [REDACTED]

Payment type: CASH

Waiter: No  
Estimate: 0.00  
Customer Comments: No

A	COMPLETED LOF AND ISNPECTION.				
	CHOO	C	COMPLETED LOF AND ISNPECTION.	0.10	6.63
	Tech(s): 1				
	4892339AA		1 FILTER: ENGINE OIL		8.20
	1030Q		5 10W30		11.50
Pts:	19.70	Lbr:	6.63	Other:	0.00
Total Line A:					26.33
Story: COMPLETED LOF AND ISNPECTION.					
~~~~~					
B	COMPLETED.				
	00R	C	COMPLETED.	0.50	15.00
	Tech(s): 6				
Pts:	0.00	Lbr:	15.00	Other:	0.00
Total Line B:					15.00
Story: COMPLETED.					
~~~~~					
C	REPLACED BOTH FUSES.				
	*	C	REPLACED BOTH FUSES.	0.00	0.00
	Tech(s): 6				
Pts:	0.00	Lbr:	0.00	Other:	0.00
Total Line C:					0.00
Story: REPLACED BOTH FUSES.					
~~~~~					
D	COMPLETED RECALL.				
	*	W	COMPLETED RECALL.	0.00	0.00
	Tech(s): 99999				
	CAU3K257AA		1 DRAINKIT: HVAC		3.08
Pts:	3.08	Lbr:	0.00	Other:	0.00
Total Line D:					3.08
Story: COMPLETED RECALL.					
~~~~~					
E					
	100	I		0.00	0.00
	Tech(s): 99999				
Pts:	0.00	Lbr:	0.00	Other:	0.00
Total Line E:					0.00

Customer Pay	
Labor	21.63
Parts	19.70
Lube	0.00
Sublet	0.00
Miscellanecus/Shop Charge	0.00
Deductible	0.00
Total Charges	41.33
Less Insurance/Adjustment	0.00
Sales Tax	2.05
Total	43.38

# Repair Order Detail - Internal Copy

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 25,144

Service advisor: 51

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~				
A	00	C	COMPLETED LOF AND INSPECITON	
			COMPLETED LOF AND INSPECITON	0.20 14.15
			Tech(s): 1	
			4892339AA	1 FILTER: ENGINE OIL 7.45
			1030Q	6 10W30 13.50
Pts:	20.95	Lbr:	14.15	Other: 0.00 Total Line A: 35.10
Story: COMPLETED LOF AND INSPECITON				
~~~~~				
B	*	W	PREFORMED RECALL.	
			PREFORMED RECALL.	0.00 0.00
			Tech(s): 1	
			CATFK143AA	1 BRACKET: POWER SLIDING 0.70
				DOOR
Pts:	0.70	Lbr:	0.00	Other: 0.00 Total Line B: 0.70
Story: PREFORMED RECALL.				
~~~~~				
C	100	I		
				0.00 0.00
			Tech(s): 99999	
Pts:	0.00	Lbr:	0.00	Other: 0.00 Total Line C: 0.00
~~~~~				

Customer Pay	
Labor	14.15
Parts	20.95
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	35.10
Less Insurance/Adjustment	0.00
Sales Tax	1.88
Total	36.98

# Repair Order Detail - Internal Copy

RO Number [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 22,210

Service advisor: 51

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

| | | | | | |
|--------------------------------------|-------|------|-------------------------------|----------------------|---------------------|
| A | 00 | C | COMPLETED LOF AND INSPECITON. | 0.30 | 11.29 |
| | | | COMPLETED LOF AND INSPECITON. | | |
| | | | Tech(s): 268 | | |
| | | | 4892339AA | 1 FILTER: ENGINE OIL | 7.20 |
| | | | 1030Q | 5 10W30 | 12.50 |
| Pts: | 19.70 | Lbr: | 11.29 | Other: | 0.00 |
| Story: COMPLETED LOF AND INSPECITON. | | | | | Total Line A: 30.99 |

~~~~~

B	100	I		0.00	0.00
			Tech(s): 99999		
Pts:	0.00	Lbr:	0.00	Other:	0.00
					Total Line B: 0.00

~~~~~

| | | | | | |
|---|------|------|--|-------------------------------|--------------------|
| C | * | W | PARTS HAVE BEEN ORDERED FOR YOUR RECALL. | 0.00 | 0.00 |
| | | | PARTS HAVE BEEN ORDERED FOR YOUR RECALL. | | |
| | | | Tech(s): 2 | | |
| | | | CATFK143AA | 1 BRACKET: POWER SLIDING DOOR | 0.70 |
| Pts: | 0.70 | Lbr: | 0.00 | Other: | 0.00 |
| Story: PARTS HAVE BEEN ORDERED FOR YOUR RECALL. | | | | | Total Line C: 0.70 |

~~~~~

Customer Pay	
Labor	11.29
Parts	19.70
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	30.99
Less Insurance/Adjustment	0.00
Sales Tax	1.78
Total	32.77

# Repair Order Detail - Internal Copy

RO Number: [REDACTED] RO Status: CLOSED

Customer: [REDACTED] Click to View Cust Copy  
 Phone(s): Contact: [REDACTED] Main: [REDACTED] Cell: [REDACTED]  
 Vehicle: 2D8HN54X49R [REDACTED] 2009 CARAG UPDATE

Mileage: 19,048 Payment type: CASH Waiter: No  
 Service advisor: 51 Estimate: 0.00  
 Tag number: [REDACTED] Customer Comments: , No

~~~~~  
 A COMPLETED LOF
 00 C COMPLETED LOF 0.30 2.35
 Tech(s): 6
 4892339AA 1 FILTER: ENGINE OIL 7.10
 1030Q 5 10W30 11.50
 Pts: 18.60 Lbr: 2.35 Other: 0.00 Total Line A: 20.95
 Story: COMPLETED LOF
 ~~~~~

B ROTATED TIRES  
 00R C ROTATED TIRES 0.50 1.00  
 Tech(s): 6  
 Pts: 0.00 Lbr: 1.00 Other: 0.00 Total Line B: 1.00  
 Story: ROTATED TIRES  
 ~~~~~

C COMPLETED INSPECTION
 100 I COMPLETED INSPECTION 0.00 0.00
 Tech(s): 6
 Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line C: 0.00
 Story: COMPLETED INSPECTION
 ~~~~~

Customer Pay	
Labor	3.35
Parts	18.60
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	21.95
Less Insurance/Adjustment	0.00
Sales Tax	1.89
Total	23.84

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 15,780

Service advisor: 51

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

```

=====
A  00          C  COMPLETED LOF AND INSPECITON.          0.30          11.29
                                COMPLETED LOF AND
                                INSPECITON.

    Tech(s):  6
    4892339AA          1 FILTER: ENGINE OIL          7.10
    1030Q              6 10W30          13.80
Pts:          20.90 Lbr:          11.29 Other:          0.00 Total Line A:          32.19
Story: COMPLETED LOF AND INSPECITON.
=====
  
```

```

=====
B  100          I          0.00          0.00
    Tech(s):  99999
Pts:          0.00 Lbr:          0.00 Other:          0.00 Total Line B:          0.00
=====
  
```

```

Customer Pay
Labor          11.29
Parts          20.90
Lube           0.00
Sublet         0.00
Miscellaneous/Shop Charge  0.00
Deductible     0.00
Total Charges  32.19
Less Insurance/Adjustment  0.00
Sales Tax      1.77
Total          33.96
  
```

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 12,584

Service advisor: 263

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

| | | | | | | |
|--------------------------------------|-------|------|-------------------------------|----------------------|------|---------------------|
| A | 00 | C | COMPLETED LOF AND INSPECTION. | | 0.30 | 11.29 |
| | | | COMPLETED LOF AND INSPECTION. | | | |
| | | | Tech(s): 6 | | | |
| | | | 4892339AA | 1 FILTER: ENGINE OIL | | 7.10 |
| | | | 1030Q | 5 10W30 | | 11.50 |
| Pts: | 18.60 | Lbr: | 11.29 | Other: | 0.00 | Total Line A: 29.89 |
| Story: COMPLETED LOF AND INSPECTION. | | | | | | |

~~~~~

B	100	I			0.00	0.00
			Tech(s): 99999			
Pts:	0.00	Lbr:	0.00	Other:	0.00	Total Line B: 0.00

~~~~~

| | | | | | | |
|-------------------------------|-------|------|------------------------|----------------------|------|---------------------|
| C | * | W | REPLACED RADIATOR CAP. | | 0.20 | 12.86 |
| | | | REPLACED RADIATOR CAP. | | | |
| | | | Tech(s): 5 | | | |
| | | | CEUFJ290AA | 1 CAP: RADIATOR | | 1.12 |
| | | | 68048953AA | 1 ANTIFREEZ: COOLANT | | 18.41 |
| Pts: | 19.53 | Lbr: | 12.86 | Other: | 0.00 | Total Line C: 32.39 |
| Story: REPLACED RADIATOR CAP. | | | | | | |

~~~~~

Customer Pay	
Labor	11.29
Parts	18.60
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	29.89
Less Insurance/Adjustment	0.00
Sales Tax	1.58
Total	31.47

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact: [REDACTED]

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 10,190

Service advisor: 39

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

| | | | | |
|--|-------|---|---|----------------------------------|
| A | * | REPLACED TRANS COVER, BOLTS FLUID AND SEALER. | | |
| | | C | REPLACED TRANS COVER, BOLTS FLUID AND SEALER. | 3.00 222.00 |
| | | Tech(s): 1 | | |
| | | 5078570AB | 1 COVER: TRANSMISSION | 10.29 |
| | | | END | |
| | | 6101221 | 2 SCREW: HEX HEAD | 2.42 |
| | | 5013457AA | 3 FLUID: AUTOMATIC | 23.85 |
| | | | TRANSMISSION | |
| | | 5010884AA | 1 SEALER: RTV | 12.00 |
| Pts: | 48.56 | Lbr: | 222.00 | Other: 0.00 Total Line A: 270.56 |
| Story: REPLACED TRANS COVER, BOLTS FLUID AND SEALER. | | | | |

~~~~~

Customer Pay	
Labor	222.00
Parts	48.56
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	270.56
Less Insurance/Adjustment	0.00
Sales Tax	23.00
Total	293.56

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): Contact:

Vehicle: 2D8HN54X49R [REDACTED]

Main: [REDACTED]

2009 CARAG

UPDATE

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 9,401

Service advisor: 39

Tag number: [REDACTED]

Payment type: CASH

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~

A COMPLETED LOF AND INSPECITON.

| | | | | |
|----|---|-------------------------------|------|-------|
| 00 | C | COMPLETED LOF AND INSPECITON. | 0.30 | 11.29 |
|----|---|-------------------------------|------|-------|

Tech(s): 5

4892339AA 1 FILTER: ENGINE OIL 8.20

1030Q 5 10W30 11.95

Pts: 20.15 Lbr: 11.29 Other: 0.00 Total Line A: 31.44

Story: COMPLETED LOF AND INSPECITON.

~~~~~

B      COMPLETED ROTATION.

00R	C	COMPLETED ROTATION.	0.50	15.00
-----	---	---------------------	------	-------

Tech(s): 5

Pts:      0.00 Lbr:      15.00 Other:      0.00 Total Line B:      15.00

Story: COMPLETED ROTATION.

~~~~~

| | |
|---------------------------|-------|
| Customer Pay | |
| Labor | 26.29 |
| Parts | 20.15 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible | 0.00 |
| Total Charges | 46.44 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax | 1.74 |
| Total | 48.18 |

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 2D8HN54X49R [REDACTED]

Main:

2009 CARAG

UPDATE

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Cell:

Mileage: 6,363

Service advisor: 34

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

~~~~~  
A      CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE  
00                      C                      LOF                      0.30                      11.30  
Tech(s): 44  
Pts:                      0.00 Lbr:                      11.30 Other:                      0.00 Total Line A:                      11.30  
~~~~~

| | |
|----------------------------|-------|
| Customer Pay | |
| Labor | 11.30 |
| Parts | 19.84 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge* | 0.00 |
| Total Charges** | 31.14 |

\*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

\*\*Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 2D8HN54X49R [REDACTED]

Main:

2009 CARAG

UPDATE

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Cell:

Mileage: 3,202

Service advisor: 34

Tag number:

Payment type:

Waiter: No

Estimate:

Customer Comments: No

~~~~~  
A      CUSTOMER REQUESTS LUBE OIL AND FILTER CHANGE  
00                      C                      LOF                      0.30                      11.30  
Tech(s): 44  
Pts:                      0.00 Lbr:                      11.30 Other:                      0.00 Total Line A:                      11.30  
~~~~~

Customer Pay 11.30
Labor 21.66
Parts 0.00
Lube 0.00
Sublet 0.00
Miscellaneous/Shop Charge\* 0.00
Total Charges\*\* 32.96

\*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

\*\*Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 2D8HN54X49R [REDACTED]

Main:

2009 CARAG

UPDATE

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Cell:

Mileage: 7

Service advisor: 39

Tag number:

Payment type:

Promised date: 02/12/2009

Waiter: No

Estimate:

Customer Comments: Yes

~~~~~

A	RRT 09007,						
	11CHZ	W	ENGINE MINOR	0.20			12.58
	Tech(s):	10					
Pts:	0.00	Lbr:	12.58	Other:	0.00	Total Line A:	12.58

~~~~~

| | |
|----------------------------|------|
| Customer Pay | |
| Labor | 0.00 |
| Parts | 0.00 |
| Lube | 0.00 |
| Sublet | 0.00 |
| Miscellaneous/Shop Charge* | 0.00 |
| Total Charges** | 0.00 |

\*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

\*\*Total Charges includes any Insurance/Adjustment originally on RO.

Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status:

Customer:

Phone(s): Contact:

Vehicle: 2D8HN54X49R [REDACTED]

Main:

2009 CARAG

UPDATE

[Click to View Cust Copy](#)

Cell:

Mileage: 1

Service advisor: 51

Tag number:

Payment type:

Promised date: 12/08/2008

Waiter: No

Estimate:

Customer Comments: Yes

~~~~~  
A PDI-DODGE GRAND CARAVAN,  
75CHZZMVAN W PDI-DODGE GR CARAVAN 1.10 69.19  
Tech(s): 10  
Pts: 0.00 Lbr: 69.19 Other: 0.00 Total Line A: 69.19  
~~~~~

Customer Pay
Labor 0.00
Parts 0.00
Lube 0.00
Sublet 0.00
Miscellaneous/Shop Charge\* 0.00
Total Charges\*\* 0.00

\*Miscellaneous/Shop Charge includes tax and/or deductible originally on RO.

\*\*Total Charges includes any Insurance/Adjustment originally on RO.

Clinton AR



MAY 19 2015

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C.

~~20077-9382~~

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