


JUN 5 - 2015

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 DOT Auto Safety Hotline 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		FOR AGENCY USE ONLY 100148 Date Received 15-APR-2015		Repository <input type="checkbox"/> Reference No. 10705827	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address				Evening Telephone Number			
City		State		Zip Code			
PERRIS		CA					
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 base of windshield on driver's side				Make		Model	Model Year
1B7MC36CORS				DODGE		RAM 3500	1994
Date Purchased		Dealer's Name and Telephone Number			Engine: No: Cylinders		Fuel Type:
6-22-1994		FRAHM DODGE 1-888-50-DODGE			6		DIESEL
Original Owner <input type="checkbox"/>		Dealer's City		State	Zip Code		
		NORCO		CA	92860		
Transmission Type		<input checked="" type="checkbox"/> Antilock Brakes		Powertrain		Multiple Failure:	
MANUAL		<input checked="" type="checkbox"/> Cruise Control		4.09/4.10 REAR AXLE RATIO		Incident Date(s) 10-APR-2015	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 110000 ELECTRICAL SYSTEM						Failure Mileage	Failure Speed
						148639	
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)		<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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Number of Persons Injured		Number of Deaths	Reported to Police
				0		0	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 1994 DODGE RAM 3500. THE CONTACT STATED THAT THE VEHICLE FAILED TO START. THE VEHICLE WAS TOWED TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BLOWER MOTOR AND WIRING HARNESS MELTED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBER: 00V135000 (ELECTRICAL SYSTEM). THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 148,639.							
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 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.							

National Highway Traffic Safety Administration
Vehicle Owner's Questionnaire
Supplemental Report
Reference No. 10705827
5-25-2015

I purchased this vehicle on June 22, 1994. In 1999, I started experiencing engine stalls, sputtering, loss of power, and, simply put, weird electrical issues. As it turned out, ***the dealership never performed the required recall work*** for the blower motor relay/ignition switch issue (875/00V135000) that we had brought the vehicle in for on December 6, 2000. It now makes sense why I continued to have problems, such as experiencing power loss/stalling while on the freeway. This has been the most significant and dangerous issue. I have stalled in the fast lane on at least two occasions. Luckily, I have been able to nurse the vehicle to the side of the roadway, wait a while, and then, the problem would seem to correct itself, at least temporarily.

This vehicle has not been abused. It still has less than 150,000 miles on the odometer. All of the old, original parts were still present when I took it to the dealership on April 10, 2015. As a retired firefighter/fire investigator, it was obvious where and what the cause was. That is why there is no fire investigation report from a fire department. When it finally started to smoke, I had to damage the steering column cowling to get to the source to make sure the fire was out. Based on statements made by staff at Moss Bros., I am still not sure it was properly repaired. It appears that the wiring, although replaced, has not been upgraded, nor was the blower motor taken off of the ignition switch. At any rate, it currently is working well, including the engine starting and running, dash lights, headlights, window motors, blower motor, etc.

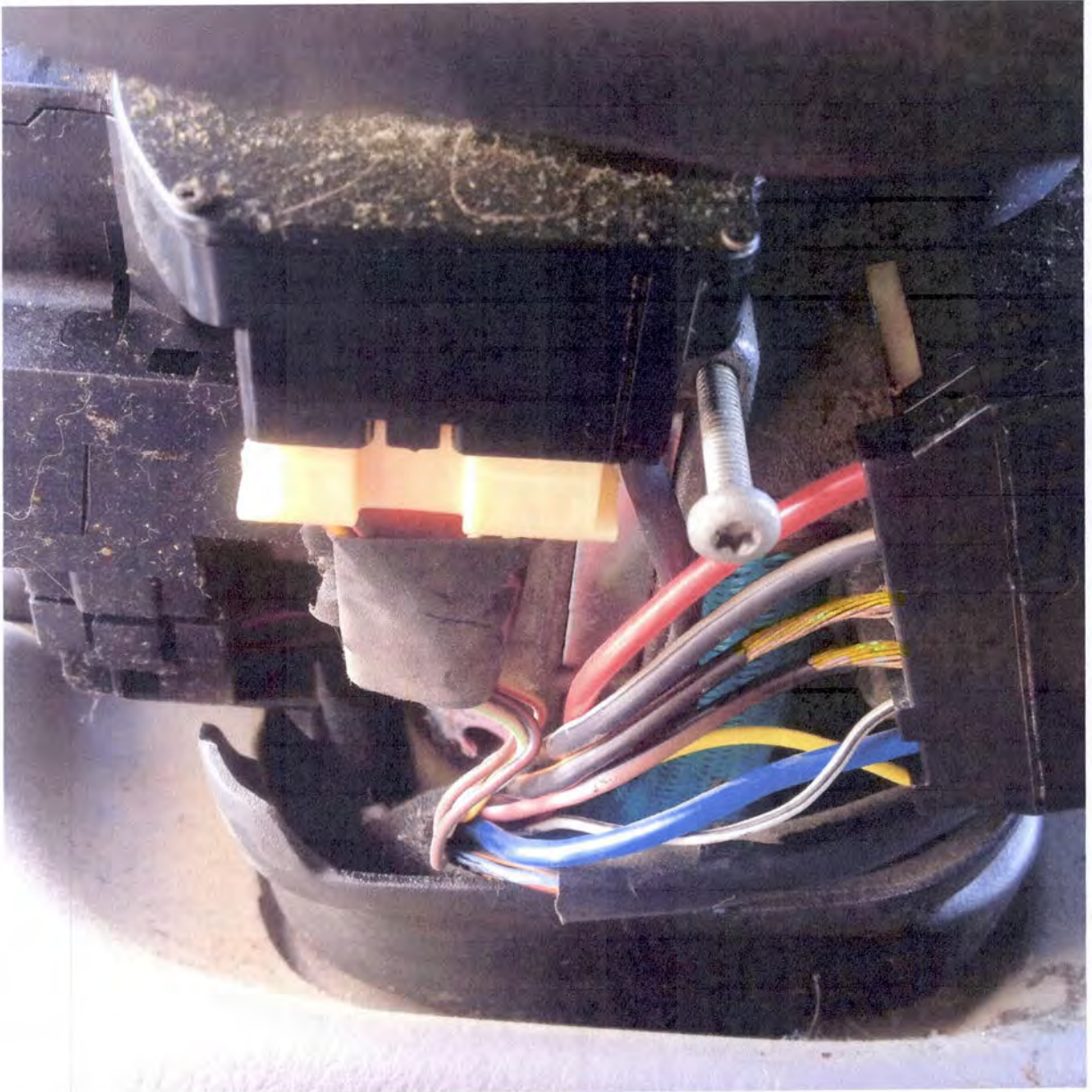
Consumer:

[REDACTED]
Perris, CA
[REDACTED]

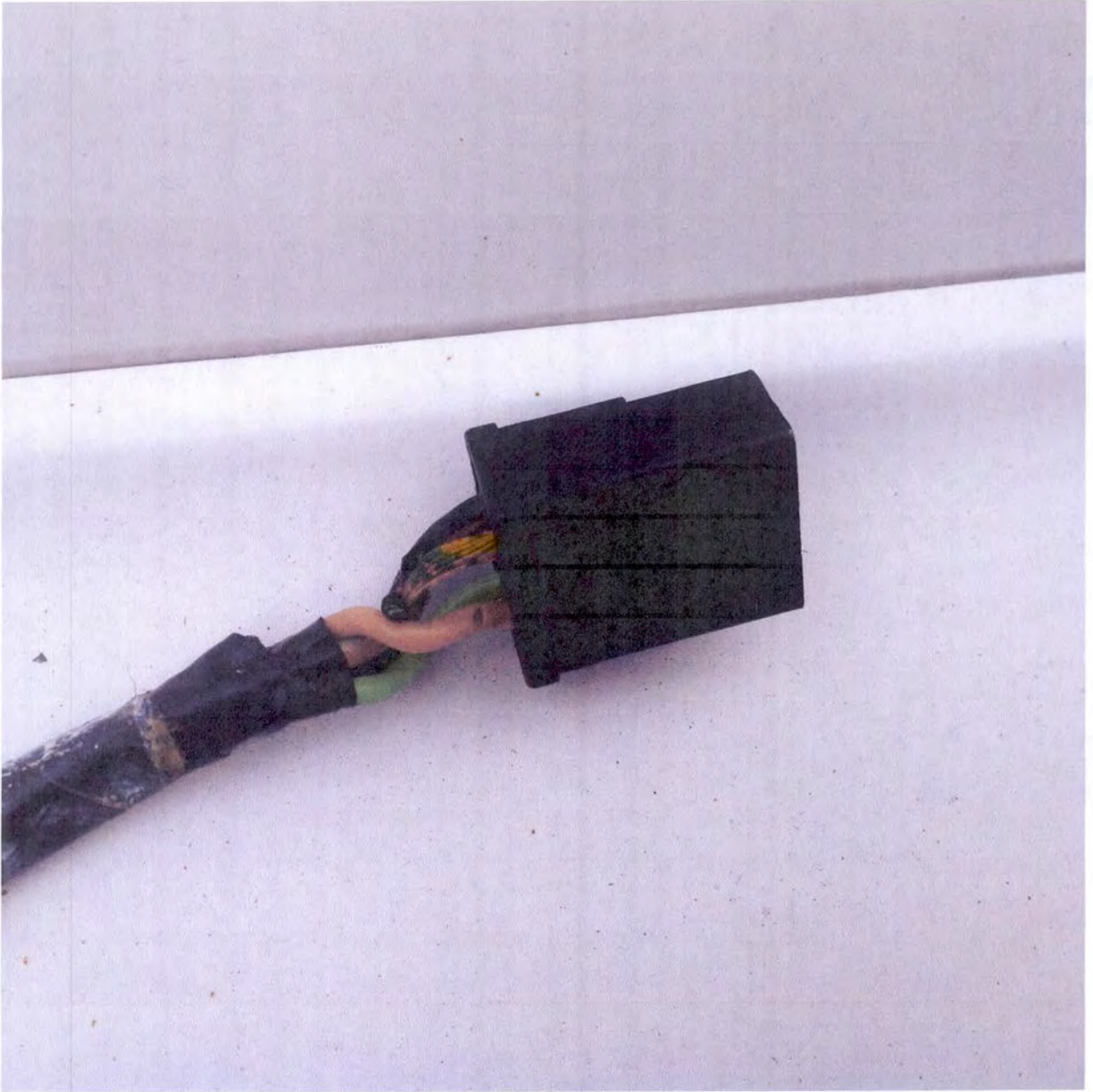
Respectfully submitted,
[REDACTED]



BURNED BOTTOM STEERING WHEEL COWLING



UNDERSIDE OF THE STEERING COLUMN SHOWING
BURNT WIRING TO THE BLOWER MOTOR
WHICH IS ABOUT SIX (6) FEET OF WIRING AWAY
FROM THE BLOWER MOTOR.



BURNED ELECTRICAL CONNECTOR TO THE
BLOWER MOTOR

DAIMLERCHRYSLER

SAFETY RECALL TO INSTALL A BLOWER MOTOR RELAY AND INSPECT YOUR TRUCK'S IGNITION SWITCH AND REPLACE IT IF NECESSARY

Dear Dodge Ram Truck Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. DaimlerChrysler Corporation has determined that a defect, which relates to motor vehicle safety, exists in some 1994 through 1996 model year Dodge Ram trucks.

The problem is...

The ignition switch and/or steering column wiring on your Ram truck (identified on the enclosed form) may overheat when the blower motor is operated at high speed for an extended period of time. This can cause stalling, loss of blower motor or power window operation, ABS or airbag lamp illumination or a steering column/instrument panel fire.

What DaimlerChrysler and your dealer will do...

DaimlerChrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will install a blower motor relay harness. In addition, the ignition switch and wiring harness will be inspected and replaced if necessary. The work will take about one hour to complete. However, additional time may be necessary depending on how dealer appointments are scheduled and processed.

What you must do to ensure your safety...

- **Simply contact your dealer right away to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment.**
- **Bring the enclosed Owner Notification Form with you to your dealer. It identifies the required service to the dealer.**

If you need help...

If you have questions or concerns which the dealer is unable to resolve, please contact the DaimlerChrysler Customer Assistance Center at 1-800-992-1997. A representative will assist you. If you have already experienced the problem described above and have paid to have it repaired, you may send your original receipts and/or other adequate proof of payment to the following address for reimbursement:

**DaimlerChrysler Customer Assistance Center
P.O. Box 1040
St. Charles, MO 63302-1040
Attention: Recall Center**

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, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll-free Auto Safety Hotline at 1-800-424-9393. Washington, DC area residents may call 1-202-366-0123.

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

***Buckle up
for Safety***

Customer Services Field Operations
DaimlerChrysler Corporation
875



Frahm

1983 HAMNER AVENUE, NORCO, CA 92860
 1-888-50-DODGE
 FAX - 909-738-0422
 EPA - CAR 000018176
 BAR# AD 193800

CUSTOMER # [REDACTED]

WORKORDER

PAGE 1

LAKE MATHEWS, CA

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 551 ELLIS, SHANE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BRIGHT_WHI	94	DODGE RAM-PICKUP	1B7MC36C0RS [REDACTED]	[REDACTED]	54116/ [REDACTED]	[REDACTED]
IN SERVICE DATE	PROD. DATE	WARR. EXP.	DUE DATE/TIME	PO NO.	PAYMENT	INV. DATE
22JUN1994			17:00 06DEC00		CASH	
R.O. OPENED		READY	OPTIONS:	STK: [REDACTED]	AXL: 2	
04DEC2000 17:59						

LINE	OF CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	14	574	C	CUSTOMER STATES FUEL GAUGE IS IRRATIC, READS FULL FOR A FEW DAYS, THEN WILL GO DOWN TO QUARTER, THEN FLUCUATES, CHECK AND ADVISE

# B	23	999	C	CUSTOMER STATES HEAD LINER IS SAGGING, CHECK AND ADVISE
-----	----	-----	---	---

# C	PR	574	W	PERFORM RECALL #875-IGNITION WIRING, BLOWER MOTOR WIRING RECALL
-----	----	-----	---	---

# D	23	999	W	CUSTOMER STATES DRIVERS DOOR, DRIVER DUALY FENDER, PAINT PEELING, CHECK AND ADVISE
-----	----	-----	---	--

ORIGINAL EST.

	CUSTOMER'S SIGNATURE _____ EMPLOYEE SIGNATURE <input checked="" type="checkbox"/> _____ COMMENTS _____	PARTS & SERVICE DEPARTMENT HOURS OPEN MONDAY THRU FRIDAY 7:00 AM TO 6:00 PM SAT 8:00 AM TO 4:00 PM	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic (as hereby acknowledged on the above vehicle) to secure the amount of repairs thereto. Not responsible for damage from freezing due to lack of anti-freeze.	69.00
	PAYMENT TERMS: CHECK ACCEPTANCE POLICY PREPRINTED CHECKS (NAME, ADDRESS, PHONE NO.) VA, ID CALIFORNIA DRIVER LICENSE CHECKS OVER \$25.00 NEED AUTHORIZATION	CHECKS NOT ACCEPTABLE 1. NON IMPRINTED CHECKS 2. TWO PARTY CHECKS 3. CHECK PAYABLE TO CASH 4. PAYROLL CHECKS	NOT RESPONSIBLE FOR LOOSE ARTICLES LEFT IN VEHICLE. NOTICE TO CONSUMER PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. 12 MONTHS OR 12,000 MILES WARRANTY ON ALL MOPAR PARTS, EXCEPT SEALS AND GASKETS * HAZARDOUS WASTE Disposal * which includes such items as engine oil, automatic transmission fluid, antifreeze, differential fluid, batteries, filters, etc. will be charged as a separate charge if removed in the servicing of your vehicle.	HAZARDOUS WASTE DISPOSAL \$ _____ TEARDOWN EST. \$ _____ ORIGINAL EST \$ _____
THESE CREDIT CARDS ACCEPTED: MASTERCARD - VISA - DISCOVER - AMEX ALL PARTS REMOVED WILL BE DISCARDED UNLESS REQUESTED BY THE CUSTOMER AT TIME OF WRITE-UP.	AUTHORIZED BY: <input checked="" type="checkbox"/> _____ ESTIMATE \$ _____ APPROVED BY _____ ESTIMATE \$ _____ APPROVED BY _____	ADDL. COST \$ _____ BY _____ ADDL. COST \$ _____ BY _____	REV. ESTIMATE _____ TIME _____ DATE _____ <input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE	DATE _____ <input type="checkbox"/> H BY _____ <input type="checkbox"/> B

33573

FRANK DODGE
1983 HAMNER AVE
NORCO, CA 91768
9692723118

03/18/99

16:09:46

PURCHASE

ACCOUNT NUMBER

EXP.
1299

TRAN CODE
20

AUTH.
054868

REF #
001007

AMOUNT

\$ 874.19

DESC

[REDACTED]

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)



Frahm
DODGE

LAKE MATHEWS, CA

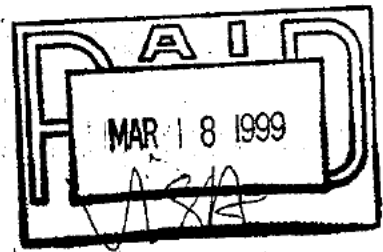
1983 HAMNER AVE.
NORCO, CA 91760
1-888-50-DODGE

SERVICE ADVISOR **DON HARSHFIELD**

BAR# RD 193900 EPA# CAR000018176

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16MAR99	18MAR99		1B7MC36C0RS				18MAR99	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	PREPARED BY	SA	
		1994	DODGE RAM-PICKUP		22JUN94	530	530	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
40429	40432							

TECH.	TYP.	HOURS	LIST UNIT	NET RATE	TOTAL
F** RESET INJECTION PUMP TIMING					
14 FUEL SYSTEM-MISC.					
	5	C		292.50	292.50
1	4874514	WASHER	19.09	19.09	19.09
1	2410210033				
	O/RING	DIESEL	4.49	4.49	4.49
EST: 885.00 17MAR99 10:31 SA: 530					



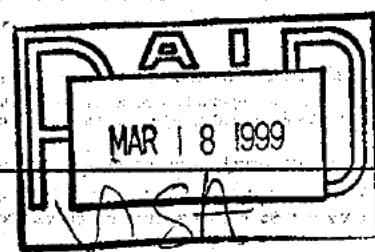
DESCRIPTION	TOTALS
** PRE-INVOICE **	
LABOR AMOUNT	682.50
PARTS AMOUNT	177.90
GAS,OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	860.40
ACCT. RECEIVABLE DUE	0.00
SALES TAX	13.79
PLEASE PAY THIS AMOUNT	874.19

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

ORIGINAL ESTIMATE	REVISED ESTIMATE
\$	\$

X _____
CUSTOMER SIGNATURE



CUSTOMER COPY



Frahm
DODGE

1983 HAMNER AVE.
NORCO, CA 91760
1-888-50-DODGE

LAKE MATHEWS, CA

SERVICE ADVISOR **DON HARSHFIELD**

BAR# RD 193900 EPA# CAR 000018176

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
16MAR99	18MAR99		1B7MC36C0RS				18MAR99	
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	PREPARED BY	S/A	
		1994	DODGE RAM-PICKUP		22JUN94	530	530	
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
40429	40432							

TECH.	TYPE	HOURS	LIST UNIT	SEC UNIT	TOTAL
B	CUST STATES HOT OR COLD ON ACCEL FROM A STAND STILL OR WHILE IN MOTION CUST STATES IS GETTING A SEVERE LOSS OF POWER NO CK ENGINE LIGHT COMES ON CK & ADVISE CAUSE: DRB TESTED, ACCESSED DTC'S,, FOUND THROTTLE CABLE STRETCHED				
	14 FUEL SYSTEM-MISC	5	CE		162.50
	1 4897407AA CABLE PKG-THROTTLE CONTROL				42.50
	28.05				28.05
	REPLACED THROTTLE CABLE				
C	25 TRIM/MOULDING	5	C		0.00
	0.00				0.00
D**	REPLACE FUEL FILTER				
	FF REPLACE FUEL FILTER	5	CE		32.50
	1 4874274AC FILTER				49.65
	49.65				49.65
E**	ADJUST VALVES				
	9 ENGINE MISC	5	CE		195.00
	195.00				195.00
	6 4429666 GASKET				9.24
	6 4429824 SEAL-VLV CVR				9.24
	9.24				55.44
	O RING				3.53
	3.53				3.53
	21.18				21.18

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS,OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ACCT. RECEIVABLE DUE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

ORIGINAL ESTIMATE	REVISED ESTIMATE

X

CUSTOMER SIGNATURE

CUSTOMER COPY

Frahm

DODGE

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

LAKE MATHEWS, CA

PAGE 2

BAR# RD 193900 EPA# CAR 000018176

HOME: [REDACTED] BUS:

SERVICE ADVISOR: 551 SHANE ELLIS

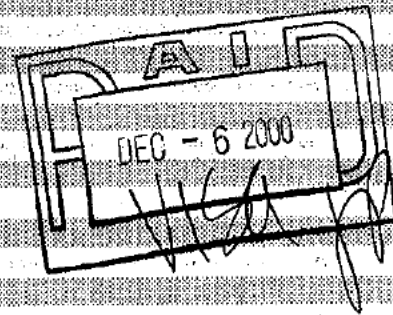
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BRIGHT WHI	94	DODGE RAM-PICKUP	1B7MC36C0RS		54116/54116	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
22JUN1994			17:00 06DEC00		CASH	06DEC2000
R.O. OPENED	READY	OPTIONS:	STK:	AXL:2		
04DEC00	06DEC00					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST:	69.00			04DEC00 17:59 SA: 551			

BAR# RD 193900

EPA# CAR 000018176

TELEPHONE 1-888-50-DODGE



CUSTOMER PAY DEDUCTIBLE FOR LINE A

25.00



I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.

ORIGINAL ESTIMATE: [REDACTED] REVISED ESTIMATE: [REDACTED]

All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.

*I acknowledge notice and oral approval of an increase in the original estimated price.

X _____
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	25.00
TOTAL CHARGES	25.00
ACCT RECEIVABLE DUE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	25.00

CUSTOMER COPY

Frahm DODGE

INVOICE

1983 HAMNER AVE.
NORCO, CA 92860
1-888-50-DODGE

PAGE 1

LAKE MATHEWS, CA
HOME: [REDACTED] BUS: [REDACTED]

BAR# RD 193900 EPA# CAR 000018176

SERVICE ADVISOR: 551 SHANE ELLIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BRIGHT WHI	94	DODGE RAM-PICKUP	1B7MC36C0RS	[REDACTED]	54116/54116	[REDACTED]
DEL DATE	PROD DATE	WARR EXP	PROMISED	PG NO	PAYMENT	INV DATE
22JUN1994			17:00 06DEC00		CASH	06DEC2000
R.O. OPENED	READY	OPTIONS:	STK:	AXL:		
04DEC00	06DEC00			2		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CUSTOMER STATES FUEL GAUGE IS IRRATIC, READS FULL FOR A FEW DAYS, THEN WILL GO DOWN TO QUARTER, THEN FLUCUATES, CHECK AND ADVISE							
CAUSE: FUEL MODULE OUT OF CALIBRATION							
14 FUEL SYSTEM-MISC.							
				574			(N/C)
				1	4864735	MODULE-FUEL PUMP & LEVEL	(N/C)


54116 REPLACE FUEL MODULE , CALABRATION , & TOP CRACK							

B CUSTOMER STATES HEAD LINER IS SAGGING, CHECK AND ADVISE							
23 BODY MISC							
				999		C	0.00 0.00
HEADLINER WOULD HAVE TO BE REPLACED							

C PERFORM RECALL #875-IGNITION WIRING, BLOWER MOTOR WIRING RECALL							
CAUSE: FACTORY RECALL							
PR PERFORM RECALL							
				574		W	(N/C)

54116 REPLACE WIRING & OVERLAY PERFORMED RECALL #875							

D CUSTOMER STATES DRIVERS DOOR, DRIVER DUALY FENDER, PAINT PEELING, CHECK AND ADVISE							
CAUSE: PAINT OUT OF WARRANTY							
23 BODY MISC							
				999		C	0.00 0.00
RECOMMEND SEEING PREVIOUS DLR THAT DID GOOD WIL L PAINT WORK. PAINT IS OUT OF WARRANTY							

	I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. I HEREBY ACKNOWLEDGE RECEIPT OF A COPY HEREOF.		DESCRIPTION	TOTALS
	ORIGINAL ESTIMATE	REVISED ESTIMATE	LABOR AMOUNT	
	All Mopar parts and accessories are warranted for 12 months/12,000 miles whichever comes first except seals, gaskets and workmanship is warranted for 30 days or 1,000 miles.		PARTS AMOUNT	
	*I acknowledge notice and oral approval of an increase in the original estimated price.		GAS, OIL, LUBE	
	X _____ CUSTOMER SIGNATURE		SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			ACCT RECEIVABLE DUE	
			SALES TAX	
			PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

Moss Bros.

CHRYSLER DODGE Jeep RAM

RIVERSIDE

Mail: 8146 Auto Drive Riverside, CA 92504
 8151 Auto Drive Riverside, CA 92504-4103
 (951) 688-6200 1-800-267-7667

www.MossBrosCJDRiverside.com

PARTS AND LABOR AMENDED. LIMITED WARRANTY IS 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. THIS SUPERSEDES THE TIME AND MILEAGE WARRANTY ON REVERSE SIDE OF THIS INVOICE.

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF THE REPAIR ORDER. THIS REPAIR ORDER CONTAINS ALL THE TERMS AND CONDITIONS OF THE ORIGINAL REPAIR ORDER.

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

ADVISOR AUSTIN CASTRO	1284	INVOICE DATE 04/17/15
LABOR RATE	LICENSE NO.	RELEASE 148,639
YEAR / MAKE / MODEL 94/DODGE TRUCK/RAM 3500/2DR REG 135W	DELIVERY DATE	COLOR WHITE/
VEHICLE ID. NO. 1 B 7 M C 3 6 C O R S	SOLDING LEASE TO	RO DATE 04/10/15
PERRIS, CA	BUSINESS PHONE	COMMENTS
		MO: 148641

JOB # 1 08DOZ ELECTRICAL DIAGNOSTIC TECH(S) 71923 WARRANTY
 CUSTOMER STATES THE IGNITION WIRING IS MELTED
 PLEASE CHECK AND ADVISE.
 PERFORMED RECALL 875, REPLACED IGNITION SWITCH, WIRING,
 AND INSTALLED BLOWER MOTOR OVERLAY HARNESS, LOP 08875184

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	4326622-AB	SWITCH IG 08050082		
JOB # 1	1	CBXR8750	WIRING PK 08015008		
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

JOB # 2 29DOZ REPAIR VERIFIED CONDITION TECH(S) 71923 WARRANTY
 AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE THAT YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHRYSLER MASTER CERTIFIED TECHNICIANS. THE FOLLOWING VERIFIES THAT YOUR REPAIR HAS BEEN SUCCESSFULLY COMPLETED.
 COMPLETED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

JOB # 3 29DOZ MULTI-POINT INSPECTION TECH(S) 71923 WARRANTY
 AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD.
 AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE IN COMPLIANCE WITH THE CALIFORNIA AIR RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. PERFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE.

SEE ATTACHED FORM.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
 COMMENTS
 STARTING ISSUE/LIGHTS GO OUT ON DASH/BURNT FUSE

ORDERED
 COLUMN
 BEZEL
 ALSO

TO REORDER CALL: PRINTING SOLUTIONS (909) 307-2002

Moss Bros.

CHRYSLER DODGE Jeep RAM

RIVERSIDE

Mail: 8146 Auto Drive Riverside, CA 92504
 8151 Auto Drive Riverside, CA 92504-4103
 (951) 688-6200 1-800-267-7667

www.MossBrosCJDRRiverside.com

PARTS AND LABOR AMENDED. LIMITED WARRANTY IS 90 DAYS OR 4000 MILES WHICHEVER OCCURS FIRST. THIS SUPERSEDES THE TIME AND MILEAGE WARRANTY ON REVERSE SIDE OF THIS INVOICE.

THIS PROVIDED AN ITEMIZED LIST OF REPAIRS AND PARTS FOR THIS REPAIR ORDER. THIS REPAIR ORDER CONTAINS A REFERENCE TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

[REDACTED]		ADDRESSOR AUSTIN CASTRO	1284	[REDACTED]	DATE 04/17/15	[REDACTED]
[REDACTED]		IDENTIFICATION	148,639	WHITE/		
PERRIS, CA		94/DODGE TRUCK/RAM 3500/2DR REG 135W				
[REDACTED]		1 B 7 M C 3 6 C O R S [REDACTED]				
[REDACTED]		FILE NO	FILE NO	FILE NO	04/10/15	
[REDACTED]		BUSINESS PHONE	QUANTITIES	MO: 148641		

TOTALS

12 MONTH OR 12,000 MILES, WHICHEVER COMES FIRST WARRANTY ON ALL DEALER INSTALLED PARTS & LABOR. THIS SUPERCEDES THE OTHER WARRANTIES ON THE INVOICE. WARRANTY DOES NOT INCLUDES GASKETS OR SEALS. IN CASE OF WARRANTY WORK, IT SHOULD BE PERFORMED AT THE REPAIRING DEALERSHIP. PRIOR AUTHORIZATION MUST BE OBTAINED BY MANAGEMENT PRIOR TO THE COMMENCEMENT OF WARRANTY REPAIRS. WARRANTY ALSO EXCLUDES LABOR ON ANY AFTERMARKET PARTS REPAIRS.
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

DEALER CODE 59350 BAR# AA001618

CUSTOMER SIGNATURE

Moss Bros.

CHRYSLER DODGE // Jeep 

Mail: 8146 Auto Drive Riverside, CA 92504
 8151 Auto Drive Riverside, CA 92504
 (951) 688-6200 FAX: (951) 687-4130

www.MossBrosCJDRiverside.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02DOZ	WHEEL ALIGNMENT	MI	69.95	18DOZ	SHAFT & UNIV DIAG 1	MI	80.00
21DOZ	AUTO TRANS DIAG 1	MI	80.00	27DOZAF	USE 10DOZ AIR FILTER	MI	0.00
88DOZAIRDEO	A/C DEODORIZING	MI	139.95	88DOZBAT	BATTERY SERVICE	MI	39.95
88DOZBATD	USE 32DOZ BAT SER	MI	79.95	88DOZBRAKEFLUSH	BRAKE FLUID EXCHANGE	MI	124.95
88DOZCOOLFLUSH	COOLING SYSTEM FLUSH	MI	169.95	88DOZDUALROTATE	USE 32DOZ ROTATE	MI	49.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO. **1B7MG36C0RS**

SERVICE

STATE REG# **94**

TERMS	1B7MG36C0RS	94	DODGE	TRUCK/RAM 3500/2DR REG 135	PRODUCTION DATE	STOCK NO.	LICENSE NO.
CASH	<input type="checkbox"/>						
CREDIT CARD	<input type="checkbox"/>				DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. 04/10/15
CHECK	<input type="checkbox"/>						
OTHER	<input type="checkbox"/>	PERRIS, CA			CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
SAVE REMOVED PARTS FOR CUSTOMER	<input type="checkbox"/>						
CALL WHEN READY	<input type="checkbox"/>						
APPOINTMENT	<input checked="" type="checkbox"/>						

ORIGINAL CUSTOMER ESTIMATE: TOTAL **0.00**

COMMENTS:
 STARTING ISSUE/LIGHTS GO OUT ON DASH/BURNT FUSE

1 C 08DOZ ELECTRICAL DIAG
 CUSTOMER STATES THE IGNITION WIRING IS MELTES PLEASE CHECK AND ADVISE.

2 C 29DOZ REPAIR VERIFICATION
 AS A VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE THAT YOUR VEHICLE REPAIRS ARE INSPECTED FOR QUALITY ASSURANCE BY OUR CHRYSLER MASTER CERTIFIED TECHNICIANS. THE FOLLOWING VERIFIES THAT YOUR REPAIR HAS BEEN SUCCESSFULLY COMPLETED.

3 C 29DOZMP MULTIPOINT INSPEC
 AT EVERY VISIT A FREE MULTI-POINT VEHICLE INSPECTION IS

REASON	ADL. COSTS \$
<input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE #	
REASON	ADL. COSTS \$
<input type="checkbox"/> IN PERSON <input type="checkbox"/> BY PHONE #	

SERVICE DEPARTMENT HOURS:
 MONDAY THRU FRIDAY 7:00 A.M. TO 5:30 P.M.
 All cars must be picked up by 5:30 p.m.
 SATURDAY HOURS 7:00 A.M. TO 4:00 P.M.

Checks gladly accepted with two forms of identification.
 The following credit cards are honored:
 MasterCard VISA Discover

Please look over our new and previously-owned cars while you are waiting.

By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.

NO CARS RELEASED AFTER SERVICE HOURS
 IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE.

NO GUARANTEE ON RUST WORK
 Due to the nature of body shop repair, we cannot promise a completion date. Arrangement for payment in full must be made prior to delivery of vehicle.
 INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.

POWER OF ATTORNEY
 The undersigned, hereinafter called "Insured", for the consideration of repairs made to "Insured's" automobile, does hereby grant to said,
MOSS BROS. CDJR
 Insured's power of attorney to sign or endorse any checks and/or drafts made payable to Insured, and any releases thereto, as settlement for insured's claim for damages to the above described automobile.

X _____ X _____
 (DATE) (INSURED)



[CONTINUED ON NEXT PAGE] 476309

TO REORDER CALL PRINTING SOLUTIONS @ (951) 347-7032

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Mail: 8146 Auto Drive - Riverside, CA 92504
 8151 Auto Drive Riverside, CA 92504
 (951) 688-6200 FAX: (951) 687-4130

www.MossBrosCJDRRiverside.com

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
02DOZ	WHEEL ALIGNMENT	MI	69.95	18DOZ	SHAFT & UNIV DIAG 1	MI	80.00
21DOZ	AUTO TRANS DIAG 1	MI	80.00	27DOZAF	USE 100OZ AIR FILTER	MI	0.00
88DOZAIRDEO	A/C DEODERIZING	MI	139.95	88DOZBAT	BATTERY SERVICE	MI	39.95
88DOZBATD	USE 32DOZ BAT SER	MI	79.95	88DOZBRAKEFLUSH	BRAKE FLUID EXCHANGE	MI	124.95
88DOZCOOLFLUSH	COOLING SYSTEM FLUSH	MI	169.95	88DOZDUALROTATE	USE 32DOZ ROTATE	MI	49.95

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION


SALESPERSON NO. _____

S E R V I C E

STATE REG# _____

TERMS <input type="checkbox"/> CASH <input type="checkbox"/> CREDIT CARD <input type="checkbox"/> CHECK <input type="checkbox"/> PROGRAM/PERSONAL <input type="checkbox"/> OTHER	1B7MG36C0RS	94/DODGE/ELTRUCK/RAM 3500/2DR REG 135	PRODUCTION DATE	STOCK NO.	LICENSE NO.
<input type="checkbox"/> SAVE REMOVED PARTS FOR CUSTOMER <input type="checkbox"/> Yes <input type="checkbox"/> No	PERRIS, CA	WHITE/	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. R.O. DATE 04/10/15
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	BUSINESS PHONE	TRUCK DOZZ AIR COND. P. BY TRANS	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
X APPOINTMENT <input type="checkbox"/> Yes <input type="checkbox"/> No	1:24:43pm 04/10/15 06:00pm PRIORITY 3	TUNO DOZZ AIR COND. P. BY TRANS	MILEAGE OUT 148,639	ADVISOR 1284	ADVISOR AUSTIN CASTRO
I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing, repair, inspection. Subject to conditions on reverse side of this contract. PLEASE READ REVERSE SIDE. COMPANY NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM.		TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE		TEARDOWN ESTIMATE: I understand that my vehicle will be reassembled within _____ days of the date shown above if I choose not to authorize the services recommended.	
CUSTOMER SIGNATURE		DATE		TIME	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.		DATE		PHONE #	

PERFORMED AND YOU WILL BE ADVISED OF ANY IMMEDIATE OR FUTURE VEHICLE NEEDS. THIS INSPECTION INCLUDES A FREE BATTERY TEST, BRAKE INSPECTION AND TIRE CONDITION REPORT CARD. AT TIME OF PICK UP YOU WILL RECEIVE YOUR VEHICLES REPORT CARD. AS OUR VALUED CUSTOMER YOUR SATISFACTION IS OUR GUARANTEE IN COMPLIANCE WITH THE CALIFORNIA AIR RESOURCE BOARD RULE (CARB), AUTOMOTIVE SERVICE PROVIDERS MUST: CHECK & INFLATE TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE. PERFORMED MULTI POINT INSPECTION AND TIRE PRESSURE INSPECTION WITH TIRE PRESSURE GAUGE.

REVISED	DATE	TIME	AUTH BY:
REASON	ADL. COSTS \$		
<input type="checkbox"/> IN PERSON	<input type="checkbox"/> BY PHONE #		
REVISED	DATE	TIME	AUTH BY:
REASON	ADL. COSTS \$		
<input type="checkbox"/> IN PERSON	<input type="checkbox"/> BY PHONE #		
SERVICE DEPARTMENT HOURS: MONDAY THRU FRIDAY 7:00 A.M. TO 5:30 P.M. All cars must be picked up by 5:30 p.m. SATURDAY HOURS 7:00 A.M. TO 4:00 P.M.			
Checks gladly accepted with two forms of identification. The following credit cards are honored: MasterCard VISA Discover			
Please look over our new and previously-owned cars while you are waiting.			
By law, you may choose another licensed Smog Check facility to perform any needed repairs or adjustments which the Smog Check test indicates are necessary.			
NO CARS RELEASED AFTER SERVICE HOURS IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE.			
NO GUARANTEE ON RUST WORK. Due to the nature of body shop repair, we cannot promise a completion date. Arrangement for payment in full must be made prior to delivery of vehicle.			
INSURANCE DEDUCTIBLE OF CLAIM MUST BE PAID UPON DELIVERY OF VEHICLE CALIFORNIA INSURANCE CODE FORBIDS IT TO BE CHARGED ON ACCOUNT.			
POWER OF ATTORNEY The undersigned, hereinafter called "insured", for the consideration of repairs made to "insured's" automobile, does hereby grant to said:			
MOSS BROS. CDJR Insured's power of attorney to sign or endorse any checks and/or drafts made payable to insured, and any releases thereto, as settlement for insured's claim for damages to the above described automobile.			
X	(DATE)	X	(INSURED)
FRONT  REAR			

TO REORDER CALL PRINTING SOLUTIONS © (951) 507-2032

CUSTOMER NAME: _____ YEAR/ MODEL: _____ DATE: _____
 RO/TAG: _____ MILEAGE: 148639 LICENSE # _____

CHECKED AND OKAY AT THIS TIME **MAY REQUIRE FUTURE ATTENTION**

Check Fluid Levels and Fill

OK	ADD	
<input type="checkbox"/>	<input type="checkbox"/>	Engine oil
<input type="checkbox"/>	<input type="checkbox"/>	Transmission (if equipped with dipstick)
<input type="checkbox"/>	<input type="checkbox"/>	Brake reservoir
<input type="checkbox"/>	<input type="checkbox"/>	Power steering
<input type="checkbox"/>	<input type="checkbox"/>	Coolant recovery reservoir
<input type="checkbox"/>	<input type="checkbox"/>	Window washer

Comments: _____

Check Following systems / Components

- Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lights.
- Windshield washer spray, wiper operation and wiper blades
- Windshield for cracks, chips and pitting
- Radiator, heater and air-conditioning hoses for leaks and damage
- Engine air filter
- Inspect cabin air filter (if equipped)
- Oil and/or fluid leaks
- Constant velocity (CV) drive axle boots (if equipped)
- Exhaust system (leaks, damage, loose parts)
- Drive shaft transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)
- Steering and steering linkages
- Shocks/struts and other suspension components for leaks and/or damage
- Brake system (including lines, hoses and parking brake) and wheel end for end-play and bearing noise
- Engine Cooling system, hoses and clamps
- Accessory drive belt(s)
- Clutch operation (if equipped)

State Inspection Due (If Applicable) _____ MO / _____ DAY / _____ YEAR

Comments: IGNITION SWITCH LOOSE.
IF YOU MOVE IT - CAUSED
LIGHTS TO GO ON AND OFF.
TRUCK WONT START NOW.

Service Advisor: _____
 Technician: _____

Check Battery

<input type="checkbox"/> GOOD	FACTORY SPEC COLD CRANKING AMPS	<input type="text"/>	<input type="checkbox"/> GOOD	<input type="checkbox"/> BAD
<input type="checkbox"/> RECHARGE			BATTERY TERMINALS (CLEAN IF NECESSARY)	
<input type="checkbox"/> BAD	ACTUAL COLD CRANKING AMPS	<input type="text"/>		

Check Brakes

Measure Front/Rear Brake Linings

LF		RF
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>
<input type="checkbox"/>		<input type="checkbox"/>
LR		RR
<input type="checkbox"/>		<input type="checkbox"/>

Over 8/32" (Disc) or Over 4/32" (Drum)
 7/32" to 4/32" (Disc) or 3/32" (Drum)

Brake Measurements Not Taken This Service Visit

Comments: _____

Check Tires

LF	TREAD DEPTH	RF
<input type="checkbox"/>	7/32 or Greater	<input type="checkbox"/>
<input type="checkbox"/>	4/32 to 6/32	<input type="checkbox"/>
<input type="checkbox"/>	3/32 or Less	<input type="checkbox"/>
<input type="checkbox"/>	7/32 or Greater	<input type="checkbox"/>
<input type="checkbox"/>	4/32 to 6/32	<input type="checkbox"/>
<input type="checkbox"/>	3/32 or Less	<input type="checkbox"/>
LDR		RDR

<input type="checkbox"/>	LF	<input type="checkbox"/>	RF
<input type="checkbox"/>	LR	<input type="checkbox"/>	RR

WEAR PATTERN / DAMAGE

TIRE WEAR INDICATES:
 Alignment Check Needed Wheel Balance Needed

Comments: _____

Tire Pressure Set to Factory Recommended PSI FRONT REAR

Customer Signature: _____

[REDACTED]
Peris, CA

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