

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)
 DOT Auto Safety Hotline FOR AGENCY USE ONLY 100148



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

Date Received	Repository <input type="checkbox"/>
02-SEP-2015 OCT 21 2015	Reference No. 10760934

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
 Address: [REDACTED]
 City: BRENTWOOD State: NY 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 1C4SDJCT5CC [REDACTED]	Make DODGE	Model DURANGO R/T	Model Year 2012
Date Purchased 12/12/2013	Dealer's Name and Telephone Number Smith Haven Chrysler Jeep Dodge	Engine: No: Cylinders 8	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City St. James	State NY	Zip Code 11790
Transmission Type Auto 6sp.	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: ENGINE cuts off
Incident Date(s) 30-JAN-2015			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 50000	Failure Speed 30
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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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N
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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 2012 DODGE DURANGO. THE CONTACT STATED THAT THE VEHICLE WOULD NOT START UNTIL AFTER SEVERAL ATTEMPTS. THE FAILURE OCCURRED ON SEVERAL OCCASIONS. WHILE DRIVING APPROXIMATELY 30 MPH, THE VEHICLE STALLED WITHOUT WARNING. THE FAILURE RECURRED ON SEVERAL OCCASIONS WHILE DRIVING VARIOUS SPEEDS. THE VEHICLE RESTARTED AFTER SEVERAL ATTEMPTS. THE VEHICLE WAS REPAIRED UNDER NHTSA CAMPAIGN NUMBER: 15V115000 (ELECTRICAL SYSTEM); HOWEVER, THE FAILURE PERSISTED. THE VEHICLE WAS TAKEN BACK TO THE DEALER, BUT THE FAILURE WAS UNABLE TO BE DETERMINED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 50,000.

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)

ENGINE CUTS OFF AFTER STARTING MULTIPLE TIMES
A DAY. IT ONLY CUT OFF ONE TIME WHILE DRIVING
ON EXPRESSWAY. IT CUTS OFF EVERY DAY AFTER I
START IT. THE VEHICLE STALLED SEVERAL TIMES ON LOCAL
STREETS. THE PROBLEM STILL CONTINUES. FORTUNATELY THERE
WERE NO ACCIDENTS. THE PROBLEM STARTED AT ABOUT 44,000
MILES. I WAS FIRST TOLD THAT I NEEDED A TUNE-UP.

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

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

**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**



**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**



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





FUEL PUMP RELAY

IMPORTANT SAFETY RECALL

R09 / NHTSA 14V-115

SV

This interim notice applies to your vehicle (VIN: 1C4SDJCT5CC [REDACTED])

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

Dear [REDACTED]

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain 2011 through 2013 model year Jeep® Grand Cherokee and Dodge Durango vehicles.

The problem is... The Totally Integrated Power Module (TIPM) on your vehicle contains an internal fuel pump relay that could operate intermittently or fail without warning. An intermittent or failed fuel pump relay could cause the engine to stall while driving and cause a crash without warning.

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

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

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

Please help us update our records by filling out the attached prepaid postcard if any of the conditions listed on the card apply to you or your vehicle. If you have further questions go to recalls.mopar.com.

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

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

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

Customer Services / Field Operations
FCA US LLC

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





Chrysler Dodge Jeep Ram
 130 Sunrise Highway West Islip, NY 11795
 Sales 631-422-0123 • Service 631-422-0135 • Fax 631-321-0791

CUSTOMER NO.	ADVISOR RICHE B	TAG NO. 24 462W	INVOICE DATE 05/05/15	INVOICE NO.
	LABOR RATE 120.00	LICENSE NO.	MILEAGE 44,841	COLOR RED/
	YEAR / MAKE / MODEL 12/DODGE TRUCK/DURANGO/4DR AWD R/T		DELIVERY DATE	DELIVERY MILES
BRENTWOOD, NY	VEHICLE I.D. NO. 1 C 4 S D J C T 5 C C		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/05/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: [REDACTED]	

JOB# 1 CHARGES

LABOR
 # 26CH2ZTONEHEM HEMI TUNE UP HOURS: 2.50 TECH(S): 47 325.00

CUSTOMER REQUESTS:
 PERFORM HEMI TUNE UP
 INCLUDES 16 SPARK PLUGS
 CHECK ENGINE CALIBRATION
 CUSTOMER REQUEST TUNE UP
 PERFORM REQUESTED TUNE UP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	16	SPLZFR5C-11	SPARKPLUG 08036114	5.30	84.80
				TOTAL - PARTS	84.80

MISC	CODE	DESCRIPTION	CONTROL NO		
	PRMP	PROMOTIONAL PARTS		-5.00	
	PRMP	PROMOTIONAL PARTS		-5.00	
				TOTAL - MISC	-10.00

JOB# 1 TOTALS	LABOR	325.00	
	PARTS	84.80	
	MISC	-10.00	
		JOB# 1 JOURNAL PREFIX DOCS	
		JOB# 1 TOTAL	399.80

JOB# 2 CHARGES

LABOR
 # 26CH23POINT 23 POINT VEHICLE INSPECTION HOURS: 1.00 TECH(S): 47 INTERNAL 99.95

CUSTOMER REQUESTS COMPLIMENTARY 23 POINT VEHICLE INSPECTION
 INCLUDES FULL VEHICLE SAFETY INSPECTION REPORT PRESENTED
 TO CUSTOMER AT COMPLETION OF INSPECTION.
 COMPLETED.
 RECOMMENDATIONS GIVEN TO CUSTOMER.

JOB# 2 TOTALS	LABOR	99.95	
		JOB# 2 JOURNAL PREFIX DOCS	
		JOB# 2 TOTAL	0.00

JOB# 3 CHARGES

LABOR
 # 3402CHALIGN PERFORM ALIGNMENT HOURS: 1.00 TECH(S): 47 99.95

COMPUTERIZED ALIGNMENT SERVICE REQUESTED.
 PERFORMED WHEEL ALIGNMENT SERVICE.

JOB# 3 TOTALS	LABOR	99.95	
		JOB# 3 JOURNAL PREFIX DOCS	
		JOB# 3 TOTAL	99.95

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$0.00 (+TAX)

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE
 THOSE MADE BY THE MANUFACTURER. THE SELLER
 HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES
 EITHER EXPRESS 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 SAID
 PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS
 OR 4000 MILES, WHICHEVER OCCURS FIRST.
 ALL PARTS INSTALLED ARE NEW OR FACTORY
 REBUILT, UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK
 OR APPROVED CREDIT CARD

X CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SATISFACTION
 IS OUR
 NUMBER 1 CONCERN

Thank you
 for this opportunity to serve you.
 NYS-MV R/S REG. NO. R 7113851

CUSTOMER CALLED UPON
 COMPLETION:

DATE
 TIME
 BY

PLEASE CALL FOR FUTURE APPOINTMENTS
 BETWEEN 8:00 A.M. AND 5:00 P.M.
 MONDAY THRU FRIDAY AT (631) 422-0135.
 ALL CARS ARE TO BE PICKED UP DURING
 BUSINESS HOURS
 8:00 A.M. AND 5:30 P.M.
 MONDAY THRU FRIDAY.
 ALL WORK CASH, CREDIT CARD OR CHECK.

The Reynolds and Reynolds Company EPAINT314E C0687388 Q (05/09)



Chrysler Dodge Jeep Ram
130 Sunrise Highway West Islip, NY 11785
Sales 631-422-0123 • Service 631-422-0135 • Fax 631-321-0791

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
06/05/13		18331	68131	112 112 112	W C C	09CHZ 26CH23POINT 02CHALIGN	INSPECT & REPORT 23PT FREE INSPECTION PERFORM ALIGNMENT

SALESPERSON NO. _____

S E R V I C E

STATE REG# _____

DATE OUT	VEHICLE PIN 1C4SDJCT5CC	YEAR/MAKE/MODEL 12/DODGE TRUCK/DURANGO/4DR AWD R/T	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.	
MILEAGE OUT	BRENTWOOD, NY	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO. R. O. DATE 11/04/14	
WAITING		COLOR RED/	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO. 818	
CALL WHEN READY <input type="checkbox"/> Yes <input type="checkbox"/> No	BUSINESS PHONE	TURBO <input type="checkbox"/> M/M/C <input type="checkbox"/> AIR COND. <input type="checkbox"/> P. S. <input type="checkbox"/> TRANS <input type="checkbox"/> MILEAGE 36,357 ADVISOR NO. 68131 ADVISOR THOMAS LENCI	ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS 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 SAID PRODUCTS.				THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. EMAIL ADDRESS: MOJAMSJCH@YAHOO.COM
APPOINTMENT <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	TIME RECEIVED 09:25am DATE/TIME PROMISED 11/04/14 11:59pm PRIORITY	LABOR RATE 120.00					

JOB	ORIGINAL CUSTOMER ESTIMATE:	PARTS 0.00	LABOR 0.00	TOTAL 0.00	PRE-INSPECTION ESTIMATE PARTS, MATERIAL & LABOR	ADDITIONAL WORK	CALLED BY
					\$	DATE TIME P M	OK'D BY SS NO.
COMMENTS :					THIS ESTIMATE IS BASED ON OUR INITIAL INSPECTION AND DOES NOT COVER ANY ADDITIONAL PARTS AND LABOR WHICH MAY BE REQUIRED AFTER THE WORK HAS BEEN OPENED UP.		
1	C 08CHA2INSP4	INSPECT & REPORT			LIMITED EXPRESS WARRANTY		
CUSTOMER STATES PASSENGER SIDE FOG LIGHT IS OUT					LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4,000 MILES WHICHEVER OCCURS FIRST. THE DEALER HEREBY LIMITS ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS TO THE SAME PERIOD.		
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.					REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED.		
2	C 26CHERRRDIF	FR & RR DIFF SERVICE			SAVE REPLACED PARTS YES <input type="checkbox"/> NO <input type="checkbox"/> INITIALS		
CUSTOMER STATES PERFORM FRONT AND REAR DIFFERENTIAL SERVICE					WASTE DISPOSAL CHARGE		
					A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED. DAILY STORAGE CHARGE \$55.00		
3	C 26CH23POINT	23PT FREE INSPECTION			I DO UNDERSTAND IF REPAIRS ARE NOT COVERED UNDER WARRANTY AND ELECT NOT TO REPAIR MY VEHICLE, I WILL BE RESPONSIBLE TO PAY DIAGNOSTIC CHARGES.		
CUSTOMER REQUESTS COMPLIMENTARY 23 POINT VEHICLE INSPECTION INCLUDES FULL VEHICLE SAFETY INSPECTION REPORT PRESENTED TO CUSTOMER AT COMPLETION OF INSPECTION.					TERMS: ALL REPAIRS STRICTLY CASH, CREDIT CARD OR CHECK		
					I HEREBY AUTHORIZE THE REPAIR WORK 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. ALL WARRANTY CHARGES ON THIS REPAIR ORDER ARE SUBJECT TO MANUFACTURER APPROVAL.		
4	C 02CHALIGNQC	QUICK CHECK ALIGN			CUSTOMER AUTHORIZATION X		
PERFORM QUICK CHECK ALIGNMENT CHECK					CHRYSLER DEALER NO. _____		

The Reynolds and Reynolds Company BRAUNTOWN, OH 43002-1000

2000 Auto Sales, Inc.

d/b/a Smith Haven Chrysler Jeep Dodge
 794 Jericho Turnpike St. James, NY 11780
 PH: (631) 863-2000 · FAX (631) 863-2020
 NYS Repair Shop No. 7077480
 www.smithhaven.com

CUSTOMER #:

INVOICE

DUPLICATE 1
 PAGE 1



BRENTWOOD, NY

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

SERVICE ADVISOR: 9577 ALEXA HYATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RD	12	DODGE DURANGO	1C4SDJCT5CC [REDACTED]		54350/54354	T679	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 14AUG15		0.00	CASH	17AUG15
R.O. OPENED	READY	OPTIONS:		SOLD-STK:	DLR:		
12:57 14AUG15	11:33 17AUG15	ENG:EZH 5.7L V8 HEMI MDS VVT Engine		[REDACTED]	[REDACTED]		
		TRN:DG1 6-Spd Automatic 65RFE Transmission					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	27P	Multipoint inspection (according to maintenance interval)					
		27P	Multipoint inspection (according to maintenance interval)				
		70	IRON	0.00			(N/C)

B 99 General Concern #1 Customer states VEHICLE WONT CRANK OR START
 CHECK AND REPORT
 CAUSE: TECHNICIAN PERFORMED BATTERY TEST AND FOUNF BATTERY WEAK;
 CUSTOMER ADVISED
 99 General Concern #1 Customer states VEHICLE
 WONT CRANK OR START CHECK AND REPORT
 70 CPL 0.50 44.79 44.79
 1 BBAH7800AA *BATTERY-STORAGE 275.36 248.04 248.04
 TECHNICIAN REMOVED AND REPLACED VEH BATTERY; TESTED OPERATION.
 TESTED GOOD

C RECALL Recall / CSN 1 R09 Safety Recall R09 Fuel Pump Relay
 CAUSE: RECALL
 08R09182 INSTALL FUEL PUMP RELAY
 70 WROD 0.70 (N/C)
 1 CBWPR091AA WIRING-FUEL PUMP RELAY (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

TECHNICIAN PERFORMED
 D HERTZ RENTAL
 CAUSE:
 RENTAL RENTAL CAR
 70 WROD 0.00 (N/C)
 FC: PART#: COUNT:

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
1. LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 90 DAYS OR 4,000 MILES", WHICHEVER COMES FIRST CHRYSLER JEEP DODGE AUTO GROUP LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES", WHICHEVER COMES FIRST.	LABOR AMOUNT	
2. FACTORY REPAIRS ARE COVERED BY THE "MANUFACTURERS LIMITED WARRANTY" AS OUTLINED IN THE OWNERS WARRANTY STATEMENT.	PARTS AMOUNT	
3. ALL PARTS INSTALLED ARE FACTORY REBUILT OR NEW UNLESS OTHERWISE SPECIFIED.	GAS, OIL, LUBE	
4. SMITH HAVEN CHRYSLER JEEP DODGE, SMITH HAVEN AUTO GROUP IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS DUE TO FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.	SUBLET AMOUNT	
5. STORAGE CHARGES \$20.00 PER DAY 48 HRS. AFTER WORK COMPLETION.	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	

CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	
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CUSTOMER #: [REDACTED]

INVOICE

DUPLICATE 1
PAGE 2



BRENTWOOD, NY [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 9577 ALEXA HYATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RD	12	DODGE DURANGO	1C4SDJCT5CC [REDACTED]		54350/54354	T679	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 14AUG15		0.00	CASH	17AUG15

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:		
12:57 14AUG15	11:33 17AUG15	ENG:EZH 5.7L V8 HEMI MDS VVT Engine	TRN:DG1 6-Spd Automatic 65RFE Transmission			
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE: W
AUTH CODE:

SUBL RENTAL PO# [REDACTED]

WROD

(N/C)

STATEMENT OF DISCLAIMER

- LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 90 DAYS OR 4,000 MILES", WHICHEVER COMES FIRST CHRYSLER JEEP DODGE AUTO GROUP LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES", WHICHEVER COMES FIRST.
- FACTORY REPAIRS ARE COVERED BY THE "MANUFACTURERS LIMITED WARRANTY" AS OUTLINED IN THE OWNERS WARRANTY STATEMENT.
- ALL PARTS INSTALLED ARE FACTORY REBUILT OR NEW UNLESS OTHERWISE SPECIFIED.
- SMITH HAVEN CHRYSLER JEEP DODGE, SMITH HAVEN AUTO GROUP IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS DUE TO FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
- STORAGE CHARGES \$20.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

DESCRIPTION	TOTALS
LABOR AMOUNT	44.79
PARTS AMOUNT	248.04
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	292.83
LESS INSURANCE	0.00
SALES TAX	25.25
PLEASE PAY THIS AMOUNT	318.08

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

[REDACTED]

INVOICE

BRENTWOOD, NY [REDACTED]

PAGE 1



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

SERVICE ADVISOR: 9577 ALEXA HYATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
RD	12	DODGE DURANGO	1C4SDJCT5CC [REDACTED]		55130/55158	T681	
DEL. DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 24AUG15		0.00	CASH	28AUG15
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED] DLR: [REDACTED]					

09:37 24AUG15 15:55 28AUG15
 ENG:EZH_5.7L V8 HEMI MDS VVT Engine
 TRN:DG1_6-Spd Automatic 65RFE Transmission

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES INTERMITTENTLY VEHICLE WILL START AND STALL OR CRANK AND NO START CHECK AND REPORT

CAUSE: TECHNICIAN ROAD TESTED VEHICLE, UNABLE TO VERIFY CUSTOMERS CONCERN; PERFORMED ELECTRONIC DIAGNOSTIC NO FAULT CODES FOUND;

01 E 70 IRON 0.50 (N/C)

TECHNICIAN INSPECTED FUEL PUMP RELAY; ALL OPERATING PROPERLY AT THIS TIME. ADVISED CUSTOMER TO RETURN IF PROBLEM PERSISTS

B COMPLIMENTARY 27 POINT INSPECTION

27P COMPLIMENTARY 27 POINT INSPECTION 70 IRON 0.00 (N/C)

C HERTZ RENTAL (CENTEREACH) RENTAL RENTAL CAR 70 IRON 0.00 (N/C)

D CUSTOMER STATES ONE TIME WHILE DRIVING THE RADIO SCREEN WENT BLACK CHECK AND REPORT

NPF NO PROBLEM FOUND AT THIS TIME 70 IRON 0.00 (N/C)

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS
1. LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 90 DAYS OR 4,000 MILES", WHICHEVER COMES FIRST CHRYSLER JEEP DODGE AUTO GROUP LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES", WHICHEVER COMES FIRST.		LABOR AMOUNT	0.00
2. FACTORY REPAIRS ARE COVERED BY THE "MANUFACTURERS LIMITED WARRANTY" AS OUTLINED IN THE OWNERS WARRANTY STATEMENT.		PARTS AMOUNT	0.00
3. ALL PARTS INSTALLED ARE FACTORY REBUILT OR NEW UNLESS OTHERWISE SPECIFIED.		GAS, OIL, LUBE	0.00
4. SMITH HAVEN CHRYSLER JEEP DODGE, SMITH HAVEN AUTO GROUP IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS DUE TO FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.		SUBLET AMOUNT	0.00
5. STORAGE CHARGES \$20.00 PER DAY 48 HRS. AFTER WORK COMPLETION.		MISC. CHARGES	0.00
CUSTOMER SIGNATURE		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

INVOICE

2000 Auto Sales, Inc.
d/b/a Smith Haven Chrysler Jeep Dodge
794 Jericho Turnpike St. James, NY 11780
PH: (631) 863-2000 · FAX (631) 863-2020
NYS Repair Shop No. 7077480
www.smithhaven.com



BRENTWOOD, NY [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 9577 ALEXA HYATT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
RD	12	DODGE DURANGO	1C4SDJCT5CC [REDACTED]		56308/56317	T966

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
DD			17:00 18SEP15		0.00	CASH	25SEP15

R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:
10:21 18SEP15	17:00 25SEP15	ENG:EZH_5.7L V8 HEMI MDS VVT Engine TRN:DG1_6-Spd Automatic 65RFE Transmission	[REDACTED]	[REDACTED]

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

B 99 General Concern #1 Customer states VEH TWICE DAILY, WILL START AND THEN STALL, USUALLY HAPPENS AFTER PUTTING GAS IN IT. WHEN TRYING TO START AFTER STALL VEH HAS EXTENDED CRANK CUST SHUTS OFF VEHICLE AND THEN WILL START CHECK AND REPORT CAUSE: TECHNICIAN CONTACTED STAR ABOUT CUSTOMER CONCERN, AFVISED TO START WITH REPLACEMENT OF FUEL PUMP RELAY, RECALL R09 THAT WAS PREVIOUSLY PERFORMED.

01 E	74 WROD	0.00	(N/C)
1	CBWPR091AA WIRING-FUEL PUMP RELAY		(N/C)
FC: PART#: COUNT:			
CLAIM TYPE: W			
AUTH CODE:			

TECHNICIAN REPLACED FUEL PUMP RELAY. TESTED OPERATION. TESTED GOOD

C 27P Multipoint inspection (according to maintenance interval)			
27P Multipoint inspection (according to maintenance interval)	74 IRON	0.00	(N/C)

D CUSTOMER IS RESPONSIBLE FOR DIAGNOSIS FEE CALCULATED IN CLOCK HOURS IF REPAIRS ARE NOT COVERED BY FACTORY OR EXTENDED WARRANTY OR IF CONCERN CAN NOT BE DUPLICATED.			
DIAG CUSTOMER IS RESPONSIBLE FOR DIAGNOSIS FEE CALCULATED IN CLOCK HOURS IF REPAIRS ARE NOT COVERED BY FACTORY OR EXTENDED WARRANTY OR IF CONCERN CAN NOT BE DUPLICATED.	74 IRON	0.00	(N/C)

STATEMENT OF DISCLAIMER

- LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 90 DAYS OR 4,000 MILES", WHICHEVER COMES FIRST CHRYSLER JEEP DODGE AUTO GROUP LABOR AND PARTS ARE COVERED BY "OUR LIMITED WARRANTY OF 12 MONTHS OR 12,000 MILES", WHICHEVER COMES FIRST.
- FACTORY REPAIRS ARE COVERED BY THE "MANUFACTURERS LIMITED WARRANTY" AS OUTLINED IN THE OWNERS WARRANTY STATEMENT.
- ALL PARTS INSTALLED ARE FACTORY REBUILT OR NEW UNLESS OTHERWISE SPECIFIED.
- SMITH HAVEN CHRYSLER JEEP DODGE, SMITH HAVEN AUTO GROUP IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS DUE TO FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.
- STORAGE CHARGES \$20.00 PER DAY 48 HRS. AFTER WORK COMPLETION.

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 SIGNATURE

FROM:

[Redacted]
Brentwood N.Y. [Redacted]



U.S. POSTAGE
PAID
BRENTWOOD, NY
11717
OCT 13, 15
AMOUNT
\$1.42
00113869-04

TO:

US Department of Transportation
National Highway Safety Traffic Administration
Office of Defects Investigation, NHTSA-210
1200 New Jersey Ave. SE.
Washington D.C. ~~20077~~ 20590

20590

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