

INFORMATION Redacted PURSUANT TO THE FREEDOM OF

INFORMATION ACT (FOIA), 5 U.S.C. 552(b)(6) 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: 21-SEP-2015
NOV 04 2015
Repository
Reference No. 10766529

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: STATEN ISLAND State: NY Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

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: 2B3CL3CG9B[Redacted]
Make: DODGE Model: CHARGER Model Year: 2011
Date Purchased: 2012 Dealer's Name and Telephone Number: 718 236 2600
Original Owner: [Redacted] Dealer's City: Brooklyn State: NY Zip Code: [Redacted]
Transmission Type: [Redacted] Antilock Brakes: Powertrain: [Redacted] Multiple Failure: [Redacted] Incident Date(s): 24-FEB-2014
Cruise Control:

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 110000 ELECTRICAL SYSTEM, 140000 AIR BAGS, LIGHTING (PWS)
Failure Mileage: 26000 Failure Speed: 72

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)

Crash: Yes No Fire: Yes No
Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2011 DODGE CHARGER. WHILE DRIVING APPROXIMATELY 72 MPH, THE BRAKE PEDAL WAS DEPRESSED AND SEIZED AS THE ABS WARNING INDICATOR ILLUMINATED. THE FAILURE RECURRED ON NUMEROUS OCCASIONS. THE VEHICLE WAS PREVIOUSLY TAKEN TO A DEALER WHERE IT WAS DIAGNOSED THAT THE ABS FAILED. THE VEHICLE WAS REPAIRED, HOWEVER THE FAILURE RECURRED. IN ADDITION, THE DRIVER SIDE HEADLIGHT MALFUNCTIONED. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBERS: 14V101000 (EXTERIOR LIGHTING), 14V634000 (ELECTRICAL SYSTEM), AND 15V467000 (AIR BAGS, SEAT BELTS). THE PARTS TO DO THE REPAIRS WERE UNAVAILABLE. THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 26,000.

Driving this car with so many R. I's makes me wonder if I am gonna be in on something major can happen. To feel this car is not safe and has several recalls on safety.

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.

R
R
R

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

I'm submitting a total of 5 Safety Recalls. My 2011 Charger is a vehicle on a serious matter waiting to happen. My most concern is the ABS system where supposedly it was fixed back in 2011 and a year later driving 70mph where traffic was starting to build up when I started to brake the ABS system locked on me where I was unable to free the brake. Thank god it was not in a situation where there was a truck or car in front of me. It would of caused a major pile up. I had to hit the back wheel where it unlocked. Every day I feel scared on me being serious. Thank you for your concern.

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**



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



Tungsten Metallic clear coat PDM

Case#

1 800 - 853 - 1403 (32)

CUSTOMER SATISFACTION NOTIFICATION L28 FRONT EXTERIOR DOOR HANDLES

case
Boher + B. on
3290 High 35
Hazel
Dylan
PDM

Dear [redacted]

At Chrysler Group LLC, you can be assured that we are changing the way we look at quality. To prove our commitment to quality, the company is investing in and prioritizing improvements for every vehicle that we build. As part of that commitment, we are also targeting existing vehicles on the road today and contacting our customers to provide these quality improvements, at no charge, that will help to improve your ownership satisfaction.

We are recommending the following improvements be performed on some 2011 model year Dodge Challenger and Charger vehicles equipped with passive entry system.

Recommended Service: The front exterior door handles on your vehicle (VIN: 2B3CL3CG9BH [redacted]) may cause intermittent operation of the passive entry feature.

What your dealer will do: Chrysler will service your vehicle free of charge (parts and labor). To do this, your dealer will replace both front exterior door handles. The work will take about 1/2 hour to complete. We recommend that you make an appointment with your dealer to minimize your inconvenience.

What you should do: Simply contact your Chrysler, Jeep, or Dodge dealer, at your convenience, to schedule a service appointment. Your dealer will collect the necessary information to ensure that the appropriate parts are available so your service can be completed in a timely manner. Although not required, we recommend bringing this letter with you to your dealer, when you bring your vehicle in for this service.

If you need help: Please contact the Chrysler Customer Assistance Center at 1-800-853-1403.

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

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

We apologize for any inconvenience this service may cause to your schedule. Moving forward we are committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center.

Sincerely,
Customer Service / Field Operations
Chrysler Group LLC
Notification Code L28



CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

STANDARD
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

MOTOR VEHICLE NOTIFICATION

****AUTO**MIXED AADC 07099 1/43

BH [REDACTED] L28 0010951

[REDACTED]

STATEN ISLAND, NY [REDACTED]



0010951/#52929 / L28

Handwritten notes:
V00
247-9153
732 264-5000 ext.
718 2
32-8416

Handwritten note:
Recall
2/8



IMPORTANT SAFETY RECALL

P08 / NHTSA 14V-101

This notice applies to your vehicle (VIN: 2B3CL3CG9BH [redacted]).

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

Dear [redacted]

Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some 2011 and 2012 model year Dodge Charger vehicles equipped with halogen headlamps.

The problem is... The headlight wiring harness connectors on your vehicle may overheat. This could cause a loss of low beam headlight function without warning. A loss of headlight(s) during nighttime driving could cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the headlamp wire harnesses and replace them if required. The wiring harness inspection will take about 1/2 hour to complete. If the headlamp harness and/or headlamp assembly requires replacement an additional three hours will be required. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge dealer starting May 9, 2014 to schedule a service appointment. Ask the dealer to hold the parts for your vehicle or to order them before your appointment. Please bring this letter with you to your dealer.

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

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

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

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

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

Customer Services / Field Operations
Chrysler Group LLC

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



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001624/#65352/P08

PLEASE HELP US UPDATE OUR RECORDS BY FILLING OUT THE FOLLOWING CONDITIONS APPLY

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code [redacted]

This service was previously performed on my vehicle (check one if applicable):

My vehicle was inspected and found to be ok.
 My vehicle was repaired.

This vehicle was (check one if applicable):

scrapped stolen exported

This vehicle was sold to (check one if applicable):

A dealer, or someone whose name and address is unknown.
 Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____
 Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

Mr. Miss Mr. & Mrs. Dr.
 Mrs. Ms. Rev. Business

First Name _____ MI _____
 Last Name _____
 Street Address _____
 City _____ Zip Code _____
 State _____
 Email Address _____



FIAT CHRYSLER AUTOMOBILES

REPROGRAM OCCUPANT RESTRAINT CONTROL MODULE

IMPORTANT SAFETY RECALL

R35 / NHTSA 15V-467

This notice applies to your vehicle (VIN: 2B3CL3CG9BH [redacted]).

This notice is sent to you in accordance with 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 2014 model year Dodge Charger vehicles.

The problem is... The Occupant Restraint Control (ORC) Module on your vehicle may have software that contains side impact calibrations that are overly sensitive. Inadvertent Side Airbag Inflatable Curtain (SABIC), seat airbag, and/or seatbelt pre-tensioner deployment during certain driving conditions may increase the risk of a crash and/or vehicle occupant injury.

What your dealer will do... FCA will repair your vehicle free of charge. To do this, your dealer will reprogram the ORC module with new software. The work will take about 1/2 hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, Dodge or RAM dealer right away to schedule a service appointment. Please bring this letter with you to your dealer.

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either recalls.mopar.com or 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.

Ask your dealer about the following notification(s). Our records indicate that your vehicle also requires repair for notification(s): P60 P08

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.



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018060/#72219/R35-3D

**PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number) [redacted] Notification Code [redacted]

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.

This vehicle was (check one if applicable):

- scrapped
- stolen
- exported

This vehicle was sold to (check one if applicable):

- A dealer, or someone whose name and address is unknown.
- Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____

Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):

- Mr.
- Miss
- Mrs.
- Mr. & Mrs.
- Rev.
- Business
- Dr.

First Name _____ MI _____

Last Name _____

Street Address _____

City _____

State _____ Zip Code _____

Email Address _____



Recall on charge SAMONE
Shawn Chrysler (732) JASON
815 2124

SAMONE

**SAFETY RECALL M10 / NHTSA 12V-197
ABS/ESC WIRING**

Dear [Redacted]

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Chrysler has decided that a defect, which relates to motor vehicle safety, exists in some **2011 and 2012 model year Chrysler 300 and Dodge Charger vehicles.**

The problem is... The Power Distribution Center (PDC) bus bar on your vehicle (VIN: 2B3CL3CG9BH [Redacted]) may overheat. This could cause a loss of Antilock Brake System (ABS) and/or Electronic Stability Control (ESC). A loss of ABS/ESC under certain driving conditions could cause a crash without warning.

What your dealer will do... Chrysler will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the ABS/ESC fuse type. Vehicles that do not pass the fuse inspection will have the fuse relocated and upgraded. The work will take about one hour to complete. However, additional time may be necessary depending on service schedules.

What you must do to ensure your safety... Simply contact your Chrysler, Jeep, or Dodge 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. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the Chrysler Group Recall Assistance Center at 1-800-852-1493.

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

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

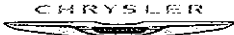
If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline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

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

Customer Services / Field Operations
Chrysler Group LLC
Notification Code M10

1800 992-1997
Reference # [Redacted]

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



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**PLEASE HELP US UPDATE OUR RECORDS
IF ANY OF THE FOLLOWING CONDITIONS APPLY**

VIN (Last 8 Characters of Vehicle Identification Number)

BH [Redacted]

Notification Code

[Redacted]

This service was previously performed on my vehicle (check one if applicable):

- My vehicle was inspected and found to be ok.
- My vehicle was repaired.
- This vehicle was (check one if applicable):
 - scrapped
 - stolen
 - exported
- This vehicle was sold to (check one if applicable):
 - A dealer, or someone whose name and address is unknown.
 - Someone other than a dealer (type or print the new owner's name and address below).

Date of sale: _____
Updated name and address (type or print the new owner's name and address or your new name and/or address if it has changed):

Owner's title (check one if applicable):
 Mr. Miss Mr. & Mrs. Dr.
 Mrs. Ms. Rev. Business

First Name _____ MI _____
 Last Name _____
 Street Address _____
 City _____
 State _____ Zip Code _____
 Email Address _____

CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT!

SAFETY RECALL NOTICE

EX #2

Recall # 5/2

BH [REDACTED] M10 0030378

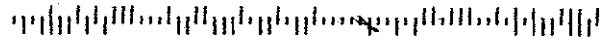
STATEN ISLAND, NY [REDACTED]



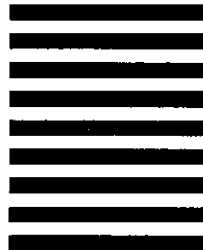
0030378/#53688 / M10

DBT-GP1

10312



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

POSTAGE WILL BE PAID BY ADDRESSEE

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959





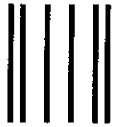
Recall
3/3/8

RECALL ADMINISTRATION 482-00-85
PO BOX 218008
AUBURN HILLS MI 48321-9959



POSTAGE WILL BE PAID BY ADDRESSEE
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI
BUSINESS REPLY MAIL

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



FCA US LLC
CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

Electronic Service Requested

IMPORTANT!

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



BH [REDACTED] R35 018060

[REDACTED]
STATEN ISLAND, NY [REDACTED]



018060/#72219/R35-3D



AUBURN HILLS MI 48321-9959
PO BOX 218008
RECALL ADMINISTRATION 482-00-85



POSTAGE WILL BE PAID BY ADDRESSEE

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 9941 DETROIT MI

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NECESSARY
IF MAILED
IN THE
UNITED STATES



CHRYSLER GROUP LLC

CIMS 482-00-85
PO Box 218008
Auburn Hills MI USA 48321-8008
Electronic Service Requested

PRESORTED
FIRST CLASS MAIL
U.S. POSTAGE
PAID
PERMIT #2655
DETROIT, MI

IMPORTANT! **SAFETY RECALL NOTICE**

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



001624 #2

BH [redacted] P08 061624

STATEN ISLAND, NY [redacted]



Recall # 4/8



001624/#65352/P08

Attention: JAY

page 1/2

Repair Order #: [REDACTED]
 1:22:15PM 6/22/15
 Page 1 of 1

Midas Auto Service Experts
 495 Route 9 South
 Woodbridge, NJ 07095
 732-750-2444



Customer : [REDACTED] Address : EF City : WOODBRIDGE, NJ [REDACTED] CELL : ([REDACTED] - [REDACTED]) Ext : HOME : ([REDACTED] - [REDACTED]) Ext :	Vehicle : 2011 DODG CHARGER License : [REDACTED] VIN : 5.00 Engine : V6-3604 3.6L DOHC Mileage : 32501 Unit # : Trans : AUTO
---	--

TECH	OP	LABOR DESCRIPTION	LABOR	PARTS	SUBTOTAL
OH	Qty	Part Number Part Description Reason for Replacement	Part Price Each	Extended	

Service Requests:					
Pumper cover + repaint to match front pump cover 200					
labor 100 repaint 650.					
950.00					
026	BLB300	HEADLIGHT(S) (R&R) REMOVE AND REPLACE HEADLIGHT(S).	20.00		20.00
026	TIR006	Tire Balance	20.00		20.00
026	LOF529	OIL CHANGE PLUS INCLUDES: OIL AND FILTER CHANGE WITH UP TO 5 QUARTS OF MULTI-GRADE OIL. COURTESY CHECK INCLUDING VISUAL BRAKE CHECK, CHECK BATTERY, AIR FILTER, UNDER HOOD FLUIDS, BELTS, AND HOSES.	3.49	21.50	24.99
5052	5.00	5W30 5W30 QUART OIL	3.00	15.00	
8714	1.00	DISP DISPOSAL FEE	3.00	3.00	
9003	1.00	215031S FILTER	3.50	3.50	

Bulb was replace on recall 2 days later the same Bulb blew out and when I called JAY (Rep) from Chrysler he tells me there is a defect in the bulb to back to Midas and have it replace, I was shocked to hear such a ridiculous answer where I stated to JAY how can it be a defect on Bulb when I received a letter that there was a recall on the wiring system. WAS NOT professional at all.

WE ARE THE EXPERTS IN BRAKES AND MUFFLERS

WORK AUTHORIZATION

I understand that this Estimate of Repairs is based upon your inspection at this time and does not cover additional parts and/or labor which may be required after the work has been started. Work or damaged parts which are not evident on first inspection may be discovered. This Estimate of Repairs cannot cover those possibilities. When additional work is necessary, my authorization will be secured prior to beginning that additional work. This Estimate of Repairs expires 15 days from date of this estimate. I understand that this shop is not responsible for unavailability of parts or delays in parts shipments beyond its control, nor for loss or damage to vehicle or the articles left in vehicle in case of fire, theft, or any other cause beyond its control.

I hereby authorize you and/or your agents to contact me regarding the products and services provided at Midas. I hereby authorize the repairs shown on this estimate to be done along with the necessary material and hereby authorize 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 granted to secure the amount of repairs thereto. I also acknowledge receipt of a copy of this work authorization and estimate of repairs. I understand that all parts shown are new unless otherwise specified. I am entitled to the return of replaced parts, excluding warranted and exchanged parts, if requested in writing before any work is performed on my vehicle. (There may be charge for product returned with a core value.)

Labor :	\$43.49
Parts :	\$21.50
Sublet :	\$0.00
Other Fees :	\$0.00
Shop Supply :	\$0.00
Subtotal :	\$64.99
Sales Tax :	\$4.55
Total :	\$69.54
Paid :	\$0.00
Due :	\$69.54

TOYOTA
(732) 815-2350

SCION
(732) 815-2350

MAZDA
(732) 815-2550

KIA
(888) 595-3286

SANSONE A U T O M A L L

90-100 ROUTE 1 NORTH
AVENEL, NEW JERSEY 07001
MAIN: (732) 815-0500
www.rt1automall.com

Jeep

(732) 815-2450

HYUNDAI
(732) 815-2250



(732) 815-2650

CUSTOMER NO.	ADVISOR RAYMOND DIMPERIO	204271	TAG NO. 2352	INVOICE DATE 02/25/14	INVOICE NO.
STATE N.Y. NO. [REDACTED] STATEN ISLAND, NY [REDACTED]	LABOR RATE 115.00	LICENSE NO.	MILEAGE 13,871	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 B 3 C L 3 C G 9 B H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		R. O. DATE 02/24/14	

MO: [REDACTED]

TOTALS -----	
*****	TOTAL LABOR.... 0.00
* [] CASH [] CHECK CK NO. []	TOTAL PARTS.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL SUBLET... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE	TOTAL G.O.G.... 0.00
*****	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00
	TOTAL INVOICE \$ 0.00

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 12 mos or 12,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system--when due to contamination. This Limited Warranty is extended to the vehicle owner/customer and is not transferable to, nor enforceable by, any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this Limited Warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.

This part(s) is sold "as is." The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties 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 this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE _____



The Reynolds and Reynolds Company EFRANTS14E CC653741 Q (12/13)

TOYOTA
(732) 815-2350

SCION
(732) 815-2350

NISSAN
(732) 815-2550

KIA
(888) 595-3286

SANSONE

AUTOMALL

90-100 ROUTE 1 NORTH
AVENEL, NEW JERSEY 07001
MAIN: (732) 815-0500
www.rt1automall.com

Jeep
(732) 815-2450

HYUNDAI
(732) 815-2250

MAZDA
(732) 815-2650

CUSTOMER NO.	ADVISOR RAYMOND DIMPERIO	TAG NO. 204271	2352	INVOICE DATE 02/25/14	INVOICE NO.
STATEN ISLAND, NJ	LABOR RATE 115.00	LICENSE NO.	MILEAGE 13,871	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 11/DODGE/CHARGER/			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 B 3 C L 3 C G 9 B H			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	R. O. DATE 02/24/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

JOB# 1 CHARGES

LABOR

J# 1 51JEZ BODY ELECTRICAL TECH(S):246725 WARRANTY
 CUSTOMER STATES VEHICLE WILL NOT START- NO CRANK, BATTERY DEAD
 DIAG AND LOCATE CUSTOMER CONCERN, FOUND BATTERY COMPLETELY DISCHARGED, AND WILL NOT HOLD CHARGE. INSTALLED NEW BATTERY AND RETESTED, FOUND ALT OUTPUT LOW AT 9.75 INSTALLED NEW ALTERNATOR ASSY-RETEST OK

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		BB94R750-AA	BATTERY S 1083001		WARRANTY
	1		RL801779-AG	ALTERNATO 8028003		WARRANTY
	-1		RL801779-AG	CORE RETURN		WARRANTY
TOTAL - PARTS						0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX JECS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 99JEZ RECALL # 1 TECH(S):246725 WARRANTY
 PERFORM RECALL M10
 ABS FUSE RELOCATION RECALL

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1		68183960-AA	WIRING KI 8015008		WARRANTY
TOTAL - PARTS						0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX JECS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J# 3 99JEZ01 RECALL # 2 TECH(S):246725 WARRANTY
 PERFORM RECALL N07
 INSPECTION ONLY/NO WORK PERFORMED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX JECS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES

LABOR

J# 4 27JEZWC1 EXPRESS WLD CLS INSP TECH(S):246725 INTERNAL
 PERFORM EXPRESS WORLD CLASS INSPECTION
 INSPECTION
 COMPLETED EXPRESS WORLD CLASS INSPECTION

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX JECS JOB# 4 TOTAL 0.00

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URGENT RECALL NOTICE

(718) 232-8570

Your 2011 (yr.) vehicle is in need of correction to assure its continued **Safe Operation**. You have been notified by your vehicle division of the existing problem but you have **NOT** taken steps with us to have the correction made. We urge you to call us for an appointment **As Soon As Possible**.

Please call 718-236-2600. This is extremely important.

Vehicle Identification No. 2B33CL3CG9B# [REDACTED]

Make Dodge Modification Charger

Thank You!

1/SPG