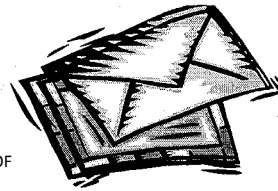


NHTSA ccmMercury Routing Slip



CL-10885809-6336

INFORMATION Redacted PURSUANT TO THE FREEDOM OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Printed: 10/7/2015

NHTSA #: ES15-005225
XREF #:
Delivery: EML

Rec'd Date: 10/7/2015
Doc Type: CNG
Address To: DOT/I

Referred By: NPO-011
Doc Date: 10/6/2015
Due Date: 11/20/2015

S10 #:

DOT/I #: H- 2015 209

RMP #:

Subject: LETTER FROM CONGRESSWOMAN SLAUGHTER ON BEHALF OF CONSTITUENT [REDACTED]
[REDACTED] RE DEFECTIVE 2013 DODGE AVENGER

Ack Date:
Sign Office: DIR. GOVT.
AFFAIRS

Ack By:
Signature: ALISON PASCALE

Signed For:

Cleared Date:
File Loc:
Added By: CBUTLER x60180

Cleared By:
XREF File:
Modified By: Chris.Butler

Cleared For:
Closed Date:

Most Recent Comment:

Author:

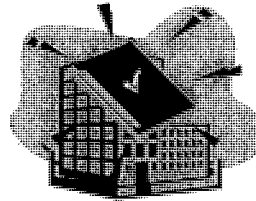
LOUISE M SLAUGHTER
U.S. HOUSE OF REPRESENTATIVES
3120 FEDERAL BUILDING
100 STATE STREET
ROCHESTER, NY 14614
Tel: 585-232-4850 Fax: E-mail:

OCT -8 2015

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/7/2015	11/20/2015	
NGA-110	SIGN	10/7/2015		

RR
10815
SMD

NHTSA Complete Record Information



Printed: 10/8/2015

NHTSA #: ES15-005225		
XREF #: Delivery: EML	Rec'd Date: 10/7/2015 Doc Type: CNG Address To: DOT/I	Referred By: NPO-011 Doc Date: 10/6/2015 Due Date: 11/20/2015
S10 #:	DOT/I #: H- 2015 209	RMP #:
Subject: LETTER FROM CONGRESSWOMAN SLAUGHTER ON BEHALF OF CONSTITUENT [REDACTED] [REDACTED] RE DEFECTIVE 2013 DODGE AVENGER		
Ack Date: Sign Office: DIR. GOVT. AFFAIRS	Ack By: Signature: ALISON PASCALE	Signed For:
Cleared Date: File Loc: Added By: CBUTLER x60180	Cleared By: XREF File: Modified By: Chris.Butler	Cleared For: Closed Date:

COMPLETE CONTACT INFO:

LOUISE M SLAUGHTER
U.S. HOUSE OF REPRESENTATIVES
3120 FEDERAL BUILDING
100 STATE STREET
ROCHESTER, NY 14614
Tel: 585-232-4850 Fax: E-mail:

COMPLETE COMMENT INFO:

COMPLETE ROUTING INFO:

Comment Details

10/7/2015
11:54:29 AM
Entered By: Chris.Butler
Comment By: Chris Butler on 10/7/2015
Comment: INTERIM PREPARED AND H/C TO PEI LEE FOR ALISON'S SIGNATURE
H/C TO NVS-200

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	10/7/2015	11/20/2015	
NGA-110	SIGN	10/7/2015		

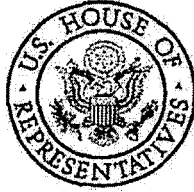
COMPLETE ATTACHMENT INFO:

Description	Added By	Date & Time
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COMMITTEE ON RULES, RANKING MEMBER

WASHINGTON OFFICE:

2469 RAYBURN BUILDING
WASHINGTON, D.C. 20515-3221
(202) 225-3615



DISTRICT OFFICE:

3120 FEDERAL BUILDING
100 STATE STREET
ROCHESTER, NY 14614
(585) 232-4850

WEBSITE: louise.house.gov

LOUISE M. SLAUGHTER
CONGRESS OF THE UNITED STATES
25TH DISTRICT, NEW YORK
September 22, 2015

Mr. Dana Gresham
Assistant Secretary for Governmental Affairs
Department of Transportation
1200 New Jersey Avenue, Southeast
Washington, DC 20590

Dear Mr. Gresham,

I am writing on behalf of my constituent, [REDACTED] who has contacted me with concerns regarding her automobile. I have enclosed a copy of the correspondence that explains this case.

I would appreciate your reviewing this correspondence to assist my constituent in resolving this matter. Please direct all questions and correspondence to John Pellito in my Rochester District Office at (585) 232-4850.

Thank you for your timely assistance with this matter. I look forward to your reply.

Sincerely,

A handwritten signature in cursive script that reads "Louise Slaughter".

Louise M. Slaughter
Member of Congress

LMS:jp

Enc.

To whom it may concern:

I bought a new 2013 Dodge Avenger. Six months after purchase all four brakes on the car seized. The brakes were fixed under the car warranty. Then, one year and six months after, I bought the car, I had some engine head problems. A piston (so I was told) had failed. I believe the engine head had to be replaced. This was all done under warranty.

At this point, I mentioned to the service people and the sales representative who sold me the car that I believed that this car was a defect off of the assembly line. They told me it was from the miles on the car. This cannot be so because I have always kept proper maintenance on the vehicle.

This August, seven months after the engine blew, the check engine light came on. The engine leaked oil into the transmission. The transmission has to be replaced. I gave Cortese Dodge my car on August 31st to fix the transmission. It is now three weeks later and my car is not fixed.

This car is barely two years old and the major parts of this car, brakes, engine and transmission has failed. This care is basically a junker. I am now left without a car. I am now left with a 21,000 dollars debt that I have four more years to pay off. I am too under water to purchase a car.

The Chrysler Corporation and Cortese Dodge should be held accountable for selling me a defective vehicle, and they should make restitutions.

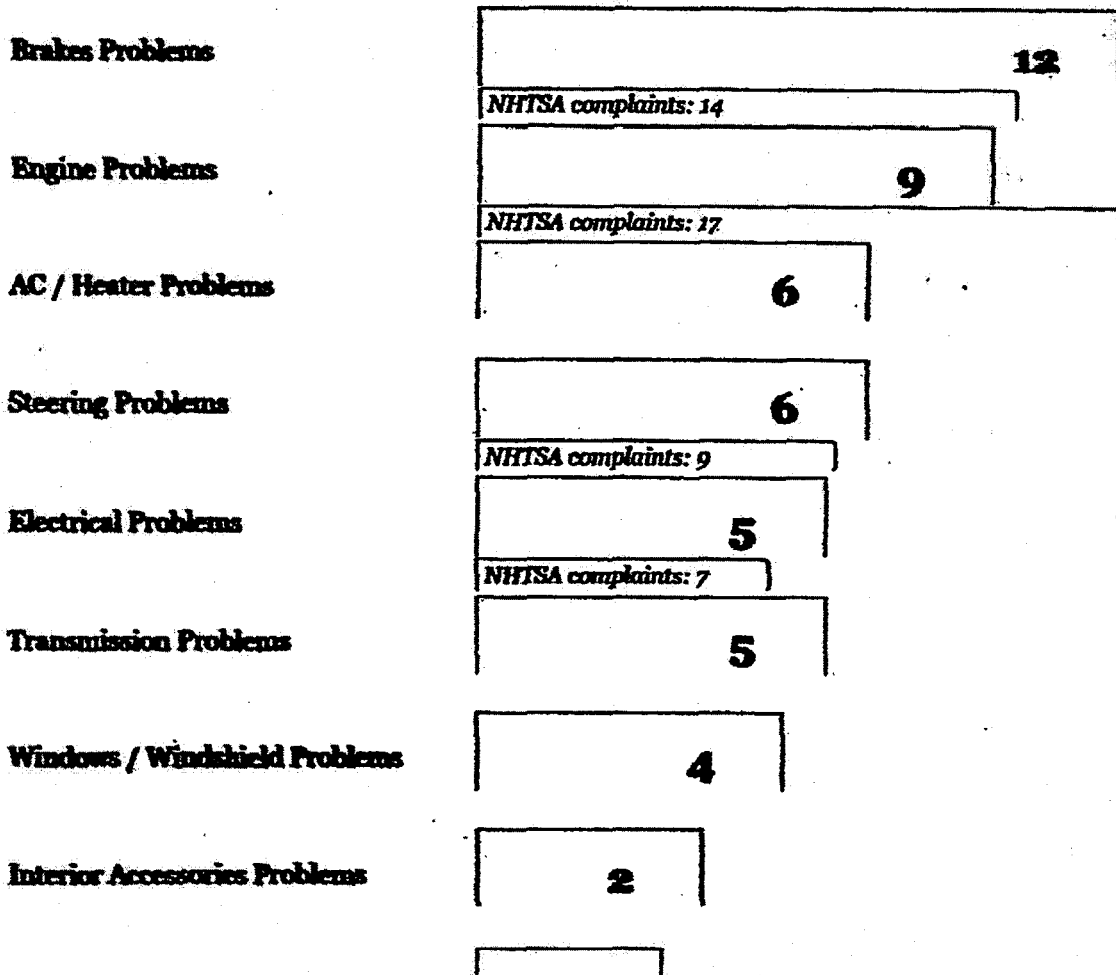

September 22, 2013



SEPTEMBER 15: Dodge Darts Recalled After Transmissions Magically Shift Into Neutral

2013 Dodge Avenger
PROBLEMS & COMPLAINTS

Click on a category below for details. [Help?](#) **WORST 2013 AVENGER PROBLEMS BY CATEGORY**



Exterior Accessories Problems



Lights Problems



Seat Belts / Air Bags Problems



Drivetrain Problems



Body / Paint Problems



Wheels / Hubs Problems



Suspension Problems



Miscellaneous Problems



Fuel System Problems



Cooling System Problems



██████████ is an online automotive complaint resource that uses graphs to show automotive defect patterns, based on complaint data submitted by visitors to the site. The complaints are organized into groups with data published by vehicle, vehicle component, and specific problem.

2013 DODGE AVENGER

Recalls	Investigations	Complaints
3	0	65

RECALLS: Displaying 1 - 3 out of 3

— **RECALL Subject : Loss of Oil Pressure may result in Engine Stall**

Report Receipt Date: NOV 06, 2013
NHTSA Campaign Number: 13V552000
Component(s): ENGINE

All Products Associated with this Recall ▼

Details ▲

Manufacturer: Chrysler Group LLC

SUMMARY:

Chrysler Group LLC (Chrysler) is recalling certain model year 2013 Dodge Avenger and Chrysler 200, and model vehicles equipped with 2.4L engines. Due to abrasive debris in the balance shaft bearings, these engines may be resulting in an engine stall or engine failure.

CONSEQUENCE:

If the engine stalls while driving it may increase the risk of a crash.

REMEDY:

Chrysler will notify owners, and dealers will replace the engine balance shaft module, free of charge. The recall is contact Chrysler at 1-800-247-9753. Chrysler's recall campaign number is N52.

NOTES:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4242 or www.safercar.gov.

— **RECALL Subject : Non-Deployment of Head Restraints**

Report Receipt Date: JUL 02, 2013
NHTSA Campaign Number: 13V282000
Component(s): AIR BAGS , ELECTRICAL SYSTEM

All Products Associated with this Recall ▼

Details ▲

Manufacturer: Chrysler Group LLC

SUMMARY:

Chrysler is recalling certain model year 2011-2013 Sebring and 200 vehicles manufactured June 28, 2011, through 2013 Dodge Avenger vehicles manufactured June 25, 2011, through January 14, 2013; model year 2011-2012 Dodge

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adv.	MILLER, BRUCE T.	Mileage In	60,000	Shop Charge?	N	Warr. Type	C
RO Date	09/01/2015	O/L Group	std	Serv. Cost, Defect.	\$0.00	Warr. Defect.	\$0.00
Pay Method	Cash	Warr. Auth. No.		Charge 1?	N	Charge 2?	N
Customer Control No.		Sales Tax?	Y				
Discount Coupon Amount	\$0.00						

Line A (WIP)

Op-Code: 25

Type: Customer

Pay Rate:

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT IS ON. -- STATES SEEMS TO RUN ROUGH, POSSIBLE TRANSMISSION ISSUE BUT NOT SURE PCM P1790 stored - Fault Immediately After Start PCM P2096 stored - Downstream Fuel Trim System 1 Lean PCM P0944 stored - Loss of Hydraulic Pump Pressure PCM P0137 stored - O2 Sensor 1/2 Circuit Low PCM P0133 pending - O2 Sensor 1/1 Slow Response PCM P0733 pending - Gear Ratio Error in 3rd PCM P0734 pending - Gear Ratio Error in 4th PCM P0868 pending - Line Pressure Low PCM P0841 pending - LR Pressure Switch Rationality

Cause: trans full of fluid, very loud whining from pump. REAR VALVE COVER LEAKING OIL ONTO THE BANK 1 S2 O2 SENSOR CAUSING IT TO FAIL.

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A95	DITULIO, PAUL	0.0	0.0	\$0.00	\$0.00
					Labor Total \$0.00
					Line Total \$0.00

Line B (WIP)

Op-Code:

Type: Customer

Pay Rate:

Complaint: Customer states CHECK FOR AN OIL LEAK

Cause: REAR VALVE COVER LEAKING OIL ON TO DOWNSTREAM REAR O2 SENSOR.

Correction: ORDER VALVE COVER AND SENSOR.

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A95	DITULIO, PAUL	0.0	0.0	\$0.00	\$0.00
					Labor Total \$0.00
					Line Total \$0.00

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adv. KALEN, CHRIS	Mileage In 58,375	Invoice Version B	Mileage Out 58,375
RO Date 7/23/2015	GL Group 1	Invoice Date 07/23/2015	Warr. Type C
Pay Method Cash	Warr. Auth. No.	Shop Charge? N	Warr. Deduct. 30.00
Customer Control No.	Sales Tax? Y	Serv. Cont. Product. 30.00	Charge 2? N
Discount Coupon Amount 30.00		Charge 1? N	

Line A	Op-Code:	Type: Internal	Pay Rate: B		
Complaint:	Customer states RIGHT REAR TIRE IS LEAKING MAY HAVE A SCREW IN TIRE PLEASE PLUG AND OR SEAL.				
Case:	screw				
Correction:	repaired right rear tire				
TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A00	WILLIAMS, JIM	0.2	0.0	\$4.00	\$19.80
					Labor Total \$19.80
					Line Total \$19.80

Summary of Charges			
Payable	War/Int/Sv/Cont Charges	Cost	Amount
Labor	Internal	\$4.00	\$19.80
		\$4.00	\$19.80
Receivable	Internal		\$19.80
			\$19.80

Summary of Charges			
Payable	Charges for	Cost	Amount
	Internal	\$0.00	\$0.00
Receivable	Internal		\$0.00
			\$0.00

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adv.	MILLER, BRUCE T.	Invoice Version	C
DD Date	06/05/2015	Mileage In	54,660
Pay Method	Cash	Invoice Date	06/05/2015
Customer Control No.		Mileage Out	54,660
Discount Coupon Amount	\$0.00	Warr. Type	C
		Warr. Deduct.	\$0.00
		Charge 1?	N
		Charge 2?	N

Line A Op-Code: 011LOF Type: Customer Pay Rate: A

Complaint: MENU-LUBE-OIL-FILTER CK ALL FLUIDS AND CK AIR IN TIRES
Correction: LUBED AS NECESSARY,OIL AND FILTER CK AIR IN TIRES AND CK ALL FLUID LEVELS

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AJJ	WEHRLE, STEPHAN	0.4	0.0	\$1.80	\$15.00
				Labor Total \$15.00	
PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
6807974AD	FILTER ENGIN	1	\$6.40	\$6.40	
68053890AA	OIL 5W20	5	\$2.11	\$10.55	
				Parts Total \$16.95	
				Line Total \$29.95	

Line B Op-Code: Type: Customer Pay Rate:

Complaint: Customer states RIGHT SIGNAL LIGHT INOP
Correction: REPLACED R/F TURN SIGNAL BULB FOUND FAULTY. CHECK OP-OK

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AJJ	WEHRLE, STEPHAN	0.3	0.0	\$6.60	\$29.99
				Labor Total \$29.99	
PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
L0003157AK	BULB NONE	1	\$3.30	\$3.30	
				Parts Total \$3.30	
				Line Total \$33.29	

Line C Op-Code: 05 Type: Customer Pay Rate: A

Complaint: CUSTOMER STATES PLEASE CHECK BRAKES AND ADVISE/Front BRAKES
Cause: CHECK BRAKES AS REQUESTED
Correction: FRONT AT 25% LIFE AND REAR AT 30-35% LIFE

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AJJ	WEHRLE, STEPHAN	0.0	0.0	\$0.00	\$0.00
				Labor Total \$0.00	
				Line Total \$0.00	

Line D Op-Code: 01-Z Type: Customer Pay Rate: A

Complaint: NYS INSPECTION WITH EMISSIONS
Correction: NEW YORK INSPECTION PASSED

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AJJ	WEHRLE, STEPHAN	0.4	0.0	\$1.80	\$21.00
				Labor Total \$21.00	
				Line Total \$21.00	

Summary of Charges					Charges for		
Payable	Type	Acct No.	Cost	Amount	Acct No.	Cost	Amount
	Warr/Int/SvCost Charge						
			\$0.00	\$0.00		\$15.40	\$42.99
						\$2.75	\$3.30
						\$0.00	-\$3.00
						\$0.00	-\$9.60

Receivable

Control No.	Acct No.	Amount
		50.00

Sales Tax
 Labor
 Parts-Other

\$0.00	\$3.65
\$8.80	\$21.00
\$15.00	\$16.95

\$41.95	\$70.25
---------	---------

Receivable
 Credit Card

Control No.	Acct No.	Amount
		\$70.25
		\$70.25

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adv.	FRENCH, RICHARD J.	Invoice Version	B
RD Date	04/08/2015	Mileage In 58,627	Invoice Date 04/08/2015
Pay Method	Cash	G/L Group	1
Customer Control No.		Shop Charge?	N
Discount Coupon Amount	\$0.00	Serv.Chgt. Deduct.	\$0.00
		Warr. Amt. No.	
		Sales Tax?	Y
		Charge 1?	N
		Mileage Out 59,617	
		Warr. Type	C
		Warr. Deduct.	\$0.00
		Charge 2?	N

Line A Op-Code: 41WORKS Type: Interval Pay Rate: A

Complaint: PERFORM LUBE,OIL,FILTER & ROTATE TIRES
 Cause: service interval
 Correction: performed oil change, checked fluids and tire pressures, did not perform rotation.

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A23	EDGEComb, WILL	0.9	0.0	\$12.60	\$15.00
				Laber Total	\$15.00

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
68079744AD	FILTER ENGIN	1	\$6.60	\$6.60	
68035890AA	OIL 5W20	5	\$2.24	\$11.44	
				Parts Total	\$18.04
				Line Total	\$33.04

Line B Op-Code: 45 Type: Interval Pay Rate: A

Complaint: CUSTOMER STATES PLEASE CHECK BRAKES AND ADVISE NEED ESTIMATE IF Brakes are needed...advise
 Cause: customer request, front pads 5mm rear pads 4mm
 Correction: BRAKES ARE GETTING LOW BUT STILL OK ... CHECK AT NEXT SERVICE.NOTE: REAR TIRES ARE GETTING LOW ON TREAD

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A23	EDGEComb, WILL	0.0	0.0	\$0.00	\$0.00
				Laber Total	\$0.00
				Line Total	\$0.00

Summary of Charges					Charges for			
War/Int/SvCost Charges					Acct No.			
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount
Labor	Internal		\$12.60	\$15.00				
Parts-Other	Internal		\$16.72	\$20.04			\$0.00	\$0.00
				\$29.32				
				\$33.04				
Receivable					Receivable			
Internal					Control No.	Acct No.	Amount	
							\$0.00	
							\$35.04	

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adv.	MONACHINO, PAUL C.	Invoice Version	C
RO Date	10/06/2015	Mileage In 46,500	Invoice Date 10/04/2015
Pay Method	Cash	G/L Group	I
Customer Control No.		Warr. Auth. No.	
Discount Coupon Amount	\$0.00	Sales Tax?	Y
		Shop Charge?	N
		Serv.Chgt. Deduct.	\$0.00
		Charge IT	N
		Mileage Out 46,500	Warr. Type C
			Warr. Defect. \$0.00
			Charge IT N

Line A

Op-Code: 23

Type: Warranty

Pay Rate: A

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT IS ON. (see history... Tech A08 advised customer if check engine light comes back on to bring back on Tuesday, The light came back on within 3 hrs)

Correction: was advised by STAR to disconnect battery overnight then re do cam/crank relearn, urethane mix fire gear.

TECH	NAME	BILL HOURS	ACT. HOURS	COST	SELL PRICE
A08	CIEBEK, RAYMOND J.		1.0	\$24.00	\$97.34
					Laber Total 97.34
					Line Total 97.34

Line B

Op-Code:

Type: Internal

Pay Rate:

Complaint: Rental

SUBLKT	VENDOR	DESCRIPTION	PRICE
	AFFORDABLE RENTALS	PO#	\$30.00
			Sublet Total 30.00
			Line Total 30.00

Warr/Int/Sv/Coat Charges				Summary of Charges				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount
Labor	Warranty		\$24.00	\$97.34				
Sublets	Internal		\$30.00	\$30.00			\$0.00	\$0.00
				\$54.00				\$127.34
Receivable	Warranty	Control No.		\$97.34	Receivable	Control No.		
Internal	Internal			\$30.00				\$0.00
				\$127.34				

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adv.	MONACHINO, PAUL C.	Invoice Version	B
RD Date	01/27/2015	Mileage In	46,312
Pay Method	Cash	G/L Group	1
Customer Control No.		Warr. Assn. No.	
Discount Coupon Amount	\$0.00	Sales Tax?	Y
		Invoice Date	01/28/2015
		Shop Charge?	N
		Serv. Cont. Indent.	\$0.00
		Charge 17	N
		Mileage Out	46,512
		Warr. Type	C
		Warr. Deduct.	\$0.00
		Charge 27	N

Line A Op-Code: #110F Type: Customer Pay Rate: A

Complaint: MENU-LUBE-OIL-FILTER CK ALL FLUIDS AND CK AIR IN TIRES (the works \$39.95)

Correction: LUBED AS NECESSARY,OIL AND FILTER CK AIR IN TIRES AND CK ALL FLUID LEVELS

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A08	CIEJEK, RAYMOND J.	0.4	0.0	\$9.60	\$13.95
					Labor Total \$13.95

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
68079744AC	FILTER ENGN	1	\$4.90	\$4.90
68055890AA	OIL 5W20	6	\$1.85	\$11.10
				Parts Total \$16.00
Line Total \$29.95				

Line B Op-Code: 25 Type: Warranty Pay Rate: A

Complaint: CUSTOMER STATES CHECK ENGINE LIGHT IS ON. No lack in performance

Correction: the p0305 #5 mis fire, swapped #5 and #1 coil packs and #5 and #1 plugs, mis fire stayed at #5, swapped #5 and #3 injectors, mis fire still at #5, performed cylinder compression test on all 3 rear cylinders slight 10% pd, perf leak down test on #5, only 5%, advised car of diagn perf was told to replace rear (RIGHT) cylinder head.

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A08	CIEJEK, RAYMOND J.	10.8	0.0	\$259.20	\$1,051.27
					Labor Total \$1,051.27

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
5184562AC	GASKET INTAKE	1	\$2.86	\$2.86
68161332AD	HEAD&VALV CYLIN	1	\$464.54	\$464.54
5184564AH	GASKET CYLIN	1	\$48.24	\$48.24
68093232AA	GASKET EXHAUST	1	\$5.81	\$5.81
5184562AC	GASKET INTAKE	6	\$2.86	\$17.16
5184031AC	GASKET INTAKE	6	\$2.99	\$17.94
5184595AE	GASKET CYLINDE	1	\$17.60	\$17.60
6806260AA	ADHESIVE RTV G	1	\$12.15	\$12.15
				Parts Total \$583.90
Line Total \$1,635.17				

Line C Op-Code: 05CKFR1 Type: Customer Pay Rate: A

Complaint: PLEASE CHECK FRONT BRAKES AND ADVISE (advised by us at last visit they are between 15-20%. Where are they now?

Correction: front and rear pads are between 10 - 15%

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A08	CIEJEK, RAYMOND J.	0.0	0.0	\$0.00	\$0.00
					Labor Total \$0.00
Line Total \$0.00					

Line D Op-Code: 01ROT Type: Customer Pay Rate:

Complaint: MENU-ROTATE TIRES AND CK AIR PRESSURE

Correction: ROTATED TIRES AND CK AIR PRESSURE

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A08	CIEJEK, RAYMOND J.	0.5	0.0	\$12.00	\$19.95
					Labor Total \$19.95
Line Total \$19.95					

Line E

Op-Code:

Type: Internal

Pay Rate:

Complaint: RENTAL

SUBLET

VENDOR AFFORDABLE RENTALS DESCRIPTION PO#

PRICE 560.00
Sublets Total 560.00
Line Total 560.00

War/Int/SvCont Charges				Summary of Charges				
Payable	Type	Acct No.	Cont	Amount	Payable	Acct No.	Cont	Amount
Labor	Warranty		\$259.20	\$1,051.27	Labor		\$21.60	\$33.90
Parts	Warranty		\$326.80	\$583.90	Sales/Tax		\$0.00	\$3.99
Sublets	Internal		\$60.00	\$60.00	Parts-Other		\$17.86	\$16.00
								\$39.46
			\$646.00	\$1,695.17				\$33.89
Receivable		Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount
Warranty				\$1,635.17	Credit Card			\$33.89
Internal				\$60.00				
				\$1,695.17				\$33.89

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Addr.	MONACHINO, PAUL C.	Invoice Vehicle	B
WO Date	09/25/14	Mileage In 30364	Invoice Date 09/25/2014
Pay Method	Cash	G.I. Group	1
Customer Control No.		Warr. Auth. No.	
Blowout Coupon Amount	30.00	Subs Test?	Y
		Shop Charge?	N
		Serv. Cost. Deduct.	30.00
		Charge 1?	N
		Mileage Out 36,164	
		Warr. Type	C
		Warr. Deduct.	30.00
		Charge 2?	N

Line A Op-Code: 61107 Type: Customer Pay Rate: A

Complaint: MENU LUBE-OIL-FILTER CK ALL FLUIDS AND CK AIR IN TIRES 39.95 INCLUDING ROTATE
Correction: LUBED AS NECESSARY, OIL AND FILTER CK AIR IN TIRES AND CK ALL FLUID LEVELS

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AOB	CIEBEK, RAYMOND J.	0.4	0.0	59.60	\$13.95
				Labor Total	\$13.95

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
68079744AC	FILTER ENGIN	1	\$4.34	\$4.34	
68035990AA	OIL 5W20	6	\$1.85	\$11.10	
				Parts Total	\$15.44
				Line Total	\$29.39

Line B Op-Code: 611N62Z Type: Customer Pay Rate: A

Complaint: MENU-FUEL INJECTION SERVICE
Correction: PERFORM FUEL INJECTION SERVICE - declined

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AOB	CIEBEK, RAYMOND J.	0.0	0.0	\$0.00	\$0.00
				Labor Total	\$0.00
				Line Total	\$0.00

Line C Op-Code: 6110T Type: Customer Pay Rate: A

Complaint: MENU-ROTATE TIRES AND CK AIR PRESSURE (part of oil change coupon deal)
Correction: ROTATED TIRES AND CK AIR PRESSURE

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AOB	CIEBEK, RAYMOND J.	0.5	0.0	\$12.00	\$0.00
				Labor Total	\$0.00
				Line Total	\$0.00

Line D Op-Code: Type: Customer Pay Rate:

Complaint: Customer states BACK PASSENGER TIRE CONTINUES TO LOOSE AIR, PLEASE CK AND ADVISE
Correction: mt & balance 2 front tires

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AOB	CIEBEK, RAYMOND J.	0.6	0.0	\$14.40	\$40.00
				Labor Total	\$40.00

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
TUN0015125	TIRE 225/5	2	\$125.00	\$250.00	
				Parts Total	\$250.00

MISC	CHARGE	QTY	UNIT PRICE	EXT. PRICE	
	NYS WASTE TIRE MGT FEE	1.0	\$3.00	\$3.00	
				Misc Total	\$3.00

Line Total \$293.99

Summary of Charges

Payable	Type	Warr/Int/Sv-Cost Charge Acct No.	Cost	Amount	Charges for	Payable	Cost	Amount
							\$36.00	\$33.95

Receivable	Control No.	Acct No.	Amount	Receivable Credit Card
			\$0.00	
			\$0.00	
			\$0.00	

Control No.	Acct No.	Amount
		\$0.00
		\$0.00
		\$18.16
		\$262.66
		\$350.95
		\$350.95

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adr.	MONACHINO, PAUL C.	Invoice Vehicle	B
MO Date	07/01/2014	Invoice Date	07/01/2014
Pay Method	Cash	Shop Charge?	N
Customer Control No.		Warr. Cont. Product	00.00
Discount Coupon Amount	00.00	Charge 1?	N
		Charge 2?	N

Line A Op-Code: 0110F Type: Customer Pay Rate: A

Complain: MENU-LUBE-OIL-FILTER CK ALL FLUIDS AND CK AIR IN TIRES *****(The Works coupon)

Correction: LUBED AS NECESSARY,OIL AND FILTER CK AIR IN TIRES AND CK ALL FLUID LEVELS

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AD8	CIEEK, RAYMOND J.	0.4	0.0	\$9.60	\$19.95
				Labor Total \$19.95	

PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE
68055890AA	OIL 5W20	6	\$1.86	\$11.16
68079744AC	FILTER ENGIN	1	\$4.84	\$4.84
				Parts Total \$16.00
				Line Total \$35.95

Line B Op-Code: 01-E Type: Customer Pay Rate: A

Complain: NYS INSPECTION WITH EMISSIONS

Correction: NEW YORK INSPECTION PASSED11819075

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AD8	CIEEK, RAYMOND J.	0.4	0.0	\$9.60	\$21.00
				Labor Total \$21.00	
				Line Total \$21.00	

Line C Op-Code: 01B0T Type: Customer Pay Rate:

Complain: MENU-ROTATE TIRES AND CK AIR PRESSURE

Correction: ROTATED TIRES AND CK AIR PRESSURE

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AD8	CIEEK, RAYMOND J.	0.5	0.0	\$12.00	\$19.95
				Labor Total \$19.95	
				Line Total \$19.95	

Line D Op-Code: Type: Internal Pay Rate:

Complain: Check both front tires. Both losing air

Correction: no leaks found in fit tires at this time

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AD8	CIEEK, RAYMOND J.	0.0	0.0	\$0.00	\$0.00
				Labor Total \$0.00	
				Line Total \$0.00	

Line E Op-Code: Type: Internal Pay Rate:

Complain: Recommendations: Fuel injector service \$89.95. Customer declined

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AD8	CIEEK, RAYMOND J.	0.0	0.0	\$0.00	\$0.00
				Labor Total \$0.00	
				Line Total \$0.00	

				Summary of Charges		Charges for			
Payable	Type	Acct. No.	Cost	Amount	Payable	Acct. No.	Cost	Amount	

\$0.00	\$0.00	Labor
		Compos/Cont
		Sales Tax
		Labor
		Parts-Other

	\$21.60	\$33.90
	\$0.00	-\$10.00
	\$0.00	\$3.19
	\$9.60	\$21.00
	\$18.16	\$16.00
		<hr/>
	\$49.36	\$64.09

Receivable

Control No.	Acct No.	Amount	Receivable Credit Card
		<hr/>	
		\$0.00	

Control No.	Acct No.	Amount
		<hr/>
		\$64.09
		<hr/>
		\$64.09

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adv. MAY, TIMOTHY	Invoice Variant C	Mileage Out 28,403
RD Date 06/17/2014	Invoice Date 06/26/2014	Warr. Type C
Pay Method Cash	Shop Charge? N	Warr. Defect 0600
Customer Control No.	Serv. Cont. Defect 0600	Charge 27 N
Discount Coupon Amount 00.00	Warr. Auth. No.	
	Sales Tax? Y	
	Charge 27 N	

Line A	Op-Code: 01	Type: Warranty	Pay Rate: A		
Complaint:	ELECTRICAL CK DRIVERS SIDE WINDOW STUCK DOWN, WILL NOT GO UPY DIAGNOSE AND ADVISE				
Correction:	test and replaced master window switch				
TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
AS7	DAVIS, DANIEL	0.5	0.0	\$12.50	\$48.67
					Labor Total \$48.67
PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
4602760AA	SWITCH WINDOW	1	\$132.31	\$132.31	
				Parts Total \$132.31	
				Line Total \$180.98	

Warr/Int/Svc/Cont Charges				Summary of Charges				
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount
Labor	Warranty		\$12.50	\$48.67				
Parts	Warranty		\$74.03	\$132.31			\$0.00	\$0.00
			\$86.53	\$180.98				
Receivable	Warranty	Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount
				\$180.98				\$0.00
				\$180.98				

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adr.	YOUNG	Invoice Version	B
SO Date	TIMOTHY B.	Invoice Date	04/07/2014
Pay Method	04/07/2014	Mileage In	24,254
Customer Control No.	Cash	G/L Group	1
Previous Charge Amount	00.00	Warr. Auth. No.	
		Sales Tax?	Y
		Shop Charge?	N
		Serv. Cost. Subject	00.00
		Charge 1?	N
		Charge 2?	N

Line A

Op-Order: Type: Internal Pay Rate:

Complaint: Customer states brake light came on, stayed on about 10 seconds, then went off. we just lubed caliper slides last visit. ** Was told by service manager it's probably low fluid

Correction: road tested vehicle, stopping and starting several times, light did not come on. fluid is full. unable to duplicate concern at this time

TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A56	MORSE, BARRY M.	0.0	0.0	\$0.00	\$0.00
					Labor Total \$0.00
					Line Total \$0.00

Summary of Charges							
Payable	Warr/Int/Svc/Coast Charges			Payable	Charges for		
	Type	Acct No.	Cost Amount		Acct No.	Cost Amount	
			\$0.00 \$0.00			\$0.00 \$0.00	
Receivable	Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount
			\$0.00				\$0.00

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Addr. YOUNG, TIMOTHY R.	Service Vehicle B
RO Date 09/02/2015	Invoice Date 09/02/2015
Pay Method Cash	Shop Charge? N
Customer Control No.	Serv. Cost. Deduct. 00.00
Discount Coupon Amount 00.00	Charge IT N
Mileage In 13005	Mileage Out 13005
Oil Group 1	Warr. Type C
Warr. Auth. No.	Warr. Deduct. 00.00
Make Year Y	Charge 2? N

Line A	Op-Code 011LOF	Type Internal	Pay Rate:		
Complaint:	MENU LUBE OIL-FILTER CK ALL FLUIDS AND CK AIR IN TIRES Complimentary oil change				
Correction:	LUBED AS NECESSARY OIL AND FILTER CK AIR IN TIRES AND CK ALL FLUID LEVELS				
TECH	NAME	ELL. HOURS	ACT. HOURS	COST	SELL PRICE
A00	WILLIAMS, JIM	0.4	0.0	\$6.70	\$13.95
					Labor Total \$13.95
PART	DESCRIPTION	QTY	UNIT PRICE	EXT. PRICE	
68079744AB	FILTER ENGINE	1	\$6.60	\$6.60	
68053890AA	OIL 5W20	6	\$2.33	\$15.18	
					Parts Total \$21.78
MISC	CHARGE	QTY	UNIT PRICE	EXT. PRICE	
	FREE OIL CHANGE PARTS	1.0	-21.78	-21.78	
	FREE OIL CHANGE LABOR	1.0	-13.95	-13.95	
	TAX ADDED TO INTERNAL SERVICE	1.0	\$1.74	\$1.74	
					Misc Total -\$33.99
					Line Total \$1.74

Summary of Charges			
Warr/Int/Sv Cost Charge		Summary of Charges	
Payable	Type	Acct. No.	Cont. Amount
Labor	Internal		\$6.70 \$13.95
Misc.Chg	Internal		\$0.00 -\$31.78
Misc.Chg	Internal		\$0.00 -\$13.95
Misc.Tax	Internal		\$0.00 \$1.74
Parts-Other	Internal		\$18.16 \$21.78
			\$24.86 \$1.74
Receivable	Control No.	Acct. No.	Amount
Internal			\$1.74
			\$1.74
Charge for	Acct. No.	Cont.	Amount
		\$0.00	\$0.00
Receivable	Control No.	Acct. No.	Amount
			\$0.00

Repair Order Details

ROCHESTER, NY

13 DODGE AVENGER SE
VIN: 1C3CDZAG1DN

RO

Serv. Adv.	BONTER, ROBERT	Invoice Version	B	Mileage Out	2,205
RO Date	07/11/2015	Invoice Date	07/11/2015	Warr. Type	C
Pay Method	Cash	Shop Charge?	N	Warr. Deduct.	\$0.00
Customer Control No.		Serv. Cont. Deduct.	\$0.00	Charge ST	N
Diamond Coupon Amount	\$0.00	Charge IT	N		

Line A	Op-Code:	Type: Internal	Pay Rate:		
Complaint:	Customer: Shuts squeaking/rubbing noise near front end of vehicle when stopping				
Correction:	normal internal trans selected operating noise				
TECH	NAME	BILL. HOURS	ACT. HOURS	COST	SELL PRICE
A39	MITCHELL, KARLE	0.0	0.0	\$0.00	\$0.00
					Laber Total \$0.00
					Line Total \$0.00

Warr/Warr/SvCont Charge			Summary of Charges			Charges For		
Payable	Type	Acct No.	Cost	Amount	Payable	Acct No.	Cost	Amount
			\$0.00	\$0.00			\$0.00	\$0.00
Receivable		Control No.	Acct No.	Amount	Receivable	Control No.	Acct No.	Amount
				\$0.00				\$0.00



**2014 House Input Form for Governmental Affairs
Correspondence Control Sheet (I-10), W85-328**



Control Number H - 2015 209

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

General

2015 OCT -1 A 11: 54

Date DOT Received 10/6/2015
 Date DOT Entered 10/6/2016
 Member's Date 10/6/2015
 Member Last Name Slaughter
 Member First Name Louise
 Member Organization United States House of Representatives
 Address1 100 State St
 Address2
 City Rochester
 State NY
 Zip 14614

Constituents

File Name [REDACTED]
 Date 10/6/2015
 Subject 2013 Dodge Avengner
 Action Office NHTSA
 Action Code
 Due Date 11/20/2015

Contacts

Member Contact John Pellito
 Phone (585) 232-4850
 Pending
 Closed Date
 Remarks
 DOT Contact Nikki Purnell at (202) 366-4573

Notes: