

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)

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 21-JUL-2016	Repository <input type="checkbox"/>
	Reference No. 10887464
Daytime Telephone Number	E-mail Address
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: POWELL State: OH Zip Code: [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 1C4RJFBG9F [REDACTED]	Make JEEP	Model GRAND CHEROKEE	Model Year 2015
Date Purchased 11-14-2014	Dealer's Name and Telephone Number Auto Max 740-369-9611	Engine: No: Cylinders	Fuel Type: Reg
Original Owner <input checked="" type="checkbox"/>	Dealer's City Delaware, OH 43015	State OH	Zip Code 43015
Transmission Type Auto	<input checked="" type="checkbox"/> Antilock Brakes (Powertrain) <input checked="" type="checkbox"/> Cruise Control	Multiple Failure:	Incident Date(s) 20-JAN-2015 See Attached!

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)	Failure Mileage 1055	Failure Speed 18
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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	Number of Deaths	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 2015 JEEP GRAND CHEROKEE. WHILE DRIVING APPROXIMATELY 70 MPH, THE VEHICLE HESITATED AND THE ENGINE REVVED WITHOUT WARNING. THE VEHICLE WAS TAKEN TO A LOCAL DEALER WHO DIAGNOSED AND REPLACED THE TRANSMISSION AND COMPUTER. THE FAILURE RECCURED AND THE VEHICLE WAS TAKEN BACK TO THE DEALER. THE TECHNICIAN DIAGNOSED AND REPLACED THE VALVE BODY. THE FAILURE RECCURED FOUR TIMES THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND ASSURED THE CONTACT THAT THE FAILURE WAS COVERED BY THE WARRANTY. THE MANUFACTURER REFERRED THE CONTACT BACK TO THE DEALER FOR MORE DETAILED DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 1,035.

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.

October 1, 2016

Randy Reid
Chief Correspondence Research Division
Office of Defects Investigation Enforcement
U.S. Department of Transportation
National Highway Traffic Safety Administration,
1200 New Jersey Avenue SE
Washington, DC 20590

RE: #10887464

Dear Mr. Reid,

Before purchasing a new car, I researched and test drove five vehicles before I selected my 2015 Jeep Grand Cherokee. I really like my vehicle and have always hoped it could be repaired. The first time the transmission got stuck was entering the freeway. I could feel the car wasn't correctly shifting and there was a message on the drivers display panel. It was telling me if I stopped the car it may not go again. It also said not to put it into reverse. It was scary. I was on my way to watch my four young grandchildren, so I kept going a few more miles. My husband met me there and then he drove our Jeep in 2nd gear to the dealership, Crown Dublin. They replaced the transmission and the transmission computer, but still the transmission would get stuck in first gear. This also happened when my adult son and my husband each drove the Jeep.

Now that time has passed, I do not drive with my grandchildren or friends, for their safety and possible inconvenience. The Jeep is not safe because the transmission is not reliable and is inconsistent. When I enter traffic, sometimes I cannot get to the speed I need to in order to go the speed limit and get out of the way of other drivers. Please help me. I feel that no one is listening about the danger of driving this vehicle because the dealership has not duplicated the problem again.

Below I have listed the dates and what happened to the best of my ability. I have attached the work results from Crown Dublin.

Owner: [REDACTED] and [REDACTED]

- 11/14/2014** New 2015 Jeep Grand Cherokee purchased
- 01/10/2015** 1055 miles - Transmission failed and was replaced as well as transmission computer/software. (See attachment # 1)
- 02/5/2015** 1495 miles - Vehicle taken to Crown Dublin because vehicle will not shift to next gear – Crown not able to duplicate the problem and I was sent home with the problem. (See attachment #2)

07/31/2015 5854 miles – Vehicle was taken to Crown because it would not shift gears at approximately 25 mph. Work done: F71 Flash software for TMC – 181905AU Module, Transmission Control – Reprogrammed Module. Also 18R40182 Safety Recall R40 Radio Security. (See attachment #3)

06/07/2016 11228 miles began to track the dates and some speeds of the not shifting incidents. (See Attachment # 4, page 7) Luckily, I was able to get the transmission back to normal if I shifted it into Sports Mode and then out of Sports Mode. After almost a year driving with recurring problems, I returned to Crown Dublin and they were able to duplicate the first 9 incidents and they replaced the Valve Body. (See attachment 4, pages 1-6)

The dates of these problems were:

12/5/2015

02/24/2016

03/05/2016

03/18/2016 2x

04/05/2016

04/30/2016

05/01/2016

5/21/2016

06/01/2016 – This time the vehicle went into 4 WD Low by itself on a 45 mph road. I had to pull off the road and luckily into a parking lot. It is a scary thing to not have your vehicle move along with traffic like it should. The Transfer Case was showing, AUTO, but on my dash board it showed 4WD Low and I could not accelerate. I could not move the Transfer Case indicator. I shut off the engine and tried it again. It was stuck in 4 WD Low. I got out the manual and did what it suggested: To stick a ball point pen end into this small hole by the gear shift. It was a noisy process, but this realigned the gears, it seemed. It was back to normal.

7/26/2016 12810 miles - The new valve body that was replaced on 06/01/2016 did not fix the problem. During July, I had four occurrences of the transmission not shifting and putting myself and whoever is in the car with me, in danger. This happened 7/2/2016, and 7/5/2016 at 18 mph, 7/17/2016 I did not record speed and 7/26/2016 at 30 mph. (See attachment #5, page 3)

18S27182 Safety Recall S27 Transmission Electronic Shift Lever was completed. Crown was unable to duplicate my issues, no fault codes were found and I was sent home with my problem and Crown hoping the recall would help the issue. It did not. (See attachment #5) They did complete a Safety Recall S27 on the Electronic Shift Lever.

09/ 13/ 2016 Since July 26, on four occasions I had experienced the transmission not shifting. (See attachment 6) The Service Manager at Crown, Damon Clark, drove with me to see if, perhaps it was me causing the problem. He said it was not. However, if the technician does not experience the problem I am telling them, then it is like there is not a problem. He was very nice, but the problem is back on my shoulders.

When my Jeep does not respond like it should, my passengers and I and others on the road are put in a potentially dangerous and life threatening situation. It is a panic situation. The car should accelerate and move with traffic, when it does not accelerate and a car is coming down the road, I need to quickly move out of the path of the approaching car. This cannot be done when the transmission does not shift. So far, the perfect storm of events has not happened to cause a horrible accident, but it can happen. This Jeep has the potential to cause life threatening injuries and death if something is not done. I am trapped with a vehicle that has intermittent transmission problems and a dealership that cannot find the problem.

If you need any more information or clarity, please let me know. Thank you.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED] cell
[REDACTED]

Powell, OH [REDACTED]

[REDACTED]

Jan. 10, 2015

CUSTOMER #: [REDACTED]

INVOICE



CHRYSLER-JEEP-DODGE-RAM-KIA
6350 Perimeter Loop Rd. - Dublin, OH 43017
Phone 614-761-2360 - Fax 614-791-8220
www.CrownChryslerJeepDodge.com
www.CrownKiaDublin.com

POWELL, OH [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

PAGE 1

SERVICE ADVISOR: 971327 TYLER C RAMSEY

CONT: [REDACTED]
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC		1055/1070	T3814	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
14NOV14	DD26SEP14		17:00 10JAN15		114.40	CASH	20JAN15
R.O. OPENED		READY	OPTIONS: ENG:3.6_Liter				

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

A CUSTOMER STATES THE INFO DISPLAY SAYS NOTHING WORKS AND THE VEHICLE WILL NOT SHIFT OR START.

- CAUSE: INTERNAL TRANS FAILURE METAL FLAKE IN THE TCM.
- 21006201 Transmission - Replace - 845RE Speed Automatic - Replace (3 - Highly Skilled) 970253 CARLSON,STEPHEN P LIC#: 3619 (N/C)
 - 21006260 Transmission - Replace - 845RE Speed Automatic Skid plate 970253 CARLSON,STEPHEN P LIC#: 3619 (N/C)
 - 21006266 Transmission - Replace - 845RE Speed Automatic 4x4/AWD Equipped 970253 CARLSON,STEPHEN P LIC#: 3619 (N/C)
 - 21000051 Transmission TCM Adaptation Procedure 970253 CARLSON,STEPHEN P LIC#: 3619 (N/C)
 - 85410000 DIAGNOSTIC TIME WITH REPAIR AND TRANS COOLER BACK FLUSH 970253 CARLSON,STEPHEN P LIC#: 3619 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

1070 INTERNAL TRANS FAILURE. METAL FLAKE IN THE TCM. U0002-00. CAN C BUS OFF PERFORMANCE. TESTED CAN BUS AND I HAVE .2V HIGHER THEN SPEC. FIRST I DISCONNECTED AND CHARGED THE VEH BATTERY. VOLTAGE WAS VERY LOW. RECONNECTED BATTERY AND SAME FAULTS ARE STILL THERE. I STARTED PULLING UNRESPONSIVE MODULES OFF OF THE CAN C BUSS AND PLUGGING THEM BACK IN. I PULLED THE CLUSTER. DISCONNECTED AND RECONNECTED THE TCM. IT STARTED FUNCTIONING AGAIN. I THEN PULLED THE ABS MODULE CONNECTOR AND RECONNECTED IT. (AFTER THE BAT DISCONNECT.). IT THEN CAME BACK ON LINE AND THE BUSS VOLTAGES ARE RIGHT NOW. CLEARED FAULTS. TEST DROVE. NO MORE ISSUES. LET VEH SIT OUT SIDE OVER NIGHT. TEST DROVE AND HAPPENED AGAIN. TCM IS DOWN. AND SPITTING BAD SIGNALS ON THE BUSS. SEE ATTACHED

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Any warranties on the products 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.

No refunds, returns or exchanges on electrical or special ordered items. Returned merchandise subject to 20% handling charge. All special ordered parts must be paid for 100% in advance. No refunds or returns after 10 days.

In case of litigation for collection of this bill, attorney's fees and court costs will be paid by the customer.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
DISCOUNT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X
CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



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www.CrownChryslerJeepDodge.com
www.CrownKiaDublin.com

POWELL, OH [REDACTED]
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

PAGE 2

SERVICE ADVISOR: 971327 TYLER C RAMSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		1055/1070	T3814	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
14NOV14	DD26SEP14		17:00 10JAN15		114.40	CASH	20JAN15
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
12:57 10JAN15	10:18 20JAN15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SHEET. PULLED PAN AND FOUND DEBRI IN IT. REPLACED TRANSMISSON. QUICK LEARNED. TEST DROVE.							

B IN THE EVENT THAT THERE IS A MANUFACTURE RECALL OR SOFTWARE UPDATE AVAILABLE FOR THIS VEHICLE I AUTHORIZE CROWN TO PERFORM THOSE REPAIRS

CAUSE: 18-067-14.....21-039-14.....08-079-14 REV. C

181906AT Module, Powertrain Control (PCM) - (N/C)
 Reprogram Module, Powertrain Control (PCM) - (N/C)
 Reprogram (0 - Low Skilled)
 970253 CARLSON,STEPHEN P LIC#: 3619
 W

1 RL260786AA TRANS WITH TORQUE CONVERTER (N/C)
 9 68218925AA *FLUID-AUTOMATIC TRANSMISSION (N/C)
 181905X9 Module, Transmission Control (TCM) - (N/C)
 Reprogram Module, Transmission Control (TCM)
 - Reprogram (1 - Semi-Skilled)
 970253 CARLSON,STEPHEN P LIC#: 3619
 W

186002EE Radio - Reprogram - Reprogram Radio, (N/C)
 Check Software Level and Perform Software Update (0 - Low Skilled)
 970253 CARLSON,STEPHEN P LIC#: 3619
 W

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
1055 18-067-14.....21-039-14.....08-079-14 REV. C							
0.80							
18-19-06-AT Module, Powertrain Control (PCM) -							
Reprogram (0 - Low Skilled)							
8 - Engine Performance							
0.2 Hrs.....18-19-05-X9 Module, Transmission Control (TCM) -							
Reflash - (0 - Introduction)							
2- Automatic							

DISCLAIMER OF WARRANTIES

Any warranties on the products 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.

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In case of litigation for collection of this bill, attorney's fees and court costs will be paid by the customer.

X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
DISCOUNT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE



CHRYSLER-JEEP-DODGE-RAM-KIA
6350 Perimeter Loop Rd. · Dublin, OH 43017
Phone 614-761-2360 · Fax 614-791-8220
www.CrownChryslerJeepDodge.com
www.CrownKiaDublin.com

POWELL, OH [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 3

SERVICE ADVISOR: 971327 TYLER C RAMSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		1055/1070	T3814	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		17:00 10JAN15		114.40	CASH	20JAN15
R.O. OPENED		READY	OPTIONS: ENG:3.6_Liter				
12:57 10JAN15		10:18 20JAN15					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				Transmission			
				0.2 Hrs.....**18-60-02-EE** Radio, Check Software			
				Level and, Perform			
				Software Update			
				(0 - Introduction)			
				6 - Electrical and Body			
				Systems			
				0.4 Hrs.....			

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
DISCOUNT	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

X
CUSTOMER SIGNATURE

Feb 5, 2015 #2

CUSTOMER #: [REDACTED]

INVOICE



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 6350 Perimeter Loop Rd. - Dublin, OH 43017
 Phone 614-761-2360 - Fax 614-791-8220
 www.CrownChryslerJeepDodge.com
 www.CrownKiaDublin.com

DUPLICATE 1
 PAGE 1

POWELL, OH [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 971327 TYLER C RAMSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		1495/1505	TT3976	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		18:00 06FEB15		114.40	CASH	11FEB15
R.O. OPENED	READY	OPTIONS:					
14:29 05FEB15	14:25 11FEB15	ENG:3.6_Liter					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S: CLICKING TYPE NOISE COMING FROM THE ENGINE WHEN STARTING...
 NOISE IS MOST NOTABLE WHEN USING REMOTE START COLD. NOISE FROM
 THE DRIVERS SIDE FRONT...
 CAUSE: ALL NOISES ARE NORMAL.
 85410000 DIAGNOSTIC TIME WITH REPAIR
 970253 CARLSON,STEPHEN P LIC#: 3619
 W (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: -0.00 TOTAL LINE A: 0.00
 1495 ALL NOISES ARE NORMAL. 0.30 NORMAL EXHAUST HEAT CYCLING. VEH
 OPERATING AS DESIGNED.

B CUSTOMER STATES WHEN TRYING TO ACCELERATE THE VEHICLE WILL HESITATE
 AND NOT MOVE. THE ENGINE REVS UP AND WILL NOT SHIFT... DISPLAY
 SHOWS YOUR IN "D" BUT WILL NOT SHIFT..AND ENGINE WILL REV UP TO
 AROUND 4000 RPM... / /

CAUSE: NO PROBLEM FOUND
 NPF NO PROBLEM FOUND
 970253 CARLSON,STEPHEN P LIC#: 3619
 C

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
 1505 NO PROBLEM FOUND TEST DROVE. VEH. VEH OPERATING AS DESIGNED.
 NO TSBS. NO RRTS. NO FLASHES.

C IN THE EVENT THAT THERE IS A MANUFACTURE RECALL OR SOFTWARE UPDATE
 AVAILABLE FOR THIS VEHICLE I AUTHORIZE CROWN TO PERFORM THOSE
 REPAIRS

CAUSE: NONE
 NPF NO PROBLEM FOUND

DISCLAIMER OF WARRANTIES

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
DISCOUNT	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

X
 CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

INVOICE



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www.CrownKiaDublin.com

DUPLICATE 1
PAGE 2

POWELL, OH [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

SERVICE ADVISOR: 971327 TYLER C RAMSEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9F [REDACTED]		1495/1505	TT3976	
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		18:00 06FEB15		114.40	CASH	11FEB15
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
14:29 05FEB15	14:25 11FEB15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
970253		CARLSON, STEPHEN P	LIC#:	3619			
				C		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
1505	NONE	NONE					

CUSTOMER REQUESTED A LOANER
CREATED 2015-01-30 03:00:00PM
TAKEN BY DAMON CLARK

DISCLAIMER OF WARRANTIES

Any warranties on the products 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.

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X
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
DISCOUNT	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

7-31-2010 #3

CUSTOMER #: [REDACTED]

INVOICE



CHRYSLER-JEEP-DODGE-RAM-KIA
 6350 Perimeter Loop Rd. · Dublin, OH 43017
 Phone 614-761-2360 · Fax 614-791-8220
 www.CrownChryslerJeepDodge.com
 www.CrownKiaDublin.com

POWELL, OH [REDACTED]
 HOME: [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 970321 MARK C NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		5854/586Z	T2262	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		18:15 31JUL15		114.40	CASH	04AUG15
R.O. OPENED	READY	OPTIONS: ENG:3.6 Liter					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
C	74						
74 Multipoint inspection (according to maintenance interval)							
maintenance interval)							
				263	C		

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D 56 Automatic Transmission Concern CUST STATES THE TRANSMISSION WHEN ACCELERATING FROM A STOP THE JEEP WOULD REACH 24 MPH BUT NOT UPSHIFT. THE ENGINE RPM'S WERE HIGH.

CAUSE: Transmission operating properly at this time

00 DIAG 263 W
 FC: PART#: COUNT: (N/C)
 CLAIM TYPE: W
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
 5862 Transmission operating properly at this time 0.50 Test drove vehicle with no shift issues noted. No fault codes present in PCM or TCM. Verified proper transmission shift operation

E 71 Flash Software 1 Software Flash for TPM
 CAUSE: UPDATE

18192891 Module, Tire Pressure Monitor (TPM) -
 Reprogram Module, Tire Pressure Monitor (TPM) Reprogram and Run Misc Function Routine's, TPM Sensor Position Parameter Update and Program Tire Sensor ID (0 - Low Skilled)

263 W
 FC: RF PART#: COUNT: (N/C)
 CLAIM TYPE: W

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	<p>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</p>	<p>LABOR AMOUNT</p>	<p>PARTS AMOUNT</p>
<p>DATE</p>	<p>CUSTOMER SIGNATURE</p>	<p>AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE</p>	<p>SUBLET AMOUNT</p>
			<p>MISC. CHARGES *</p>
			<p>TOTAL CHARGES</p>
			<p>LESS INSURANCE</p>
			<p>SALES TAX</p>
			<p>PLEASE PAY THIS AMOUNT</p>

CUSTOMER #: [REDACTED]

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POWELL, OH

PAGE 2

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

SERVICE ADVISOR: 970321 MARK C NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE-IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		5854/5862	T2262	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		18:15 31JUL15		114.40	CASH	04AUG15
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
16:44 31JUL15	15:24 04AUG15						

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

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
5862

TPM update 08-024-15
Current Part Number: 68219831AC
New Part Number: 68219831AD

F 71 Flash Software 2 Software Flash for TCM

CAUSE: UPDATE

181905AU Module, Transmission Control (TCM)
Reprogram Module, Transmission Control (TCM)
- Reprogram (1 - Semi-Skilled)
263 W

FC: PART#: COUNT:

(N/C)

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
5854

TCM update 21-027-15
Current Part Number: 68241279AE

G 79 Recall / CSN 1 R40 Safety Recall R40 Radio Security Vulnerability

CAUSE: RECALL

18R40182 Safety Recall R40 - Radio Security
Vulnerability - Reprogram Inspect Radio
Software Level and Perform Software Update
(0 - Low Skilled)
263 W

(N/C)

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

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PAGE 3

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

SERVICE ADVISOR: 970321 MARK C NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		5854/5862	T2262	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
14NOV14	DD26SEP14		18:15 31JUL15		114.40	CASH	04AUG15
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
16:44 31JUL15	15:24 04AUG15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	FC:	PART#:	COUNT:				
	CLAIM TYPE:	S					
	AUTH CODE:						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
 5854 performed Recall R40 radio software update

H 84 General Concern #1 Customer states Loaner car.

CAUSE: LOANER
00 MISC

263 W (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

I 84 General Concern #2 Customer states when starting the engine and you are outside the jeep you hear rhythmic clicking noise from the engine area.

00 MISC

263 C 0.00 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

5862 No abnormal engine noise heard at this time

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

June 7, 2016 #4



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CUSTOMER #: [REDACTED]

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PAGE 1

POWELL, OH
 HOME [REDACTED]
 BUS: [REDACTED]

CONT: [REDACTED]
 CELL: [REDACTED]

SERVICE ADVISOR: 321 MARK NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		11228/11272	T2412	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		17:00 14JUN16		114.40	CASH	14JUN16
R.O. OPENED	READY	OPTIONS:					
10:43 07JUN16	13:45 14JUN16	ENG:3.6_Liter					

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

C 74 Multipoint inspection (according to maintenance interval)
 74 Multipoint inspection (according to maintenance interval)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

D 56 Automatic Transmission Concern CUST STATES THE TRANS. WILL NOT UP SHIFT. THE ENGINE RPMS WILL RAISE BUT THE JEEP WILL NOT GO OVER 18 MPH. YOU HAVE TO PUT THE VEH IN SPORT MOVE TO GET THE TRANS TO SHIFT.

CAUSE: valves sticking in the valve body.

21550231 Pan, Oil - Related Repairs - Remove and install (3 - Highly Skilled)

253	C					0.00	0.00
1	RL25930LAB VALVE BOD						(N/C)
8	68218925AA FLUID-AUTOMATIC TRANSMISSION						(N/C)
FC: PART#: COUNT:							(N/C)
CLAIM TYPE: W							
AUTH CODE:							

21550260 Pan, Oil - Related Repairs Skid Plate Equipped

253	W						(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

2195015B Valve Body Valve body/Transmission Control Module Assembly - 8-Spd Auto

253	W						(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
	LESS INSURANCE	
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	SALES TAX	
	PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

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POWELL, OH

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HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 321 MARK NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		11228/11272	T2412	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		17:00 14JUN16		114.40	CASH	14JUN16

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.6_Liter

10:43 07JUN16 13:45 14JUN16

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	2195015D		Valve Body Seal, clutch feed				(N/C)
		253	W				
	FC:	PART#:	COUNT:				
	CLAIM TYPE:	W					
	AUTH CODE:						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

11272 valves sticking in the valve body. replaced valve body.
PROGRAMMED IT TO THE VEH. FILLED THE TRANS. QUICK LEARNED THE TRANS.
TEST DROVE. VEH IS SHIFTING AS DESIGNED. 68227335AC to targeted part
number 68241279AF

E 78 RRT 1 15089 2015 WD WK KEY NOT DETECTED RFHM FLASH
CAUSE: related to the rf line flash.

00 MISC
253 C
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
11228 related to the rf line flash.

F 71 Flash Software 1 Software Flash for PCM

CAUSE: 18-055-16
181906JP Module, Powertrain Control (PCM) -
Reprogram Module, Powertrain Control (PCM) -
Reprogram (0 - Low Skilled)

253 W (N/C)
FC: RF PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

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POWELL, OH

PAGE 3

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

SERVICE ADVISOR: 321 MARK NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		11228/11272	T2412	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
14NOV14	DD26SEP14		17:00 14JUN16		114.40	CASH	14JUN16
R.O. OPENED	READY	OPTIONS: ENG:3.6 Liter					
10:43 07JUN16	13:45 14JUN16						

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

11228 18-055-16 0.20
 **18-19-06-JP Module, Powertrain Control
 (PCM) - Reprogram
 (0 - Introduction)
 1- Engine Repair and Performance
 0.2 Hrs. **68229960AD to targeted part number 68229960AF.

G 71 Flash Software 2 Software Flash for BCM
 CAUSE: 08-112-15
 181902BA Module, Body Control (BCM) - Reprogram
 Module, Body Control (BCM) - Reprogram (0 -
 Low Skilled)
 253 W (N/C)
 FC: RF PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
 11228 08-112-15
 18-19-02-BA Module, Body Control -
 Reprogram (1 - Semi-Skilled)
 6 - Electrical and Body
 Systems
 0.2 Hrs. 68236140AC to targeted part number 68236140AG

H 71 Flash Software 3 Software Flash for RFH
 CAUSE: 08-079-15 REV. B
 1819129C Module, Radio Frequency Hub (RFH) -
 Reprogram Module, Radio Frequency Hub (RFH)
 - Reprogram (Includes Fuse Remove and
 Install) (0 - Low Skilled)

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

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POWELL, OH [REDACTED]

PAGE 4

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 321 MARK NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		11228/11272	T2412

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
14NOV14	DD26SEP14		17:00 14JUN16		114.40	CASH	14JUN16

R.O. OPENED	READY	OPTIONS:
10:43 07JUN16	13:45 14JUN16	ENG:3.6_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
							(N/C)

FC: RF PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

11228 08-079-15 REV. B
**18-19-12-9C Module, Radio Frequency Hub
(RFH) - Reprogram (Includes Fuse Remove and Install)
(0 - Introduction)

ELECTRICAL AND BODY SYSTEMS

0.2 Hrs**.....68240157AA to targeted part number 68240157AC.

I 71 Flash Software 4 Software Flash for TCM

CAUSE: 21-027-15 REV. C

181905BV Module, Transmission Control (TCM) -
Reprogram Module, Transmission Control (TCM)
- Reprogram (0 - Low Skilled)

253 W (N/C)

FC: RF PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

11228 21-027-15 REV. C
18-19-05-BV Module, Transmission Control

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	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
	LESS INSURANCE	
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	SALES TAX	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]

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PAGE 5

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

SERVICE ADVISOR: 321 MARK NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		11228/11272	T2412	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		17:00 14JUN16		114.40	CASH	14JUN16
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
10:43 07JUN16	13:45 14JUN16						

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

(TCM) - Reprogram
(1 - Semi-Skilled)
21- Automatic Transmission
0.2 Hrs 68241279AE to targeted part number 68241279AF.

J 84 General Concern #1 Customer states Loaner vehicle
CAUSE: .
00 MISC
253 C 0.00 0.00 0.00 0.00 TOTAL LINE J: 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00
11272

K 84 General Concern #2 Customer states The 4wd low indicator on the dash showed veh in 4wd. The shifter was in normal mode. Jeep acted like it was in 4 wd.
CAUSE: UNABLE TO DUPLICATE.
00 MISC
253 C 0.00 0.00 0.00 0.00 TOTAL LINE K: 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00
11272 UNABLE TO DUPLICATE. NO PROBLEM FOUND.

L** IN THE EVENT THAT THERE IS A MANUFACTURE RECALL OR SOFTWARE UPDATE AVAILABLE FOR THIS VEHICLE I AUTHORIZE CROWN TO PERFORM THOSE REPAIRS
CAUSE: 08-053-16 REV. B
186002JM Radio - Reprogram Radio, Check Software Level and Perform Software Update (0 - Low Skilled)
253 W (N/C)
FC; RF PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

*SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
We have added a charge equal to 10% of the total labor cost, not to exceed \$24.50, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES *	
	TOTAL CHARGES	
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LESS INSURANCE	
	SALES TAX	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
PLEASE PAY THIS AMOUNT

CUSTOMER #: [REDACTED]



INVOICE

CHRYSLER-JEEP-DODGE-RAM-KIA
6350 Perimeter Loop Rd. · Dublin, OH 43017
Phone 614-761-2360 · Fax 614-791-8220
www.CrownChryslerJeepDodge.com
www.CrownKiaDublin.com

POWELL, OH [REDACTED]
HOME [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 6

SERVICE ADVISOR: 321 MARK NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		11228/11272	T2412	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
14NOV14	DD26SEP14		17:00 14JUN16		114.40	CASH	14JUN16

R.O. OPENED	READY	OPTIONS:					
10:43 07JUN16	13:45 14JUN16	ENG:3.6_Liter					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE L: 0.00
 11228 08-053-16 REV. B
 18-60-02-JM Radio, Check Software Level and
 Perform Software Update
 (0 - Introduction)
 6 - Electrical
 and Body
 Systems
 0.6 Hrs.....15.17.5 TO 16.16.13

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***SHOP SUPPLY COSTS:**
 We have added a charge equal to 10% of the total labor cost, not to exceed \$24.50, to the Repair Order for shop supplies used in connection with this repair.

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

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Jeep

9x



12/15 Atlanta - way home - Kevin 18th

2/24/16 after book club by Anna's Postcard
32 reveal High

3/5/16 11:30 Sat am Hobby Lobby/ out to Gemini

3/18/16 3:50 Fri would not accelerate 18th mph w/Key

3/18/16 4:10 Fri 40 mph would NOT change after gear
on Polaris RR way gear

4-5-16 Saw mill + Seldon Seal

4-30-16 Polaris mill

5-1-16

5-21-16 Sawmill

6-1-16 4 WD LOW ? All by itself - ~~do not~~ to release

CUSTOMER #: [REDACTED]

INVOICE



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www.CrownChryslerJeepDodge.com
www.CrownKiaDublin.com

POWELL, OH
HOME: [REDACTED] CONT [REDACTED]
BUS: [REDACTED] CELL [REDACTED]

PAGE 1

SERVICE ADVISOR: 321 MARK NELSON

COLOR	YEAR	MAKE	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		12810/13019	T2767
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
14NOV14	DD26SEP14		10:30 26JUL16		124.50	CASH
R.O. OPENED	READY	OPTIONS: ENG:3.6 Liter				05AUG16
09:03 26JUL16	07:23 05AUG16					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUST STATES THE TRANS. WILL NOT UP SHIFT. THE ENGINE RPM'S WILL RAISE BUT THE JEEP WILL NOT GO OVER 18 MPH. YOU HAVE TO PUT THE VEH IN SPORT MODE TO GET THE TRANS TO SHIFT. (SEE FILE) CASE# 29713430 / / /

CAUSE: UNABLE TO DUPLICATE

85410000 DIAGNOSTIC TIME WITH REPAIR

253 W (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

13019 UNABLE TO DUPLICATE. TEST DROVE VEH. HOT AND COLD. MULTIPLE DRIVING CONDITIONS. THE ONLY WAY I CAN GET THE VEH TO NOT UP SHIFT IS HIT DOWN ON THE PADDLE SHIFTER AND PUT THE VEH IN MANUAL MODE. VEH IS OPERATING AS DESIGNED. I HAVE TALKED TO CUST CARE MULTIPLE TIMES. ALL SOFTWARE IS UP TO DATE. NO FAULTS.

B PERFORMED 16-POINT INSPECTION (FREE)

CAUSE: LOOKS GOOD

74 PERFORMED 16-POINT INSPECTION (FREE)

253 C

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

12810 LOOKS GOOD LOOKS GOOD

C TRANSMISSION ELECTRONIC SHIFT LEVER (S27)

CAUSE: S27

18S27182 Safety Recall S27 - Electronic Shifter
Lever - Reprogram PCM / TCM / RFH
/ IPC Modules and Insert Owner's Manual
Addendum Card (Except Diesel) (0 - Low Skilled)

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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]

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POWELL, OH 4

PAGE 2

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

SERVICE ADVISOR: 321 MARK NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BLACK	15	JEEP GRAND CHEROKEE	1C4RJFBG9FC [REDACTED]		12810/13019	T2767	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
14NOV14	DD26SEP14		10:30 26JUL16		124.50	CASH	05AUG16
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
09:03 26JUL16	07:23 05AUG16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				253 W			(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: S							
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

12810 S27 2.30
Reprogram the PCM / TCM / RFH / IPC
modules and insert owner's manual
addendum card (WK without diesel engine) 18-S2-71-82 2.3 hours
PCM.....68229960AF.....68229960AH
TCM.....68241279AF.....68241279AG
RFH.....68240157AC.....68240157AD
IPC.....68244038AC.....68244038AG

EST: 0.00 26JUL16 09:03 SA: 321
CONTACT: MAR

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		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

July 2016



Jeep Transmission Problems

Since Valve Body Replacement 6-7-16

Sat July 2nd 18 mph

Tue July 5th 18 mph

Sun July 17

Sat July 23 30 mph

would not shift

Took Jeep in July 26, 2016

