

CL-10965540-7771

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

Date: 01-28-2017

TO: N.H.T.S.A./Daimler CHRYSLER CORP
U.S. DEPT. OF TRANSPORTATION
WASHINGTON, D.C., 20590

MAR -8 2017

TO: TO WHOM IT MAY CONCERN

SUBJECT: DISPUTE OVER COST OF REPAIR & HOW VEHICLE WAS TOWED TO DEALER.

SOUTH OAK CHRYSLER & DODGE
4550 W. LINCOLN HI-WAY
MATTESON, ILL. 60443

VEHICLE I.D.: 1-24GJ44G6YB [REDACTED]
2000YR, GRAND-VOY. CHRYSLERSE
COLOR: SILVER GRAY

DATE ABOVE VEH. WAS TOWED: Tues: 01-24-17
TOWED TO DEALER LOCATION ABOVE. I [REDACTED]
TOLD TOW TRUCK. I WANTED MY VEHICLE
TOWED BY LIFTING UP FRONT POSITION.
THE TOW TRUCK DRIVER, STATED I HAVE
BEEN TOWING VEHICLE FOR 56 YEAR.
I [REDACTED] STATED ANOTHER WORD.

NOT A

DATE: 01-25-17. SERVICE MGR/TOM VICK JR
QUOTED ME 1/2 HOUR BEFORE P/C
VEHICLE \$381.00. CASHIER ASKED
FOR \$691.28.

FROM: [REDACTED]

W.N.V. PARK, ILL [REDACTED]

PS SWITCH MAY MALFUNCTION WHILE DRIVING

ET 3.8.17

LN

CUSTOMER #:

VALET

* INVOICE *

Denny Guest's
FIVE STAR
SOUTH OAK
Dodge CHRYSLER Jeep

DUPLICATE 1
PAGE 2

4550 W. LINCOLN HIGHWAY
MATTESON, IL 60443
PHONE: (708) 747-7950 · FAX (708) 747-5790
www.southoak.com

UNIVERSITY PARK, IL

HOME: CONT:

BUS: CELL:

SERVICE ADVISOR: 143 TOM VICK JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	00	CHRYSLER TOWN & COUN	1C4GJ44G6YB		141633/141633		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
15MAR00 DD			20:00 24JAN17		VAR	CASH	25JAN17
R.O. OPENED	READY	OPTIONS:					
12:39 24JAN17	13:23 25JAN17	DLR	ENG:3.3_Liter_Enthanol_Flex_Fuel				

TIME	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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SOUTH OAK CHRYSLER, DODGE AND JEEP WOULD LIKE TO THANK YOU FOR YOUR PATRONAGE#####

YOU MAY BE RECEIVING A SURVEY FROM CHRYSLER IF FOR SOME REASON YOU CANNOT RESPOND 100% PLEASE CONTACT A SERVICE MANAGER LOOK FOR SPECIALS AT WWW.SOUTH OAK.COM!!!!!!!

SOUTH OAK DODGE INC
4550 LINCOLN HWY
MATTESON, IL 60443
(708) 747-7950

Bank ID: 6099
Merchant ID: 000019640668
Term ID: 009

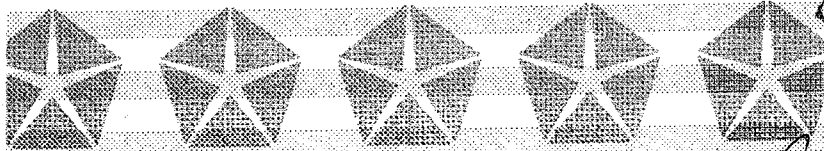
Sale

Entry Method: Chip

FIVE STAR

Total: \$ 691.28

01/25/17 13:46:26
Imp#: Appr Code: 097738
Apprvd: Online Batch#: 025002
Retrieval Ref. #:



CHASE
AID:
TST:
TVR:
[Signature]

[Handwritten notes: 1-88 H 89 84, D 5/18, 1-88 H 89 84]

ENCRYPTED TRANSACTION

Visit: www.southoak.com

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time
\$	\$		
Revised Estimate	\$		

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 for 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.

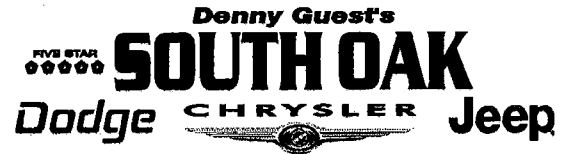
*SHOP SUPPLY COSTS:
We have added a charge equal to 6.5% of the total cost of labor and parts, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	330.00
PARTS AMOUNT	233.66
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	85.00
MISC. CHARGES *	21.59
TOTAL CHARGES	670.25
LESS INSURANCE	0.00
SALES TAX	21.03
PLEASE PAY THIS AMOUNT	691.28

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]



INVOICE

DUPLICATE 1
PAGE 1

4550 W. LINCOLN HIGHWAY
MATTESON, IL 60443
PHONE: (708) 747-7950 · FAX (708) 747-5790
www.southoak.com

UNIVERSITY PARK, IL [REDACTED]

HOME: [REDACTED]

BUS: CELL: SERVICE ADVISOR: 143 TOM VICK JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	00	CHRYSLER TOWN & COUN	1C4GJ44G6YB [REDACTED]		141633/141633	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15MAR00 DD			20:00 24JAN17		VAR	CASH	25JAN17
R.O. OPENED	READY	OPTIONS: DLR [REDACTED]					
12:39 24JAN17	13:23 25JAN17	ENG:3.3_Liter_Enthanol_Flex_Fuel					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TOW IN.						
	06	TOW CHARGE					
		3 RM LIC#: 9926				0.00	0.00
		C					
SUBL	TOW IN					85.00	85.00
		C					

B IGNITION WILL NOT TURN AND KEYS WILL NOT COME OUT. STEERING WHEEL IS LOCKED AS WELL. CHECK AND ADVISE

06 REPLACE IGNITION CYLINDER AND 2 NEW KEYS

3 RM LIC#: 9926

C

1	5083915AB CYL LOCK-IGNITION LOCK	158.66	158.66	158.66
1	102 CODE CYLINDER	60.00	60.00	60.00
2	100 COPY KEY	7.50	7.50	15.00

0 REPLACE IGNITION SWITCH CYLINDER AND 2 KEYS CAN NOT REMOVE OLD KEY TUMBLER STUCK

C RECALL D17 CLOCKSPrING/LIFETIME WARRANTY
SOP PARTS HAVE BEEN ORDERED FOR YOUR VEHICLE.

3 RM LIC#: 9926

ISP (N/C)

0 ORDER CLOCK SPRING

D NEED CURRENT MILEAGE PLEASE

06 CURRENT MILEAGE OBTAINED

3 RM LIC#: 9926

ISP (N/C)

CUSTOMER PAY LABOR NON AUTO FOR REPAIR ORDER 21.59

Visit: www.southoak.com

<small>WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.</small>				*SHOP SUPPLY COSTS: We have added a charge equal to 6.5% of the total cost of labor and parts, not to exceed \$40.00, to the Repair Order for shop supplies used in connection with this repair.		DESCRIPTION	TOTALS
Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By/Telephone No.:	Date & Time	LABOR AMOUNT			
\$	\$			PARTS AMOUNT			
Revised Estimate	\$			GAS, OIL, LUBE			
\$				SUBLET AMOUNT			
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.				MISC. CHARGES *			
				ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES		
				LESS INSURANCE			
				SALES TAX			
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		PLEASE PAY THIS AMOUNT			



7015 0640 0002 6845 7458

W41-306

N.H.T. S.A/O
U.S. DEPT OF
WASHINGTON, D.C.



U.S. POSTAGE

Company Name

To: W41-306

Mailstop: 4 West

Department: NEC, NOA, NIA

Phone:

Purchase Order PRIORITY
(ItemVarName4)

Route



70150640000268457458

20590-

