

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

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Attached Files
Date: Tuesday, September 19, 2017 7:56:51 AM

-----Original Message-----

Sent: Monday, September 18, 2017 5:07 PM

Subject: FW: Attached Files

Questionnaire.

-----Original Message-----

From: [REDACTED] [\[mailto:\[REDACTED\]\]](#)

Sent: Monday, September 18, 2017 4:20 PM

To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Attached Files



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

07-AUG-2017

Repository ☐

Reference No.
11013372

OWNER INFORMATION (Type or Print)

Name

Address

City

HOLYOKE

State MA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

CHRYSLER

Model

TOWN AND COUNTRY

Model Year

2012

2C4RC1BG8CR

Date Purchased

5/2015

Dealer's Name and Telephone Number

Unique Motors

413-593-9898

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

Chicopee

State

MA

Zip Code

01020

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

04-JUL-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

64000

Failure Speed

30

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)

☐ Original Equipment

☐ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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 2012 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING 30 MPH, THE VEHICLE STALLED AND THE CHECK ENGINE INDICATOR ILLUMINATED. THE CONTACT WAS ABLE TO RESTART THE VEHICLE. THE VEHICLE WAS TAKEN TO METRO CHRYSLER DODGE JEEP RAM ON MEMORIAL DR C, IN CHICOPEE, MA 01020 WHERE IT WAS DIAGNOSED THAT THE THERMOSTAT FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED; HOWEVER, THE FAILURE RECURRED. THE VEHICLE BEGAN TO STALL WHEN IDLING. THE VEHICLE WAS TAKEN BACK TO METRO CHRYSLER WHERE THE DEALER WAS UNABLE TO REPLICATE THE ISSUE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND OPENED A CASE FOR THE CONTACT. THE APPROXIMATE FAILURE MILEAGE WAS 64,000. THE VIN WAS UNAVAILABLE.

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.

Date: 9/15/2017

Reference number 11013372

Re: 2012 Town Country

VIN# 2C4RC1BG8CR [REDACTED]

From: [REDACTED]

To whom it may concern:

I am writing this letter because since I bought this car I been having a lot of problems engine, transmission, brake, horn and more. I bought this car on 5/2015 and 3 month after I bought this car is been none stop with repairs and complains. The car had 45,000 and since I got the car I only put 21,000 miles I really don't use the car that much.

The last 3 month I had to repair the engine that was not cover by the manufacture warranty that expires on 1/17. After that I had to replace the battery, bring the car back to check the engine. The last problem and the most that concern me is that while I am driving the car the engine lost power and my car turn off in the middle of the street, they change the thermostat, replace the key and the car still doing the same they say that can be the WCM but at this time I don't even trust this dealer anymore and with Chrysler I do have an open case because this car is been a lemon and they offer me a powertain extended warranty but they WCM need to be diagnoses like is defective and they don't pay for the diagnostic and at this point I do not have more money to pay for more diagnostics or repairs.

The car do this
 without warning.
 It is running and
 the engine just shut
 down and you can
 notice the car is on
 drive.

The panel is off.
 but the radio is
 on. This happens
 several times while
 driving the car.



METRO CHRYSLER DODGE JEEP RAM

650 C Memorial Dr. - Chicopee, MA 01020
Tel. (413) 783-9911 800-365-5337

www.MetroJeep.com

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Orlando Serrano 30095 365 08/21/17
65,260 /

CELL: [REDACTED]

12/CHRYSLER/

2 C 4 R C 1 B G 8 C R [REDACTED]

HOLYOKE, MA [REDACTED]

08/16/17

MO: 65360

LABOR & PARTS

JOB # 1 3SCHZ-RET REMOTE ENTRY TRNMTR UNITS: 0.50 TECH(S): 303 INTERNAL

CUSTOMER STATES WHEN TURNS ON VEHICLE IT AUTOMATICALLY SHUTS OFF, AND CUSTOMER CAN TURN IT BACK ON WRITE AWAY, BUT WHILE DRIVING VEHICLE STALLS OUT ON ITS OWN. EVERYTHING IS OFF EXCEPT RADIO. WHEN VEHICLE DOES TURN ON THE ENGINE IS SHAKING PLEASE CHECK AND ADVISE. DOES NOT ALWAYS HAPPEN PLEASE ORDER KEY PER FELICIA. TECH AND PORTER ROAD TESTED THE VEHICLE MULTIPLE TIMES AND MULTIPLE DAYS WAS FINALLY ABLE TO GET VEHICLE TO START AND STALL. NEVER SHUT OFF WHILE DRIVING. SCANNED FOR ANY DTC'S AND FOUND 2 IN THE WCM:

B1A25-INVALID KEY

B1A6C-SECRET KEY MISMATCH

FOLLOWED DIAG FOR DTC'S AND DETERMINED MOST LIKELY CAUSE TO BE THE KEY, BUT COULD BE A FAULTY WCM AS WELL. RECOMMEND REPLACING THE KEY AND DRIVING MORE. ENGINE SEEMS TO BE OPERATING NORMALLY, DID NOT FEEL ANY ABNORMAL SHAKE.

REPLACED THE KEY AND PROGRAMMED. PORTER TOOK THE VEHICLE HOME MULTIPLE NIGHTS AND CAR DID NOT START AND STALL AGAIN. NO CODES RETURNED AND SEEMS TO BE OPERATING AS DESIGNED. RECOMMEND NOT USING THE ORIGINAL KEY.

→ Wireless
Control
Module

CHRYSLER



Jeep



STATEMENT OF DISCLAIMER

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LIMITED SERVICE WARRANTY

Unless otherwise agreed upon, we warranty service, parts & labor on only the work we performed for 90 days or 4,000 miles, whichever comes first, only at our shop. Excludes diagnosis charges.

*Service Performed By
Factory Trained Personnel*

How Was Your Visit?



Compliments or Complaints

Let Us Know - Please contact
our Service Manager at
800-365-5337 Option 1

Thank You

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	56046704-AG	TRANSMTR 08059057	

JOB # 1 TOTAL PARTS

INTERNAL
0.00

JOB # 1 TOTAL LABOR & PARTS

0.00

JOB # 2 01CHZ-MPT MULTI-POINT INSPECT UNITS: TECH(S): 303 INTERNAL
CUSTOMER REQUEST: PERFORM MULTI POINT INSPECTION

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2				

JOB # 2 TOTAL PARTS

0.00

JOB # 2 TOTAL LABOR & PARTS

0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$125.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$476.25 (+TAX) ON 08/16/17 AT 10:27am

BY [REDACTED] COMMENTS

METRO CHRYSLER DODGE JEEP RAM

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Orlando Serrano

30095

365

08/21/17

CELL: [REDACTED]

65,260 /

12/CHRYSLER/

2 C 4 R C 1 B G 8 C R [REDACTED]

08/16/17

MO: 65360

TOTALS-----

*TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBILITY, ALL REQUIRED *
*MAINTENANCE SERVICES, AS WELL AS OIL & FILTER CHANGE EVERY *
*5,000 MILES INCLUDING TIRE ROTATIONS AND ALIGNMENTS *
*EVERY YEAR OR 15,000 MILES, ONLY AT OUR DEALER. THANK YOU *

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00

CHRYSLER



Jeep



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Thank You

DECLINED RECOMMENDED SERVICES-----
YOU HAVE DECLINED SERVICES AND OR REPAIRS THAT MAY
EFFECT YOUR WARRANTY, SERVICE CONTRACT OR YOUR
TIRES FOR LIFE PROGRAM

31CHZ-FSML	FT SIDE MARKR LMP	TECH: 303
PRICE: \$43.33		DUE: 06/14/17
37CHZ*TPMSDIAG	TPMS DIAG	TECH: 303
PRICE: \$188.44		DUE: 06/14/17
01CHZ*OFS	*OIL FILTER SVC	TECH: 303
PRICE: \$44.17		DUE: 06/23/17
21CHZETOC	TRANS COOLR LNS RPL	TECH: 303
PRICE: \$350.98		DUE: 06/14/17
01CHZ-AFR	AIR FILTER	TECH: 303
PRICE: \$42.21		DUE: 06/14/17
24CHZ-CABIN	CABIN FILTER	TECH: 303
PRICE: \$55.85		DUE: 06/14/17
05CHZZY-F	YELLOW FT BRAKES	TECH: 303
		DUE: 06/14/17
05CHZZY-R	YELLOW REAR BRAKES	TECH: 303
		DUE: 06/14/17
22CHZZY-R	YELLOW REAR TIRES	TECH: 303
		DUE: 06/14/17
21CHZ-FAT	FLUSH AUTO TRANS	TECH: 303
PRICE: \$281.98		DUE: 06/14/17
05CHZ-FBS	FLSH BRAKE SYS	TECH: 303
PRICE: \$136.45		DUE: 06/14/17
08CHZ-BAT	BATTERY	TECH: 303
PRICE: \$283.83		DUE: 06/23/17

CUSTOMER SIGNATURE

DUPLICATE INVOICE



METRO CHRYSLER DODGE JEEP RAM

650 C Memorial Dr. - Chicopee, MA 01020

Tel. (866) 694-6985

www.MetroJeep.com

CUSTOMER NO.	ADVISOR Orlando Serrano	30095	TAG NO. R365	INVOICE DATE 08/03/17
LABOR RATE	LICENSE NO.	MILEAGE 65,054	COLOR	STOCK NO.
YEAR / MAKE / MODEL 12/CHRYSLER/	VEHICLE I.D. NO. 2 C 4 R C 1 B G 8 C R	DELIVERY DATE	DELIVERY MILES	PRODUCTION DATE
F.T.E. NO.	P.O.	R.O. DATE 07/25/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 65065	

LABOR & PARTS
J# 1 09CHZ*ERD GAS ENGINE DIAG UNITS: 1-30 TECH(S): 303 325 INTERNAL

CUSTOMER STATES WHEN TURNS ON VEHICLE IT AUTOMATICALLY SHUTS OFF, AND CUSTOMER CAN TURN IT BACK ON WRITE AWAY, BUT WHILE DRIVING VEHICLE STALLS OUT ON ITS OWN, EVERYTHING IS OFF EXCEPT RADIO. WHEN VEHICLE DOES TURN ON THE ENGINE IS SHAKING PLEASE CHECK AND ADVISE, DOES NOT ALWAYS HAPPEN TECH 325 AND 303 ROAD TESTED THE VEHICLE AT DIFFERENT TIME AND COULD NOT DUPLICATE CONCERN. HAS MIL ON, SCANNED AND FOUND P0456-SMALL EVAP LEAK. CHECKED GAS CAP AND FOUND TO BE VERY LOOSE. TIGHTENED GAS CAP AND CLEARED DTC.

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 01CHZ-MPI MULTI-POINT INSPECT UNITS: TECH(S): 303 INTERNAL
CUSTOMER REQUEST: PERFORM MULTI POINT INSPECTION

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 28CHZ-RENTAL RENTAL UNITS: TECH(S): 999 INTERNAL
RENTAL
FOR INTERNAL USE ONLY

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET PO# VEND INV#-INV.DATE-DESCRIPTION
JOB # 3 1 DAY RENTAL INTERNAL
TOTAL - SUBLET 0.00

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

COMMENTS
++RENTAL++



Jeep



RAM

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LIMITED SERVICE WARRANTY

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*Service Performed By
Factory Trained Personnel*

How Was Your Visit?



Compliments or Complaints

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Thank You



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CUSTOMER NO.	ORLANDO SERRANO	30095	TAG NO.	R365	INVOICE DATE	08/03/17	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE	65,054	COLOR	/	STOCK NO.
	YEAR / MAKE / MODEL	12/CHRYSLER/			DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO.	2 C 4 R C 1 B G 8 C R			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE		07/25/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS					

MO: 65065

TOTALS

*TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBILITY, ALL REQUIRED *
*MAINTENANCE SERVICES, AS WELL AS OIL & FILTER CHANGE EVERY *
*5,000 MILES INCLUDING TIRE ROTATIONS AND ALIGNMENTS *
*EVERY YEAR OR 15,000 MILES, ONLY AT OUR DEALER. THANK YOU *

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 0.00



Jeep



DECLINED RECOMMENDED SERVICES-----
YOU HAVE DECLINED SERVICES AND OR REPAIRS THAT MAY
EFFECT YOUR WARRANTY, SERVICE CONTRACT OR YOUR
TIRES FOR LIFE PROGRAM

31CHZ-FSML	FT SIDE MARKR LMP	TECH: 303
PRICE:	\$43.33	DUE: 06/14/17
37CHZ*TPMSDIAG	TPMS DIAG	TECH: 303
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PRICE:	\$55.85	DUE: 06/14/17
05CHZZY-F	YELLOW FT BRAKES	TECH: 303
		DUE: 06/14/17
05CHZZY-R	YELLOW REAR BRAKES	TECH: 303
		DUE: 06/14/17
22CHZZY-R	YELLOW REAR TIRES	TECH: 303
		DUE: 06/14/17
21CHZ-FAT	FLUSH AUTO TRANS	TECH: 303
PRICE:	\$281.98	DUE: 06/14/17
05CHZ-FBS	FLSH BRAKE SYS	TECH: 303
PRICE:	\$136.45	DUE: 06/14/17
08CHZ-BAT	BATTERY	TECH: 303
PRICE:	\$283.83	DUE: 06/23/17

CUSTOMER SIGNATURE

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Thank You

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CELL: [REDACTED]

Carlos Bonilla

324

7365

07/17/17

64,913 /

12/CHRYSLER/

2 C 4 R C I B G 8 C R

HOLYOKE, MA

07/17/17

MO: 64913

LABOR & PARTS

J# 1 01CHZ-MPI MULTI-POINT INSPECT UNITS: TECH(S): 303 INTERNAL
CUSTOMER REQUEST: PERFORM MULTI POINT INSPECTION
DID NOT PERFORM MPI

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 1 TOTAL PARTS	0.00
			JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 09CHZ-MISC ENGINE MISC UNITS: TECH(S): 303 INTERNAL
CUSTOMER STATES VEHICLE STALLED WHILE DRIVING CHECK AND
ADVISE
MAY HAVE BEEN RELATED TO THE MIL CONCERN

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
			JOB # 2 TOTAL PARTS	0.00
			JOB # 2 TOTAL LABOR & PARTS	0.00

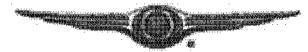
J# 3 07CHZ-TSTAT THERMOSTAT UNITS: 1.00 TECH(S): 303 125.00
CUSTOMER STATES MIL LIGHT IS ON CHECK AND ADVISE
TECH VERIFIED CONCERN. SCANNED AND FOUND DTC
P0128-THERMOSTAT RATIONALITY. FOLLOWED DIAG AND FOUND T-STAT
TO BE FAULTY. NEED TO REPLACE T-STAT.
REPLACED THERMOSTAT AND BLEED COOLING SYSTEM. CLEARED DTC.
NOW OPERATING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	1	5184570-AJ	HOUSING T 07043001	19.95
JOB # 3	2	68048953-AB	ANTIFREEZ 01081004	23.95
			JOB # 3 TOTAL PARTS	67.85
			JOB # 3 TOTAL LABOR & PARTS	192.85

MISC	CODE	DESCRIPTION	CONTROL NO
JOB # A	SS	SHOP SUPPLIES	
JOB # 3	WSH	COUPON DISCOUNT	
		TOTAL - MISC	-16.61

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$577.57 (+TAX) ON 07/17/17 AT 01:59pm
BY [REDACTED] COMMENTS

CHRYSLER



Jeep



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CELL: [REDACTED]

Carlos Bonilla

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7365

07/17/17

64,913 /

12/CHRYSLER/

2 C 4 R C 1 B G 8 C R [REDACTED]

HOLYOKE, MA [REDACTED]

07/17/17

MO: 64913

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TOTAL LABOR....	125.00
TOTAL PARTS....	67.85
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	3.39
TOTAL MISC DISC	-20.00
TOTAL TAX.....	3.20

TOTAL INVOICE \$ 179.44

CHRYSLER



Jeep



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CUSTOMER SIGNATURE

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06/23/17

64,230 /

12/CHRYSLER/

2 C 4 R C 1 B G 8 C R

CHICOPEE, MA

06/13/17

MO: 64231

LABOR & PARTS

J# 1 09CHZ-MISC ENGINE MISC UNITS: 1.00 TECH(S):303 INTERNAL

CUSTOMER STATES CHECK ENGINE LIGHT IS ON AND THERE IS A LOUD NOISE COMING FROM ENGINE. CHECK AND ADVISE TECH VERIFIED CONCERN FOR MIL LIGHT. NO ABNORMAL SOUNDS FROM THE ENGINE AT THIS TIME. DOES NEED AN OIL CHANGE, RECOMMEND MOPAR FILTER AND OIL. SCANNED AND FOUND THERE TO BE MULTIPLE DTC'S. MOST FOR LOW BATTERY VOLTAGE AND OTHERS RELATED TO JOB 2. NEEDS A NEW BATTERY AND A BRAKE BOOSTER GROMMET. CUSTOMER DECLINED BATTERY AND OIL CHANGE. SEE JOBS 2 AND 4 FOR BRAKE REPAIR

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 05CHZ-MISC BRAKE MISC UNITS: TECH(S):303 INTERNAL

CUSTOMER STATES BRAKES FEEL REALLY HARD. CHECK AND ADVISE TECH VERIFIED CONCERN. FOUND BRAKE BOOSTER VACUUM SENSOR GROMMET TORN CAUSING A VACUUM LEAK AT THE BOOSTER. NEED TO REPLACE GROMMET. SEE JOB 4 FOR REPAIR. CLEARED DTC.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 01CHZ-MPI MULTI-POINT INSPECT UNITS: TECH(S):303 INTERNAL

CUSTOMER REQUEST: PERFORM MULTI POINT INSPECTION DID NOT PERFORM MPI JUST PERFORMED RECENTLY

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00

J# 4 05CHZ-BBCV BRK BSTR CK VLV UNITS: 0.30 TECH(S):303 INTERNAL

REPLACED BRAKE PRESSURE SENSOR GROMMET AT THE BRAKE BOOSTER AND ROAD TESTED. NOTICED BRAKE BOOSTER HISsing INSIDE THE VEHICLE AND THE ABS IS ACTUATING WHEN COMING TO A STOP. BOOSTER SEAL HAS FAILED. NEED TO REPLACE BOOSTER.

PARTS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
JOB # 4	1		68088450-AA	GROMMET N	INTERNAL
				PART ON SPECIAL ORDER	

JOB # 4 TOTAL PARTS 0.00

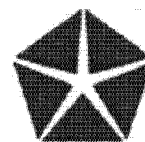
JOB # 4 TOTAL LABOR & PARTS 0.00

J# 5+05CHZ-PB BRAKE PWR BSTR UNITS: 1.70 TECH(S):303 INTERNAL

CHRYSLER



Jeep



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LIMITED SERVICE WARRANTY

Unless otherwise agreed upon, we warranty service, parts & labor on only the work we performed for 90 days or 4,000 miles, whichever comes first, only at our shop. Excludes diagnosis charges.

*Service Performed By
Factory Trained Personnel*

How Was Your Visit?



Compliments or Complaints

Let Us Know - Please contact
our Service Manager at
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Thank You

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2 C 4 R C 1 B G 8 C R

06/13/17

MO: 64231

REPLACED BRAKE BOOSTER ASSY AND ROAD TESTED. NOW OPERATING AS DESIGNED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 5 1 68064801-AE BOOSTER P 05100002

JOB # 5 TOTAL PARTS

INTERNAL 0.00

JOB # 5 TOTAL LABOR & PARTS

0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$229.93 (+TAX) ON 06/16/17 AT 03:43pm

BY UNIQUE MOTORS COMMENTS

APPROVED REVISED ESTIMATE (# 2) OF \$692.33 (+TAX) ON 06/21/17 AT 10:01am

BY UNIQUE MOTORS COMMENTS

RECOMMENDED NOT DONE SERVICES

07CHZ-TSTAT	THERMOSTAT	TECH: 303
PRICE:	\$148.98	DUE: 06/23/17
08CHZ-BAT	BATTERY	TECH: 303
PRICE:	\$283.83	DUE: 06/23/17
01CHZ*OFS	*OIL FILTER SVC	TECH: 303
PRICE:	\$44.17	DUE: 06/23/17

TOTALS

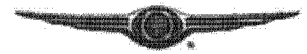
*TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBILITY, ALL REQUIRED *
MAINTENANCE SERVICES, AS WELL AS OIL & FILTER CHANGE EVERY
*5,000 MILES INCLUDING TIRE ROTATIONS AND ALIGNMENTS *
*EVERY YEAR OR 15,000 MILES, ONLY AT OUR DEALER, THANK YOU *

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$

0.00

CHRYSLER



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LIMITED SERVICE WARRANTY

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Factory Trained Personnel*

DECLINED RECOMMENDED SERVICES-----
YOU HAVE DECLINED SERVICES AND OR REPAIRS THAT MAY
EFFECT YOUR WARRANTY, SERVICE CONTRACT OR YOUR
TIRES FOR LIFE PROGRAM

31CHZ-FSML	FT SIDE MARKR LMP	TECH: 303
PRICE:	\$43.33	DUE: 06/14/17
01CHZ*TPMSDIAG	TPMS DIAG	TECH: 303
PRICE:	\$188.44	DUE: 06/14/17
21CHZETOC	TRANS COOLR LNS RPL	TECH: 303
PRICE:	\$350.98	DUE: 06/14/17

How Was Your Visit?



Compliments or Complaints

Let Us Know - Please contact
our Service Manager at
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Thank You

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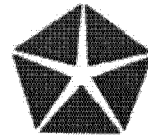
2 C 4 R C 1 B G 8 C R

06/13/17

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Thank You

01CHZ-AFR	AIR FILTER	TECH: 303
PRICE:	\$42.21	DUE: 06/14/17
24CHZ-CABIN	CABIN FILTER	TECH: 303
PRICE:	\$55.85	DUE: 06/14/17
05CHZZY-F	YELLOW FT BRAKES	TECH: 303
		DUE: 06/14/17
05CHZZY-R	YELLOW REAR BRAKES	TECH: 303
		DUE: 06/14/17
22CHZZY-R	YELLOW REAR TIRES	TECH: 303
		DUE: 06/14/17
21CHZ-FAT	FLUSH AUTO TRANS	TECH: 303
PRICE:	\$281.98	DUE: 06/14/17
05CHZ-FBS	FLSH BRAKE SYS	TECH: 303
PRICE:	\$136.45	DUE: 06/14/17

CUSTOMER SIGNATURE

DUPLICATE INVOICE

UNIQUE MOTORS INC

1021 MEMORIAL DRIVE
Chicopee, MA 01020

Phone: 413-593-9898 Fax: 413-593-9844

06/12/2017

Invoice #

Holyoke, MA 0

2012 Chrysler Town & Country Touring

Odometer In: 64195

License:

VIN: 2C4RC1BG8CF

Eng: 3.6L, V6 (220CI) VIN(G)

Unit #: SILVER

INVOICE

CHECK ENGINE NOISE, LOUDER ON FIRST START UP.

CHECK OIL LEVEL. LISTEN TO ENGINE ON FIRST START. DIAGNOSE NOISE COMING FROM LEFT VALVE COVER. CAN HEAR SLIGHT NOISE FROM RIGHT COVER. SEND TO DEALER FOR COVERAGE.

Part Number	Description	Quantity	List	Sale	Extended
-------------	-------------	----------	------	------	----------

METRO CHRYSLER

CHECK FOR VALVE TRAIN NOISE. DISSASSEMBLE TOP OF ENGINE TO ACCESS AND REPLACE REAR INTAKE CAMSHAFT AND FRONT EXHAUST CAM SHAFT. CHANGE ALL 24 ROCKERS AND ALL NECESSARY SEALS. REASSEMBLE VEHICLE WITH GASKETS AS NEEDED.

CHECK OVER FOR MASS STATE INSPECTION.

REPLACE BULB LEFT FRONT MARKER LIGHT.

Part Number	Description	Quantity	List	Sale	Extended
5184377-AF	LEFT EXHAUST CAMSHAFT	1.00	\$28.35	\$21.26	\$21.26
5184380-AF	RIGHT INTAKE CAMSHAFT	1.00	\$28.50	\$21.38	\$21.38
5184778-AB	SPARK PLUG TUBE SEAL	6.00	\$13.25	\$9.94	\$59.64
5184855-AB	SEAL	4.00	\$7.35	\$5.51	\$22.04
5184296-AG	ROCKER ARM	24.00	\$2.85	\$2.14	\$51.36
5184562-AC	INTAKE GASKET	6.00	\$0.70	\$0.53	\$3.18
5184596-AE	LEFT VALVE COVER GASKET	1.00	\$2.45	\$1.84	\$1.84
5184595-AE	RIGHT VALVE COVER GASKET	1.00	\$2.45	\$1.84	\$1.84
194	LIGHT BULB	1.00	\$1.50	\$0.75	\$0.75

Vehicle Memo

60 DAY 2,500 EXP. 7-19-15 45,415 6.0 OIL 726

UNIQUE MOTORS INC

1021 MEMORIAL DRIVE
Chicopee, MA 01020

Phone: 413-593-9898 Fax: 413-593-9844

06/12/2017

Invoice #



Holyoke, MA

2012 Chrysler Town & Country Touring

Odometer In: 64195

License

VIN: 2C4RC1BG8CF

Eng: 3.6L V6 (220CI) VIN(G)

Unit #: SILVER

INVOICE

Continued From Previous Page

Recommendations

06/12/2017 TPM LIGHT IS ON, NEEDS LEFT REAR TPM SENSOR.

Technician(s): GUILBERT, RAY; LAPITE, MIKE

I consent to receiving text messages regarding your services, via automated technology, to the cell phone number you have on file. I acknowledge that I do not have to provide this consent to receive your services. Message and data rates may apply. Respond STOP to any message to cancel.

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is for 90 days or 3000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

Labor Total:	\$0.00
Parts Total:	\$183.29
Sublet Total:	\$950.00
Shop Sup:	\$0.00
HazMat:	\$0.00

Sub Total:	\$1,133.29
Tax Total:	\$11.46
Grand Total:	\$1,144.75
Balance Due:	\$1,144.75



SIGNATURE..... DATE.....



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06/05/17

MO: 64197

LABOR & PARTS

J# 1 09CHZVRA VALVE ROCKER ARMS UNITS: 9.50 TECH(S): 303 950.00

CUSTOMER STATES TICKING NOISE COMING FROM ENGINE CHECK AND ADVISE

TECH VERIFIED CONCERN. NOISE COMING FROM THE REAR VALVETRAIN AREA. REMOVED THE REAR VALVE COVER AND FOUND ONE INTAKE ROCKER ROLLER HAS FAILED DAMAGING THE CAMSHAFT LOBE. REMOVED THE FRONT VALVE COVER AS WELL FOR INSPECTION AND FOUND THE LEFT EXHAUST CAMSHAFT LOBE TO BE DELAMINATED. THERE IS A STAR CASE TO REPLACE ALL 24 ROCKERS TO THE UPDATED PART. RECOMMEND REPLACING ALL 24 ROCKERS, LEFT EXHAUST CAM, RIGHT INTAKE CAM AND REQUIRED SEALS. REPLACED ALL 24 ROCKERS, LE CAM, RI CAM AND ALL REQUIRED SEALS. NOISE HEARD NOW GONE AND IS OPERATING AS DESIGNED.

JOB # 1 TOTAL LABOR & PARTS 950.00

J# 2 01CHZMPI MULTI-POINT INSPECT UNITS: 0.00 TECH(S): 303 0.00

CUSTOMER REQUEST: PERFORM MULTI POINT INSPECTION MPI

JOB # 2 TOTAL LABOR & PARTS 0.00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$188.44 (+TAX)

APPROVED REVISED ESTIMATE (# 1) OF \$1650.52 (+TAX) ON 06/07/17 AT 10:35am

BY UNIQUE MOTORS COMMENTS

COMMENTS

RECOMMENDED NOT DONE SERVICES

31CHZ-FSML	FT SIDE MARKR LMP	TECH: 303
PRICE:	\$43.33	DUE: 06/14/17
37CHZ*TPMSDIAG	TPMS DIAG	TECH: 303
PRICE:	\$188.44	DUE: 06/14/17
01CHZ*OFS	*OIL FILTER SVC	TECH: 303
PRICE:	\$43.04	DUE: 06/14/17
21CHZETOC	TRANS COOLR LNS RPL	TECH: 303
PRICE:	\$350.98	DUE: 06/14/17
01CHZ-AFR	AIR FILTER	TECH: 303
PRICE:	\$42.21	DUE: 06/14/17
24CHZ-CABIN	CABIN FILTER	TECH: 303
PRICE:	\$55.85	DUE: 06/14/17
05CHZZY-F	YELLOW FT BRAKES	TECH: 303
		DUE: 06/14/17
05CHZZY-R	YELLOW REAR BRAKES	TECH: 303
		DUE: 06/14/17
22CHZZY-R	YELLOW REAR TIRES	TECH: 303
		DUE: 06/14/17
21CHZ-FAT	FLUSH AUTO TRANS	TECH: 303
PRICE:	\$281.98	DUE: 06/14/17
05CHZ-FBS	FLSH BRAKE SYS	TECH: 303
PRICE:	\$136.45	DUE: 06/14/17

CHRYSLER



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Factory Trained Personnel

How Was Your Visit?



Compliments or Complaints

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Thank You

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2 C 4 R C 1 B G 8 C R

CHICOPEE, MA

06/05/17

MO: 64197

TOTALS

*TO MAINTAIN YOUR TIRES FOR LIFE ELIGIBILITY, ALL REQUIRED *
MAINTENANCE SERVICES, AS WELL AS OIL & FILTER CHANGE EVERY
*3,000 MILES, TIRE ROTATION EVERY 6,000 MILES, & ALIGNMENT *
*EVERY YEAR OR 15,000 MILES, ONLY AT OUR DEALER. THANK YOU *

TOTAL LABOR....	950.00
TOTAL PARTS....	0.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00

TOTAL INVOICE \$ 950.00

CHRYSLER



Jeep



CUSTOMER SIGNATURE

40451 1132.54

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Thank You



2012 Chrysler Town & Country

1 DEFECT INVESTIGATIONS FROM THE NHTSA

NHTSA Defect Investigations for the 2012 Chrysler Town & Country

The Office of Defects Investigations (ODI) is an office within the NHTSA which investigates serious safety problems in the design, construction or performance of vehicles. The NHTSA is authorized to order manufacturers to recall and repair vehicles, if the ODI finds a safety issue. NHTSA investigations for the 2012 Chrysler Town & Country, both ongoing and closed, are listed below:

1. Totally Integrated Power Module Failure NHTSA Defect Investigation #DP14004

- **Status:**

CLOSED

- **Date Opened:** September 25, 2014
- **Date Closed:** July 24, 2015
- **Recall:** no recall issued

Component(s): Electrical System

Summary: In a letter dated August 21, 2014, the Center for Auto Safety (CAS) petitioned the National Highway Traffic Safety Administration (NHTSA) to initiate a defect investigation of alleged failures associated with the Totally Integrated Power Module (TIPM) installed in Chrysler SUV-☐☐s, trucks, and vans beginning in the 2007 model year. The petitioner alleges that TIPM defects may result in engine stall, airbag non-deployment, failure of fuel pump shutoff resulting in unintended acceleration, fire, and other symptoms. On September 25, 2014, the Office of Defects Investigation (ODI) opened DP14-004 to evaluate the petition for a grant or deny decision. ODI analyzed complaint data provided by CAS as well as complaints submitted to ODI from consumers. In total, there were 296 complaints submitted by the petitioner in the original petition and five supplements, including 271 complaints related to the subject vehicles equipped with TIPM-7. Approximately 3 percent of CAS complaints are related to vehicles equipped with TIPM-6 and ODI-☐☐s review of these complaints did not identify any safety defect trends. ODI conducted a detailed review of complaints narratives submitted by CAS and consumers including careful analysis of vehicle repair histories, warranty claims obtained from the manufacturer and any available Customer Assistance Inquiry reports (CAIR). Analysis of the field data indicated that MY2011-2013 Jeep Grand Cherokee and Dodge Durango vehicles exhibited significantly higher complaint rates related to fuel pump relay (FPR) failures than other subject vehicles. In a September 3, 2014 letter to NHTSA, Chrysler submitted a Defect Information Report (DIR) identifying a defect in the FPR within the TIPM-7 which can result in a no start or stall condition in approximately 188,723 model year (MY) 2011 Jeep Grand Cherokee (WK) and Dodge Durango (WD) vehicles manufactured from

January 5, 2010 through July 20, 2011 (14V-530). In a February 24, 2015 letter, Chrysler submitted a second DIR expanding the scope of the FPR defect condition to include an additional 338,216 MY 2012 through 2013 Jeep Grand Cherokee vehicles manufactured from September 17, 2010 through August 19, 2013 and MY 2012 through 2013 Dodge Durango vehicles manufactured from January 18, 2011 through August 19, 2013 (15V-115). ODI analysis of the CAS allegations of TIPM defects resulting in stall while driving, airbag non-deployment, unintended acceleration, fire and other faults identified a single defect condition related to 1 of over 60 different circuits in the TIPM assembly. The most common effect of this defect condition, related to the fuel pump relay, was a no-start concern, but it could also result in stall while driving (76 complaints). No valid evidence was presented in support of claims related to airbag non-deployment, unintended acceleration or fire resulting from TIPM faults and these claims were found to be wholly without merit based on review of the field data and design of the relevant systems and components. Except insofar as the petitioner's contentions relate to the defect condition addressed by the Chrysler recalls, the factual bases of the petitioner's contentions that any further investigation is necessary are unsupported. In our view, additional investigation is unlikely to result in a finding that a defect related to motor vehicle safety exists or a NHTSA order for the notification and remedy of a safety-related defect as alleged by the petitioner at the conclusion of the requested investigation. Therefore, in view of the need to allocate and prioritize NHTSA's limited resources to best accomplish the agency's safety mission, the petition is denied. This action does not constitute a finding by NHTSA that a safety-related defect does not exist. The agency will take further action if warranted by future circumstances. Please see the Federal Register notice in DP14-004 file (www-odi.nhtsa.dot.gov/defects).

NHTSA: For detailed information & supporting documents, see the [official NHTSA page concerning investigation #DP14004](#) »

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