

 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 20-SEP-2017 NOV 14 2017	
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
SIMI VALLEY		CA			
Zip Code					
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		Model	
3C4PDCAB9C1		DODGE		JOURNEY	
Model Year		Engine:		Fuel Type:	
2012		No: Cylinders		GAS	
Date Purchased		Dealer's Name and Telephone Number			
Original Owner		Dealer's City		State	
☐				Zip Code	
Transmission Type		Powertrain		Multiple Failure:	
☐ Antilock Brakes					
☐ Cruise Control				Incident Date(s)	
				13-SEP-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage	
				93000	
				Failure Speed	
				20	
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		Failure Location:	
		☐ Prior Repair			
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		Fire		Number of Persons Injured	
☐ Yes ☒ No		☒ Yes ☐ No		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 DODGE JOURNEY. WHILE DRIVING APPROXIMATELY 20 MPH, THE WINDSHIELD WIPERS ACTIVATED, THE VEHICLE LIGHTING SUDDENLY ILLUMINATED, AND A BURNING ODOR WAS PRESENT. THE VEHICLE SHUT OFF AND WAS TOWED TO THE DEALER (SIMI VALLEY DODGE LOCATED IN SIMI VALLEY, CA) WHERE IT WAS DIAGNOSED THAT A WIRE HARNESS CAUGHT ON FIRE AND MELTED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 93,000.					
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 20,2017

2012 DODGE JOURNEY

Vin # 3C4PDCAB9CT [REDACTED]

Reference # 11024681

To NHTSA

On Wednesday September 13,2017 at approximately 6:30pm I was driving the 2012 Dodge Journey north on Erringer St I was doing about 20 MPH. when the vehicle started to act funny the windshield wipers activated, the vehicle lighting system suddenly illuminated on the dash board , the windows would not go up or down, there was a burning odor present inside the vehicle. The vehicle shut off and I coasted into the Chevron station on the corner. I called my boyfriend and my father they came out and checked the vehicle there was no power everything was dead we had the vehicle towed to the house .

The following morning we took the battery out of the vehicle and had it checked it was bad, replaced the battery and still had no power to anything at that time, we had the vehicle towed to the dodge dealership in Simi Valley (Simi Valley Dodge) The vehicle arrived at the dodge dealership around 11:00am on Thursday September 14,2017.

I called Chrysler Customer Care and spoke to a gentleman named Jeff he took down all of the information as described above ,I also told him that the door locks had malfunction once before when I had opened the rear hatch door nearly locking my granddaughter in side. I received a return phone call the following morning September 15,2017 from Lekeiara of Chrysler Customer Care at that time I told her that I thought the problem fell under the recall of 2009-2011 for the wiring harness My dad had looked at the manufacture plate on the door frame and it reads DATE OF MFR: 11-11, looking at the wiring harness the morning of the 14th before taking it to the dealer we noticed that the rubber boot that went thru the metal wall had pulled away from the hole ** the rubber boot was one solid rubber piece and the replacement rubber boot looks like an accordion .

We did not hear back from the dealership until my father went back down there on Tuesday September 19,2017 to see what was the matter at that time he was told that the service person (Zach Sax) handling the car was out sick, One of the another service personal went into the back and found the paper work he was told that the wiring harness caught on fire and melted and that they were waiting for approval to do the repairs (if my father had not gone down there I do not know how long the vehicle would have sat there). We got no phone calls asking for approval or what was the problem.

My father asked what had to be done and he was given three parts that had to be ordered one was the Micro fuses that were in stock, one was on back order and the third was in the Los Angeles warehouse (My father gave them permission to do the repairs asked the cost to do the repairs was told parts and labor would be around \$3000.00 (16hrs labor to do the rewiring),

At that time he also asked to see the old parts he was told they were not available. He asked for them to be saved so that when the vehicle was ready for pick up that he could see them.

We were notified on Tuesday September 26,2017 that the vehicle would be ready on Thursday September 28,2017 after 10.00am.

We arrived at the dealership a little after 10:00am on Thursday September 28,2017 to pick up the vehicle at that time we noticed that there was 6 different parts that were replaced on the invoice instead of the original 3. My father asked to see the old parts the original service person (Zach Sax) went into the back and came back out with a single wire that was burnt when asked to see the wiring harness and the other parts that were replaced we were told that [REDACTED] (my boyfriend) had been in the day before and looked at the old parts when I asked [REDACTED] if he had been in he said NO.

My father looked up the parts# on Mopar Parts Giant .com to see what the parts were that were replaced Attached is a copy of what he found

:

- 1) Part # 68100731AA Micro Fuses (4)
- 2) Part # 68164872AC Module Body Controller
Sorry, We cannot determine whether this part fits your vehicle
- 3) Part # 5026794AH Receiver Hub
Sorry, We cannot determine whether this part fits your vehicle
- 4) Part # 6808055AA Wiring 16 way
Sorry, We cannot determine whether this part fits your vehicle
- 5) Part # 68096863AE Wiring Lift gate
Sorry, This part does not fit the vehicle you selected
- 6) Part # 68066349AG Key FOB-Integrated Key FOB
Sorry, This part does not fit the vehicle selected

We never saw any of the old parts, So I do not know if they were replaced or not based upon the parts numbers listed above. Some of the parts numbers do not fit my Vehicle according to Dodge/Chryslers own parts company.

We were handed the remote key and they walked away upon inspection we found that the windows would not go up or down, that the vehicle had been driven in excess of over 500 miles. (I understand that the mileage was only an estimate because there was no power to read the mileage but based up on the last service on the vehicle on 8/4/2017 at Brakemasters the mileage was 92491 given an average of 200 miles a week taking my daughter to school and pick up with a few tips to the store I did not drive 3,151 miles) when asked why there was so many miles on the vehicle they did not have an answer, after leaving the dealership I noticed that there was no power when I accelerated, the brakes were soft when I tried to stop .

Called Chrysler Customer Care representative Lekeiara to tell them about the problems Lekeiara said she would call the dealership and set up another appointment to have it check out. Had to call her a second time to get a date and time (she said she had e-mailed it to me)

Took the vehicle back into the dealer on Wednesday October 4, 2017 at approximately 9:00am at this time we talked to a 3rd service person San Navar (the original service person was on vacation) left vehicle for them to repair got a phone call about one and one half hours later telling me that the problem was not related to the original wiring problem , Went to pick the vehicle up and was told it would be another \$677.00 to fix the wiring harness going to the front drivers side door, at that time we took the vehicle and left.

When we got home my father looked at the drivers door the rubber grommet that goes thru the wall was left out (See Picture Attached) This wiring harness is also included in the 2009-2011 recall.

I feel that because of the delay in getting the diagnose of the problem and having my father go down there that I should be reimbursed for part of my car rental.

I feel that we have been treated very unfairly both by the dealership and Dodge customer care.

Thank you for looking into this matter

Sincerely


Cc Dodge Customer Care
Attn Lekeiara

OK

Search by Part Number or Keywords

406 0380

[Home](#) > 68100731AA

This part is a fit for the vehicle you selected:

My Vehicle[Change Vehicle](#)**2012 Dodge Journey****Mopar Part No.: 68100731AA****FUSE-MICRO****Your Price: \$0.94**

Retail Price: \$1.35

You Save: \$0.41

Qty: 1

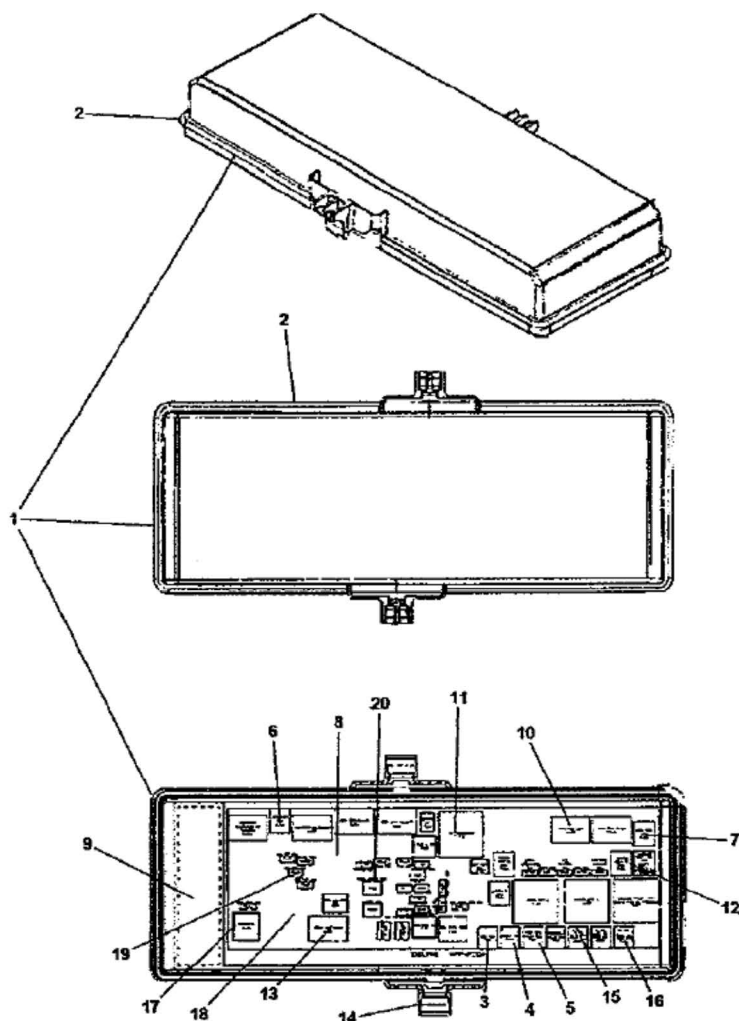
This part fits the following vehicle options:

Fitting Vehicle Options: 49 - HATCHBACK TYPE #2, D - DODGE, E - DODGE AWD, ED3 - 4
Cyl 2.4L DOHC Dual VVT, ERB - 6 Cyl 3.6L VVT; 49 -... [View More](#)

Part Info**Part No.** 68100731AA**Part Description** FUSE-MICRO**Replaced By** 68100731AB**Manufacturer** Mopar. This genuine Mopar part is guaranteed by Mopar's factory warranty.

This part can be found in the diagram as Ref No.: 3

[Show All Illustrations](#)



This part is found in following 2 diagrams, select one to see detail.

Related Parts

Shop for related parts in category: [Electrical > Power Distribution](#)

Ref No.	Part Description
1	MODULE Intelligent Power Exterior
2	COVER Power Distribution Center
4	FUSE Micro 20 AMP
5	FUSE Micro 25 AMP
8	CAM LEVER Intelligent Power Module
9	COVER Battery Post
10	RELAY Mini
11	RELAY Power ISO
12	RELAY Micro
14	BRACKET Module
15	FUSE J Case 20 AMP
16	FUSE J Case 30 AMP

[See All](#)

Search by Part Number or Keywords

[Home](#) > 68164872AC

Sorry, we cannot determine whether this part fits your vehicle:

[My Vehicle](#)[Change Vehicle](#)

2012 Dodge Journey

Mopar Part No.: 68164872AC
MODULE-BODY CONTROLLER**Your Price: \$212.28****Retail Price: \$305.00****You Save: \$92.72**

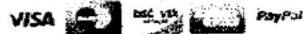
Qty: 1

Part Info

Part No. 68164872AC

Part Description MODULE-BODY CONTROLLER

Manufacturer Mopar. This genuine Mopar part is guaranteed by Mopar's factory warranty.

Feedback:If you feel this result is not correct, please [Report Mistake](#)[Previous](#)[Previous](#)[Next](#)[Next](#)

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Search by Part Number or Keywords

My Vehicle[Change Vehicle](#)**2012 Dodge Journey**[Home](#) > [Body Control Module](#)**Genuine Dodge Body Control Module****1 Body Control Module found for the vehicle you selected.****Body Control Module****Part Number: 68110415AB****MODULE-BODY CONTROLLER****Your Price: \$99.64****Retail Price: \$144.00****You Save: \$44.36****Qty: 1**[Shop for related parts](#)**Fits Your Vehicle***diff - 1/6/00*[Add to Cart](#)**Fitting Vehicle Options:** 49 - HATCHBACK TYPE #2, D - DODGE, E - DODGE AWD**Show Complete Categories****VISA**  **G+**

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Search by Part Number or Keywords

Home > 5026794AH

Sorry, we cannot determine whether this part fits your vehicle:

My Vehicle

[Change Vehicle](#)

2012 Dodge Journey

View shipping and cost

Mopar Part No.: 5026794AH
RECEIVER-HUB

Your Price: \$102.83

Retail Price: \$448.00

You Save: \$45.17

Qty: 1

ADD TO CART

Part Info

Part No. 5026794AH

Part Description RECEIVER-HUB

Manufacturer Mopar. This genuine Mopar part is guaranteed by Mopar's factory warranty.

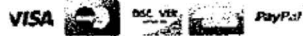
Feedback:

If you feel this result is not correct, please [Report Mistake](#)

8 customer reviews

0 ratings

Payment



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RECEIVER-HUB

[My Vehicle](#)
[Change Vehicle](#)
2012 Dodge Journey
[Show Categories](#)
[Home](#) > Search Results For "RECEIVER-HUB"

5 results for "RECEIVER-HUB" in all Parts & Accessories

Results are listed under the categories where they are found in the order of relevance.

Parts (3)
Accessories (2)

Electrical > Receiver Modules, Keys & Key Fobs (1)


RECEIVER Hub RF

Part Code: 5

Electrical > Starter, Remote Start (1)

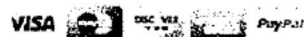

RECEIVER Hub

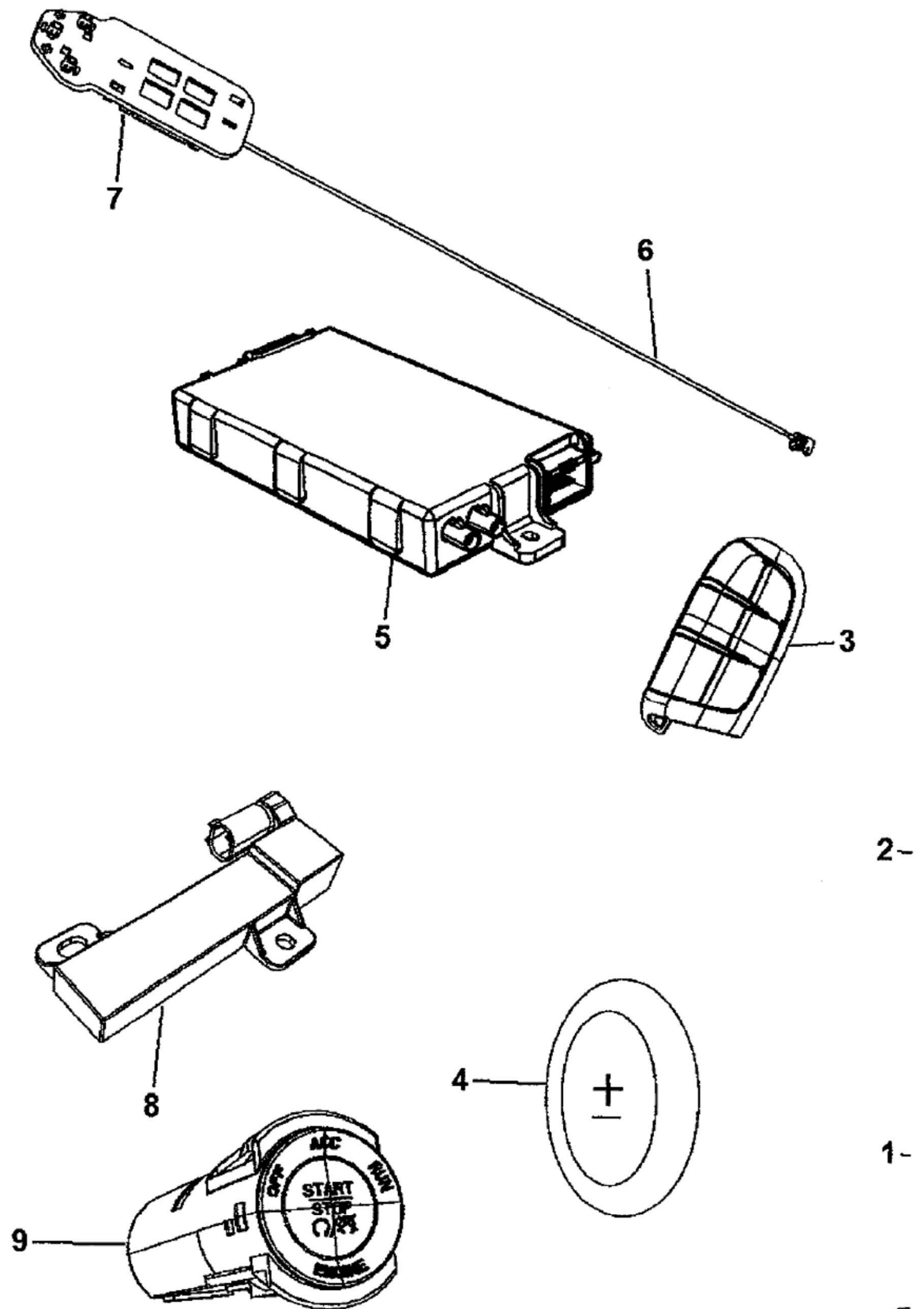
Part Code: 1

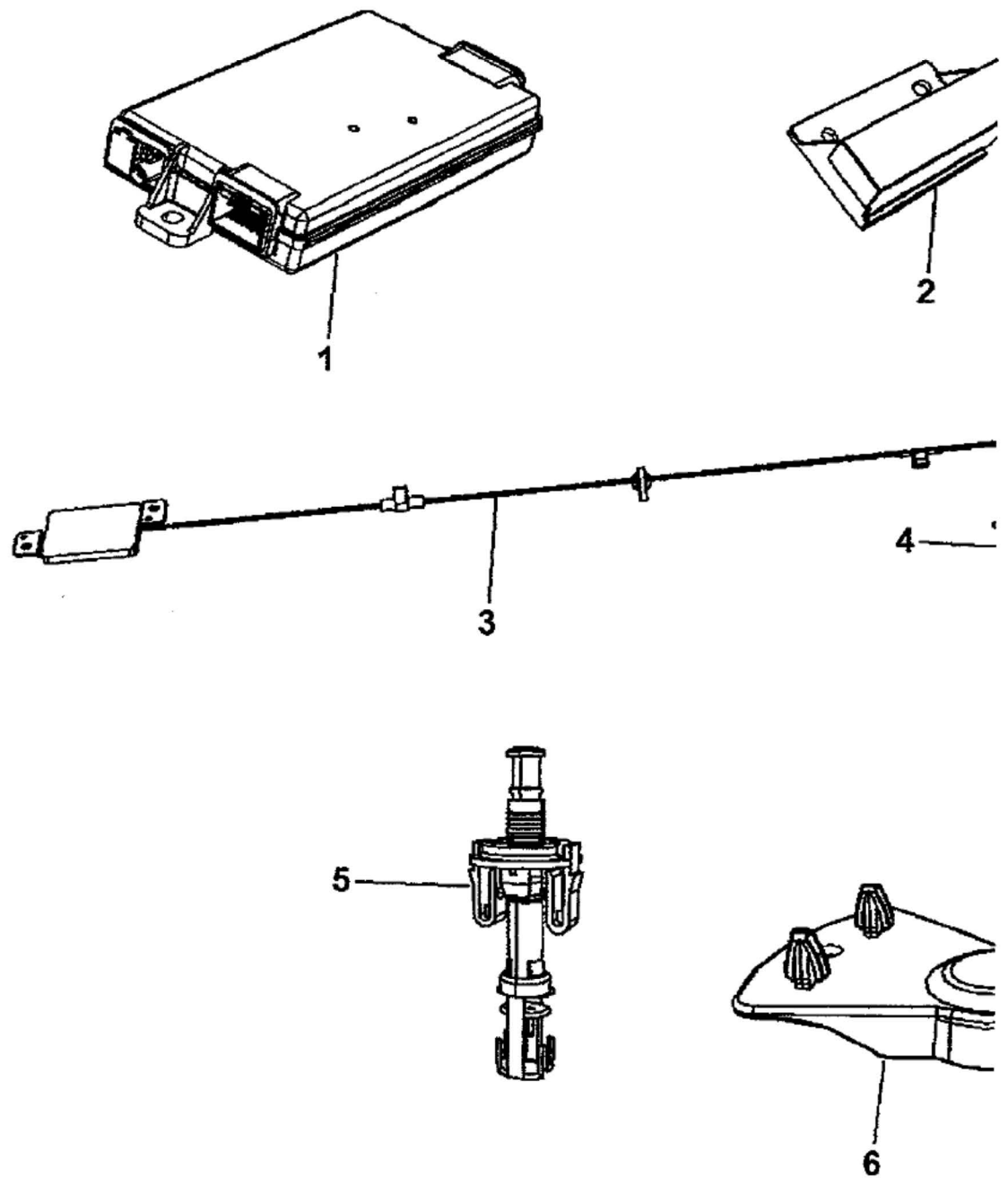
Mopar Accessories - Component Parts > Remote Start (1)

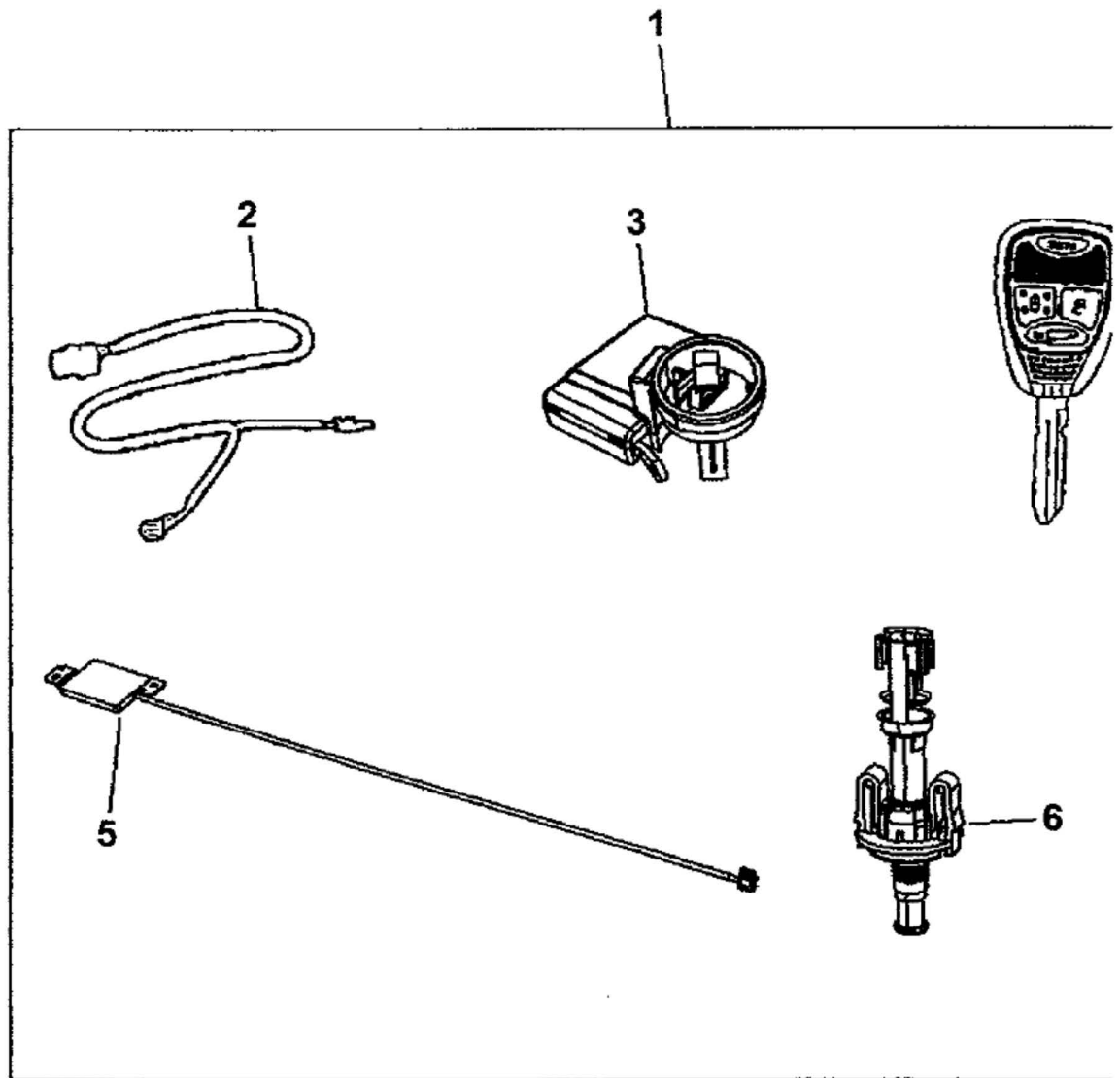

RECEIVER Hub

Part Code: 3

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MoparPartsGiant.com

Search by Part Number or Keywords

3C4 PDCAB9CT

[Home](#) > 68080554AA

Sorry, we cannot determine whether this part fits your vehicle:

[My Vehicle](#)[Change Vehicle](#)

2012 Dodge Journey

Mopar Part No.: 68080554AA**WIRING-16 WAY****Your Price: \$67.69**Retail Price: ~~\$97.25~~

You Save: \$29.56

Qty: 1

Part info

Part No. 68080554AA

Part Description WIRING-16 WAY

Manufacturer Mopar. This genuine Mopar part is guaranteed by Mopar's factory warranty.

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MoparPartsGiant.com**WIRING-16 WAY****My Vehicle****Change Vehicle****2012 Dodge Journey****Show Categories**[Home](#) > Search Results For "WIRING-16 WAY"**4 results for "WIRING-16 WAY" in all Parts & Accessories**

Results are listed under the categories where they are found in the order of relevance.

Accessories (4)

Carriers & Cargo Hauling Accessories > Hitches & Towing (4)

**Trailer Tow Wiring Adapters & Brackets**

Part No.:56019823

**Trailer Tow Wiring Adapters & Brackets**

Part No.:82400554AB

**Trailer Tow Wiring Adapters & Brackets**

Part No.:82213678

**Trailer Tow Wiring Adapters & Brackets**

Part No.:82209771ab

1-800-875-6611

Part No.

Part No.

Part No.

VISA DISC VISA PayPal

G+



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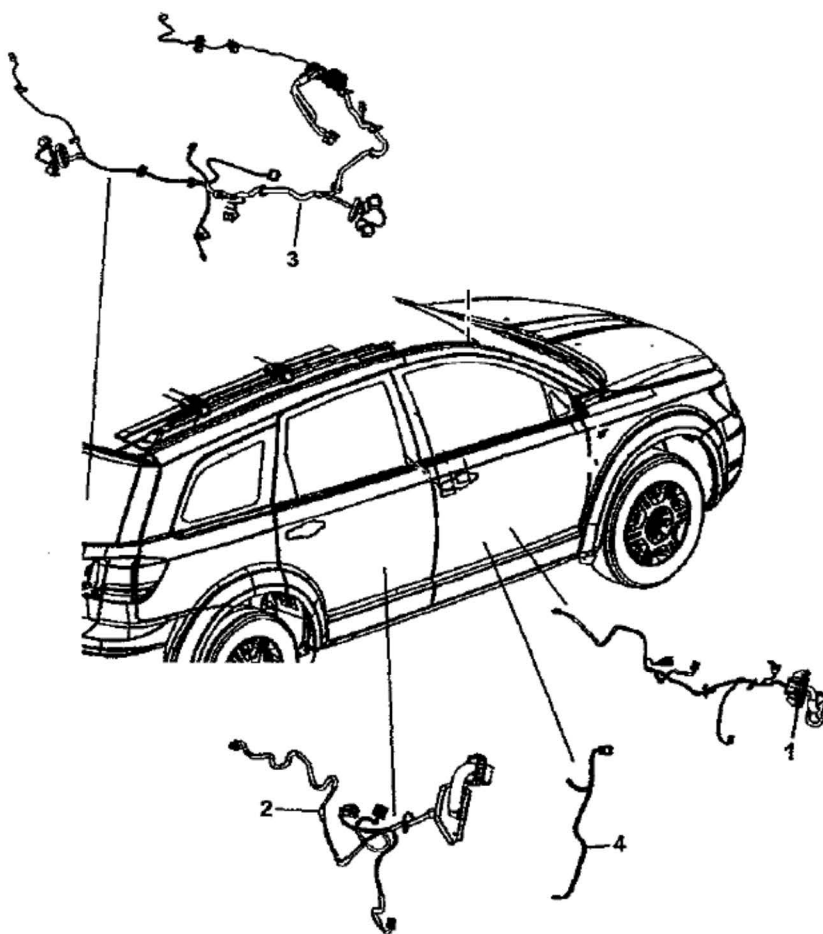
MoparPartsGiant.com

Search by Part Number or Keywords

My Vehicle[Change Vehicle](#)**2012 Dodge Journey****Filter Results****Show Categories**[Home](#) > [Dodge](#) > [Journey](#) > [2012](#) > [Wiring Doors & Liftgate](#)

Parts found for 2012 Dodge Journey > Electrical > Wiring Doors & Liftgate

Illustration(1 of 1): Electrical Wiring Doors and Liftgate



Part Code Part No. & Part Description

1	68065752AC
	WIRING Front Door
	Right (JP3)
	\$449.00 \$82.82 1

1	68065999AC WIRING Front Door Left [JP3]			
		\$128.00	\$88.86	1
1	68068601AC WIRING Front Door Left			
		\$139.00	\$96.16	1
1	68068754AC WIRING Front Door Right			
		\$145.00	\$79.69	1
2	68067015AB WIRING Rear Door Right or Left			
		\$69.25	\$48.20	1
2	68082017AB WIRING Rear Door Right or Left [JP3]			
		\$73.40	\$50.87	1
3	68066861AD WIRING Liftgate Replaced by: 68066861AE			
		\$139.00	\$96.40	1
3	68079862AD WIRING Liftgate [XAC] Replaced by: 68079862AE			
		\$143.00	\$99.35	1
3	68096863AB WIRING Liftgate [LCS] Replaced by: 68096863AC			
		\$97.35	\$67.74	1
3	68096864AB WIRING Liftgate [XAC], [LCS] Replaced by: 68096864AC			
		\$137.00	\$95.24	1
4	68193327AA WIRING Door Jumper			
		\$24.25	\$14.92	1

Genuine Mopar Parts, the Right Choice

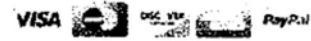
MoparPartsGiant.com offers the lowest prices for genuine 2012 Dodge Journey parts. Parts like Wiring Doors & Liftgate are shipped directly from authorized Mopar dealers and backed by the manufacturer's warranty. Parts fit

for the following vehicle options. Engine: 4 Cyl 2.4L, 6 Cyl 3.6L. Transmission: 4-Speed Automatic Transmission, 6-Speed Automatic Transmission.

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5

Search by Part Number or Keywords

[Home](#) > 68096863AE

Sorry, this part does not fit the vehicle you selected

[My Vehicle](#)[Change Vehicle](#)

2012 Dodge Journey

We're sorry this part doesn't fit.

Mopar Part No.: 68096863AE
WIRING-LIFTGATE**Your Price: \$67.74****Retail Price: \$97.35****You Save: \$29.61**

Qty: 1

[ADD TO CART](#)**Part Info**

Part No. 68096863AE

Part Description WIRING-LIFTGATE

Manufacturer Mopar. This genuine Mopar part is guaranteed by Mopar's factory warranty.

Feedback:If you feel this result is not correct, please [Report Mistake](#)[Related Parts](#)[Top](#)[Home](#)[Contact Us](#)     [G+](#)

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2012 Dodge Journey ▾

Part Number(s), Keyword(s), or VIN



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Home

WIRING-LIFT-GATE



List Price: ~~\$97.35~~
You Save: **\$30.77 (32% off)**
Sale Price: **\$66.58**

ADD TO CART

GENUINE MOPAR PARTS



Manufacturer: Mopar
Part Number: 68096863AE
Part: Wiring-Lift-Gate
Replaces: 68096863AB, 68096863AC, 68096863AD

MOPAR PARTS STORE

We get our OEM auto parts direct from the manufacturer to ensure our customers affordable pricing for the exact OEM Mopar product that is needed. We have a staff of certified technicians willing to answer any questions you have Monday through Friday 8am-6pm and Saturday 8am-4pm. Call us at (866) 802-6086 with any questions you might have or to ensure fitment for your specific vehicle.

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MANUFACTURER WARRANTY

This part is guaranteed by Mopar's limited part warranty.

GUARANTEED FITMENT

Always the correct parts

SHOP WITH CONFIDENCE

Your information is safe

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IN-HOUSE EXPERTS

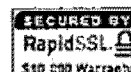
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Search by Part Number or Keywords

[Home](#) > 68066349AG

Sorry, this part does not fit the vehicle you selected

My Vehicle[Change Vehicle](#)

2012 Dodge Journey

Remove and Add

Mopar Part No.: 68066349AG**KEY FOB-INTEGRATED KEY FOB****Your Price: \$113.68**

Retail Price: \$164.00

You Save: \$50.32

Qty: 1

Add to Cart

Part Info

Part No. 68066349AG

Part Description KEY FOB-INTEGRATED KEY FOB

Manufacturer Mopar. This genuine Mopar part is guaranteed by Mopar's factory warranty.

Feedback:If you feel this result is not correct, please [Report Mistake](#).[Back to Top](#)[Home](#)[About Us](#)[Contact Us](#) 

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Search by Part Number or Keywords

My Vehicle[Change Vehicle](#)**2012 Dodge Journey**[Home](#) > Car Key**Genuine Dodge Car Key****4 Car Keys found for the vehicle you selected.**[Shop for related parts](#)

Fits Your Vehicle

Car Key
Part Number: 68066349AD
KEY FOB-INTEGRATED KEY FOB
Your Price: \$113.68
Retail Price: \$164.00
You Save: \$50.32
Qty: 1

[Add to Cart](#)

Fitting Vehicle Options: 49 - HATCHBACK TYPE #2, D - DODGE, E - DODGE AWD
Require Quantity: 2
Package Quantity: 1

[Shop for related parts](#)

Fits Your Vehicle

Car Key
Part Number: 68066350AD
KEY FOB-INTEGRATED KEY FOB
Your Price: \$113.68
Retail Price: \$164.00
You Save: \$50.32
Qty: 1

[Add to Cart](#)

Fitting Vehicle Options: 49 - HATCHBACK TYPE #2, D - DODGE, E - ... [View More](#)
Require Quantity: 2
Package Quantity: 1

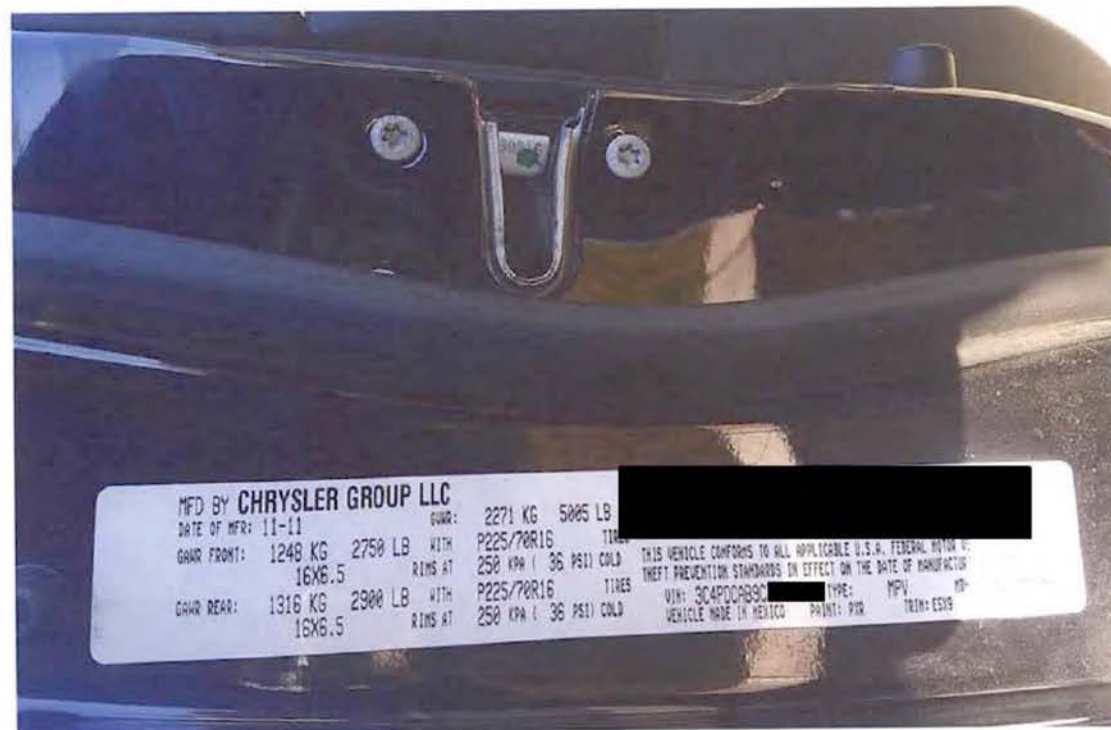
[Shop for related parts](#)

Fits Your Vehicle

Car Key
Part Number: 68200221AA
KEY-BLANK
Your Price: \$28.48
Retail Price: \$40.95
You Save: \$12.47
Qty: 1

[Add to Cart](#)

Fitting Vehicle Options: 49 - HATCHBACK TYPE #2, D - DODGE, E - DODGE AWD



MFD BY **CHRYSLER GROUP LLC**

DATE OF MFR: 11-11

GAWR FRONT: 1248 KG 2750 LB
16X6.5

GAWR REAR: 1316 KG 2900 LB
16X6.5

GWR: 2271 KG 5005 LB

P225/70R16

250 KPA (36 PSI) COLD

P225/70R16

250 KPA (36 PSI) COLD

TIRE

TIRES

TIRES

TIRES

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE.

VIN: 3C4PDCAB8C

VEHICLE MADE IN MEXICO

TYPE: MPV

PRINT: PIR

TRIM: ES19

TRIM: ES19





2350 First Street - Simi Valley, CA 93065
(805) 581-9090 - Fax: (805) 581-3996

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
9/14/17	
Time Received	Time Promised
11:40	9/14 18:00
Current Mileage	Mileage Out
92000	
Estimate of Repairs	Service/Advisor / Key Tag #
145.00	ZACH SAX/3099

B.A.#	EPA#	Work Phone	Vehicle Identification Number
			3C4PDCAB9CT
SIMI VALLEY,		Home Phone	Delivery Date
Year	Make	Model	License Number
2012	DODGE	JOURNEY (2.4L	

Job Number	Description of Work	Code
1.	RECALL RECALL / CSN 2 T47: SAFETY RECALL T47 - STEERING WHEEL WIRING**	A14 WARR-CHRYSLER

Job Number	Description of Work	Code
2.	RECALL RECALL / CSN 1 R32: SAFETY RECALL R32 - ENGINE BEAUTY COVER**	A14 WARR-CHRYSLER

Job Number	Description of Work	Code
3.	INTERIOR BODY AND ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES THAT ALL WARNING LIGHTS CAME ON THE WINDSHIELD WIPERS CAME	A09 Customer Pay

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

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 the seller neither assumes nor authorizes any other person to assume or if any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

X

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 7:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
9/14/17	
R/O Close Date	Status
9/28/17	Pre-Invoice
Mileage In	Mileage Out
92000	95338
Service Advisor / Tag #	
ZACH SAX/3099	
Vehicle Identification Number	
3C4PDCAB9CT	
Delivery Date	In-Service Date
Color	License Number

B.A.R.# [REDACTED] EPA# [REDACTED]

SIMI VALLEY, [REDACTED]

Year	Make	Model	Body	Color	License Number
2012	DODGE	JOURNEY (2.4L			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED] #1 - A14: RECALL RECALL / CSN 2 T47: SAFETY RECALL T47 - STEERING WHEEL WIRING** Caused by T47 RECALL Tech: ALBERT SCHINDLER (026) Installed CBRAH070 :TUBE KIT: HEAT SHRINK Qty: 10 08-T4-71-82 0.4 INSPECT AND INSTALL PROTECTIVE SLEEVES ----- #2 - A14: RECALL RECALL / CSN 1 R32: SAFETY RECALL R32 - ENGINE BEAUTY COVER** Tech: ALBERT SCHINDLER (026) Installed CBTDR321AA :COVER: NONE Qty: 1 Installed CSSCT331AA :C KIT: WIRING SLEEVE Qty: 1 09-R3-21-82 0.2 MODIFY ENGINE BEAUTY COVER AND INSTLL HOLD DOWN BO LT ----- #3 - A09: INTERIOR BODY AND ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES THAT ALL WARNING LIGHTS CAME ON THE WINDSHIELD WIPERS CAME ON THEN THE VEHICLE DIED AND WONT START CHECK AND ADVISE Caused by SHORTED LIFTGATE WIRING	Warranty Warranty Warranty Warranty Warranty

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LABOR

PARTS

DEDUCTIBLE

SUBLET

SHOP SUPPLIES

HAZARDOUS MATERIALS

SALES TAX OR TAX I.D.

SPECIAL ORDER DEPOSIT

DISCOUNTS

TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 7:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
9/14/17	
R/O Close Date	Status
9/28/17	Pre-Invoice
Mileage In	Mileage Out
92000	95338
Service Advisor / Tag #	
ZACH SAX/3099	

B.A.R.#	EPA#	Work Phone	Vehicle Identification Number
			3C4PDCAB9CT
SIMI VALLEY,		Home Phone	Delivery Date
			In-Service Date
Year	Make	Model	Body
2012	DODGE	JOURNEY (2.4L	Color
			License Number

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Tech: ALBERT SCHINDLER (026)	2145.00
Installed 68100731AA : FUSE: MICRO 4@.95	3.80
Installed 68164872AC : MODULE: BODY CONTROLLER 681 1@305.00	305.00
Installed 5026794AH : RECEIVER: HUB 1@148.00	148.00
Installed 68080554AA : WIRING: 16 WAY 680 1@97.25	97.25
Installed 68096863AE : WIRING: LIFTGATE 680 1@97.35	97.35
Installed 68066349AG : KEY FOB: INTEGRATED KEY FOB 1@164.00	164.00
PERFORM EXTENSIVE WIRE HARNESS AT LEFT REAR ROOF A REA AND REPLACE LIFTGATE HARNESS// (CAUSE OF DAMAGE) ALSO NECESSARY TO REPLACE BCM/RF HUB AND KEY FOB IK DUE TO DAMAGE FROM SHORTED WIRING	
NOTE BATTERY TEST WEAK, HOWEVER STARTS OK AT THIS TIME	
POWER WINDOWS INOP	
FRONT END NOISY (POSS HUB BEARINGS)	
RIGHT FRONT TIRE LOSES AIR	
REAR WIPER INOP	
Sub Total: 2960.40	
DAVE - LEFT REAR WINDOW BEZEL STUCKS - REST OF WINDOWS WORKING DID NOT SEE WIRING HARNESS -	
NEW BATTERY	

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	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	59.12
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	3019.52
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		
X		

Brakemasters

Complete Car Care

1842 Los Angeles Ave

Simi Valley, CA 93065

65942

(805) 520-7771

BAR# [REDACTED] EPA# [REDACTED]

63309

NAME ADDRESS	[REDACTED] [REDACTED] SIMI VALLEY, CA [REDACTED] [REDACTED]	PLATE# MAKE MODEL MILEAGE	[REDACTED] 2012 DODGE JOURNEY 92491	VEHICLE ID INVOICE# DATE EMP#	[REDACTED] [REDACTED] 08-04-2017 01:07PM 1107
-----------------	--	------------------------------------	--	--	--

TECH	DESCRIPTION	PART CODE	QTY	TOTAL
16	BASIC OIL AND FILTER SERVICE	LABOR		15.00
	Oil Filter	PZ167	1.0	3.50
	5W20 CONVENTIONAL OIL	PNZOIL5W20	4.5	11.45
		Subtotal		29.95

Air Pressure Front _____ Back _____

Wheel Torque Specs _____

Reason declined air pressure Adj: _____

Pressure Adj. last 30 days ☐

Cust. will Adj. within 7 days ☐

Nitrogen (Green Caps) ☐

All parts are new unless otherwise stated.

Reference Estimate/Work Order # _____

I acknowledge notice and oral approval of an increase in the original estimated price.

X

Payments

31.03 Cash 08-04-17
101.03 CHANGE 70.00

Charge Summary

Parts	14.95
Labor	15.00
Hazardous Waste	0.00
Discount	0.00
Warranty	0.00
Shop Supplies	0.00
State Tax	1.08
City Tax	0.00
TOTAL ==>	31.03

Service History

Miles

Date

Next Service Due

SUBJECT TO TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

Authorizing Signature: X

Total Paid	31.03
Balance Due	0.00



SERVICE DEPARTMENT HOURS
 7:00 a.m. to 6:00 p.m.
 Monday - Friday
 7:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/04/17	
Time Received	Time Promised
8:54	10/04 9:30
Current Mileage	Mileage Out
95642	
Estimate of Repairs	Service Advisor Key Tag #
	SAN NAVAR/5217

BAR [REDACTED] EPA# [REDACTED]

SIMI VALLEY, CA [REDACTED]

[REDACTED] SIMI VALLEY, CA [REDACTED]			Work Phone	Vehicle Identification Number	
			[REDACTED]	3C4PDCAB9CT [REDACTED]	
			Home Phone	Delivery Date	In-Service Date
			[REDACTED]		
Year	Make	Model	Body	Color	License Number
2012	DODGE	JOURNEY (2.4L			

Job Number	Description of Work	Code
1.	INTERIOR BODY AND ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES THAT ALL WINDOWS DOES NOT WORK	A09 Customer Pay

Job Number	Description of Work	Code
2.	ENGINE ENGINE PERFORMANCE CONCERN CUSTOMER STATES THAT WHEN ACCELERATING AND GETTING ON THE FREEWAY THERE	A01 Customer Pay

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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X



2350 First Street - Simi Valley, CA 93065
(805) 581-9090 - Fax: (805) 581-3996

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
7:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
10/04/17	
R/O Close Date	Status
10/04/17	Pre-Invoice
Mileage In	Mileage Out
95642	95642
Service Advisor / Tag #	
SAN NAVAR/5217	
Vehicle Identification Number	
3C4PDCAB9CT	
Delivery Date	In-Service Date
Color	License Number

B-A-R# APP0027400 EPA# CAL000389647

SIMI VALLEY, CA

Work Phone

Home Phone

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Email:

#1 - A09: INTERIOR BODY AND ELECTRICAL
ELECTRICAL CONCERN CUSTOMER STATES THAT ALL
WINDOWS DOES NOT WORK
Caused by
PERFORMED DIAG AND WILL NEED DOOR HARNESS AND
DOOR SWITCH, EST \$677.00
INFORMED CUSTOMER AND KIERA AT CHRYSLER
CUSTOMER CARE
Tech: ALBERT SCHINDLER (026)
NO WORK DONE
Sub Total: .00

#2 - A01: ENGINE
ENGINE PERFORMANCE CONCERN CUSTOMER STATES THAT
WHEN ACCELERATING AND GETTING ON THE FREEWAY THERE
IS A LACK OF POWER
Tech: House Technician (999)
NOT DIAG
Sub Total: .00

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NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

ENTERPRISE RENT-A-CAR COMPANY OF LOS ANGELES, 764 E LOS ANGELES AVE, SIMI VALLEY, CA 930651821 (805) 522-4001

RENTAL AGREEMENT REF#

RENTER

ADDITIONAL DRIVER

DATE & TIME OUT

09/15/2017 12:34 PM

DATE & TIME IN

09/28/2017 11:22 AM

BILLING CYCLE

24-HOUR

CAR CLASS CHARGED

FCAR

VEH #2 2016 NISSAN ALTI 24DS

VIN# 1N4AL3AP6G

LIC#

MILES DRIVEN 517

CAR CLASS: FCAR

VEH #1 2016 CHEV MALI 1LT4

VIN# 1G1Z55CT5GF

LIC#

MILES DRIVEN 126

CAR CLASS: FCAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	09/15 - 09/28	13	DAY	\$40.99	\$532.87
DW	09/15 - 09/28	13	DAY	\$16.99	\$220.87
PAI	09/15 - 09/28	13	DAY	\$2.68	\$34.84
RAP	09/15 - 09/28	13	DAY	\$5.99	\$77.87
REFUELING CHARGE	09/15 - 09/28				\$0.00
Subtotal:					\$866.45
Taxes & Surcharges					
SALES TAX	09/15 - 09/28			7.25%	\$38.63
VEHICLE LICENSE RECOVERY FEE	09/15 - 09/28	13	DAY	\$1.06	\$13.78
Total Charges:					\$918.86

Total Estimated Amount Due

\$918.86

PAYMENT INFORMATION

AMOUNT PAID

\$918.86

TYPE

Visa

CREDIT CARD NUMBER

XXXXXXXXXX PENDING