



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	Repository <input type="checkbox"/>
10-OCT-2017	Reference No. 11032803
DEC - 7 2017	

Daytime Telephone Number	E-mail Address
[REDACTED]	
Evening Telephone Number	

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Address	[REDACTED]		
City	State	Zip Code	
FRANKTOWN	VA	[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	Make	Model	Model Year
233CL3CG4B [REDACTED]	DODGE	CHARGER	2011
Date Purchased	Dealer's Name and Telephone Number		Engine:
			No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
Transmission Type	<input type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
	<input type="checkbox"/> Cruise Control		Incident Date(s)
			05-OCT-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 060000 ENGINE (PWS)	Failure Mileage	Failure Speed
		45

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 2011 DODGE CHARGER. WHILE DRIVING 45 MPH, THE VEHICLE FAILED TO ACCELERATE AND LOST POWER WHEN THE ACCELERATOR PEDAL WAS DEPRESSED. THE CONTACT STATED THAT ALL THE WARNING INDICATORS ILLUMINATED. THE VEHICLE WAS UNABLE TO RESTART SO THE VEHICLE WAS TOWED TO THE CONTACT'S HOME. HALL CHRYSLER DODGE JEEP RAM VIRGINIA BEACH (3152 VIRGINIA BEACH BLVD, (866-731-2848) WAS CONTACTED AND INFORMED THE CONTACT TO HAVE THE VEHICLE TOWED TO THE DEALER FOR DIAGNOSTIC TESTING, BUT THE VEHICLE WAS NOT TOWED TO THE DEALER OR AN INDEPENDENT MECHANIC DUE TO THE TOW CHARGES. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS UNKNOWN.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

Multiple Failure

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation
National Highway Traffic Safety Administration
New Jersey Avenue SE.
Washington, D.C. 20077-9382
Official Business
Penalty for Private Use \$300

2
RICHMOND
VA 230
21 NOV '17
PM 6 L

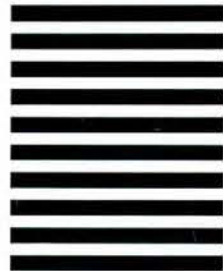


NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



If so:

Use the enclosed form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



Advantage:

Changing your engine oil and filter at or before the factory recommended service interval is the best way to protect your engine from premature wear or complete failure. Today's modern engines commonly last far beyond 100,000 miles when they are properly maintained with regular oil and filter changes. An oil and filter change is an inexpensive way to promote engine longevity and ensure good engine performance.

Brake pad/shoe replacement

Operation Description:

Remove the wheels. For disc brakes, remove the brake caliper and then remove the brake pads. Inspect the rotors for signs of damage or excessive wear. Replace or resurface the rotor as necessary. Inspect the brake caliper and brake hoses for damage and leaks. Replace the brake pads. For drum brakes, remove the brake drum. Remove the brake shoes. Inspect the brake hardware, wheel cylinders and hoses for damage. Inspect the brake drum for damage, or excessive wear. Replace or resurface the drum as necessary. Clean the brake drum and backing plate. Replace the brake shoes. Reinstall the brake drum. Adjust the brakes as necessary. Reinstall the wheels and torque the lug nuts to the vehicle manufacturer's specifications.

Significance:

This repair is all about safety. Your vehicle's brake system is only as good as your brake pads and/or brake shoes. The safety of you and your family depends on your brake system working properly and stopping your vehicle - every time. Aside from the obvious safety issues, neglecting the maintenance of your brake pads and shoes can cause the friction material on your brake pads and shoes to completely wear out. This can cause the steel backing on your brake pads or shoes to contact the rotors or drums and will destroy the rotors or drums, leaving you with an expensive repair bill.

Advantage:

There are no shortcuts when it comes to your vehicle's brakes. Having a professional automotive technician check and service brakes on a regular basis is essential to your safety behind the wheel. Maintaining your brake system by replacing your brake pads and shoes before they are completely worn out will help keep your brakes working properly and save you money by avoiding unexpected damage to your brake components caused by metal to metal contact.

AI-136



Damaged brake rotor from metal-to-metal contact



New brake pads



Original Customer Requests

The following is what you requested we perform or investigate regarding your vehicle:

- ✓ A. CUSTOMER STATES THE VEHICLE WILL NOT START, CHECK AND ADVISE
- ✓ B. HEADLAMP WIRING
- ✓ C. ALTERNATOR
- ✓ D. REPROGRAM OCCUPANT RESTRAINT CONTROL MOD
- ✓ E. NEED CORRECT MILEAGE
- ✓ F. WORLD CLASS VEHICLE INSPECTION



Package Results

Hall Chrysler Jeep Dodge World Class Inspection

Failed Task	Observation	Recommendation	Done
Check engine oil level and condition and check for leaks	Found engine oil to be dirty	Change engine oil and filter	
Check automatic transmission fluid level and condition and check for leaks	Found automatic transmission fluid to be contaminated/burnt	Perform automatic transmission fluid exchange service	

Cautioned Task	Observation	Recommendation	Done
Inspect overall tire wear and condition	All tire tread depth measures 3/32" - 5/32". Will need tires soon	• Mount and balance 2 new front tires • Mount and balance 1 new tire (right rear)	
Measure rear brake lining thickness	4/32". Inspect brakes next service	Replace rear brake pads and replace rear brake rotors	
Measure left front tire tread depth	3/32" : Will need tires soon		
Measure right front tire tread depth	3/32" : Will need tires soon		
Measure right rear tire tread depth	3/32" : Will need tires soon		

Passed Task	Observation	Recommendation	Done
Check and adjust all tire pressures	Set all tires pressure to manufacturer specifications		
Fill windshield washer fluid	Found washer fluid level low: Filled to proper level		

Passed Task	Observation	Recommendation	Done
Measure front brake lining thickness	6/32" or greater. Inspect brakes next service		
Perform battery performance test	Battery passes performance test		

Passed Tasks		
✓ Inspect exhaust system for leaks, damage, and loose parts	✓ Check and adjust all tire pressures	✓ Inspect wheel bearings
✓ Inspect engine mounts	✓ Inspect transmission mount(s)	✓ Inspect transfer case fluid level and condition
✓ Inspect rear differential fluid level and condition and check for leaks	✓ Inspect manual transmission fluid level and condition	✓ Inspect fuel tank, lines, and connections
✓ Inspect air cleaner element	✓ Fill windshield washer fluid	✓ Check power steering fluid level and condition and check for leaks
✓ Check engine coolant level and condition and check for leaks	✓ Check brake fluid level and condition and check for leaks	✓ Inspect hazard light operation
✓ Inspect brake light operation	✓ Inspect back-up light operation	✓ Inspect taillight, turn signal, side marker, and license plate lights
✓ Inspect taillight, reverse lights, turn signal, and side marker assemblies for cracks and damage	✓ Inspect fog lights and headlight low and bright beam operation	✓ Inspect windshield wiper and washer operation
✓ Check horn operation	✓ Inspect heat and air conditioning operation	✓ Inspect dash and interior lights
✓ Measure front brake lining thickness	✓ Inspect brake system components	✓ Inspect instrument cluster warning lamps
✓ Inspect all vehicle wiper blades	✓ Perform battery performance test	✓ Inspect battery terminals and cables
✓ Inspect ignition wires and spark plugs	✓ Inspect cabin air/HEPA micro filter (if equipped)	✓ Inspect accessory drive belts
✓ Inspect front differential fluid level and condition and check for leaks	✓ Inspect steering and sway bar components	✓ Inspect suspension components
✓ Measure left rear tire tread depth	✓ Inspect hood props	✓ Timing belt/balance shaft belt/water pump-recommended by mileage
✓ Inspect axles, driveshaft(s) U-joints and CV joints/boots	✓ Check fuel filter	✓ Check vehicle for manufacturer time/mileage based recommended maintenance with no shop history.

Additional Information

Below is information we feel would help you better understand some of the reasons for taking preventive maintenance steps -- steps that help to ensure the reliability and safety of your vehicle for you and your family.

** The following section may contain instructions for servicing various components of your vehicle. These are an overview of the process that will be performed by a skilled technician in our shop. They are not intended to be a guide for a "do-it-yourself" operation.

925524

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3152 Virginia Beach Boulevard Virginia Beach, VA • (757) 498-2357

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Tire replacement

AI-123

Operation Description:

Raise the vehicle using an automotive lift. Remove the rim and tire assembly from the vehicle. Remove the tire from the rim. Install a new valve stem assembly. Install a new tire on the rim. Inflate the tire to recommended pressure. Balance the tire and rim assembly on a computer-aided dynamic tire balancing machine. Reinstall the tire and rim assembly onto the vehicle. Torque the wheel retaining nuts to the vehicle manufacturer's specifications.



Signs of irregular tire wear



New tire

Significance:

Your vehicle's tires are the only connection between your vehicle and the road. Safe vehicle operation depends on your tires being in good condition. If your tires are neglected, the tread can wear completely away, leaving the tire bald and often exposing the steel cords. Not only is this condition dangerous, it is also unlawful in many states. Tires with an abnormal tread wear pattern can cause the vehicle to shimmy and vibrate, and can adversely affect the manner in which your vehicle performs. A tire with an abnormal tread wear pattern will no longer contact the road the way that it was designed to, and this condition can be dangerous, especially during adverse road conditions.

Advantage:

Replacing worn tires is part of vehicle maintenance that is necessary to ensure that your driving experience is as safe as possible. Besides the obvious safety benefits, tires that are in good condition and properly inflated to the correct air pressure can increase the overall fuel economy and help provide a comfortable ride.

Oil and filter change

AI-130

Operation Description:

Completely drain all oil from the engine. Reinstall the oil drain plug using a new oil drain plug gasket, and torque the drain plug to the vehicle manufacturer's specifications. Remove the oil filter from the engine. Lubricate the seal on the new filter using clean motor oil. Install the new oil filter on the engine and tighten it to specification. Refill the engine with the correct amount of motor oil specified by the manufacturer. Start the engine and allow it run for over 30 seconds. Shut the engine off and check for any oil leaks beneath the vehicle. Check the oil level. Top off as necessary.



Sludge from lack of oil changes



Clean, maintained engine internals

Significance:

Changing your engine oil and filter is the single most important vehicle maintenance that you can perform to ensure long engine life. Engine oil that is not changed when it should can develop sludge which can cause serious engine damage in less than 15,000 miles. Today's engine oils have additives and detergents that help to prevent sludge formation, but engine heat will eventually break down these additives so they can no longer protect your engine. The solution is to change your engine oil and filter at the recommended service intervals to ensure that your engine runs reliably for many years.

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Inspection Recommendations	Status	Cost	Deferred	Approved
Mount and balance 2 new front tires (All tire tread depth measures 3/32 - 5/32": Will need tires soon)	Cautio	\$349.50	X	See AI-123
Mount and balance 1 new tire (right rear) (All tire tread depth measures 3/32 - 5/32": Will need tires soon)	Cautio	\$174.75	X	See AI-123
Replace rear brake pads and replace rear brake rotors (4/32": Inspect brakes next service)	Cautio	\$416.66	X	See AI-136
Subtotal		\$940.91	\$940.91	
Totals, Taxes and Fees		Cost	Deferred	Approved
Estimate Subtotal		\$1,254.8	\$1,254.86	\$0.00
Shop Supplies		\$69.95		\$0.00
Tax		\$79.49		\$0.00
Estimate Total		\$1,404.3		\$0.00

For "See AI-" items [redacted] see the "Additional Information" section

Hall
AUTOMOTIVE
 More Cars. Great People.

KNOW
YOUR VEHICLE™
 FITNESS INSPECTION & TREATMENT PLAN

OUR VALUED CUSTOMER

[redacted]
 [redacted]
 FRANKTOWN, VA
 [redacted]

Greg Lee
 Service Consultant

S. Burkholder
 Certified Technician

YOUR VEHICLE

Year 2011	Make Dodge	Model Charger	Engine Type 3.6L V6 G DOHC (MFI)
Odometer 1	VIN# 2B3CL3CG4BH [redacted]	License# [redacted]	Date 2/20/2016

Hall Automotive's Commitment to you

It's about "Peace of Mind..."

Thank you for choosing Hall Chrysler Dodge Jeep Ram to handle your Dodge Charger's service needs. In order to provide the quality service you deserve, we have invested in the latest diagnostic equipment and information systems. These help us fully understand your vehicle's service and maintenance requirements so that we can service your vehicle in the most comprehensive and economical way possible.

We are pleased to present to you a **"Know Your Vehicle"** report today. It's important to us that you leave our dealership with peace of mind, so we take the extra time necessary to analyze your vehicle's health to make sure it is operating at it's optimum levels. This bumper-to-bumper inspection report will help you better understand your vehicle's performance and health. Staying on top of your vehicle's health is vitally important to ensuring your safety on the road.

Thank you for this opportunity to assist you. We appreciate your business. Please feel free to contact Greg Lee, your service advisor if you have any questions or concerns. We will do everything we can to put your mind at ease and keep you and your family safe on the road.

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More Cars. Great People.



How Hall Automotive gives you "Peace of Mind..."

To help you understand what your vehicle needs to stay in top operating condition, we:

- Perform a world class visual inspection on your vehicle every visit
- Review your vehicle's maintenance schedules and search our extensive database to uncover anything we believe you should know about your vehicle based on its odometer reading and time on the road
- Make recommendations and complete a Treatment Plan for your vehicle
- Offer a complete easy to read and understand report that enables you to make an educated decision for your vehicle's service needs. Items on the report will be classified as follows:
 - Pass - Items are new or "like new" and do not require service at this time
 - Items that are dirty or showing signs of wear and would benefit from being serviced soon
 - Fail - Items that have either worn below minimum specifications or are no longer doing what it was designed to do and need to be repaired immediately

DISCLAIMER: Addressing any identified issues listed by the report, should improve the safety and performance of your vehicle. However, please remember that the inspection is limited to a visual inspection of the items listed on the report without disassembling or test driving your vehicle. Therefore, it is not possible for the technician to see or identify all potential defects, especially those that are internal to the engine, transmission, driveline, electrical system or other components. The cleanliness of the vehicle both inside and out at the time of the actual inspection may reduce the accuracy of the inspection. Your vehicle may have conditions that are not evident at the time of the inspection or otherwise not presented or noticed during the inspection process. Therefore, the inspection and condition report does not provide any guarantee or warranty that the vehicle will not break down in the future, or have conditions that were undetected during the inspection or were omitted from the report.

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ATF fluid exchange without filter

AI-230

Operation Description:

Using a state-of-the-art machine, one of our specially trained technicians will use a safe and effective cleaner to dissolve and suspend the varnish and gums in the transmission, valve body, torque converter, pan, filter element, transmission lines, and transmission cooler. The technician will then flush the entire unit of all old fluid and suspended debris and install new transmission fluid of the proper specification and fortify the new fluid with seal conditioners, oxidation inhibitors and friction modifiers. Finally, he will run the vehicle to operating temperature and ensure that the automatic transmission fluid is filled to the correct level.



Valve body spool with heavy build up

Significance:

When was the last time you had your vehicle's transmission serviced? Have you experienced slipping, hard shifting, or chattering? All of this can indicate that an automatic transmission flush service is needed.



Valve body spool after transmission service

Advantage:

By having your automatic transmission cleaned and its fluid replaced every 2 years or 30,000 miles, you can keep the transmission running efficiently, restore transmission fluid circulation, help prevent overheating, smooth shifting and transmission operation, and reduce transmission wear. All of this helps you avoid costly future repairs to the transmission.



Recommended Services

Our technicians recommend the following services for your vehicle.

Original Customer Requests	Status	Cost	Deferred	Approved
A. CUSTOMER STATES THE VEHICLE WILL NOT START, CHECK AND ADVISE				X
B. HEADLAMP WIRING				X
C. ALTERNATOR				X
D. REPROGRAM OCCUPANT RESTRAINT CONTROL MOD				X
E. NEED CORRECT MILEAGE				X
F. WORLD CLASS VEHICLE INSPECTION		\$0.00		X
Subtotal		\$0.00		
Inspection Recommendations	Status	Cost	Deferred	Approved
Change engine oil and filter (Found engine oil to be dirty)	Fail	\$48.95	X	See AI-130
Perform automatic transmission fluid exchange service (Found automatic transmission fluid to be contaminated/burnt)	Fail	\$265.00	X	See AI-230
Subtotal		\$313.95	\$313.95	

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HALL CHRYSLER JEEP DODGE RAM

3152 VIRGINIA BEACH BLVD

VIRGINIA BEACH, VA 23452

Main (757) 498-2200 Service (757) 498-2357 Service Fax (757) 498-2228

FAX COVER SHEET

ATTENTION: CHRYSLER RECALL CENTER

DATE: 04/01/16 PAGES: 5

FROM: GREG LEE DEPT: SERVICE

COMMENTS: REF # [REDACTED]



ART WALKER'S AUTO SERVICE, INC.

2636 Dean Drive
VIRGINIA BEACH, VA 23452
Phone (757) 340-0131 Fax (757) 340-8557
Fed. ID# 54-1658891

CUSTOMER'S ORDER NO.		PHONE		DATE		
[REDACTED]		[REDACTED]		2/18/16		
CHARGE						
[REDACTED]						
NAME: [REDACTED]						
ADDRESS: [REDACTED] (1121 Dodge)						
VA Beach						
SOLD BY	CASH	C.O.D.	CHARGE	ON ACCT.	MOSE. RET'D.	PAID OUT
QTY.	DESCRIPTION				PRICE	AMOUNT
	TOWING CHARGE					250 00
	SUBLET CHARGE					
	STORAGE CHARGE					
	MAKE MODEL COLOR					
	LIC # PLATE					
	VIN #					
	ODOMETER					
MOTOR CLUB INFO						
MILES TO SCENE _____ LESS _____ @ _____						
MILES TOWED _____ LESS _____ @ _____						
TAX						
RECEIVE [REDACTED]					TOTAL	250 00

All claims and returned goods MUST be accompanied by this bill.

Thank You

CUSTOMER #:

Hall

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LOCATION # 18
HALL OF VIRGINIA BEACH V, LLC
DBA HALL CHRYSLER DODGE JEEP RAM
3152 VIRGINIA BEACH BLVD.
VIRGINIA BEACH, VA 23452
(757) 498-2200 MAIN
(757) 498-2357 SERVICE
www.hallauto.com

INVOICE

PAGE 3

SERVICE ADVISOR: 9506 GREGORY A LEE

FRANKTOWN VA
HOME: CONT:N/A
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	11	DODGE CHARGER	2B3CL3CG4B		86583/86584	T4180	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUN11 DD			17:00 20FEB16			CASH	20FEB16
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: DLR: ENG:3.6_Liter					
18:42 18FEB16	15:03 20FEB16						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		18054	ISPR				(N/C)

F WORLD CLASS VEHICLE INSPECTION
 WCI18 WORLD CLASS VEHICLE INSPECTION
 18054 ISPR

(N/C)

Were you planning on placing today's purchases on your MILEONE Credit card? DON'T HAVE ONE? Ask us about FREE Financing or visit www.HallCreditCard.com for more details. Thank you for allowing us to be your service provider!

CHRYSLER

DODGE

Jeep



DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 6 MONTHS OR 6,000 MILES, WHICHEVER COMES FIRST.

Attorney Fees: In the event Hall shall commence collection proceedings of this invoice, I understand that Hall may recover from me all costs of collection, interest, and reasonable internal and/or engaged counsel attorney's fees. I further agree that an authenticated copy of this invoice may be used in place of the original should its admission into evidence become necessary pursuant to Virginia Code section 8.01-374.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.

X CUSTOMER SIGNATURE

CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP SUPPLIES	0.00
TOTAL CHARGES	0.00
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Thank You!

HOURS OF OPERATION
 SERVICE: M-F 7:30am-6:00pm
 (Wed. until 8:00pm) SAT 8:00am-1:00pm
 24 HOUR SERVICE DROP AVAIL: 7 DAYS A WEEK
 QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)

CUSTOMER #:

Hall

AUTOMOTIVE

LOCATION # 18
HALL OF VIRGINIA BEACH V, LLC
DBA HALL CHRYSLER DODGE JEEP RAM
3152 VIRGINIA BEACH BLVD.
VIRGINIA BEACH, VA 23452
(757) 498-2200 MAIN
(757) 498-2357 SERVICE
www.hallauto.com

INVOICE

PAGE 2

FRANKTOWN, VA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 9506 GREGORY A LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
WHITE	11	DODGE CHARGER	2B3CL3CG4BH		86583/86584	T4180

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUN11 DD			17:00 20FEB16			CASH	20FEB16

R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: DLR	ENG:3.6_Liter
18:42 18FEB16	15:03 20FEB16		

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

08P60182 REPLACED ALTERNATOR ASSEMBLY
18054 WJP

1 CBWHP602AA ALTERNATO-ENGINE
1 WARMTH WARRANTY RETURN

FC:

PART#: CBWHP602AA

COUNT: 1

CLAIM TYPE: S

AUTH CODE:

(N/C)
(N/C)
(N/C)

86584 P60 REPLACE ALTERNATOR PER P60

D REPROGRAM OCCUPANT RESTRAINT CONTROL MOD
CAUSE: OPEN RECALL R35

18R35182 REPROGRAMMED OCCUPANT RESTRAINT
CONTROLLER MODULE
18054 WJP

FC: PART#: COUNT:

CLAIM TYPE: S

AUTH CODE:

DODGE

Jeep



RAM

86583 R35 UPDATE SOFTWARE IN ORC PER R35, 56064077AG-AK

E NEED CORRECT MILEAGE

COMMENT LINE ONLY - NO REPAIR

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 6 MONTHS OR 6,000 MILES, WHICHEVER COMES FIRST. Attorney Fees: In the event Hall shall commence collection proceedings of this invoice, I understand that Hall may recover from me all costs of collection, interest, and reasonable internal and/or engaged counsel attorney's fees. I further agree that an authenticated copy of this invoice may be used in place of the original should its admission into evidence become necessary pursuant to Virginia Code section 8.01-374. TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE. NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control. I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	SHOP SUPPLIES	
	TOTAL CHARGES	
	ADJUSTMENTS	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

Thank You!

HOURS OF OPERATION

SERVICE: M-F 7:30am-6:00pm

(Wed. until 8:00pm) SAT 8:00am-1:00pm

24 HOUR SERVICE DROP AVAIL: 7 DAYS A WEEK

QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)

X CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

INVOICE

Hall

AUTOMOTIVE

LOCATION # 18
HALL OF VIRGINIA BEACH V, LLC
DBA HALL CHRYSLER DODGE JEEP RAM
3152 VIRGINIA BEACH BLVD.
VIRGINIA BEACH, VA 23452
(757) 498-2200 MAIN
(757) 498-2357 SERVICE
www.hallauto.com

FRANKTOWN, VA [REDACTED]
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 9506 GREGORY A LEE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
WHITE	11	DODGE CHARGER	2B3CL3CG4BH [REDACTED]	[REDACTED]	86583/86584	T4180	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
11JUN11 DD			17:00 20FEB16			CASH	20FEB16
R.O. OPENED	CUSTOMER NOTIFIED	OPTIONS: DLR [REDACTED] ENG: 3.6_Liter					

18:42 18FEB16	15:03 20FEB16						
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL	

A CUSTOMER STATES THE VEHICLE WILL NOT START, CHECK AND ADVISE
CAUSE: DIAG

SEEC SEE LINE C FOR REPAIRS
18054 ISPR

(N/C)

86583 DIAG ALTERNATOR WAS SHORTED DRAINING BATTERY. SEE LINE C

B HEADLAMP WIRING

CAUSE: OPEN RECALL P08

08P08184 INSPECTED BULB SEALS AND REPLACED BOTH
HEADLAMP ASSEMBLIES
18054 WJP

(N/C)

- 1 CBEKP081AA HEADLAMP
- 1 CBEKP082AA HEADLAMP
- 1 57010286AC BRACKET-FASCIA SUPPORT
- 1 57010287AC BRACKET-FASCIA SUPPORT
- 4 WARM TM WARRANTY RETURN

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

FC:

PART#: CBEKP081AA

COUNT: 1

CLAIM TYPE: R S

AUTH CODE:

DODGE

Jeep



86584 P08 INSPECT HEADLAMPS AND WIRING. FOUND MELTED HEADLAMPS AT
LOW BEAM BULBS. ORDER BOTH HEADLAMPS. REPLACE BOTH HEADLAMP ASSEMBLIES.

C ALTERNATOR

CAUSE: OPEN RECALL P60

DISCLAIMER OF WARRANTIES: ALL PRODUCTS ARE SOLD "AS IS" AND HALL EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE. HALL GUARANTEES THE LABOR PERFORMED FOR 6 MONTHS OR 6,000 MILES, WHICHEVER COMES FIRST.	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	SHOP SUPPLIES	
	TOTAL CHARGES	
	ADJUSTMENTS	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

Attorney Fees: In the event Hall shall commence collection proceedings of this invoice, I understand that Hall may recover from me all costs of collection, interest, and reasonable internal and/or engaged counsel attorney's fees. I further agree that an authenticated copy of this invoice may be used in place of the original should its admission into evidence become necessary pursuant to Virginia Code section 8.01-374.

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE IN ADVANCE.

NOTE: Hall is not responsible for loss or damage to your vehicle, it's electronic equipment, or personal property left inside, arising from fire, theft, or any other cause beyond our control.

I hereby authorize the repair work above to be performed, and hereby grant you and/or your employees permission to operate the vehicle above for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. I further authorize Hall to repair my vehicle per insurance company estimate, including any supplementary claims, and I hereby assume personal liability for payment in full for any and all work done on said vehicle. By signing below, I authorize Hall and/or its affiliates to contact me at the telephone numbers above for the purpose of providing information on its products and services.

Thank You!

HOURS OF OPERATION

SERVICE: M-F 7:30am-6:00pm

(Wed, until 8:00pm) SAT 8:00am-1:00pm

24 HOUR SERVICE DROP AVAIL: 7 DAYS A WEEK

QUICK LUBE: M-F 8:00am-4:00pm (Wed.-7pm)

X CUSTOMER SIGNATURE _____

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