



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: 14-JUN-2018  
**SEP 2 1 2018**  
Repository   
Reference No.: 11101834

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: REIVERDALE State: IL Zip Code: [REDACTED]

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

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: 1C4NJPPFA3GD [REDACTED]  
Make: JEEP Model: PATRIOT Model Year: 2016  
Date Purchased: March 2015 Dealer's Name and Telephone Number: Tom 708-474-2300  
Engine: No. Cylinders: [REDACTED] Fuel Type: [REDACTED]  
Original Owner:  Dealer's City: HANSMY State: IL Zip Code: 60438  
Transmission Type: [REDACTED]  Antilock Brakes Powertrain: [REDACTED] Multiple Failure: [REDACTED] Incident Date(s): 08-JUN-2018  
 Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 200000 WHEELS, 199000 TIRES: PRESSURE MONITORING AND REGULATING SYSTEMS  
Failure Mileage: 32000 Failure Speed: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]  
DOT No. (Example: DOTM1A9ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]  
Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]  
Seat Type: [REDACTED] Installation System: [REDACTED]  
Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: [REDACTED] Number of Deaths: [REDACTED] 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 2016 JEEP PATRIOT. WHILE DRIVING AT UNKNOWN SPEEDS, THE TIRE PRESSURE WARNING INDICATOR ILLUMINATED AND AN ABNORMAL NOISE WAS HEARD. THE VEHICLE WAS TAKEN TO THE LOCAL DEALER (NAPLETON&S RIVER OAKS CHRYSLER DODGE JEEP RAM, 17225 TORRENCE AVE, LANSING IL 60438) WHERE IT WAS DIAGNOSED THAT THE CONTROL ASSEMBLY PANEL, CONTROL SENSOR, AND SENSOR LIGHT FAILED AND REPROGRAMMING WAS NEEDED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 32,000.

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.

*Please see Attachment*

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

~~Since this call I contact, the Corporation Joe Seep and Joseph +844-827-2003 ext. 4721315 / case # [redacted]. He has been working with Tom in Secularing and myself. I have been back twice since then, the first time they said that they had to order the part. On Tuesday July 24th the Joseph from Corporation called me to make an appointment because the parts were back. I went in twice on the 27th, the person wasn't there, so I had to go back on 30th. The problem was suppose to be fixed case was close on Weds August 1st. at 9:01 AM, On August 7, at 8:12 pm I had to call Joseph to reopen the case because the light is~~  
ATTACH ADDITIONAL SHEETS IF NECESSARY *back on ??*

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue SE  
Washington, D.C. 20077-9382  
Official Business  
Penalty for Private Use \$300



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

[REDACTED]

Riverdale Ill [REDACTED]

Reference # 11101834

Since I contacted NHTSA, I decided to contact the Corporate Office for Jeep, I was given a case # [REDACTED] I was contact by someone name Joseph from the Corporate office. His number is 844-827-8-2003 Ext 302070, he has been communicating with Tom from Napoleton River Oaks, I was told to come on July 24<sup>th</sup> and July 27<sup>th</sup> the parts was there on the 24<sup>th</sup> on the 27<sup>th</sup> the person that was supposed to install the part wasn't there. So on July 30<sup>th</sup> 2018, I returned the part was installed, I was informed by Tom that if this didn't work, he wouldn't know what else to do for me. On August 1<sup>st</sup> 2018 around 9:01am, Joseph called me to check to see if the light was coming on, I told him not so far, so he closed my case but he informed me that he would re-open my case if I had any more problems. While around 8:12 pm on the same date I was in Deplanes Illinois, on the expressway when the light came back on, I called Joseph that night and informed him, I also have Video's and picture from my phone. Since then I had to go to Missouri for an emergency, the light came on all the way there off and on and back home. Now I was told by Joseph to make an appointment, because a Tech Specialist from Jeep was coming out to look at my Truck, I made an appointment as usual, on August 20<sup>th</sup> 2018, at 9:30 am I was at from Napoleton River Oaks, I was there for an hour, because Tom and Joseph couldn't decide who's responsibility it was to call the Tech. Tom got a hold to a Tech, that he happen to have a number for, I overheard the Tech saying that it was Joseph's responsibility to setup the appointment with the Tech. But the Tech just setup an appointment with me on September 6, 2018 at 9:30 am, but Tom asks me to bring the Truck on the 5<sup>th</sup> of September because he was going to have to give me a loaner anyway.

[REDACTED]

CUSTOMER #:

# NAPLETON'S

\*INVOICE\*



RIVERDALE, IL

PAGE 1

17225 Torrence Ave., Lansing, IL 60438  
Phone: (708) 474-2300 · Fax: (708) 474-6564  
www.riveroakscjd.com

BUS:		CELL:		SERVICE ADVISOR: 1 TOM WALKER			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	JEEP PATRIOT	1C4NJPPFA3GD		33407/33407		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN18 DD			WAIT 14APR18		0.00	CASH	14APR18
DATE OF REPAIR		DATE CUSTOMER NOTIFIED		OPTIONS: DLR: ENG:2.0_Liter			
09:16 14APR18		12:12 14APR18					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A z-	(DMS Appt. Feed)	Line 9	[CUST STATES TIRE LIGHT KEEPS COMING ON]				
CAUSE: UNABLE TO PROGRAM							
22140102 Sensor, low tire pressure - Replace One							
(1 - Semi-Skilled)							
306 BARRETO, DAVID LIC#: 7549							
WD							
1	56029479AB	SENSOR-TIRE PRESSURE					(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							



CHRYSLER

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

B ...  
NIN ...

306 BARRETO, DAVID LIC#: 7549



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

\*\*\* ALL MOPAR PARTS/REPAIRS ARE GUARANTEED  
FOR 2 YEARS UNLIMITED MILES...ALL ADJUSTMENTS  
ARE GUARANTEED FOR 90 DAYS \*\*\*

## NAPLETON'S



### THANK YOU FOR YOUR BUSINESS!

#### Arbitration Agreement

Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer - Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

#### STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

# NAPLETON'S

\*INVOICE\*



17225 Torrence Ave., Lansing, IL 60438  
Phone: (708) 474-2300 · Fax: (708) 474-6564  
www.riveroakscjd.com

RIVERDALE, IL

PAGE 1

BUS: CELL: SERVICE ADVISOR: 1 TOM WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	JEEP PATRIOT	1C4NJPPFA3GD		34054/34054		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN18 DD			WAIT 26APR18		0.00	CASH	26APR18

DATE OF REPAIR: 16JAN18 DD DATE CUSTOMER NOTIFIED: 12:03 26APR18 OPTIONS: DLR [REDACTED] ENG:2.0\_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A z-(DMS Appt. Feed) Line 10 [CUST STATES THEY REPLACE SENSOR LIGHT BUT TIRE PRESSURE ITS COMING BACK. , PLEASE ADVISE.]

CAUSE: CUSTOMER CONCERN

85410000 NO TIRE LIGHT ON AT THIS TIME. TRAINED ALL SENSORS, RESET WCM AND UPDATED TIRE PRESSURE THRESHOLDS

132 TILLERY, JACOB LIC#: 6234

WD

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:



## RAM

## CHRYSLER

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

\*\*\*\*\*

B\*\* ... NIN NO VEHICLE INSPECTION REQUIRED ON THIS VISIT.

132 TILLERY, JACOB LIC#: 6234

IADVS

(N/C)

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

\*\*\*\*\*

\*\*\* ALL MOPAR PARTS/REPAIRS ARE GUARANTEED FOR 2 YEARS UNLIMITED MILES... ALL ADJUSTMENTS ARE GUARANTEED FOR 90 DAYS \*\*\*



## NAPLETON'S



### THANK YOU FOR YOUR BUSINESS!

Arbitration Agreement

Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer - Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

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CUSTOMER SIGNATURE

#### DESCRIPTION

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

# NAPLETON'S

\*INVOICE\*



RIVERDALE, IL

PAGE 1

17225 Torrence Ave., Lansing, IL 60438  
Phone: (708) 474-2300 · Fax: (708) 474-6564  
www.riveroakscid.com

BUS: CELL: SERVICE ADVISOR: 1 TOM WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	JEEP PATRIOT	1C4NJPFA3GD		34894/34894		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN18 DD			10:45 09MAY18		0.00	CASH	11MAY18

DATE OF REPAIR: 09:14 09MAY18 DATE CUSTOMER NOTIFIED: 12:15 11MAY18 OPTIONS: DLR: ENG:2.0\_Liter

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

A z-(DMS Appt. Feed) Line 10 [CLIENT STATES LOW TIRE LIGHT COMES ON AND OFF. SEE TOM]

CAUSE: UNABLE TO PROGRAM  
 22140102 FOUND THE RIGHT REAR TIRE PRESSURE  
 SENSOR PROGRAMMED SYSTEM.  
 7 LAU, SIMON LIC#: 1451  
 WD  
 1 56029479AB SENSOR-TIRE PRESSURE  
 FC: UP PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

(N/C)  
(N/C)



RAM

CHRYSLER

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

B RENTAL CAR

CAUSE: RENTAL CAR  
 95400041 Loaner Car Loaner Car (0 - Low Skilled)  
 9999 HOUSE TECH LIC#: 9999  
 WD  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

(N/C)



SUBL RENTAL CAR

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

(N/C)

C Multi-point inspection (according to maintenance interval)  
NIN ...

7 LAU, SIMON LIC#: 1451

## NAPLETON'S



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CUSTOMER SIGNATURE

#### DESCRIPTION

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

#### TOTALS

PLEASE PAY THIS AMOUNT

CUSTOMER #:

# NAPLETON'S

\*INVOICE\*



RIVERDALE, IL

PAGE 2

17225 Torrence Ave., Lansing, IL 60438  
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[www.riveroakscid.com](http://www.riveroakscid.com)

BUS: CELL: SERVICE ADVISOR: 1 TOM WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	JEEP PATRIOT	1C4NJPPFA3GD		34894/34894		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN18 DD			10:45 09MAY18		0.00	CASH	11MAY18

DATE OF REPAIR: 09:14 09MAY18 DATE CUSTOMER NOTIFIED: 12:15 11MAY18 OPTIONS: DLR: ENG:2.0\_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			IADVS				(N/C)
PARTS:			LABOR:	0.00	OTHER:	0.00	TOTAL LINE C: 0.00

\*\*\* ALL MOPAR PARTS/REPAIRS ARE GUARANTEED FOR 2 YEARS UNLIMITED MILES...ALL ADJUSTMENTS ARE GUARANTEED FOR 90 DAYS \*\*\*



RAM

CHRYSLER

DODGE

Jeep

## NAPLETON'S



**THANK YOU FOR YOUR BUSINESS!**

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

# FACE PAGE RENTAL AGREEMENT

DEALER INFORMATION			
Name <b>River Oaks Chrysler Dodge Jeep Ram</b>			
Address <b>17225 Torrence Ave</b>			
City <b>Lansing</b>	State <b>IL</b>	Zip <b>60438</b>	
Phone <b>708-474-2300</b>			

RO# [REDACTED]	UNIT# [REDACTED]	RA# [REDACTED]
----------------	------------------	----------------

CUSTOMER INFORMATION			
Customer [REDACTED]			
Home Address [REDACTED]			
City <b>RIVERDALE</b>	State <b>IL</b>	Zip [REDACTED]	
Driver's License No. [REDACTED]	State <b>IL</b>	Expires <b>8/7/2018</b>	
Birth Date [REDACTED]	Home Telephone [REDACTED]		

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

Additional Driver's Name [REDACTED]		Birth Date	
Driver's License No.		State <b>IL</b>	Expires
Additional Driver's Name		Birth Date	
Driver's License No.		State	Expires

RENTAL VEHICLE INFORMATION			
Date and Time OUT	<b>5/10/2018</b>	<b>8:47 AM</b>	
Date and Time IN	/ /	A.M.	P.M.
Date and Time DUE IN	<b>5/12/2018</b>	<b>8:47 AM</b>	
Vehicle VIN	<b>ZACCJBBB2HP [REDACTED]</b>		

CUSTOMER INSURANCE INFORMATION			
Insurer <b>GEICO</b>	Agent		
Policy No. [REDACTED]	Expiration Date <b>9/4/2018</b>	Telephone	

Vehicle Description	<b>2017 JEEP RENEGADE ORANGE</b>		
License No.	<b>BF</b>	State	<b>IL</b>
Mileage IN		FUEL	
Mileage OUT	<b>1022</b>	OUT	IN
Miles Driven		<b>F</b>	<b>F</b>
Miles Allowed	<b>200 per day</b>	3/4	3/4
Chargeable Miles		1/2	1/2
		1/4	1/4
		E	E

DAMAGE DESCRIPTION	
	Condition Out: <b>Jawed</b> <b>-NO SMOKING</b>
	Condition In:
<input type="checkbox"/> PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.	

RATES DO NOT INCLUDE FUEL	RENTAL CHARGES
MILES: _____ @ 0.20	
DAYS: _____ @ \$ 35.00	
TOTAL TIME AND MILEAGE CHARGES →	
TAXABLE FUEL GAL. @ \$ 5.00	
TAXABLE SUB-TOTAL →	
TAX @ _____ %	
NON-TAXABLE FUEL GAL. @ \$ _____	
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER	
SUB-TOTAL	
TOTAL CHARGE →	
METHOD OF PAYMENT	REFUNDED
<input type="checkbox"/> CHECK _____ / _____ EXPIRES <input type="checkbox"/> CARD VERIFIED	\$ _____ CUSTOMER INITIALS X _____
<input type="checkbox"/> AMEX <input type="checkbox"/> MC <input type="checkbox"/> VISA <input type="checkbox"/> OTHER	

Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement.

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$10 plus fuel @ \$ 5.00 per gallon.

If this is a loan of the Vehicle, Your personal auto insurance policy is primary for damage to the Vehicle. Your responsibility may be limited to the deductible amount on that insurance policy.

By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations and to release your billing/rental information to third parties for billing/processing and other legitimate purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) at the mobile telephone number you provided above; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our final audit. ALL CHARGES SUBJECT TO FINAL AUDIT.

Customer

## Illinois Rental Agreement Terms and Conditions ("Terms and Conditions")

1. **Definitions.** "Agreement" means all terms and conditions found on the "Face Page" and in these Terms and Conditions. "You" or "your" means the person identified as the Customer on the Face Page, each person signing this Agreement, every Authorized Driver and each person or organization to whom charges are billed by us at its or the Customer's direction. You are jointly and severally bound by this Agreement. "We," "us" or "our" means the independent automobile dealer or its affiliate named elsewhere in this Agreement. "Vehicle" means the automobile or truck identified in this Agreement and each vehicle we substitute for it, and all its tires, tools, accessories, equipment, keys and documents. The Vehicle may be a temporary substitute for a Customer-owned or Customer-leased vehicle that you have given us the opportunity to service or repair ("Service Replacement Vehicle"). "Authorized Driver" means: (a) the Customer and the Customer's spouse; (b) additional drivers listed by us in this Agreement; (c) if the Customer is a business entity, Customer employees who are permissible drivers on the business entity's auto insurance policy; (d) a licensed driver driving the Vehicle to a medical or police facility during an emergency; and (e) the Customer's employer, employee, or coworker who is engaged in a common business activity with the Customer. Authorized Drivers are the only persons permitted to drive the Vehicle. Each Authorized Driver must possess a valid driver's license. If the Vehicle is a Service Replacement Vehicle, and the Customer is the title owner of that vehicle, then the Customer and the Customer's spouse must be at least age 18. All other Authorized Drivers must be at least age 21. "Loss of Use" means the loss of our ability to use the Vehicle for any purpose due to damage to it or loss of it during this rental, including uses other than for rental, such as display for rent, display for sale, opportunity to upgrade, opportunity to sell, or transportation of employees. "Daily Vehicle Rate" means the daily time and mileage fee that we typically charge for vehicles of the same type as the Vehicle. "Charges" means the fees and charges that are incurred under this Agreement. "Vehicle License Cost Recovery Fee" means our good faith estimate of the average daily cost of our actual total annual motor vehicle licensing, titling, registration, and inspection costs. "Rental Period" means the period between the time you take possession of the Vehicle until the Vehicle is either returned to or recovered by us and checked in by us.

2. **Rental; Consideration; Indemnity and Warranties.** This is a contract for rental of the Vehicle offered to you. Your signature on the Face Page is acceptance of this offer and acknowledgment that binding consideration exists, as follows: our opportunity to service or repair a vehicle you left with us; financial benefits we receive from others for the service/repair work; financial benefits we receive from others to obtain and use this Vehicle as a Service Replacement Vehicle; a fee you pay us; and/or the rights and obligations of this Agreement. We may repossess the Vehicle at your expense without notice to you if the Vehicle is abandoned or used in violation of law or this Agreement. You agree to indemnify us, defend us and hold us harmless from all claims, liability, costs and attorney fees we incur resulting from or arising out of this Agreement or your use of the Vehicle. We make no warranties, express, implied or apparent, regarding the Vehicle, no warranty of merchantability and no warranty that the Vehicle is fit for a particular purpose.

3. **Inspection; Condition and Return of Vehicle.** You must return the Vehicle to our office on the date and time specified on the Face Page with at least as much fuel as when rented, unless we offer, and you purchase, pre-paid fuel. You will check and maintain Vehicle fluid levels. You may extend the Rental Period for up to 1 week if you obtain our consent before the date due, and we may require you to return the Vehicle to our rental office for inspection. The total Rental Period may not exceed 30 days under any circumstances. The Vehicle must be returned in the same condition that you received it except for ordinary wear. If the Vehicle is returned after closing hours, you remain responsible for all damage to or loss of it until we inspect it on reopening for business, and all Charges may continue to accrue. You must obtain our prior written approval before servicing the Vehicle or replacing parts or accessories. You grant us, our agents, assigns and each person with a financial interest in the Vehicle the right to inspect the Vehicle during this rental.

4. **Responsibility for Damage or Loss; Reporting to Police.** Regardless of fault, you are responsible for theft or loss of the Vehicle and all damage to it, including damage caused by collision, weather, road conditions, acts of nature, theft, and vandalism. Your responsibility includes: (a) all physical damage to the Vehicle measured as follows: (i) if we determine that the Vehicle is a total loss, the fair market value of the Vehicle; (ii) if we determine that the Vehicle is repairable: the reasonable estimated retail value or actual cost of repair; (b) Loss of Use, which shall be measured by multiplying the Daily Vehicle Rate by the actual or estimated number of days from the date the Vehicle is damaged until it is replaced or repaired, which you agree represents a reasonable estimate of Loss of Use damages and not a penalty. Loss of Use shall be payable regardless of fleet utilization; (c) a reasonable administrative fee; (d) towing, storage, and impound charges and other reasonable incidental and consequential damages; and (e) all costs associated with our enforcement of this Agreement or collection of Charges, including attorneys' fees, collection fees, and costs whether or not litigation is commenced. You are responsible for replacing missing equipment and Vehicle documents and keys. You must report all Vehicle accidents or incidents of theft and vandalism to us and the police upon discovery. You must report all accidents or incidents of theft and vandalism to us and the police as soon as you discover them. If the Vehicle's MSRP is \$50,000 or less: until June 1, 2016, your responsibility for loss or damage due to causes other than theft will not exceed \$17,000. Beginning June 1, 2016, and annually each June 1 thereafter, the maximum amount we may recover from you for damage to the Vehicle increases by \$500 above the maximum recovery allowed immediately prior to June 1 of that year. You are responsible for loss due to theft of the Vehicle up to a maximum of \$2,000, unless you fail to exercise ordinary care while in possession of the Vehicle, or unless you committed, or aided in, the theft of the Vehicle, in which cases you are liable up to the Vehicle's fair market value. If the Vehicle's MSRP is over \$50,000: Beginning on October 1, 2015, your responsibility for loss or theft of or damage to the Vehicle will not exceed \$40,000. Beginning on October 1, 2016, the maximum amount that we may recover will increase by \$2,500 on October 1<sup>st</sup> of each year. Beginning on October 1, 2020, the maximum amount that we may recover will increase by \$1,000 on October 1<sup>st</sup> of each year.

5. **Prohibited Uses.** The following uses of the Vehicle are prohibited and constitute material breaches of this Agreement. The Vehicle shall not be used: (a) by anyone who is not an Authorized Driver or not licensed to drive, or by anyone whose driving license is suspended; (b) by anyone under the influence of alcohol, prescription

or non-prescription drugs; (c) by anyone who obtained the Vehicle or extended the Rental Period by giving us false, fraudulent or misleading information; (d) for an illegal purpose or in the commission of a crime; (e) to carry persons or property for hire; (f) to tow an object in excess of 2,000 pounds, unless specifically approved by notation on the Face Page, or to push anything; (g) in a race or speed contest; (h) to teach anyone to drive; (i) outside the United States or Canada, or outside the geographic area described elsewhere in this Agreement, if any; (j) on an unpaved surface; (k) when the odometer has been tampered with or disconnected; (l) when it is reasonable to expect you to know that further operation of the Vehicle would damage it; (m) if applicable, by anyone who lacks experience driving a vehicle with manual transmission; (n) to transport an animal (other than a service animal); (o) to carry more passengers than the number of existing seatbelts; or (p) by anyone sending or reading an electronic message, including text (SMS) messages or emails, while operating the Vehicle. Smoking is prohibited in the Vehicle. **PROHIBITED USE OF THE VEHICLE VIOLATES THIS AGREEMENT AND VOIDS ALL LIABILITY AND OTHER INSURANCE COVERAGE (WHERE PERMITTED BY LAW).**

6. **Insurance.** You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the term of this rental agreement which provides to the owner, to us, and to you, the following primary coverage: (a) Bodily injury ("BI") and property damage ("PD") liability coverage; (b) Personal injury protection ("PIP"), no-fault, or similar coverage where required; (c) Uninsured/underinsured ("UM"/"UIM") coverage where required; and (d) Comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the loss occurs. **Where permitted by law, by signing this Agreement, you reject UM, UIM, and supplemental no-fault or PIP coverages.** Where we are required to provide such coverage, you hereby select the minimum limits required by law. Because you are providing auto insurance, we are not. In states where the law requires us to provide insurance, your insurance will be primary. Any insurance we are required to provide applies only to claims of accidental BI and PD resulting from the use of the auto, and is excess to any other valid and collectible insurance whether primary, secondary, excess or contingent. Our insurance policy contains exclusions, conditions, and limitations applicable to anyone claiming coverage. You agree to cooperate with our insurer if any claim is made, and give us immediate notice of damage, claim, or lawsuit against you. Our insurance applies only in the United States and Canada. Engaging in a Prohibited Use described in paragraph 5 or any other material breach of this Agreement will void any insurance coverage.

7. **Charges.** You permit us to reserve against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all Charges. We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) taxes and surcharges; (b) a return check fee if you pay us with a check returned unpaid; (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due; (f) a reasonable fee not to exceed \$350 to clean the Vehicle if it is returned substantially less clean than when rented; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee of up to \$500 if you lose the keys or toll transponder to the Vehicle; and (l) a late fee if you do not return the Vehicle as specified on the Face Page. All Charges are subject to our final audit.

8. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are liable for all tolls ("Tolls"), traffic violations, parking citations, fines for toll evasion, and other fines, fees, and penalties (each a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("Processor") of our choosing an administrative fee of up to \$50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation, you authorize us or the Processor to charge all payments, service fees and administrative fees to the payment card you used in connection with this rental.

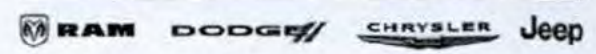
9. **Personal Information; Telematic Devices; Communications.** You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement and for other legitimate business purposes. **The Vehicle may be equipped with global positioning satellite technology or another telematics system, and/or an event data recorder.** Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems. This remote monitoring may include collection of Vehicle data, such as: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, and other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle. The Vehicle also may be equipped with devices that permit you to pair your own mobile devices, and which may download your personal contacts, communications, location or other digital data. You should delete all personal information from the Vehicle's systems before returning it. To service your account or recover amounts you owe, you agree that we or our assignee may contact you by calling or sending text messages or emails to any email address or telephone number you provide us, including wireless telephone numbers, which could result in additional charges to you. You represent that you are either the owner or primary user of the number(s) and email address you provided. Methods of contact may include pre-recorded/artificial voice messages and/or use of an automatic dialing device. You may revoke your consent at any time by contacting us in writing at the address on the Face Page.

10. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may dispose of that property in a manner we choose. **UNLESS PROHIBITED BY LAW, YOU RELEASE US FROM ALL LIABILITY FOR CONSEQUENTIAL, SPECIAL OR PUNITIVE DAMAGES IN CONNECTION WITH THIS TRANSACTION OR THE RESERVATION OR USE OF A VEHICLE.** If a provision of this Agreement is deemed void the remaining provisions are valid and enforceable.

CUSTOMER #: [REDACTED]

# NAPLETON'S

\*INVOICE\*



RIVERDALE, IL [REDACTED]

PAGE 1

17225 Torrence Ave., Lansing, IL 60438  
Phone: (708) 474-2300 · Fax: (708) 474-6564  
www.riveroakscjd.com

SERVICE ADVISOR: 177 ARIC TAYLOR

BUS:		CELL:		VIN		LICENSE		MILEAGE IN/ OUT		TAG	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN/ OUT		TAG	
	16	JEEP PATRIOT		1C4NJPF33GD [REDACTED]				36070/36070		[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE				
16JAN18 DD			21:00 28MAY18		0.00	CASH	28MAY18				
DATE OF REPAIR		DATE CUSTOMER NOTIFIED		OPTIONS: DLR [REDACTED] ENG:2.0_Liter							
09:29 28MAY18		10:53 28MAY18									
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL				

A CUST STATES TIRE PRESSURE LIGHT KEEPS COMING ON. CHECK AND ADVISE  
SOP WE ORDERED PART(S) FOR YOUR VEHICLE.WILL  
CONTACT YOU.

7 LAU,SIMON LIC#: 1451  
ISOP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

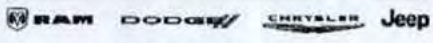
B MULTI POINT SAFETY INSPECTION  
WCI MULTI POINT SAFETY INSPECTION  
7 LAU,SIMON LIC#: 1451  
IPOLS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

CREATED 2018-05-21 11:56:00AM \*\*\* ALL MOPAR PARTS/REPAIRS ARE GUARANTEED  
TAKEN BY LUCY CHA VED FOR 2 YEARS UNLIMITED MILES...ALL ADJUSTMENTS  
ARE GUARANTEED FOR 90 DAYS \*\*\*



## NAPLETON'S



THANK YOU  
FOR YOUR BUSINESS!

### Arbitration Agreement

Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer - Related Disputes" rules of the American Arbitration Association then in effect; such arbitration shall be held in Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

STATEMENT OF DISCLAIMER		DESCRIPTION	TOTALS	
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.		LABOR AMOUNT	0.00	
		PARTS AMOUNT	0.00	
		GAS, OIL, LUBE	0.00	
		SUBLET AMOUNT	0.00	
		MISC. CHARGES	0.00	
		TOTAL CHARGES	0.00	
		LESS INSURANCE	0.00	
		SALES TAX	0.00	
		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

# NAPLETON'S

\*INVOICE\*



17225 Torrence Ave., Lansing, IL 60438  
Phone: (708) 474-2300 · Fax: (708) 474-6564  
[www.riveroakscjd.com](http://www.riveroakscjd.com)

PAGE 1

SERVICE ADVISOR: 1 TOM WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	JEEP PATRIOT	1C4NJPPA3GD		36815/36815		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN18 DD			17:00 08JUN18		0.00	CASH	09JUN18
DATE OF REPAIR	DATE CUSTOMER NOTIFIED	OPTIONS: DLR: ■■■ ENG:2.0_Liter					
09:20 08JUN18	16:27 09JUN18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A Indicator/Warning Lights Concern [CUST STATES THE TIRE LIGHT CONTINUES TO COME ON AND FLASHES]

CAUSE: INTERMITTENT OPERATION

24501001 Control Assembly, Instrument Panel HVAC  
- Test and Replace Manual HVAC system controls face plate (1 - Semi-Skilled)  
7 LAU, SIMON LIC#: 1451

WD

1 55111278AG CONTROL-A/C AND HEATER

FC: 61 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)



CHRYSLER

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

B ...

NIN ... **DODGE**  
7 LAU, SIMON LIC#: 1451  
IADVS



(N/C)

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

\*\*\* ALL MOPAR PARTS/REPAIRS ARE GUARANTEED FOR 2 YEARS UNLIMITED MILES...ALL ADJUSTMENTS ARE GUARANTEED FOR 90 DAYS \*\*\*

## NAPLETON'S



**THANK YOU FOR YOUR BUSINESS!**

Arbitration Agreement

Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer - Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

### STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: [REDACTED]

# NAPLETON'S

\*INVOICE\*



RIVERDALE, IL

PAGE 1

17225 Torrance Ave., Lansing, IL 60438  
Phone: (708) 474-2300 · Fax: (708) 474-6564  
www.riveroakscid.com

BUS: [REDACTED] CELL: [REDACTED] SERVICE ADVISOR: 177 ARIC TAYLOR

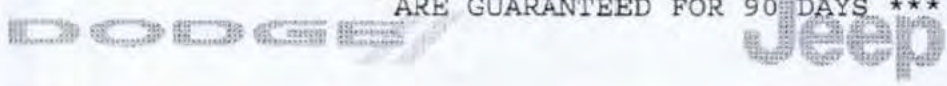
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	JEEP PATRIOT	1C4NJPF3AGD [REDACTED]		38441/38441	[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN18 DD			17:00 21JUN18		0.00	CASH	21JUN18
DATE OF REPAIR	DATE CUSTOMER NOTIFIED	OPTIONS: DLR [REDACTED] ENG:2.0_Liter					
12:14 21JUN18	15:15 21JUN18						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES	TIRE PRESSURE LIGHT ISSUE STILL HAPPENING					
	08802801	Wireless Control/Sentry Key - Test and Replace Module, Receiver / Immobilizer -All others (1 - Semi-Skilled)					
		68 NEUMANN, NEIL LIC#: 0122					
		WD					(N/C)
	1	5026225AT MODULE-RECEIVER					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
*****							

B ...  
NIN 1

	9999	HOUSE TECH LIC#: 9999					
		TADVS [REDACTED]					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
*****							

\*\*\* ALL MOPAR PARTS/REPAIRS ARE GUARANTEED FOR 2 YEARS UNLIMITED MILES...ALL ADJUSTMENTS ARE GUARANTEED FOR 90 DAYS \*\*\*



NAPLETON'S		STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
 <b>THANK YOU FOR YOUR BUSINESS!</b> Arbitration Agreement <small>Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer - Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.</small>		The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS INSURANCE	0.00
			SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00		

CUSTOMER #:

# NAPLETON'S

\*INVOICE\*



RIVERDALE, IL

PAGE 1

17225 Torrence Ave., Lansing, IL 60438  
Phone: (708) 474-2300 · Fax: (708) 474-6564  
www.riveroakscid.com

SERVICE ADVISOR: 1 TOM WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	JEEP PATRIOT	1C4NJPF33GD		39447/39447		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16JAN18 DD			WAIT 12JUL18		0.00	CASH	16JUL18
DATE OF REPAIR	DATE CUSTOMER NOTIFIED	OPTIONS:	DLR:	ENG:			
10:18 12JUL18	10:25 16JUL18			2.0 Liter			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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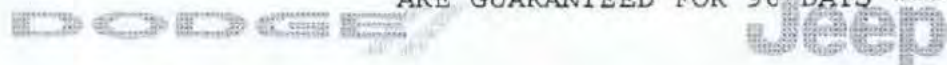
A C/S: CLIENT STATES THEIR AIR PRESSURE LIGHT IS STILL ON AND WOULD LIKE TO GET THAT CHECKED. CUST HAS CASE # WITH CHRYSLER #34698723 SHE SPOKE TO JOE SOP WE ORDERED PART(S) FOR YOUR VEHICLE.WILL CONTACT YOU.

7 LAU, SIMON LIC#: 1451  
ISOP (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
\*\*\*\*\*

B MULTI POINT SAFETY INSPECTION  
NIN ...

7 LAU, SIMON LIC#: 1451  
IPOLS (N/C)  
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
\*\*\*\*\*

WAIT CC CREATED 2018-07-10 \*\*\* ALL MOPAR PARTS/REPAIRS ARE GUARANTEED  
01:24:00PM TAKEN BY ZOHAIB FOR 2 YEARS UNLIMITED MILES...ALL ADJUSTMENTS  
RAZA ARE GUARANTEED FOR 90 DAYS \*\*\*



## NAPLETON'S



### THANK YOU FOR YOUR BUSINESS!

#### Arbitration Agreement

Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer - Related Disputes" rules of the American Arbitration Association; then in effect, such arbitration shall be held in Chicago, IL, and judgement upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

#### STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER # [REDACTED]

# NAPLETON'S

\*INVOICE\*



RIVERDALE, IL

PAGE 1

17225 Torrence Ave., Lansing, IL 60438  
Phone: (708) 474-2300 · Fax: (708) 474-8564  
www.riveroakscjd.com

BUS: CELL: SERVICE ADVISOR: 1 TOM WALKER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	16	JEEP PATRIOT	1C4NJPFA3GD583260		41249/41249	[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16 JAN 18 DD			17:00 27 JUL 18		0.00	CASH	27 JUL 18
DATE OF REPAIR	DATE CUSTOMER NOTIFIED	OPTIONS: DLR: [REDACTED] ENG: 2.0 Liter					
10:09 27 JUL 18	13:31 27 JUL 18						

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

A CUST STATES TIRE LIGHT KEEPS COMING ON AND FLASHING. SEE HISTORY  
CAUSE: SHORTED

22140105 Sensor, low tire pressure - Replace Four  
 (1 - Semi-Skilled)  
 549 HORTON, JAMES LIC#: 6210  
 WD (N/C)  
 2 68406530AA SENSOR-TIRE PRESSURE (N/C)  
 2 68406530AA SENSOR-TIRE PRESSURE (N/C)  
 FC: 48 PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:



## CHRYSLER

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

B ...  
NIN ...

549 HORTON, JAMES LIC#: 6210  
IADVS



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

\*\*\* ALL MOPAR PARTS/REPAIRS ARE GUARANTEED  
 FOR 2 YEARS UNLIMITED MILES...ALL ADJUSTMENTS  
 ARE GUARANTEED FOR 90 DAYS \*\*\*



### THANK YOU FOR YOUR BUSINESS!

Arbitration Agreement

Customer and the dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the Supplementary Procedures For Consumer - Related Disputes rules of the American Arbitration Association then in effect, such arbitration shall be held in Chicago, IL, and judgment upon the award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

**STATEMENT OF DISCLAIMER**  
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00