

 U.S. Department of Transportation National Highway Traffic Safety Administration		DOT Auto Safety Hotline		FOR AGENCY USE ONLY 100148	
		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		Date Received 12-APR-2019 JUN 11 2019	
OWNER INFORMATION (Type or Print) Name [REDACTED] Address [REDACTED] City REDFORD CHARTER TWP State MI Zip Code [REDACTED]				Repository ☐	
				Reference No. 11195921	
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).				Daytime Telephone Number [REDACTED]	
				Evening Telephone Number [REDACTED]	
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C3CCABG3J1 [REDACTED]		Make CHRYSLER		Model 300	Model Year 2018
Date Purchased 12/27/18	Dealer's Name and Telephone Number Southfield Chrysler Dodge Jeep Ram (248) 354-2950		Engine: V6 No: Cylinders		Fuel Type: 89
Original Owner ☒	Dealer's City Southfield		State MI	Zip Code 48034	
Transmission Type Automatic	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-JAN-2019 Attached
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)				Failure Mileage 95000	Failure Speed 0-70 MPH
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION (Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)					
Crash ☐ Yes ☒ No		Fire ☐ Yes ☒ No		Number of Persons Injured	Number of Deaths
				Reported to Police N	
Narrative Description of Incident(s), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2018 CHRYSLER 300. WHILE DRIVING VARIOUS SPEEDS, THE VEHICLE HESITATED TO ACCELERATE AND THEN LUNGED FORWARD. THE FAILURE OCCURRED INTERMITTENTLY AND THE AUTOMATIC BRAKE WARNING INDICATOR ILLUMINATED. SOUTHFIELD CHRYSLER DODGE JEEP RAM (28100 TELEGRAPH RD, SOUTHFIELD, MI 48034, (248) 331-9937) DIAGNOSED AND REPAIRED THE VEHICLE. THE CONTACT STATED THAT THE REPAIR SPECIFICS WERE UNKNOWN. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 95,000.					
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 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.					



28100 Telegraph Road
Telegraph at 11 1/2 Mile
Southfield, MI 48034

Phone 248.354.2950

Fax 248.352.3776

www.southfieldchrysler.com



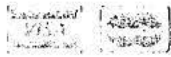
SERVICE HOURS
MON. & THURS. 6:00 AM - 9:00 PM
TUES. & WED. 6:00 AM - 7:00 PM
FRIDAY 6:00 AM - 6:00 PM
SATURDAY 8:00 AM - 6:00 PM

ZONE DEALER CODE 42-26943

STATE REG. NO. F-165717

STATE REG. NO. F-

WE ACCEPT:



CUSTOMER NO.	ADVISOR RASHON PERRY	524	6004	INVOICE DATE 02/25/19
REDFORD, MI	LICENSE NO.	MILEAGE	7,480	COLOR GLOSS BLACK
	YEAR / MAKE / MODEL 18/CHRYSLER/300 SERIES/4DR			STOCK NO.
	VIN NO. 2 C 3 C C A B G 3 J H			DELIVERY DATE
	E.T.E. NO.	PURCHASE ORDER NO.		SELLING DEALER NO.
AREA CODE RESIDENCE PHONE	AREA CODE BUSINESS PHONE	REMARKS		REPAIR ORDER DATE 02/23/19
				ALL PARTS ARE NEW UNLESS REPRINT# 2
				MILEAGE OUT MO: 7486

LABOR & PARTS

J# 1 5100Z020 AUTO TRANS DIAG TECH(S):351 WARRANTY
CUSTOMER STATES HESITATES WHEN DRIVING-LOSE OF POWER WHEN ACCELERATING-NOTICE AFTER VEHICLE HAS WARMED UP. (INTERM).
THE FILL COUNTS ARE OUT OF SPECS CAUSING POOR SHIFTR QUALITY AND LOSS OF POWER/SLIP
PERFORMED A DRIVE LEARN ON ALL 5 CLUTCHES 1.6 00 TIME
SEE SIGNED WRO

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

J# 2 5900Z010 AXLE CONCERN TECH(S):351 WARRANTY
CUSTOMER STATES PLASTIC NOISE HEARD SCRAPPING NOISE HEARD WHEN DRIVING AT HWY SPEEDS.CAN ALSO HEARD AT CITY SPEEDS.
NO NOISE HEARD AT THIS TIME, POSS. RELATED TO REPAIR ON JOB #1

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

J# 3 3000Z BODY/EXTERIOR TECH(S):351 INTERNAL
CUSTOMER STATES SQUEAKING NOISE HEARD COMING FROM THE SUNROOF WHILE DRIVING.
PREVENTATIVE MAINTENANCE
16 POINT INSPECTION

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

J# 4 7100Z190 SRT/FLASH/RECALL TECH(S):351 WARRANTY
18-099 2017-2018 LX LD LA DECKLID WILL NOT OPEN (RRT 1)
RRT
REPLACED THE REAR HATCH LATCH

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 4	1	4589217-AE	LATCH DEC 23018005			0.00
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

J# 5 7000Z080 RENTAL CAR IN HOUSE TECH(S):351 WARRANTY
RENTAL.
E

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5 TOTAL PARTS						0.00

MOPAR'S Basic Limited Warranty

DEALER INSTALLED PARTS AND ACCESSORIES 12 months or 12,000 miles from the original installation date, whichever occurs first. Excluding seals and gaskets.

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLIES 15% OF THE LABOR CHARGE. MAX \$25.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, ADHESIVE, BUSHING, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE, AND/OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT (EPA, RCRA).

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

REPAIRS PROPERTY COMPLETED AND CHECKED BY:

X

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint SOUTHFELD DODGE CHRYSLER JEEP RAM my (our) true and lawful attorney to sign name, place and stamp of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a suitable position. I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED ANY CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed

IMPORTANT

You may receive a questionnaire from CHRYSLER in the next few weeks. If for any reason you cannot grade us VERY SATISFIED Please contact our Service Director SEAN NELSON at 248-354-2950 before you return the questionnaire
THANK YOU
Your Friends and staff at
SOUTHFELD DODGE
CHRYSLER JEEP
RAM

INVOICE



28100 Telegraph Road
Telegraph at 11 1/2 Mile
Southfield, MI 48034

Phone 248.354.2950

Fax 248.352.3776

www.southfieldchrysler.com



SERVICE HOURS
MON. & THURS. 6:00 AM - 9:00 PM
TUES. & WED. 6:00 AM - 7:00 PM
FRIDAY 6:00 AM - 6:00 PM
SATURDAY 8:00 AM - 1:00 PM

ZONE DEALER CODE 42-26943
STATE REG. NO. F-165717

STATE REG. NO. F-

CELL

CUSTOMER NAME [REDACTED]	ADVISOR RASHON PERRY	524 6646	04/11/19
[REDACTED]	LICENSE NO.	9,314	GLOSS BLACK
DETROIT, MI	YEAR / MAKE / MODEL 18/CHRYSLER/300 SERIES/4DR	VIN NO. 2 C 3 C C A B G 3 J H	DELIVERY DATE
[REDACTED]	F.T.E. NO.	04/11/19	REPAIR ORDER DATE
AREA CODE RESIDENCE PHONE	AREA CODE BUSINESS PHONE	REMARKS	MO: 9339

LABOR & PARTS

J# 1 43D0Z	ELECTRICAL GROUP	TECH(S):351	WARRANTY
Customer States WHILE DRIVING WHILE DRIVING AT EWAY SPEEDS 5 OMPH THERE WAS A CAR IN FRONT OF HIM SO HE HAD GOT OVER TO A CCELERATE AND THE VEHICLE WOULDNT ACCELERATE THEN ALL OF A S UDDEN THE VEHICLE ACCELERATED ON ITS ON (ElectricalNon PCM F lashes Concern)			
NPF, NO UPDATES, DTC'S OR TSB'S. FLUID LEVEL GOOD WORKING AS DESIGNED AT THIS TIME			
JOB # 1 TOTAL LABOR & PARTS			0.00
J# 2 00D0Z003	16 POINT INSPECTION	TECH(S):351	WARRANTY
(Multi-point inspection according to maintenance interval)			
PREVENTATIVE MAINTENANCE			
16 POINT INSPECTION			
JOB # 2 TOTAL LABOR & PARTS			0.00
J# 3 70D0Z080	RENTAL CAR IN HOUSE	TECH(S):351	WARRANTY
JOB # 3 TOTAL LABOR & PARTS			0.00

ESTIMATE

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

COMMENTS

TTC CD 224P 4/11

TECHNICIAN CERTIFICATION

351

RICHARD M BIANCHINI

M178184

TOTALS

THANK YOU FOR ALLOWING THE SERVICE STAFF OF
SOUTHFIELD CHRYSLER-JEEP TO PERFORM THE REPAIRS
AND RECOMMENDED SERVICES STATED ABOVE.

YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER
CORPORATION IN THE NEXT FEW WEEKS. IF FOR
ANY REASON YOU CANNOT GRADE US AS
(COMPLETELY SATISFIED)

PLEASE CONTACT YOUR SERVICE REPRESENTATIVE AT
(248) 354-2950 OR BODY SHOP REPRESENTATIVE AT
(248) 799-7100.

SOUTHFIELD CHRYSLER-JEEP NEW SERVICE AND PARTS
HOURS MON 7AM-8PM, TUESDAY-FRIDAY 7AM-6PM
*****OPEN SATURDAYS 8AM-3PM*****

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

TOTAL INVOICE \$ 0.00

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVERY FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLIES 15% OF THE LABOR CHARGE MAX \$25.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPL, PINS, AUTOSPIRAY, GREASE, SOLVENT, DIPS, DIPPERS, CLEANER, TOWELS, SODIUM, CARBURETOR CLEANER, HAZARDOUS WASTE, AND/OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT EPA, RCRA.

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS, That the undersigned does hereby constitute and appoint SOUTHFIELD DODGE CHRYSLER JEEP RAM my (our) true and lawful attorney to sign name, place and stamp of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a collectable position. I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed

IMPORTANT

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CUSTOMER SIGNATURE

DEALER INSTALLED PARTS AND ACCESSORIES 12 months or 12,000 miles from the original installation date, whichever occurs first. Excluding seals and gaskets.

MOPAR'S Basic Limited Warranty



28100 Telegraph Road
Telegraph at 11 1/2 Mile
Southfield, MI 48034

Phone 248.354.2950

Fax 248.352.3776

www.southfieldchrysler.com



ZONE DEALER CODE 42-26943
STATE REG. NO. F-165717

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TUES. & WED. 6:00 AM - 7:00 PM
FRIDAY 6:00 AM - 6:00 PM
SATURDAY 8:00 AM - 1:00 PM

WE ACCEPT:

STATE REG. NO. [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JOHN MALUSHI	1245	3096	INVOICE DATE 04/15/19	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO.		MILEAGE 9,434	COLOR GLOSS BLACK	STOCK NO. [REDACTED]
[REDACTED]	YEAR / MAKE / MODEL 18/CHRYSLER/300 SERIES/4DR			DELIVERY DATE	15
REDFORD TWSP, MI [REDACTED]	VIN NO. 2 C 3 C C A B G 3 J H [REDACTED]			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	E.T.E. NO.			REPAIR ORDER DATE 04/15/19	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
AREA CODE RESIDENCE PHONE [REDACTED]	AREA CODE BUSINESS PHONE [REDACTED]	REMARKS			MILEAGE OUT MO: 9436

LABOR & PARTS

J# 1 40DOZ DRIVEABILITY GAS TECH(S):351 WARRANTY
CUSTOMER STATES WHEN GOING TO TAKE OFF- PUSHING THE ACCELERA
TOR THE VEHICLE WILL NOT MOVE FOR A SECOND OR TWOTHEN RPMs W
ILL SHOOT UP TO REDLINE AND VEHICLE WILL LAUNCH INTERMITTENT
ACCORDING TO CUSTOMER --ADVISE (DRIVEABILITY GAS)
SCANNED VEHICLE NO CODES PRESENT, TEST DROVE VEHICLE AND
COULD NOT VERIFY CONCERN, CHECKED FOR BULLETINS AND
NONE RELATE TO THIS ISSUE

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 43DOZ ELECTRICAL GROUP TECH(S):351 WARRANTY
CUSTOMER STATES FEW TIMES WHEN USING ADAPTIVE CRUISE CONTROL
- WHEN SWITCHING LANES- VEHICLE WILL CUT POWER IF AT 70MPH I
T WILL STOP ACCEL- AND DROP DOWN TO 40MPH FOR EXAMPLE ADVISE
(ELECTRICAL GROUP)
COULD NOT VERIFY CONCERN

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+70DOZ080 RENTAL CAR IN HOUSE TECH(S):351 WARRANTY
Added Operation (18JOHNM @ 04/15/2019 10:25)
E

JOB # 3 TOTAL LABOR & PARTS 0.00

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

TECHNICIAN CERTIFICATION--
351 RICHARD M BIANCHINI M178184

TOTALS--

THANK YOU FOR ALLOWING THE SERVICE STAFF OF
SOUTHFIELD CHRYSLER-JEEP TO PERFORM THE REPAIRS
AND RECOMMENDED SERVICES STATED ABOVE.

YOU MAY RECEIVE A QUESTIONNAIRE FROM CHRYSLER
CORPORATION IN THE NEXT FEW WEEKS. IF FOR
ANY REASON YOU CANNOT GRADE US AS
(COMPLETELY SATISFIED)

PLEASE CONTACT YOUR SERVICE REPRESENTATIVE AT
(248) 354-2950 OR BODY SHOP REPRESENTATIVE AT
(248) 799-7100.

SOUTHFIELD CHRYSLER-JEEP NEW SERVICE AND PARTS
HOURS MON 7AM-8PM, TUESDAY-FRIDAY 7AM-6PM
*****OPEN SATURDAYS 8AM-3PM*****

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

TOTAL INVOICE \$ 0.00

THE ONLY WARRANTIES APPLYING TO THIS
PART(S) ARE THOSE WHICH MAY BE OF-
FERED BY THE MANUFACTURER. THE SELLING
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WARRANTIES, EITHER EXPRESS OR IMPLIED,
INCLUDING ANY IMPLIED WARRANTIES OF
MERCHANTABILITY OR FITNESS FOR A PAR-
TICULAR PURPOSE, AND NEITHER ASSUMES
NOR AUTHORIZES ANY OTHER PERSON TO
ASSUME FOR IT ANY LIABILITY IN CONNECTION
WITH THE SALE OF THE PART(S) AND/OR SER-
VICE. BUYER SHALL NOT BE ENTITLED TO
RECOVER FROM THE SELLING DEALER ANY
CONSEQUENTIAL DAMAGES, DAMAGES TO
PROPERTY, DAMAGES FOR LOSS OF USE,
LOSS OF TIME, LOSS OF PROFITS, OR INCOME,
OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLIES 15% OF THE LABOR CHARGE. MAX \$25.00
FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON
YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS,
BOLTS, WASHERS, TAPE, PINS, AEROSOL, SUELLAC,
SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER,
CARBURETOR CLEANER, HAZARDOUS WASTE AND/OR
OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL
ACT EPC, E.C.R.A.

All repairs and parts listed were furnished in compliance with the
Michigan Motor Vehicle Service and Repair Act.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS,
That the undersigned does hereby constitute and appoint
SOUTHFIELD DODGE CHRYSLER JEEP RAM my (our) true
and lawful attorney to sign, execute, place and stand of the
undersigned on my Insurance Checks or Units issued by
Insurance Company covering any repairs to my (our) automobile
authorized by myself (ourselves) in whatever manner is
necessary to place check or claim in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall
or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS
AGREED TO AS OUTLINED ABOVE.

Signed _____

IMPORTANT

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from CHRYSLER in the next few
weeks. If for any reason you cannot
grade us VERY SATISFIED
Please contact our Service Director
SEAN NELSON at 248-354-2950
before you return the questionnaire
THANK YOU

Your Friends and staff at
SOUTHFIELD DODGE
CHRYSLER JEEP
RAM

CUSTOMER SIGNATURE

DEALER INSTALLED PARTS AND ACCESSORIES 12 months or 12,000 miles
from the original installation date, whichever occurs first. Excluding seals and gaskets.

MOPAR'S Basic Limited Warranty



SOUTHFIELD



28100 Telegraph Road
Telegraph at 11 1/2 Mile
Southfield, MI 48034

Phone 248-354-2950

Fax 248-750-2573

www.southfieldchrysler.com

CUSTOMER WORK ORDER



MOPAR

DEALER CODE
42-26943

STATE REG. NO. [REDACTED]
RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
00DOZ020 20DOZ090	ROTATE&BALANCE* 3000 MILE MAINT	MI MO	44.95 0.00	20DOZ040 20DOZ100	COOLANT POWER FLUSH 7,500 MILE SERVICE	MI MI	65.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/15/19	[REDACTED]	9434	1245	351 351 351	W W W	40DOZ 43DOZ 70DOZ080	DRIVEABILITY GAS ELECTRICAL GROUP RENTAL CAR IN HOUSE
04/11/19	[REDACTED]	9314	524	351 351 351	W C W	43DOZ 00DOZ003 70DOZ080	ELECTRICAL GROUP 16 POINT INSPECTION RENTAL CAR IN HOUSE

SALESPERSON NO. 279 RORY B HUFF

S E R V I C E

STATE REG# [REDACTED]

TERMS CASH ☐ CREDIT CARD ☐ CHECK ☐ (PRIOR APPROVAL) OTHER ☐	VEHICLE ID NO. 2C3CCABG3JH	YEAR/MAKE/MODEL 18/CHRYSLER/300 SERIES/4DR	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
SAVE REMOVED PARTS FOR CUSTOMER ☐ YES ☐ NO	REDFORD TWSP, MI	CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES 15	SELLING DEALER NO. R.O. DATE 04/29/19
ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE ☒ Yes ☐ No	RESIDENCE PHONE	BUSINESS PHONE	COLOR GLOSS BLACK/BLACK	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES TAG NO. 2865
APPOINTMENT ☒ Yes ☐ No	TIME RECEIVED 09:13am	DATE/TIME PROMISED 04/29/19 08:00pm	TURBO	M/MC DOZZ	AIR COND.	P.S.
			TRANS	MILEAGE 9,912	ADVISOR NO. 541	ADVISOR JEFFERY TARKET

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIALS AND AGREE THAT YOU ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAY IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTATION. I HEREBY GRANT YOU AND YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS GARAGE KEEPER'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. I UNDERSTAND THAT PURSUANT TO SAID EXPRESS GARAGE KEEPER'S LIEN I HAVE NO RIGHT OF POSSESSION TO THE VEHICLE UNTIL THE REPAIRS THEREON HAVE BEEN PAID IN FULL OR UNTIL YOU AND/OR YOUR EMPLOYEES HAVE VOLUNTARILY RELEASED THE VEHICLE TO ME. A STORAGE FEE OF \$20.00 PER DAY WILL BE CHARGED 48 HOURS AFTER NOTIFICATION OF REPAIR COMPLETION.

ALL REPAIRS AND PARTS LISTED WERE FURNISHED IN COMPLIANCE WITH MICHIGAN AUTO REPAIR ACT (P.A. 309)

CUSTOMER LABOR RATE IS BASED ON A PER FLAT RATE UNIT WHICH IS PREDICATED ON A TIME STUDY GUIDE, AND MAY NOT REFLECT THE ACTUAL HOURS WORKED.

CUSTOMER SIGNATURE

ORIGINAL CUSTOMER ESTIMATE:	TOTAL 0.00	ORIGINAL ESTIMATE SUMMARY															
COMMENTS: TAG NUMBER IS 2865 1 W 40DOZ010 DRIVEABILITY DIAG CUST STATES VEHICLE HESITATES TO ACCELERATE, MOSTLY FROM COMPLETE STOP, HAVE TO LET OFF GAS AND REAPPLY 2 C 00DOZ003 16 POINT INSPECTION 3 W 70DOZ080 RENTAL CAR IN HOUSE GOODWILL RENTAL	<table border="1"> <tr> <th>PARTS</th> <th>LABOR</th> <th>TOTAL</th> <th>HOURS</th> </tr> <tr> <td>AUTHORIZED ADDITIONS</td> <td>DATE:</td> <td colspan="2">TIME:</td> </tr> <tr> <td colspan="4">BY:</td> </tr> </table>					PARTS	LABOR	TOTAL	HOURS	AUTHORIZED ADDITIONS	DATE:	TIME:		BY:			
	PARTS	LABOR	TOTAL	HOURS													
	AUTHORIZED ADDITIONS	DATE:	TIME:														
BY:																	
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