



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 ☐

01-MAR-2019

Reference No.
11183458

APR 19 2019

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

ELKHART

State

IN

Zip Code

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

VEHICLE INFORMATION

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

2C4RDGCG7DR

Make

DODGE

Model

GRAND CARAVAN

Model Year

2013

Date Purchased

Dealer's Name and Telephone Number

Lochmandy Motors

Engine:

No. Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

ELKHART

State

IND

Zip Code

46514

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Lost Power while driving

Incident Date(s)

01-MAR-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE (PWS)

Failure Mileage

85665

Failure Speed

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 2013 DODGE GRAND CARAVAN. WHILE DRIVING, THE VEHICLE STALLED WITHOUT WARNING. THE CONTACT WAS ABLE TO COAST THE VEHICLE TO THE SIDE OF THE ROAD AND POWERED OFF THE ENGINE. THE VEHICLE WAS RESTARTED AND WAS ABLE TO DRIVE NORMALLY. THE VEHICLE WAS TAKEN TO LOCHMANDY MOTORS DODGE CHRYSLER JEEP (LOCATED AT 920 N NAPPANEE ST, ELKHART, IN 46514, (866) 980-3609) TO BE DIAGNOSED, BUT THE FAILURE COULD NOT BE DUPLICATED. THE VEHICLE WAS NOT REPAIRED AND THE FAILURE RECURRED NUMEROUS TIMES. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURES. THE APPROXIMATE FAILURE MILEAGE WAS 85,665.

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)

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

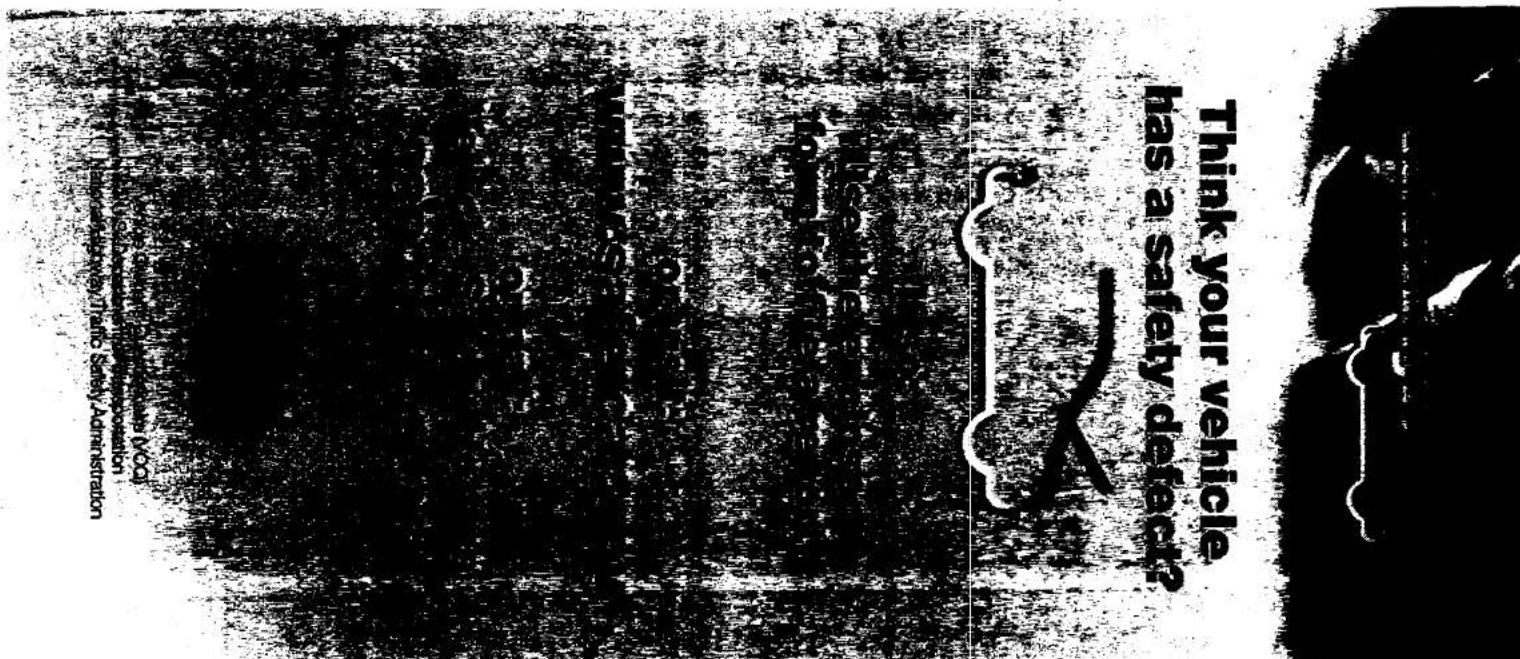
FIRST CLASS MAIL

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**





U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



I am driving on
ice and snow
when you cuts
off I have no
power to steer
no lights to
ward other
drivers that I
have a problem.



stjude.org

①

9 AM Jan 22 Had to
bump Gear
Shift 2 Start

② 11:45 Jan 23 Same
AM thing

③ 9:00 AM Jan 24

④ 6:23 lost power
9:24 pm



CHRYSLER

DODGE



Jeep



GMC TRUCK

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2C4RDGCG7DF		85665	85687	01/29/19 09:02	01/31/19	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2013 DODGE GRAND CARA				00647	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				NICOLE MARTINEZ (682)		

TERMS: CASH OR CREDIT CARD
 PARTS & ACCESSORIES INSTALLED ARE COVERED (PARTS & LABOR)
 FOR 12MNTHS / 12KMI, WHICHEVER COMES FIRST FROM INSTALL.

THANK YOU FOR YOUR BUSINESS. IT'S OUR AIM TO PERFORM ALL REPAIRS TO
 YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL
 YOUR FRIENDS, IF NOT PLEASE TELL US.

ne	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	9090		A70		Internal	
ncern	Multi-point inspection (according to maintenance interval)					
ause	FOUND REAR BEAINGS MAKING NOISE					
orrection	DECLINED					
3	MRT		A70		Customer	\$125.00
ncern	Customer States vehicle shuts off while driving, within 5 miles the vehicle will shut off 3 times. <u>please check and advise, see history</u>					
use	NO DTCS FOUND, COULD NOT DUPLICATE ISSUE, TEST DROVE SEVESRAL MILES AND COULD NOT DUPLICATE VEHICLE SHUTTING OFF, TIPM MAY BE CAUSING THIS ISSUE BUT COULD NOT VERIFY NOT BEING ABLE TO DUPLICATE CONCERN					
rection	NO DTCS FOUND, COULD NOT DUPLICATE ISSUE, TEST DROVE SEVESRAL MILES AND COULD NOT DUPLICATE VEHICLE SHUTTING OFF					
Line Total...						\$125.00

Warranty Claim Type: W Authorization Code: Service Cont No:

Totals	
Labor	\$125.00
Doc Fee	\$1.00
Total Amount Due	\$126.00
TOTAL CREDIT CARD	\$125.00

Cash 100
 Card 13.50
 113.50

STATEMENT OF DISCLAIMER

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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
 (DATE)

Phone (574) 264-1174
Osceola (574) 674-6306

CHRYSLER

DODGE



Jeep



GMC
TRUCK

ELKHART, IN		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RDGCG7DF	81377	81377	06/29/18 11:36	06/29/18	
		VEHICLE DESCRIPTION				TAG NO.	STATUS
		2013 DODGE GRAND CARA ()				07721	COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							No Charge
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				MICHAEL BALLOWE (129)			

TERMS: CASH OR CREDIT CARD
PARTS & ACCESSORIES INSTALLED ARE COVERED (PARTS & LABOR)
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THANK YOU FOR YOUR BUSINESS. IT'S OUR AIM TO PERFORM ALL REPAIRS TO
YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL
YOUR FRIENDS, IF NOT PLEASE TELL US.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	R		A28		Warranty	
Concern PERFORM RECALL P25, PARTS HERE						
Cause recall p25						
Correction inspectes wiring ok installed switch per recall p25						
Part Number		Description			Qty.	
CBXZP252AA		SWITCH QUART			1	
B *	MPVI		A28		Internal	
Concern MULTI POINT VEHICLE INSPECTION						
Cause courtesy inspection						
Correction see check sheet						

Warranty Claim Type: W

Authorization Code:

Service Cont No:

Totals

	Amount
Total Amount Due	\$0.00
TOTAL CUSTOMER	No Charge

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

2013 DODGE GRAND CARA						TAG NO 03825	STATUS COMPLETE
CONTROL NO [REDACTED]	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS Cash
HOME PHONE	WORK PHONE	CELL PHONE [REDACTED]	STOCK NO.	SERV. ADV. MICHAEL BALLOWE (129)		RO COMMENT	

Totals

	Amount
Parts	\$470.78
Disc.Labor	-\$75.70
Disc.Parts	-\$47.08
SalesTax	\$32.95
Labor	\$625.00
Enviro Fee	\$32.00
Doc Fee	\$1.00
Labor-Other	\$131.98
Misc.Chg	\$89.36
Total Amount Due	\$1,260.27

TOTAL CREDIT CARD

\$1,260.27

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

2013 DODGE GRAND CARA						TAG NO. 03825	STATUS COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				MICHAEL BALLOWE (129)			

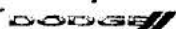
Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
D + Continued						
Part Number		Description			Qty.	Unit Price Ext. Price
68163848AB		ANTIFREEZCOOLA			1	\$35.42 \$35.42
					Parts Total...	\$35.42
Misc. Code		Description			Qty.	Unit Price Ext. Price
		BGCSM PARTS			1.0	\$31.08 \$31.08
					Misc Total...	\$31.08
					Line Total...	\$132.49
E +	MISC		A70		Customer	\$375.00
Concern Customer states remove replace spark plugs						
Cause RECOMMEND SPARK PLUGS AS PER MILEAGE						
Correction REMOVED UPPER INTAKE, REMOVED AND REPLACED SPARK PLUGS						
Part Number		Description			Qty.	Unit Price Ext. Price
SP149125AE		SPARK PLUNONE			6	\$23.14 \$138.84
					Parts Total...	\$138.84
					Line Total...	\$513.84
F +	MISC		A70		Customer	\$125.00
Concern Customer states remove replace gaskets						
Cause RESEALED UPPER INTAKE						
Correction REMOVED AND REPLACED UPPER INTAKE GSKTS						
Part Number		Description			Qty.	Unit Price Ext. Price
5184562AC		GASKET-INTAKE PLENUM			6	\$8.25 \$49.50
					Parts Total...	\$49.50
					Line Total...	\$174.50
Warranty Claim Type: W		Authorization Code:		Service Cont No:		

LOCHMANDY MOTORS

920 N. Nappanee Street - Elkhart, IN 46514

Phone (574) 264-1174

Osceola (574) 674-6306



ELKHART, IN [REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RDGCG7DR [REDACTED]		84667	84667	11/16/18 07:07	11/16/18	[REDACTED]
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2013 DODGE GRAND CARA					03825	COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]							Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
		[REDACTED]		MICHAEL BALLOWE (129)				

TERMS: CASH OR CREDIT CARD
PARTS & ACCESSORIES INSTALLED ARE COVERED (PARTS & LABOR)
FOR 12MONTHS / 12KMI, WHICHEVER COMES FIRST FROM INSTALL.

THANK YOU FOR YOUR BUSINESS. IT'S OUR AIM TO PERFORM ALL REPAIRS TO
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YOUR FRIENDS, IF NOT PLEASE TELL US.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																				
A *	MRT		A70		Customer	\$125.00																				
Concern	Customer States <u>vehicle keeps shutting down while she's driving down the road,</u> she checked the oil and that's fine. please check and advise.																									
Cause	DTC FOR LOW VOLTAGE, CHECKED CHARGING SYSTEM OK, CHECKED BATTERY BAD, WILL NOT HOLD CHARGE, RECOMMEND BATTERY																									
Correction	REMOVED AND REPLACED BATTERY																									
<table><tr><th>Part Number</th><th>Description</th><th>Qty.</th><th>Unit Price</th><th>Ext. Price</th></tr><tr><td>7594R</td><td>BATTERY</td><td>1</td><td>\$247.00</td><td>\$247.00</td></tr><tr><td colspan="4">Parts Total...</td><td>\$247.00</td></tr><tr><td colspan="4">Line Total...</td><td>\$372.00</td></tr></table>							Part Number	Description	Qty.	Unit Price	Ext. Price	7594R	BATTERY	1	\$247.00	\$247.00	Parts Total...				\$247.00	Line Total...				\$372.00
Part Number	Description	Qty.	Unit Price	Ext. Price																						
7594R	BATTERY	1	\$247.00	\$247.00																						
Parts Total...				\$247.00																						
Line Total...				\$372.00																						
B *	MPVI		A70		Internal																					
Concern	MULTI POINT VEHICLE INSPECTION																									
Cause	RECOMMEND SAPRK PLUGS, FI SERVICE, COOLANT FLUSH AS PER MILEAGE																									
C +	BG44K		A70		Customer	\$65.99																				
Concern	BG FUEL SYSTEM CLEAN																									
Correction	performed bg system clean																									
<table><tr><th>Misc. Code</th><th>Description</th><th>Qty.</th><th>Unit Price</th><th>Ext. Price</th></tr><tr><td></td><td>BG44K PARTS</td><td>1.0</td><td>\$58.28</td><td>\$58.28</td></tr><tr><td colspan="4">Misc Total...</td><td>\$58.28</td></tr><tr><td colspan="4">Line Total...</td><td>\$124.27</td></tr></table>							Misc. Code	Description	Qty.	Unit Price	Ext. Price		BG44K PARTS	1.0	\$58.28	\$58.28	Misc Total...				\$58.28	Line Total...				\$124.27
Misc. Code	Description	Qty.	Unit Price	Ext. Price																						
	BG44K PARTS	1.0	\$58.28	\$58.28																						
Misc Total...				\$58.28																						
Line Total...				\$124.27																						
D +	BGCSM		A70		Customer	\$65.99																				
Concern	BG COOLANT SYSTEM FLUSH																									
Cause	BG COOLANT FLUSH																									
Correction	PERFORMED BG COOLANT FLUSH																									

2013 DODGE GRAND CARA

03628

COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
				BRUCE HUFFMAN (210)			

Totals

	Amount
Parts	\$58.63
SalesTax	\$3.96
Labor	\$250.00
Enviro Fee	\$32.00
Doc Fee	\$1.00
Total Amount Due	\$343.59
TOTAL CREDIT CARD	\$343.59

564
2500
- 3066
31293

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

LOCHMANDY MOTORS

920 N. Nappanee Street - Elkhart, IN 46514

Phone (574) 264-1174

Osceola (574) 674-6306



ELKHART, IN [REDACTED]		VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RDGCG7DF [REDACTED]	85486	85486	01/16/19 07:54	01/18/19	[REDACTED]
		VEHICLE DESCRIPTION				TAG NO.	STATUS
		2013 DODGE GRAND CARA				03628	COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[REDACTED]							Cash
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
		[REDACTED]		BRUCE HUFFMAN (210)			

TERMS: CASH OR CREDIT CARD
PARTS & ACCESSORIES INSTALLED ARE COVERED (PARTS & LABOR)
FOR 12MONTHS / 12KMI, WHICHEVER COMES FIRST FROM INSTALL.

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YOUR FRIENDS, IF NOT PLEASE TELL US.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	MRT		A70		Customer	\$250.00
Concern	Customer States vehicle shuts off while driving, within 5 miles the vehicle will shut off 3 times, please check and advise, see history					
Cause	DTC FOR P0884, LOST OF POWER AND/OR GROUND TO PCM, CHECKED POWER AND GROUND AT PCM NO ISSUES FOUND, LOAD TESTED CIRCUITS FROM TIPM TO PCM AND NO ISSUES FOUND, CHECKED FOR GROUNDS AT BODY OK, CHECKED GROUND FROM BATTERY CABLE AT TRANSMISSION OK, NO ISSUE FOUND, BATTERY CABLE TERMINAL FOR CABLES NOT SECURING PROPERLY, RECOMMEND NEW BATTERY CABLE ENDS AND RECHECK FOR CONCERN					
Correction	REMOVED AND REPLACED BATTERY CABLE ENDS AND CLEARED DTC AND TEST DROVE AND ALL SYSTEMS WORKING PROPERLY					
Part Number		Description	Qty.	Unit Price	Ext. Price	
68226707AA		TERMINAL BATTE	1	\$27.75	\$27.75	
68226708AA		TERMINAL BATTE	1	\$28.88	\$28.88	
Parts Total...					\$56.63	
Line Total...					\$306.63	

B *	MPVI		A70		Internal	
Concern	MULTI POINT VEHICLE INSPECTION					
Cause	NO OTHER ISSUES FOUND					

C *	NWD		A70		Internal	
Concern	owner states at times wont start move shifter and will start					
Cause	NO DTCS FOR CONERN, COULD NOT DUPLICATE ISSUES, MAY BE RLATED TO LINE A					
Correction	COULD NOT DUPLICATE ISSUES, MAY BE RLATED TO LINE A					

Warranty Claim Type: W

Authorization Code:

Service Cont No:

[REDACTED] [REDACTED] RT, IN [REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RDGCG7DF [REDACTED]		86204	86204	03/08/19 16:34	03/14/19	[REDACTED]
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2013 DODGE GRAND CARA					06662	COMPLETE
VTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]							Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
		[REDACTED]		BRUCE HUFFMAN (210)				

Totals

	Amount
Parts	\$473.10 47.30
Sublets	\$38.00
SalesTax	\$35.78
Labor	\$125.00 12.50
Enviro Fee	\$18.75
Doc Fee	\$1.00
Total Amount Due	\$691.63
TOTAL CREDIT CARD	\$691.63

SD = - 59.80
 CF = 631.83

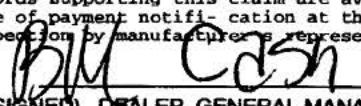
SD = 59.80

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

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notification at the servicing dealer for inspection by manufacturer's representative.

 3-14
 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
 (DATE)

LOCHMANDY MOTORS

920 N. Nappanee Street - Elkhart, IN 46514

Phone (574) 264-1174

Osceola (574) 674-6306

CHRYSLER

DODGE



Jeep



GMC TRUCK

[REDACTED] ELKHART, IN [REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RDGCG7DF[REDACTED]		86204	86204	03/08/19 16:34	03/14/19	[REDACTED]
		VEHICLE DESCRIPTION					TAG NO.	STATUS
		2013 DODGE GRAND CARA					06662	COMPLETE
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]							Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
		[REDACTED]		BRUCE HUFFMAN (210)				

TERMS: CASH OR CREDIT CARD
PARTS & ACCESSORIES INSTALLED ARE COVERED (PARTS & LABOR)
FOR 12MONTHS / 12KMI, WHICHEVER COMES FIRST FROM INSTALL.

THANK YOU FOR YOUR BUSINESS. IT'S OUR AIM TO PERFORM ALL REPAIRS TO
YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL
YOUR FRIENDS, IF NOT PLEASE TELL US.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
------	---------	-----------	------	-------	------	--------

A *	MRT		A70		Customer	\$125.00
-----	-----	--	-----	--	----------	----------

Concern Customer States COMING BACK FOR THE ISSUE FROM THE LAST FEW SERVICES, SEE HISTORY, CUSTOMER SAYS THE VEHICLE WILL STALL INTERMITTENTLY. PLEASE CHECK AND ADVISE. owne rpicked up fri 3/8 and died 3 times in 1/2 hour

Cause COULD ONLY DUPLICATE WHEN KEY IN IGNITION WAS TOUCH AND/OR MOVED, RECOMMEND WIN MODULE AND FOB

Correction REMOVED DASH PAD AND REMOVED AND REPLACED WIN MODULE, REINSTALLED IN REVERSE ORDER, PROGRAMMED WIN MODULE AND FOB, CLEARED DTCS AND ALL SYSTEMS WORKING PROPERLY

*IN Parking
Lot of
Lochmandy*

Part Number	Description	Qty.	Unit Price	Ext. Price
68105735AE	MODULE WIREL	1	\$281.20	\$281.20
56046707AG	TRANSMTR INTEG	1	\$191.90	\$191.90

Parts Total... \$473.10

Sublet Code	Vendor Name	PO# / Description	PO#	Amount
	#		[REDACTED]	\$38.00

Sublet Total... \$38.00

Line Total... \$636.10

B *	MPVI		A70		Internal
-----	------	--	-----	--	----------

Concern MULTI POINT VEHICLE INSPECTION

Warranty Claim Type: w

Authorization Code:

Service Cont No:

2C4RDGCG7DF		86199	86199	03/06/19 16:32	03/08/19	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2013 DODGE GRAND CARA				06841	COMPLETE	
CONTROL NO.	CENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
TERMS						
Cash						
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT
				BRUCE HUFFMAN (210)		

Totals

	Amount
Parts	\$430.20
SalesTax	\$30.11
Labor	\$250.00
Total Amount Due	\$710.31
TOTAL CREDIT CARD	\$710.31

PAID IN FULL

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON
(DATE)

ASK Joe
CRV

LOCHMANDY MOTORS

920 N. Nappanee Street - Elkhart, IN 46514
Phone (574) 264-1174
Osceola (574) 674-6306

CHRYSLER

DODGE



Jeep



GMC TRUCK

[REDACTED]		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
[REDACTED]		2C4RDGCG7DR [REDACTED]		86199	86199	03/06/19 16:32	03/08/19	[REDACTED]
ELKHART, IN [REDACTED]		VEHICLE DESCRIPTION				TAG NO.	STATUS	
		2013 DODGE GRAND CARA				06841	COMPLETE	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
[REDACTED]							Cash	
HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.			RO COMMENT	
		[REDACTED]		BRUCE HUFFMAN (210)				

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YOUR FRIENDS, IF NOT PLEASE TELL US.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount																				
A *	9090		A70		Internal																					
Concern Multi-point inspection (according to maintenance interval)																										
Cause INSPECT VEHICLE																										
Correction PERFORMED VEHICLE INSPECTION FOR EXPRESS LANE																										
B *	MR		A70		Customer	\$250.00																				
Concern owner states at times while driving, engine will die see history																										
Cause DTCS P0884 CPM PWR UP SPEED, P1696 EEPROM MEMORY WRITE INVALID, BOTH DTC DUE TO POWER AND GROUND ISSUES, CHECKED AND LOADED TEST PWR TO PCM FROM TIPM CIRCUIT A209 (CONNECTOR 2 PIN 9 AT TIPM) AND CONNECTOR 1 PIN 96 AT PCM) NO ISSUE FOUND, CHECKED AND LOAD TESTED GROUNDS TO PCM CIRCUIT Z916 GROUND AT CHASSIS G866A TO PCM AT CONNECTOR 1 PINS 52,53,72, RECOMMEND PCM																										
Correction REMOVED AND REPLACED PCM PROGRAMMED AND PERFORMED PROXY ALIGNMENT, CLEARED DTCS AND TEST DROVE AND ALL SYSTEMS WORKING PROPERLY																										
<table border="1"> <thead> <tr> <th>Part Number</th> <th>Description</th> <th>Qty.</th> <th>Unit Price</th> <th>Ext. Price</th> </tr> </thead> <tbody> <tr> <td>R5150724AC</td> <td>MODULE POWER</td> <td>1</td> <td>\$430.20</td> <td>\$430.20</td> </tr> <tr> <td colspan="4">Parts Total...</td> <td>\$430.20</td> </tr> <tr> <td colspan="4">Line Total...</td> <td>\$680.20</td> </tr> </tbody> </table>							Part Number	Description	Qty.	Unit Price	Ext. Price	R5150724AC	MODULE POWER	1	\$430.20	\$430.20	Parts Total...				\$430.20	Line Total...				\$680.20
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R5150724AC	MODULE POWER	1	\$430.20	\$430.20																						
Parts Total...				\$430.20																						
Line Total...				\$680.20																						

Warranty Claim Type: W

Authorization Code:

Service Cont No:





