



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

LETITIA JAMES
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
SUFFOLK REGIONAL OFFICE

August 29, 2019

CL-11254915-1472

[REDACTED]
Centereach, NY [REDACTED]

Re: Our File Number: [REDACTED]
Subject: Fiat Chrysler Automobiles

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Dear [REDACTED]

On behalf of Attorney General Letitia James, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the agency shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that agency. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for writing to our office. We will keep your correspondence on file for future reference.

Very truly yours,

Debra Siegler

Debra Siegler
Paralegal
Bureau of Consumer Frauds and Protection

cc: National Highway Traffic Safety Administration ✓
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

NM
9.9.19
W

OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES
STATE OF NEW YORK DEPARTMENT OF LAW



BUREAU OF CONSUMER FRAUDS AND PROTECTION
200 Old Country Road, Suite 240
Mineola, NY 11501-4239
Tel: (516)248-3301 | Fax (516)747-6432

Consumer Hotline
(800)771-7755
TDD (800)788-9898
<http://www.ag.ny.gov>

Intake Id

[REDACTED]

Complaint Bureau

Bureau Where You Filed Your Complaint

NASSAU

RECEIVED
NYS OFFICE OF THE
AUG 19 2019

Your Information

Salutation

First Name

Last Name

Business Name

Street Address

Address Line 2

City/Town

Centereach

State/Province

NY

County

NEWY

Zip/Postal Code

[REDACTED]

Country

US

Email Address

[REDACTED]

Phone Number

Alternate Phone Number

Gender

[REDACTED]

Complainant's Information

Salutation

First Name

Last Name

Business Name

Street Address

Address Line 2

City/Town

Centereach

State/Province

NY

County

SUFF

Zip/Postal Code

[REDACTED]

Country

US

Email Address

[REDACTED]

Phone Number

Alternate Phone Number

Gender

[REDACTED]

ATTORNEY GENERAL
SUFFOLK REGIONAL OFFICE

Subject of Your Complaint**Are you complaining about a person or a company?**

COMPANY

Business Name

Chrysler Dodge Ram Fiat Corporation

Street Address**Address Line 2****City/Town****State/Province****Zip/Postal Code****Email Address****Phone Number****Website****Additional Complaint Information****Location of Incident/Transaction****Date of Incident/Transaction****Name of Product or Service****Cost of Product or Service****Method of Payment****Complaint Description**

Vehicle has a hard shift issue that can cause an accident while driving. Had car in dealership repair shop twice now for same issue and now the same issue is occurring again. Have researched this issue with my 2016 Ram 1500 and found out that it is a recurring issue with this vehicle with no recall issued yet and no solution to the recurring safety issue with the transmission. At times the hard shift is so aggressive that you feel like you've been hit from behind or you may hit the car in front of you due to the violent jolt forward.

Did you sign a contract?

Y

Where?

With dealership

When?

2018-09-11

Was product or service advertised?

Y

Where?

On dealer website

When?

2018-09-01

Have you already complained to company/individual?

Y

How?

BY TELEPHONE

Complaint Date

2019-06-26

Person contacted

FCA Customer Care

Job title**Nature of response**

Phone call and email

Date of response

2019-06-27

Has matter been submitted to another agency or attorney?

Y

Name

Better Business Bureau

Address**Phone****Email Address****Is court action pending?**

N

What form of relief are you seeking, e.g., refund, credit, exchange, repair?

Repair/Replace

Manufacturer of Product

Street Address

City/Town

State/Town

Zip/Postal Code

Product Model or Serial Number

Warranty Expiration Date

Did Business Arrange Financing?

Y

Name and Address of Bank or Finance Company

Capital One Finance

Uploaded Documents

User Uploaded Document Names

ram service sheets.pdf

In filing this complaint, I understand that:

The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.

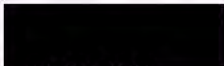
The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.

The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

Signature



Date of Affirmation

08-19-2019

CUSTOMER #:



INVOICE



DUPLICATE 1
PAGE 1

483 Route 112 - Patchogue, NY 11772
Phone: (631) 289-8500 - Fax: (631) 475-1478
www.browns112.com
NYS REPAIR SHOP R 152-0090

CENT: [REDACTED]
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 6779 GLORIA JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	16	RAM PROMASTER 1500	1C6RR7LT7G [REDACTED]		39068/39081	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25AUG16 DD			10:00 30APR19		0.00	CASH	03MAY19
R.O. OPENED	READY	OPTIONS: ENG:5.7 Liter Hemi					
09:19 30APR19	20:19 03MAY19						

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

A Multi-point inspection (according to maintenance interval)

16P Multi-point inspection (according to maintenance interval)

99 ISP 0.00 (N/C)

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

B CUSTOMER REPORTS LEFT SIDE PARKING SENSOR GOES OFF WHEN DRIVING

01 SCHEDULED SERVICES

99 ISP 0.00 (N/C)

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

39081 TEST DROVE FOR 10 MILES, COULD NOT CONFIRM CONCERN. NO PROBLEM FOUND.

C CUSTOMER REPORTS WHEN COLD VEHICLE HAS A HARD SHIFT

CAUSE: confirmed concern on test drive, harsh 1-2 ,and delayed 3-2, 2-1 downshifts.

01 SCHEDULED SERVICES

4799 C 1.00 145.00 145.00

PARTS: 0.00 LABOR: 145.00 OTHER: 0.00 TOTAL LINE C: 145.00

39068 confirmed concern on test drive, harsh 1-2 ,and delayed 3-2, 2-1 downshifts. no dtc's set, no tcm or pcm flash available, fluid level and condition good, performed etc learn, reset adaptives and performed quicklearn procedure, test drove again when transmission hot shifted normal, need to drive again after trans temp has dropped

Flash

BY: VM

LIMITED EXPRESS WARRANTY

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES, WHICHEVER COMES FIRST, ON ALL ORIGINAL EQUIPMENT MANUFACTURED PARTS ALL OTHERS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.

DISCLAIMER OF WARRANTIES

Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty or merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

I HAVE EXPLAINED ALL WORK AS STATED ON THIS INVOICE TO MY CUSTOMER. THANK YOU FOR DOING BUSINESS WITH US.

Your Service Advisor: _____

Customer Signature: _____

DESCRIPTION	TOTALS
LABOR AMOUNT	145.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	145.00
LESS INSURANCE	0.00
SALES TAX	12.51
PLEASE PAY THIS AMOUNT	157.51



CUSTOMER #: [REDACTED]

WORKORDER

CENTEREACH, NY [REDACTED]

PAGE 1

483 Route 112 · Patchogue, NY 11772
 Phone: (631) 289-8500 · Fax: (631) 475-1478
 www.browns112.com
 NYS REPAIR SHOP R 152-0090

HOME [REDACTED] CONT: [REDACTED]
 BUS: [REDACTED] CELL: [REDACTED]

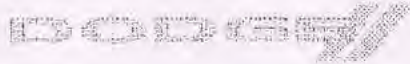
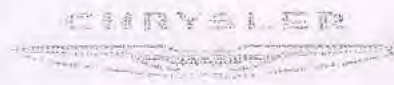
SERVICE ADVISOR: 6779 JONES, GLORIA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	16	RAM PROMASTER 1500	1C6RR7LT7G[REDACTED]		39068/	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO	RATE	PAYMENT	INV. DATE
25AUG16 DD			10:00 30APR19		0.00	CASH	
R.O. OPENED	READY	OPTIONS: ENG:5.7_Liter_Hemi					
30APR2019 09:19							

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS
 # A 16P ISP Multi-point inspection (according to maintenance interval)

B 01 W CUSTOMER REPORTS LEFT SIDE PARKING SENSOR GOES OFF WHEN DRIVING

C 01 W CUSTOMER REPORTS WHEN COLD VEHICLE HAS A HARD SHIFT



AUTHORIZATION FOR REPAIRS		PRELIMINARY ESTIMATE \$ _____																	
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other materials for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or materials for any reason that you neither assume or authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein, in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.	THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY: LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES ON ALL ORIGINAL EQUIPMENT MANUFACTURED PARTS, ALL OTHERS 90 DAYS OR 4,000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS.	AUTHORIZED BY <input checked="" type="checkbox"/>																	
	ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.	<table border="1"> <tr> <th>REVISED ESTIMATE (1)</th> <th>DATE</th> <th>TIME</th> <th>BY</th> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>REVISED ESTIMATE (2)</td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td>REVISED ESTIMATE (3)</td> <td> </td> <td> </td> <td> </td> </tr> </table>		REVISED ESTIMATE (1)	DATE	TIME	BY					REVISED ESTIMATE (2)				REVISED ESTIMATE (3)			
	REVISED ESTIMATE (1)	DATE	TIME	BY															
	REVISED ESTIMATE (2)																		
REVISED ESTIMATE (3)																			
ALL PARTS ARE NEW/REMANUFACTURED UNLESS INDICATED REPLACED PARTS WILL BE DISCARDED UNLESS SPECIFIED	<input type="checkbox"/> SAVE REPLACED PARTS YES <input type="checkbox"/> NO <input type="checkbox"/> INITIALS _____																		
A DAILY STORAGE FEE WILL BE CHARGED IF THE VEHICLE IS NOT PICKED UP WITHIN 24 HOURS AFTER YOU HAVE BEEN NOTIFIED WORK HAS BEEN COMPLETED.	DAILY STORAGE CHARGE \$10.00																		
I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES: X _____ CUSTOMER SIGNATURE																			



SECURITY DODGE CHRYSLER GEM

345 Merrick Road
AMITYVILLE, N.Y. 11701
(631) 691-1737 (631) 691-1738



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR WILL	TAG 2507	INVOICE DATE 06/18/19
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 41,297	COLOR GY/ [REDACTED]
CENTEREACH, NY [REDACTED]	YEAR / MAKE / MODEL 16/RAM/CREW RAM 1500/4WD CRW CAB 5'7	DELIVERY DATE 09/12/18	DELIVERY MILES 24,081
	VEHICLE I.D. NO. 1 C 6 R R 7 L T 7 G [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	R.O. DATE 06/04/19	
	COMMENTS	MILEAGE OUT	MO: [REDACTED]

LABOR & PARTS
J# 1 21D0Z A/T MISC UNITS: 3.00 TECH(S):880 WARRANTY
 CUSTOMER STATES WHEN COLD VEHICLE HAS A HARSH SHIFT AND DOWN
 SHIFT MOSTLY 1-2 AND DELAYED 3-2 AND 2-1
 FOUND FAILURE OF THE VALVE BODY
 REPLACED THE VALVE BODY ASSY AS PER D.I.
 21550232 .8 21550269 .2 21950158 .9 21960451 .3 85700001 .8

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	R8227332-AB	VALVE BOD 21139004		WARRANTY
JOB # 1	6	68218925-AB	FLUID AUT 01081018		WARRANTY
JOB # 1	-1	R8227332-AB	CORE RETURN		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

J# 2 22D0ZTGN FIRECONDGREENSAFE UNITS: TECH(S):880 0:00
 TIRE CONDITION GREEN, TIRES SAFE
 OPTIMUM TREAD DEPTH FOR PEAK PERFORMANCE

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

J# 3 00D0ZMULTIPOINT COURTESY INSPECTION UNITS: TECH(S):880 0:00
 PERFORM COURTESY MULTIPOINT INSPECTION,
 COMPLETED MULTIPOINT INSPECTION.

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

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$179.00 (+TAX)

COMMENTS
 DELETED OPERATION(S)
 21D0Z1 DIAGNOSE AUTO TRANS 23D0Z BODY MISC

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER, THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS OR 4000 MILES, WHICHEVER OCCURS FIRST. ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY.

CUSTOMER SATISFACTION

IS OUR

NUMBER 1 CONCERN

Thank You

for this opportunity to serve you.

NYS-MV R/S REG. NO. R 7001386

CUSTOMER CALLED UPON COMPLETION:

DATE _____

TIME _____

BY _____

HOURS OF OPERATION

MONDAY TO FRIDAY
7:30 AM TO 5:30 PM

SATURDAY
8:00 AM TO 12:00 PM



SECURITY DODGE CHRYSLER GEM

345 Merrick Road
AMITYVILLE, N.Y. 11701
(631) 691-1737 (631) 691-1738



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR WILL	TAG NO. [REDACTED]	INVOICE DATE 06/18/19	DOCS409882
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 41,297	COLOR GY/	[REDACTED]
CENTEREACH, NY [REDACTED]	YEAR/MAKE/MODEL 16/RAM/CREW RAM 1500/4WD CRW CAB 5'7	DELIVERY DATE 09/12/18	DELIVERY MILES 24,081	
	VEHICLE I.D. NO. 1 C 6 R R 7 L T 7 G S [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.G. DATE 06/04/19	
RESIDENCE PHONE [REDACTED]	COMMENTS	MILEAGE OUT	MO: [REDACTED]	

TOTALS

 * NEXT RECOMMENDED SERVICE: *
 * 09/03/2019 / 47297 MI 27DOZROTATE ROTATE TIRES *

* [] CASH [] CHECK CK # [] *	TOTAL LABOR....	0.00
* [] VISA [] N/CARD [] DISC [] AMEX *	TOTAL PARTS....	0.00
* [] OTHER [] CHARGE *	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

YOUR COMPLETE SATISFACTION IS OUR #1 CONCERN
 WE WANT YOU TO BE COMPLETELY SATISFIED WITH THE
 SERVICE YOU RECEIVE! IF YOU ARE NOT SATISFIED
 WITH THE SERVICE YOU RECEIVED, PLEASE CONTACT
 OUR SERVICE MANAGER BRANDON TROY AT 631-691-5000.
 WE APPRECIATE YOUR BUSINESS, SECURITY DCJR.

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
 ARE THOSE MADE BY THE MANUFACTURER. THE
 SELLER HEREBY EXPRESSLY DISCLAIMS ALL WAR-
 RANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING
 ANY IMPLIED WARRANTY OF MERCHANTABILITY OR
 FITNESS FOR A PARTICULAR PURPOSE, AND NEI-
 THER ASSUMES NOR AUTHORIZES ANY OTHER
 PERSON TO ASSUME FOR IT ANY LIABILITY IN
 CONNECTION WITH THE SALE OF SAID PRODUCTS.

LABOR AND PARTS ARE WARRANTED FOR 90 DAYS
 OR 4000 MILES WHICHEVER OCCURS FIRST.
 ALL PARTS INSTALLED ARE NEW OR FACTORY
 REBUILT UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT
 OF COPY.

CUSTOMER SATISFACTION
 IS OUR

NUMBER 1 CONCERN
 Thank You
 for this opportunity to serve you.

NYS-MV R/S REG. NO. R 7001388

CUSTOMER CALLED UPON
 COMPLETION:

DATE _____
 TIME _____
 BY _____

HOURS OF OPERATION
 MONDAY TO FRIDAY
 7:30 AM TO 5:30 PM
 SATURDAY
 8:00 AM TO 12:00 PM



SECURITY DODGE CHRYSLER GEM

345 Merrick Road
AMITYVILLE, N.Y. 11701
(631) 691-1737 (631) 691-1738



CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR JEFFREY	TAG 2887	INVOICE DATE 06/20/19
[REDACTED]	LABOR RATE [REDACTED]	MILEAGE 41,300	COLOR GY/
CENTEREACH, NY	YEAR / MAKE / MODEL 16/RAM/CREW RAM 1500/4WD CRW CAB 5'7	DELIVERY DATE 09/12/18	DELIVERY MILES 24,081
[REDACTED]	VEHICLE I.D. NO. 1 C 6 R R 7 L T 7 G	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 06/18/19
[REDACTED]	COMMENTS	MILEAGE CUT	MO: [REDACTED]

LABOR & PARTS
J# 1 0BDOZCEL CHECK ENGINE LIGHT UNITS: 3.00 TECH(S):880 WARRANTY
 CUSTOMER STATES: CHECK ENGINE LIGHT IS LIT
 FOUND FAILURE OF THE VALVE BODY
 MOPAR CLAIM AS PER D.I. REPLACED VALVE BODY PRIOR
 REPLACEMENT
 06/18/19 [REDACTED]
 21550232 .8 21550269 .2 2195015B .9 85700001 .8

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	R8227332-AB	VALVE BOD 21139004		WARRANTY
JOB # 1	4	6B218925-AB	FLUID AUT 01081018		WARRANTY
JOB # 1	-1	R8227332-AB	CORE RETURN		WARRANTY
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 00DOZMULTIPOINT COURTESY INSPECTION UNITS: TECH(S):880 0.00
 PERFORM COURTESY MULTIPOINT INSPECTION.
 COMPLETED MULTIPOINT INSPECTION.

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

J# 3+22DOZTCN TIRECONDGREENSAFE UNITS: TECH(S):880 0.00
 TIRE CONDITION GREEN, TIRES SAFE
 OPTIMUM TREAD DEPTH FOR PEAK PERFORMANCE

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

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

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURER. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF SAID PRODUCTS.

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TERMS: CASH OR CERTIFIED CHECK

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

CUSTOMER SATISFACTION

IS OUR

NUMBER 1 CONCERN

Thank You

for this opportunity to serve you.

NYS-MV R/S REG. NO. R 7001388

CUSTOMER CALLED UPON COMPLETION:

DATE _____

TIME _____

BY _____

HOURS OF OPERATION

MONDAY TO FRIDAY
7:30 AM TO 5:30 PM

SATURDAY
8:00 AM TO 12:00 PM



SECURITY DODGE CHRYSLER GEM

345 Merrick Road
AMITYVILLE, N.Y. 11701
(631) 691-1737 (631) 691-1738



Form header section containing customer information, advisor name (JEFFREY), invoice date (06/20/19), vehicle details (16/RAM/CREW RAM 1500/4WD CRW CAB 5'7), and dealer information (CENTEREACH, NY).

TOTALS section with a list of services and their costs:
* [] CASH [] CHECK CK # [] *
* [] VISA [] M/CARD [] DISC [] AMEX *
* [] OTHER [] CHARGE *
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

YOUR COMPLETE SATISFACTION IS OUR #1 CONCERN
WE WANT YOU TO BE COMPLETELY SATISFIED WITH THE
SERVICE YOU RECEIVE! IF YOU ARE NOT SATISFIED
WITH THE SERVICE YOU RECEIVED, PLEASE CONTACT
OUR SERVICE MANAGER BRANDON TROY AT 631-691-5000.
WE APPRECIATE YOUR BUSINESS, SECURITY DCJR.

CUSTOMER SIGNATURE
[Blank area for signature]

ANY WARRANTIES ON THE PRODUCT SOLD HEREBY
ARE THOSE MADE BY THE MANUFACTURER. THE
SELLER HEREBY EXPRESSLY DISCLAIMS ALL WAR-
RANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING
ANY IMPLIED WARRANTY OF MERCHANTABILITY OR
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THER ASSUMES NOR AUTHORIZES ANY OTHER
PERSON TO ASSUME FOR IT ANY LIABILITY IN
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LABOR AND PARTS ARE WARRANTED FOR 90 DAYS
OR 4000 MILES, WHICHEVER OCCURS FIRST.
ALL PARTS INSTALLED ARE NEW OR FACTORY
REBUILT UNLESS SPECIFIED OTHERWISE.

TERMS: CASH OR CERTIFIED CHECK
X
CUSTOMER ACKNOWLEDGES RECEIPT
OF COPY.

CUSTOMER SATISFACTION
IS OUR
NUMBER 1 CONCERN
Thank You
for this opportunity to serve you.
NYS-MV R/S REG. NO. R 7001388
CUSTOMER CALLED UPON
COMPLETION:

DATE
TIME
BY

HOURS OF OPERATION
MONDAY TO FRIDAY
7:30 AM TO 5:30 PM
SATURDAY
8:00 AM TO 12:00 PM

State of New York
Office of the Attorney General
Suffolk Regional Office
300 Motor Parkway, Suite 230
Hauppauge, New York 11788



National Highway Traffic Safety Administration
Office of Defects Investigation
1200 New Jersey Avenue, SE, West Building
Washington, DC 20590

