 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p>DOT Auto Safety Hotline</p> <p>Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>		FOR AGENCY USE ONLY 100148	
		Date Received 15-OCT-2019	Repository <input type="checkbox"/>		Reference No. 11268635
OWNER INFORMATION (Type or Print)					
Name		Daytime Telephone Number		E-mail Address	
Address		Evening Telephone Number			
City	State	Zip Code			
MILWAUKEE	WI				
<p><i>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).</i></p>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2CARDGBGXFR		Make DODGE	Model GRAND CARAVAN	Model Year 2015	
Date Purchased August 2016	Dealer's Name and Telephone Number Enterprise Car Sales (202) 574-5079		Engine: No. of Cylinders 6	Fuel Type: regular	
Original Owner <input type="checkbox"/>	Dealer's City Milwaukee	State WI	Zip Code 53221		
Transmission Type automatic	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain NO	Multiple Failure: YES	Incident Date(s) 10-OCT-2019 June 2018	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 100000 POWER TRAIN			Failure Mileage 105000	Failure Speed 35	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make	Tire Model (Name or Number)		Tire Size (Example P215/65R15)		
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location:			
Tire Component Code			Tire Failure Type:		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2015 DODGE GRAND CARAVAN. WHILE DRIVING APPROXIMATELY 35 MPH, THE VEHICLE HESITATED, LOST ACCELERATION, STALLED, AND THE CHECK ENGINE WARNING INDICATOR ILLUMINATED. THE VEHICLE WAS TOWED TO SCHLOSSMANN DODGE (19100 W CAPITOL DR, BROOKFIELD, WI 53045) WHERE IT WAS DIAGNOSED THAT A NEW TRANSMISSION WAS NEEDED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE VEHICLE WAS NOT REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 105,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

April 9, 2020

[REDACTED]
Milwaukee, WI
[REDACTED]

To whom it may concern:

I am writing to thank you for reaching out to me after I called to express my concerns regarding the 2015 Dodge Caravan I purchased in 2016 from Enterprise Car Rentals and Sales located in Milwaukee Wisconsin.

This vehicle has has two severe breakdowns since I purchased it. The first time was just 16 months after purchase in June of 2018 and my family was without our car for approximately two months. At this time the car was still under warranty.

The second time was this past October of 2019. The transmission failed and we were without a vehicle for five months all the while still making car payments. The total spent repairing the was just over \$4000.00.

I would like your help pursuing the manufacturer for costs and hardships I have incurred due to the poor quality manufacturing of this vehicle. It has been brought to my knowledge that there has been a recall on this exact vehicle year make and model. However, my VIN number was not included in the recall and excludes me from any help recovering from the awful setbacks and financial hardships this car purchase has caused my family. Not only do we use this car for our personal transportation, getting my 5 children back and forth to school, extra curricular activities, and jobs but I as single mom also used my van for ride sharing jobs with UBER and LYFT to help make ends meet. This vehicle purchase was an investment in our livelihood as I still have this car to pay for until February 2023.

As a consumer I would like your assistance as I also pursue help from a legal professional knowledgeable of the lemon laws in my state of Wisconsin.

Thank you again for following up with me. My family greatly appreciates your help in this matter.

Sincerely,
[REDACTED]
[REDACTED]

P.S.

Enclosed are supporting documents and receipts

WISCONSIN BUYERS GUIDE

Information on this guide is based on what the dealership can find using reasonable care. You may learn more by following the suggestions on the back.



Year Make Model 2015 DODGE GRAND CARAVAN AVP VAN 3.6/A6	Engine: Size 3.6L	No. Cyl. 6	Price \$18,499.00
VIN 2C4RDGBGXFR	Drive Type: <input checked="" type="checkbox"/> FWD <input type="checkbox"/> RWD <input type="checkbox"/> 4WD/AWD		Service Fee \$122.00
Dealership Name Enterprise Rent A Car Company of WI LLC D/B/A Enterprise Car Sales	Transmission: <input checked="" type="checkbox"/> Automatic <input type="checkbox"/> Manual		

VEHICLE HISTORY
Check all that apply

Personal use
 Business use
 Lease use
 Rental use
 Demonstrator use
 Executive use
 Titled/transferred to insurance
 History and use not known
 Other:

TITLE BRANDS
Title will have these brands:

Rebuilt salvage
 Damage claim paid
 Flood damaged
 Manufacturer buyback/Lemon
 Other:

All states titled in:
WI

USED VEHICLE GENERAL CONDITION

YES NO

Heating and Cooling System
 Engine heating/cooling system problem

Drive Train
 Shifting Problem
 Abnormal noise or vibration
 Visible cracks or damage to cases or housings

Electrical System
 Starting/charging/ignition system problem

Engine
 Gasoline Diesel Electric Hybrid
 Signs of excessive oil consumption
 Abnormal noise
 Signs of cracked block or head, or blown head gasket or inoperative turbo

Electrical control module problem
 Abnormal exhaust or engine smoke
 Belts frayed / missing / or cracked
Does NOT include timing belt
 Changed or modified from original manufacturer specification

Fluid
 Fluid levels low
 Known or visible leaks, excluding minor seepage

Gauges and Warning Devices
 Gauge or device indicating a system problem
 Gauge, dash lights or device inoperative

Repaired Damage
 Corrective work / knowledge or evidence of repair to strut tower / floor pan / frame / or structural portion of unibody
 Evidence or knowledge of frame repair or replacement

Other Equipment Not Equipped
 ABS Brake System problem
 Cruise control problem
 Air conditioning system problem
 Interior cabin heating system problem
 Power accessory problem
 Sound system problem
 Navigation system problem
 Entertainment system problem
 Spare tire / jack missing

VEHICLE EQUIPMENT REQUIREMENTS
To safely and legally operate this vehicle on Wisconsin highways, all items listed below must be in proper working condition according to TRANS 305, Wis. Adm. Code.

Not Legal	Legal	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Brakes System
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Parking Brake
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Service Brake
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Bumpers
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Doors, Hoods, and Trunk Lid
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Emission Equipment
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Dealership inspection does not ensure vehicle will pass state emission test where required.
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Exhaust System
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fenders, Firewall and Floor Pan
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Frame or Structural Portion of Unibody
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Fuel System
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Horn
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Lights
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Restraining Devices and Seats – air bags/bo
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Speedometer and Odometer
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Steering Components
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Suspension
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Tires and Wheels
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield, Windows and Mirrors
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield Defroster, Wipers, and Washer

ODOMETER READING
Odometer information will be on your title.

ODOMETER READ **44,841** miles when vehicle was acquired. To the best of dealership's knowledge, the reading was:
 Actual
 In excess of mechanical limits
 Not Actual - **WARNING ODOMETER DISCREPANCY**

EXEMPT from odometer disclosure because vehicle is 10 or more model years old. Reading is not required.

WARRANTY & SERVICE CONTRACT INFORMATION
Refer to separate document for coverages and exclusions. Dealer disclaims implied warranties of merchantability and fitness for a particular purpose.
AS IS – NO WARRANTY. Unless "Dealership" is checked under Limited Extended Warranty, this vehicle is sold AS IS and the dealer assumes no responsibility for any repairs regardless of any oral statements about the vehicle.
IMPORTANT: Ask for all promises in writing. Spoken promises are difficult to enforce. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final.

Manufacturer Warranty Information
(Dealer is not a party to any manufacturer warranty.)

Original Manufacturer Warranty (either new or remaining)
Expiration (date) (miles) whichever comes first.
Deductible: **\$0.00** Transfer fee: **\$0.00**
Percentage of repair costs to be paid by you: **0 %**

Original Manufacturer Warranty EXPIRED or NOT KNOWN
 Original Manufacturer Warranty CANCELLED due to history

LIMITED EXTENDED WARRANTY/SERVICE CONTRACT provided by:
 Manufacturer Warranty Company Dealership
Duration: (months) (miles) whichever comes first
Deductible: **\$0.00** Transfer fee: **\$0.00**
Percentage of repair costs to be paid by you: **0 %**
Warranty term begins on:

Explain all items marked "YES" or "Not Legal"

I certify that to the best of my knowledge that the information provided on this guide is accurate

A ZSORI **STEVEN B SCHULM**
(Vehicle Inspector - Print Name) (Records Inspector - Print Name)

7/15/2016
(Vehicle Inspection Date)

"I understand that I will receive a copy of this guide and the dealer will keep the original."

Buyer signs dealer original at delivery
(Buyer Signature) (Date)

BUYER'S WINDOW COPY

**RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE**

Dealer Number 100 Contract Number _____

Buyer Name and Address (Including County and Zip Code) [REDACTED] Milwaukee, WI, Milwaukee, [REDACTED]	Co-Buyer Name and Address (Including County and Zip Code) [REDACTED]	Seller-Creditor (Name and Address) Enterprise Rent-A-Car Company of Wisconsin, LLC 5839 S. 27th St. Milwaukee, WI, [REDACTED]
---	--	--

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used/Demo	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
Used	2015	DODGE BRAND CARAVAN	2C4RD5804F [REDACTED]	Personal, family, or household unless otherwise indicated below <input type="checkbox"/> business <input type="checkbox"/> agricultural <input type="checkbox"/>

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of \$ <u>1500.00</u> is \$ <u>25755.00</u>
10.99 %	\$ <u>1989.18</u>	\$ <u>14357.78</u>	\$ <u>25266.96</u>	\$ <u>25755.00</u>

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	358.93	Monthly beginning 08/30/2015

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5 % of the part of the payment that is late. The charge will not exceed \$ 10 if you bought the vehicle for personal, family or household use and the amount financed is \$25,000 or less.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including accessories, services, taxes <u>Taxes</u> \$ <u>1842.78</u> and \$ <u>0.00</u>)	\$ <u>19541.78</u> (1)
2 Total Downpayment = Trade-in _____ Gross Trade-In Allowance \$ <u>N/A</u> Less Pay Off Made By Seller \$ <u>N/A</u> + Cash \$ <u>1500.00</u> + Other \$ <u>N/A</u>	\$ <u>1500.00</u> (2)
3 Unpaid Balance of Cash Price (1 minus 2)	\$ <u>18041.78</u> (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts): A Cost of Optional Credit Insurance Paid to Insurance Company or Companies. Life \$ <u>N/A</u> Disability \$ <u>N/A</u>	\$ <u>N/A</u>
B Other Optional Insurance Paid to Insurance Company or Companies	\$ <u>N/A</u>

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

- Credit Life: Buyer Co-Buyer Both
 Credit Disability: Buyer Co-Buyer Both

Insurance Company Name _____

Home Office Address _____

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments on time. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. Credit disability insurance does not cover any increase in your payment or in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life or credit disability insurance provides. See the policies or certificates for coverage limits and other terms and conditions. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Premium:
Credit Life \$ N/A
Credit Disability \$ N/A

I want the Optional Credit Life Insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

I want the Optional Credit Disability Insurance checked above.

Buyer Signature _____ Date _____

Co-Buyer Signature _____ Date _____

First repair.
Shops diagnostics
receipt from 2018



Schlossmann's Dodge City Chrysler Jeep
19100 W. Capitol Dr. • Brookfield, WI 53045
Phone: (262) 790-9000 • Fax: (262) 790-9190
Parts Direct: (262) 790-9133 • Parts Fax: (262) 790-9121
www.1dodgecity.com

INVOICE NO. [REDACTED] INVOICE DATE 07/26/18
SHIP VIA DEL PAY CASH SOLD BY TB

had it towed from this place to Dealer

SHIP QTY	B.O. QTY	PART NUMBER	DESCRIPTION	BIN	LIST	NET	AMOUNT	
1	0	5184693-AE	MANIFOLD 09048006	TEST	249.00	186.75	186.75	
1	0	53032763-AA	GASKET TH 14062002	007H1	16.20	12.15	12.15	
6	0	5184562-AC	GASKET IN 09001004	001C3	4.60	3.45	20.70	
1	0	5184199-AF	MANIFOLD 09048006	236C	170.00	127.50	127.50	
6	0	5184331-AC	GASKET IN 09001004	000C1	4.70	3.53	21.18	
							SUBTOTAL	368.28
							TAX	0.00
							FREIGHT	0.00
							PAY THIS AMOUNT	368.28

Thank You for Your Business!

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. 10% RE-STOCK CHARGE ON ALL RETURNED PARTS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS.

CUSTOMER COPY

07:17:05 PAGE 1 OF 1 NET527

PARTS INVOICE



Schlossmann's Dodge City Chrysler Jeep
19100 W. Capitol Dr. • Brookfield, WI 53045
Phone: (262) 790-9000 • Fax: (262) 790-9190
Parts Direct: (262) 790-9133 • Parts Fax: (262) 790-9121
www.1dodgecity.com

CUST. NO. [REDACTED] TAX EXEMPT NUMBER pending SHIP VIA DEL PAY CASH SOLD BY RO INVOICE DATE 07/26/18 INVOICE NO. [REDACTED]

SUPERIOR SERVICE
8302 W LISBON
MILWAUKEE, WI 53222

SHIP QTY	B.O. QTY	PART NUMBER	DESCRIPTION	BIN	LIST	NET	AMOUNT	
1	0	5184085-AD	INJECTOR 14099006	610I2	104.00	78.00	78.00	
							SUBTOTAL	78.00
							TAX	0.00
							FREIGHT	0.00
							PAY THIS AMOUNT	78.00

Thank You for Your Business!

ALL CLAIMS AND RETURNED GOODS MUST BE ACCOMPANIED BY THIS INVOICE. NO RETURNS ON ELECTRICAL OR SPECIAL ORDER PARTS. NO RETURNS AFTER 30 DAYS. 10% RE-STOCK CHARGE ON ALL RETURNED PARTS. THE SELLER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR THE PARTICULAR PURPOSE, AND THE SELLER NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THESE PARTS.

CUSTOMER COPY

08:28:26 PAGE 1 OF 1 NET527

SCHLOSSMANN'S

DODGE CHRYSLER
CITY JEEP

19100 W. Capitol Dr. • Brookfield, WI 53045
 Phone: (262) 790-9000 • Fax: (262) 790-9190
 www.1dodgecity.com

First time
 Vehicle clunked
 out in 2018

CUSTOMER NO	ADVISOR BOBBI ABENDROTH	TAG NO. 1699 W683	INVOICE DATE 08/09/18
	LABOR RATE	LICENSE NO.	MILEAGE 80,088
	YEAR / MAKE / MODEL 15/CHRYSLER/GRAND CARAVAN (/GRAND CA	DELIVERY DATE	DELIVERY MILES
MILWAUKEE, WI	VEHICLE I.D. NO. 2 C 4 R D G B G X F R	SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE 07/27/18
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 80093

JOB# 1 CHARGES-----

LABOR-----
 J# 1 11CHZ01 ENGINE CONCERN TECH(S):9965 WARRANTY
 Customer States another shop told her the engine is locked u
 p Awaiting information from customer as to details of occur
 rence (Engine Mechanical Concern)
 BROKEN VALVE SPRING,DAMAGED VALVES
 PERFORM DIAGNOSTIC TEST PROCEDURES.HAD AN ACTIVE CYLINDER #1
 MISFIRE CODE AND A MULTIPLE CYLINDER MISFIRE CODE.PERFORMED
 A COMPRESSION AND CYLINDER LEAKAGE TEST.A BROKEN VALVE
 SPRING,DAMAGED EXHAUST VALVE,AND CAMSHAFTS WERE
 FOUND.REPLACE THE REAR CYLINDER HEAD,BOTH CAMSHAFTS,LASH
 ADJUSTERS AND CAMSHAFT FOLLOWERS,3.6 LITER.RECOVER AND
 RECHARGE THE A/C SYSTEM FOR POWER TRAIN REPAIRS.TOP OFF ALL
 FLUIDS,CLEAR THE FAULT CODES AND ROAD TEST.

STORAGE IS CHARGED BETWEEN \$10
 AND \$15 PER DAY ON MOTOR VEHICLES
 LESS THAN 20,000 LBS. AND \$25 PER DAY
 ON MOTOR VEHICLES OVER 20,000 LBS.

WARRANTY INFORMATION
 The parts checked "warranty" on the face side
 hereof are covered by a manufacturer's
 warranty, copies of which are available
 through the selling dealer. There are no other
 warranties applicable to the parts or service
 furnished in this repair. The dealer is not a
 party to any such manufacturer's warranty.

PARTS-----	QTY----	FP-----	NUMBER-----	DESCRIPTION-----	LIST PRICE-UNIT PRICE-	
	8		6509564-AA	BOLT HEX 09004001		WARRANTY
	1		68093232-AA	GASKET EX 14062002		WARRANTY
	2		5184855-AB	SEAL NONE 09011001		WARRANTY
	2		6104716-AA	NUT NONE 23043025		WARRANTY
	2		6105052-AA	BOLT HEX 09004001		WARRANTY
	1		5085685-AA	GASKET CR 14062002		WARRANTY
	1		5184595-AE	GASKET CY 09001004		WARRANTY
	1		68141352-AD	HEAD&VALV 09003004		WARRANTY
			CHI			
	1		5184456-AH	GASKET CY 09001004		WARRANTY
	6		5184562-AC	GASKET IN 09001004		WARRANTY
	6		5184331-AC	GASKET IN 09001004		WARRANTY
	1		68078604-AA	GASKET CH 09001004		WARRANTY
	1		5184380-AG	CAMSHAFT 09015001		WARRANTY
	1		5184378-AG	CAMSHAFT 09015001		WARRANTY
	12		5184296-AH	ARM VALVE 09043001		WARRANTY
	12		5184332-AA	TAPPET VA 09041004		WARRANTY
			CHI - S			
	1		68191349-AC	FILTER EN 09057006		WARRANTY
	6		68055890-AA	MOPAR SW2		WARRANTY
	1		5184596-AE	GASKET CY 09001004		WARRANTY
	1		6506214-AA	BOLT OIL 09003018		WARRANTY
	1		68191349-AC	FILTER EN 09057006		WARRANTY
	6		68055890-AA	MOPAR SW2		WARRANTY
	2		5184855-AB	SEAL NONE 09011001		WARRANTY
	1		5184908-AB	GASKET OI 09001004		WARRANTY
	1		5184894-AA	SEAL THER 07043006		WARRANTY
	1		68082860-AB	ADHESIVE 01081005		WARRANTY
				TOTAL - PARTS	0.00	

THE DEALER HEREBY EXPRESSLY
 DISCLAIMS ALL WARRANTIES, EITHER
 EXPRESS OR IMPLIED, INCLUDING ANY
 IMPLIED WARRANTIES OF MERCHANT-
 ABILITY 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 THESE
 PARTS AND/OR SERVICE. BUYER SHALL
 NOT BE ENTITLED TO RECOVER FROM
 THE SELLING DEALER ANY CONSE-
 QUENTIAL DAMAGES, DAMAGES TO
 PROPERTY, DAMAGES FOR LOSS OF
 USE, LOSS OF TIME, LOSS OF PROFITS,
 OR INCOME, OR ANY OTHER INCIDENTAL
 DAMAGES.

I authorize the retrieval of on-board data as
 needed to facilitate vehicle repair, as well as
 sharing of that data with the manufacturer for
 diagnostic and research purposes.

JOB# 1 TOTALS-----

JOB# 2 CHARGES-----

LABOR-----

Transaction Successful

Transaction Receipt	
Merchant:	Schlossmanns Dodge City - (Brookfield, WI)
Date/Time:	08/09/2018 6:18:20 PM CDT
Transaction ID:	[REDACTED]
Transaction Type:	Card Sale
Entry Method:	Chip Card
Amount:	\$44.49
Credit Card Information	
CC Type:	Mastercard
CC Number:	***** [REDACTED]
Auth. Code:	[REDACTED]
Billing Information	Shipping Information
[REDACTED]	
Merchant Defined Fields	
Invoice# or Cust#:	[REDACTED]
Cardholder Authorization	
I agree to pay the above total amount according to card issuer agreement.	
----- Customer Signature	

SCHLOSSMANN'S
DODGE CITY CHRYSLER JEEP

19100 W. Capitol Dr. • Brookfield, WI 53045
 Phone: (262) 790-9000 • Fax: (262) 790-9190
 www.1dodgecity.com

Estimate 2020
 + Diagnosis
 for Trans etc.

CUSTOMER NO. [REDACTED]	ADVISOR ROCKY	1715	TAG NO. Y768	INVOICE DATE 03/05/20	INVOICE NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 108,026	COLOR /	STOCK NO.
MILWAUKEE, WI [REDACTED]	YEAR / MAKE / MODEL 15/CHRYSLER/GRAND CARAVAN (/GRAND CA			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 2 C 4 R D G B G X F R			SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 10/11/19		
RESIDENTIAL PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 1880:

JOB# 1 CHARGES

LABOR-----
 J# 1 30CHZ AUTO TRANSMISSION TECH(S):9965 140.00
 CUSTOMER STATES WILL NOT MOVE. TOWED IN.
 TRANS ISSUE WILL NOT MOVE IN ANY GEAR
 .trand failed will need a replacement trans \$ 7000.00 part
 and labor
 .customer has declined service at this time.

JOB# 1 TOTALS


LABOR 140.00
 JOB# 1 JOURNAL PREFIX CHCQ JOB# 1 TOTAL 140.00

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

*****	TOTAL LABOR....	140.00
* [] CASH [] CHECK CK NO. [] *	TOTAL PARTS....	0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL SUBLET...	0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	7.14
	TOTAL INVOICE \$	147.14

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE



STORAGE IS CHARGED BETWEEN \$ AND \$15 PER DAY ON MOTOR VEHICLE LESS THAN 20,000 LBS. AND \$25 PER D. ON MOTOR VEHICLES OVER 20,000 LB!

WARRANTY INFORMATION
 The parts checked "warranty" on the face si hereof are covered by a manufacture warranty, copies of which are availat through the selling dealer. There are no oth warranties applicable to the parts or servi furnished in this repair. The dealer is not party to any such manufacturer's warranty.

THE DEALER HEREBY EXPRESS DISCLAIMS ALL WARRANTIES, EITHE EXPRESS OR IMPLIED, INCLUDING AI IMPLIED WARRANTIES OF MERCHAN ABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NC AUTHORIZES ANY OTHER PERSON ASSUME FOR IT ANY LIABILITY CONNECTION WITH THE SALE OF THE PARTS AND/OR SERVICE. BUYER SHA NOT BE ENTITLED TO RECOVER FRC THE SELLING DEALER ANY CONE QUENTIAL DAMAGES, DAMAGES PROPERTY, DAMAGES FOR LOSS (USE, LOSS OF TIME, LOSS OF PROFIT) OR INCOME, OR ANY OTHER INCIDENT DAMAGES.

I authorize the retrieval of on-board data needed to facilitate vehicle repair, as well sharing of that data with the manufacturer diagnostic and research purposes.

CUST NO.	TAX EXEMPT NUMBER	CUST P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
				CASH	BRUCE	10/11/19	

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MILWAUKEE, WI

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	R8090720-AH TRANS WIT 21002003 CORE PRICE	TEST	3351.99	3351.99	3351.99
		FEW DAYS			1000.00	1000.00
1	0	5005204-AG HOSE OIL 07014005	209AA	83.99	83.99	83.99
1	0	4677782-AC CONDENSER 24027005	201B	396.99	396.99	396.99
1	0	68218058-AC OIL AUTOM 01081018	XH8	65.99	65.99	65.99
SUBTOTAL						4898.96
RESTOCK CHARGE						0.00
TAX						249.85
FREIGHT						0.00
PAY THIS AMOUNT						5148.81

*Thank
You
for
Your
Business!*

**** PRICE QUOTE ****
 16:29:34 PAGE 1 OF 1
 NET512

CUSTOMER COPY

TS INVOICE

TS INVOICE

1711

CUST NO.	TAX EXEMPT NUMBER	CUST P. O. NO.	SHIP VIA	PAY	SOLD BY	INVOICE DATE	INVOICE NO.
				CASH	BRUCE	10/11/19	

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MILWAUKEE, WI

1.0 DIAG

SHIP QTY	B. O. QTY	PART NUMBER / DESCRIPTION	BIN	LIST	NET	AMOUNT
1	0	R8090720-AH TRANS WIT 21002003 CORE PRICE	TEST	3351.99	3351.99	3351.99
		FEW DAYS			1000.00	1000.00
1	0	5005204-AG HOSE OIL 07014005	209AA	83.99	83.99	83.99
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1	0	68218058-AC OIL AUTOM 01081018	XH8	65.99	65.99	65.99
SUBTOTAL						4898.96
RESTOCK CHARGE						0.00
TAX						249.85
FREIGHT						0.00
PAY THIS AMOUNT						5148.81

\$7000

*Thank
You
for
Your
Business!*

**** PRICE QUOTE ****
 16:29:34 PAGE 1 OF 1
 NET512

X _____
 CUSTOMER SIGNATURE

Transaction Successful

Transaction Receipt	
Merchant:	Schlossmanns Dodge City - (Brookfield, WI)
Date/Time:	03/05/2020 4:07:25 PM CST
Transaction ID:	[REDACTED]
Transaction Type:	Card Sale
Amount:	\$147.14
Credit Card Information	
CC Type:	Mastercard
CC Number:	***** [REDACTED]
Auth. Code:	[REDACTED]
Billing Information	Shipping Information
US	US

LABOR DESCRIPTION	TECH	TOTAL
TOWING / WRECKER SERVICE	???	80.00
REPLACE TRANSMISSION serial number m3094491	NP	664.23
LUBE, OIL & FILTER Change oil & filter, lube underchassis, if necessary. Perform ten-point safety check and top off fluid levels as needed.	NP	34.95

Actual Repair
for Trans 2010

RICHLEN GARAGE INC.
 "Depend On Us For All Your Automotive Service Needs"
 6427 W LINCOLNAVE - WEST ALLIS WI 53219
 (414) 541-0250

INVOICE	
IN / OUT	
In:	03-06-2020
Time:	08:00 AM
Odom:	108027
Out:	03-10-2020
Time:	09:35 AM
Odom:	108027

Acct No: [REDACTED] Page: 1 of 1

[REDACTED]

Milwaukee WI [REDACTED]

M [REDACTED]

2015 Dodge Grand Caravan

6 Cyl 3.6L 219

VIN: 2C4RDGBG X FR [REDACTED]

Plate: [REDACTED] (WI)

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
1.00	COOLER LINE ASSEMBLY	5005204-AG#####	61.70	61.70
1.00	CHRYSLER REMAN TRANSMISSION	R8090720AH SERIAL #M3094491	2450.24	2450.24
1.00	AC DELCO PRO SERIES BATTERY	ACD 94RPG#####	140.00	140.00
5.00	SYNTHETIC TRANS FLOID	ATF-4	9.50	47.50

SERVICE RECOMMENDATIONS -----
 van needs tires 225/65r17 also brakes
 should drive vehicle to get rust off
 brakes from sitting

70 YEARS OF SERVICE

ALL PARTS ARE NEW
UNLESS OTHERWISE
SPECIFIED

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

I hereby authorize the above repair work to be done with necessary materials and hereby grant you and your employees permission to operate the vehicle for the purposes of testing and inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto. I further acknowledge that you will not be held responsible for any loss or damage to the vehicle or articles left in it due to causes beyond your control.

Signed: _____

U = Used R = Rental W = Warranty

Terms: Strictly Cash Unless Arrangements Made. SIGNED: _____

YOU ARE ENTITLED TO A PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. THE REPAIR PRICE MAY BE LESS THAN THE ESTIMATE, BUT WILL NOT EXCEED THE ESTIMATE WITHOUT YOUR PERMISSION. YOUR SIGNATURE WILL INDICATE YOUR ESTIMATE SELECTION.

1. I request an estimate in writing before you begin repairs.

2. Please proceed with repairs, but call me before continuing if the price will exceed \$ _____

3. I do not want an estimate

THIS PRICE FOR THE AUTHORIZED REPAIRS WILL NOT BE EXCEEDED IF THE MOTOR VEHICLE IS DELIVERED TO THE SHOP WITHIN 5 DAYS.

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, 53708-8911

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.

Do you want the replaced parts you are entitled to? NO YES Yes when the vehicle is ready?

This vehicle received without how to face customer contact.

SHOP REPRESENTATIVE SIGNATURE _____

Labor	779.18
Parts	2699.44
Sublet	.00
Supplies	10.00
Disposal	.00
Subtotal	3488.62
Tax	195.36
TOTAL	3683.98

RICHLEN GARAGE INC
6427 W LINCOLN AVE
WEST ALLIS, WI 53219

03/10/2020

10:25:29

CREDIT CARD
VISA SALE

XXXXXXXXXXXX

Card #
SEQ #:
Batch #:
INVOICE
Approval Code:
Entry Method:
Mode:
Avs Code:

099301
Manual
Online
YYY

SALE AMOUNT

\$3683.98

CUSTOMER COPY

LABOR DESCRIPTION	TECH	TOTAL
DIAGNOSE RUNNING PROBLEM drove vehicle on freeway found engine misfiring under load, found secondary ignition arcing under load replaced burnt coil boots and plugs	DW	189.78

*PAID cash
Low, co*

*PAID 200
April*

RICHLIN GARAGE INC.
 "Depend On Us For All Your Automotive Service Needs"
 6427 W LINCOLN AVE - WESTALLIS WI 53219
 (414) 541-0250

INVOICE	
IN / OUT	
In:	03-20-2020
Time:	12:55 PM
Odom:	108458
Out:	03-20-2020
Time:	03:45 PM
Odom:	108458

Acct No: [REDACTED] Page: 1 of 1

[REDACTED]

Milwaukee WI [REDACTED]

M: [REDACTED]

2015 Dodge Grand Caravan

6 Cyl 3.6L 219

VIN: 2C4RDG8G X FR [REDACTED]

Plate: [REDACTED]

QTY	PART DESCRIPTION	PART NUMBER	UNIT	TOTAL
6.00	CHAMPION OE PLUGS	9407	12.95	77.70
1.00	COIL BOOT KIT	F3012749058	64.59	64.59
1.00	PLENUM GASKET SET	MS97205	40.08	40.08

paid on bill

70 YEARS OF SERVICE

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED

I hereby authorize the work to be done along with necessary materials. You and your employees may operate vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanic's lien is acknowledged on vehicle to secure the amount of repairs thereto. You will not be held responsible for loss / damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control.

Terms: Strictly Cash Unless Arrangements Made SIGNED: _____

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Do you want the replaced parts you are entitled to? NO YES Text when the vehicle is ready? YES NO

This vehicle received without face to face customer contact.

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SHOP REPRESENTATIVE SIGNATURE _____

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Signed: _____

	U = Used R = Rebill W = Warranty
Labor	189.78
Parts	182.37
Sublet	.00
Supplies	8.00
Disposal	.00
Subtotal	380.15
Tax	21.29
TOTAL	401.44