

[REDACTED]
[REDACTED]
From: [REDACTED]
Sent: Tuesday, March 24, 2020 10:50 AM
To: EVOQ (NHTSA); [REDACTED]
Subject: ODI# 11318808
Attachments: [REDACTED]

Attached is another receipt for my complaint # [11318808](#)

Sent from my MetroPCS 4G LTE Android device

[REDACTED]

[REDACTED]
Customer Service Representative



8300 Greensboro Drive, Suite 600, McLean, VA 22106
240-247-8812 (Desk) | 240-241-5625 (Fax)

Contracting Vehicles: GSA FSS 70, GSA

Certifications: CMMI-DEV2; CMMI-SVC3; ISO20000; ISO9001; ISO27001

Partnerships: MS SILVER-Devices & Deployment; AWS Standard Consulting Partner; Blackberry Authorized Reseller Partner

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Ask me how you can earn up to \$3,000 with TELESIS Employee Referral Program!

This email and any files transmitted with it are confidential and are intended solely for the use of the individual or entity to whom they are addressed and may contain information that

Sent from [Mail](#) for Windows 10

Napleton Clermont
Chrysler/Jeep/Dodge

15859 State Road 50
Clermont, FL 34711
Phone: (407) 287-4433
Fax: (407) 287-4381
www.clermontcjd.com

INVOICE

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MV86056 · VF/1032957/1

CLERMONT, FL

HOME:

BUS:

CONT:

CELL:

.com

SERVICE ADVISOR:

100406 FERNANDO J NUNEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Granite Cr	15	DODGE CHARGER	2C3CDXBGXFH		70442/70442	T6753
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
18DEC18 DD			08:15 21MAR20			CSC
R.O. OPENED	READY	OPTIONS:	SOLD-STK: FH	DLR:		INV. DATE
07:33 21MAR20	08:54 21MAR20	ENG:3.6_Liter				21MAR20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	Multi-point inspection (according to maintenance interval)						
	23PT Multi-point inspection (according to maintenance interval)						
	99 SUBLET LIC#: 9999999						
	IPOLS						

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

E General Concern #1 [Customer states abs light on]
100 GENERAL CONCERN

100298 HERNANDEZ, EFRAIN LIC#: 3947
CSC

1 68199987AC SENSOR-ANTI-LOCK BRAKES

PARTS: 89.79 LABOR: 58.99 OTHER: 0.00 TOTAL LINE E: 148.78

TECH FOUND CODE FOR FRONT DRIVER SIDE ABS SENSOR, REPLACED SENSOR,
CLEARED CODE OKNOW

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED*****

DESCRIPTION: DIFFFLUSH .COMPLETE DIFFERENTIAL FLUSH.

REASON DENIED: DEC Customer declined - no reason stated

PERSON CONTACTED: .1

COMMENTS: 1

RECOMMENDED BY: 100406 NUNEZ

LINE ASSOCIATED:

DENIAL ADDED BY: 100406 NUNEZ

ESTIMATE: 169.99

All Sales Final

Services Rendered

X

Customer Signature

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed 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 products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718, and \$1.50 fee to be collected for each new or remanufactured battery sold in the state

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

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

ALL PARTS NEW OR FACTORY REBUILT UNLESS

DESCRIPTION	TOTALS
LABOR AMOUNT	58.99
PARTS AMOUNT	89.79
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	148.78