

## OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Reference No. 11352940  
**Date:** Thursday, October 22, 2020 9:36:30 AM  
**Attachments:** [REDACTED]

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**From:** [REDACTED]  
**Sent:** Wednesday, October 21, 2020 4:13 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Subject:** Reference No. 11352940

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

**Our story:** Our 2015 Jeep Wrangler had the "popping out of gear" issue initially at 44,000 miles, which was still under warranty. However, the mechanic at Crown Chrysler Jeep, Inc. (Columbus, OH) could not "duplicate" it popping out of gear so nothing was done/diagnosed. We were instructed to ensure we were pushing the clutch all the way in when shifting gears (!@#\$%). As the problem got worse and continued more frequently, we took the jeep back to the same dealer and this time the mechanic was able to duplicate the issue and diagnosed it as "internal failure in synchronizer causing transmission to kick out of 1<sup>st</sup> gear". Now at 55,000 miles, it was no longer under warranty. We didn't qualify for the powertrain warranty either because time wise (not mile wise) we were just over the "5 year or 100,000 mile Powertrain Limited Warranty". We explained the vehicle was initially brought in prior to reaching the 5 year powertrain limit but that did not matter to the dealer at Crown Chrysler Jeep, Inc. nor to the Chrysler Group, LLC. We were given a case number by Chrysler Group, LLC and were told they would make a determination. The Crown Chrysler Jeep, Inc. dealership (Columbus, OH) wiped their hands clean of the decision making process even though we purchased the vehicle from them *and* their mechanic missed the diagnosis when we initially brought in it while the jeep was still under warranty. In the meantime, while waiting to hear their decision, I began searching on line to see if any jeep owner was having the same issue. I was astonished to see all the complaints on numerous Jeep Blogs as far back as 2009. I began taking notes. Days later, Chrysler called back and said the repair total would be around \$3000 and they would only be willing to pay half of the repair cost (which meant we would have to pay \$1500). Needless to say, I was very disappointed. Knowing that Chrysler had these complaints for over 10 years (probably longer) I felt the decision rendered was a great injustice. Even though my vehicle has been fixed, and thankfully, we were able to pay the \$1500, there may be many individuals/families who cannot.

Several documents are attached in this email. I attached the following:  
1. Page 1 Jeep Sticker.pdf

2. Page 2 of Jeep Sticker.pdf
3. 1st complaint made to Crown 04.08.2019 visit for iof popping out of gear.pdf3.
4. 2nd complaint to Crown and mechanic dx trans failure.pdf
5. Invoice [REDACTED] Crown itemized repair and cost we paid.pdf

Kind regards,

[REDACTED]

Reference No. [REDACTED]

1 of 3

CUSTOMER #: [REDACTED]

\*INVOICE\*



CHRYSLER-JEEP-DODGE-RAM-KIA

6350 Perimeter Loop Rd. · Dublin, OH 43017  
Phone 614-761-2360 · Fax 614-791-8220  
www.CrownChryslerJeepDodge.com  
www.CrownKiaDublin.com

DUPLICATE 1  
PAGE 1

CINCINNATI, OH

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

SERVICE ADVISOR: 319 DUSTIN LITTERAL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	15	JEEP WRANGLER	1C4BJWDG7F1 [REDACTED]		55544/55549	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV14 DD			17:00 11SEP20		134.95	CASH	15SEP20

R.O. OPENED	READY	OPTIONS:
11:19 03AUG20	08:45 15SEP20	SOLD-STK:FL [REDACTED] ENG:ERB_3.6L_V6_24V_VVT Engine TRN:DEH_6-Speed Manual NSG370 Transmission

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

A General Concern #1 [Customer States transmission occasionally violently pops out of 1st gear as you are releasing the clutch to take off from a complete stop]							
CAUSE: 1st gear and synchro assembly							
21001104 Transmission, Remove and install for recondition - manual NSG370 - 3.6 liter engine (3 - Highly Skilled)							
	263	W					(N/C)
1	5099840AA	SEAL					(N/C)
1	5096861AB	PLUG-EXPANSION					(N/C)
1	5159175AA	SEAL-OUTPUT SHAFT					(N/C)
01	5137639AB	SYNCHRO-FIRST AND SECOND					(N/C)
1	5101448AA	GEAR-SECOND					(N/C)
1	68089073AA	FORK ASSY-MANUAL TRANSMISSION					(N/C)
1	52060165AE	BOOT-GEARSHIFT					(N/C)
2	4874464AC	LUBRICANT-TRANSMISSION					(N/C)
1	4318083AC	SEALER-ANAEROBIC					(N/C)
1	5096861AB	PLUG-EXPANSION					(N/C)
1	5137639AB	SYNCHRO-FIRST AND SECOND					(N/C)
21001155 Transmission, Remove and install for recondition - manual Replace Shaft retainer							
	263	W					(N/C)
21040150 Transmission - NSG270/NSG370 Group A Repair (3 - Highly Skilled)							
	263	W					(N/C)
21040250 Transmission - NSG270/NSG370 Group B Repair (3 - Highly Skilled)							
	263	W					(N/C)
21452050 Input shaft oil seal Seal, input shaft oil-Replace							
	263	W					(N/C)
21490150 Plug, expansion countershaft-NSG370							
	263	W					(N/C)
85410000 DIAGNOSTIC TIME WITH REPAIR							

<b>WARRANTY DISCLAIMER:</b> ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		<b>*SHOP SUPPLY COSTS:</b> We have added a charge equal to 13% of the total labor cost, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.	<table border="1"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr> <td>LABOR AMOUNT</td> <td></td> </tr> <tr> <td>PARTS AMOUNT</td> <td></td> </tr> <tr> <td>GAS, OIL, LUBE</td> <td></td> </tr> <tr> <td>SUBLET AMOUNT</td> <td></td> </tr> <tr> <td>MISC. CHARGES *</td> <td></td> </tr> <tr> <td>TOTAL CHARGES</td> <td></td> </tr> <tr> <td>LESS INSURANCE</td> <td></td> </tr> <tr> <td>SALES TAX</td> <td></td> </tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT		PARTS AMOUNT		GAS, OIL, LUBE		SUBLET AMOUNT		MISC. CHARGES *		TOTAL CHARGES		LESS INSURANCE		SALES TAX	
DESCRIPTION	TOTALS																				
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TOTAL CHARGES																					
LESS INSURANCE																					
SALES TAX																					
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT																		

Reference No. [REDACTED]

2 of 3

CUSTOMER #: [REDACTED]



CHRYSLER-JEEP-DODGE-RAM-KIA

6350 Perimeter Loop Rd. - Dublin, OH 43017  
Phone 614-761-2360 - Fax 614-791-8220  
www.CrownChryslerJeepDodge.com  
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\*INVOICE\*

DUPLICATE 1  
PAGE 2

CINCINNATI, OH

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

SERVICE ADVISOR: 319 DUSTIN LITTERAL

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R.O. OPENED	READY	OPTIONS: SOLD-STK: F [REDACTED]					
11:19 03AUG20	08:45 15SEP20	ENG:ERB 3.6L V6 24V VVT Engine TRN:DEH 6-Speed Manual NSG370 Transmission					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	263	W					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

55549 1st gear and synchro assembly Check and found transmission occasionally pops out of 1st gear. Found condition got better once lower shift boot removed but still pops out of gear. Removed transmission drain plug and found metal chunks on magnet. Removed transmission and disassembled. Found 1st gear and synchronizer teeth ground down. Replaced 1st gear and synchronizer assemblies. Reassembled transmission with new seal and plug. Reinstalled back into vehicle. Replaced stiff lower shift boot. Test drove vehicle and verified proper transmission operation. \* REPAIRS HAVE A 2 YEAR/UNLIMITED MILEAGE WARRANTY \*

B Multi-point inspection (according to maintenance interval)  
9090 Multi-point inspection (according to maintenance interval)

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

EST: 98.00 03AUG20 11:19 SA: 319  
CONTACT:

CUSTOMER PAY DEDUCTIBLE FOR REPAIR ORDER 1500.00

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.		*SHOP SUPPLY COSTS:	DESCRIPTION	TOTALS
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		We have added a charge equal to 13% of the total labor cost, not to exceed \$50.00, to the Repair Order for shop supplies used in connection with this repair.	LABOR AMOUNT	0.00
			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	1500.00
			TOTAL CHARGES	1500.00
			LESS INSURANCE	0.00
SALES TAX	112.50			
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	1612.50

pdv1

Crown CDJR Kia Dublin Chrysler Service  
6350 Perimeter Loop Rd  
Dublin, OH 43017  
614-761-2360

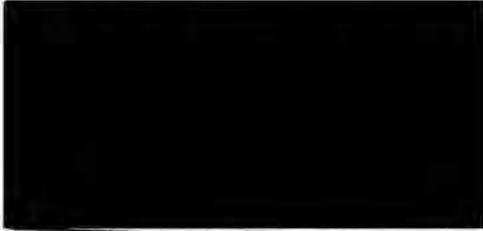
Reference No. 

3 of 3

09/15/20 12:25 PM  
MID: XXXXXXXX5880  
TID: XX7203  
TLI: 00000018  
App: CEASE VISA  
Card Account: XXXXXXXXXXXX   
Card Exp: XX/XX  
Customer :   
TranIdent:   
Station: OBCSDSWCABV01  
Name:   
Entry: Chip  
Transaction Type: SALE  
Tran Serial #: 562494575  
Auth Code: 05415C  
Current Authorized \$1612.50

Mode: Issuer  
AID: A0000000031010  
TVR: 0080008000  
IAD: 06021203A0A002  
Tsi: E800  
ARC: 00

I agree to pay the indicated amount and  
to be bound by the terms of the card  
member agreement



This receipt is for Crown CDJR Kia  
Dublin Chrysler Service



2015 MODEL YEAR

# WRANGLER UNLIMITED WILLYS WHEELER

Go Anywhere  
Do Anything

THIS VEHICLE IS MANUFACTURED TO MEET SPECIFIC UNITED STATES REQUIREMENTS. THIS VEHICLE IS NOT MANUFACTURED FOR SALE OR REGISTRATION OUTSIDE OF THE UNITED STATES.

### MANUFACTURER'S SUGGESTED RETAIL PRICE OF THIS MODEL INCLUDING DEALER PREPARATION

**Base Price: \$26,495**

#### JEEP WRANGLER UNLIMITED SPORT 4X4

**Exterior Color:** Bright White Clear Coat Exterior Paint  
**Interior Color:** Black Interior Color  
**Interior:** Cloth Seats with Adjustable Head Restraints  
**Engine:** 3.6-Liter V6 24-Valve VVT Engine  
**Transmission:** 6-Speed Manual Transmission

#### STANDARD EQUIPMENT (UNLESS REPLACED BY OPTIONAL EQUIPMENT) FUNCTIONAL/SAFETY FEATURES

Torx Tool Kit  
Command-Trac® Shift-on-the-Fly Part-Time 4WD  
Next Generation Dana® 44 Heavy Duty Rear Axle  
Next Generation Dana® 30 Solid Front Axle  
3.21 Front / Rear Axle Ratios  
Transfer Case Skid Plate  
Fuel Tank Skid Plate  
22.5-Gallon Fuel Tank  
Advanced Multistage Front Airbags  
Electronic Stability Control  
4-Wheel Disc Brakes  
Traction Control  
Electronic Roll Mitigation  
Hill Start Assist  
Trailer Sway Damping  
160-Amp Alternator  
Sentry Key® Theft Deterrent System  
Tire Pressure Monitor with Warning Lamp  
Speed Control  
Sport Bar with Full Padding

#### INTERIOR FEATURES

Rearview Day / Night Mirror  
Air Conditioning  
Steering Wheel Mounted Audio Controls  
Tilt Steering Column  
Premium Instrument Cluster with Tachometer  
Temperature and Compass Gauge  
Radio 130 AM/FM/CD/MP3  
8 Speakers  
Audio Jack Input for Mobile Devices  
Reclining Front Seats  
Driver Seat Height Adjuster  
Rear 60 / 40 Folding Seat  
Front Seatback Map Pockets  
Front and Rear Floor Mats  
Rear Compartment Covered Storage  
Cargo Tie Down Loops  
12-Volt Auxiliary Power Outlet  
Full-Length Floor Console  
Sliding Sun Visors with Mirrors  
Front Dome with On / Off Switch Lamp

#### EXTERIOR FEATURES

"Trail Rated" Badge  
Sunrider® Soft Top

#### OPTIONAL EQUIPMENT (May Replace Standard Equipment)

**Willys Wheeler Edition 23K \$4,000**  
Willys Wheeler Grille  
17-Inch x 7.5-Inch High Gloss Black Wheels  
LT255/75R17 BSW Off-Road Tires  
Trac-Lok® Differential Rear Axle  
3.73 Front / Rear Axle Ratios  
Performance Suspension  
Rock Rails  
Willys Hood Decal  
4-Wheel Drive Swing Gate Decal  
All-Weather Stush Mats by Mopar®  
Connectivity Group  
Electronic Vehicle Information Center  
Tire Pressure Monitoring Display  
Leather-Wrapped Steering Wheel  
Rear Passenger Assist Handles Kit  
Deep Tint Sunscreen Windows  
SiriusXM Satellite Radio w/ 1-Yr Radio Subscription  
For More Information, Call 888-539-7474  
Trailer Tow Group \$345  
Class II Receiver Hitch  
Trailer Tow with 4-Pin Connector Wiring  
Freedom Top® Black 3-Piece Hard Top \$995  
Delete Sunrider® Soft Top  
Rear Window Defroster  
Rear Window Wiper / Washer  
Radio 430 AM/FM/CD/DVD/MP3/HDD \$695  
Remote USB Port

#### DESTINATION CHARGE

\$995

**TOTAL PRICE: \* \$33,525**

#### WARRANTY COVERAGE

5-year or 100,000-mile Powertrain Limited Warranty.  
3-year or 36,000-mile Basic Limited Warranty.  
5-year or 100,000-mile Roadside Assistance; certain restrictions apply.  
Ask Dealer for a copy of the limited warranties or see your owner's manual for details.

**5 YEAR / 100,000 MILE  
POWERTRAIN WARRANTY**

Assembly Point/Port of Entry: TOLEDO, OHIO, U.S.A.

VIN: 1C4-BJWDG7FL- [REDACTED] L4-VON: 7304 1108

SHIP TO: 68405 36  
CROWN CHRYSLER JEEP DODGE  
6350 PERIMETER LOOP RD  
DUBLIN OH 43017-3206

SOLD TO: 42 68405  
CROWN CHRYSLER JEEP DODGE  
6350 PERIMETER LOOP RD  
DUBLIN OH 43017-3206

THIS LABEL IS ADDED TO THIS VEHICLE TO COMPLY WITH FEDERAL LAW. THE LABEL CANNOT BE REMOVED OR ALTERED PRIOR TO DELIVERY TO THE ULTIMATE PURCHASER.

STATE AND/OR LOCAL TAXES IF ANY, LICENSE AND TITLE FEES AND DEALER SUPPLIED AND INSTALLED OPTIONS AND ACCESSORIES ARE NOT INCLUDED IN THIS PRICE. DISCOUNT, IF ANY, IS BASED ON PRICE OF OPTIONS IF PURCHASED SEPARATELY.



For more information visit: [www.jeep.com](http://www.jeep.com)  
or call 1-877-IAM-JEEP

Chrysler Group LLC

**EPA DOT Fuel Economy and Environment**

**Gasoline Vehicle**

**Fuel Economy**



**18** MPG

combined city/hwy

**16**

city

**21**

highway

**5.6** gallons per 100 miles

Small SUV 4WD range from 16 to 31 MPG.  
The best vehicle rates 119 MPGe.

**You spend  
\$3,500**

**more in fuel costs  
over 5 years**  
compared to the  
average new vehicle.

**Annual fuel cost  
\$2,900**

**Fuel Economy & Greenhouse Gas Rating (tailpipe only)**

**Smog Rating (tailpipe only)**



This vehicle emits 503 grams CO2 per mile. The best emits 0 grams per mile (tailpipe only). Producing and distributing fuel also creates emissions; learn more at [fuel economy.gov](http://fuel economy.gov)

Actual results will vary for many reasons, including driving conditions and how you drive and maintain your vehicle. The average new vehicle gets 24 MPG and cost \$11,000 to fuel over 5 years. Cost estimates are based on 15,000 miles per year at \$3.50 per gallon. MPGe is miles per gasoline gallon equivalent. Vehicle emissions are a significant cause of climate change and smog.

**fuel economy.gov**

Calculate personalized estimates and compare vehicles

Smartphone  
QR Code™



**GOVERNMENT 5-STAR SAFETY RATINGS**

**Overall Vehicle Score**

**Not Rated**

Based on the combined ratings of frontal, side, and rollover.  
Should ONLY be compared to other vehicles of similar size and weight.

**Frontal  
Crash**

Driver  
Passenger

**Not Rated  
Not Rated**

Based on the risk of injury in a frontal impact.  
Should ONLY be compared to other vehicles of similar size and weight.

**Side  
Crash**

Front seat  
Rear seat

**Not Rated  
Not Rated**

Based on the risk of injury in a side impact.

**Rollover**

★★★

Based on the risk of rollover in a single-vehicle crash.

Star ratings range from 1 to 5 stars (★★★★★) with 5 being the highest.

Source: National Highway Traffic Safety Administration (NHTSA)

[www.safercar.gov](http://www.safercar.gov) or 1-888-327-4236

The safety ratings above are based on Federal Government tests of particular vehicles equipped with certain features and options. The performance of this vehicle may differ.

**PARTS CONTENT INFORMATION**

**FOR VEHICLES IN THIS CARLINE:**

**U.S./CANADIAN PARTS CONTENT: 70 %**

NOTE: PARTS CONTENT DOES NOT INCLUDE FINAL ASSEMBLY, DISTRIBUTION, OR OTHER NON-PARTS COSTS.

**FOR THIS VEHICLE:**

**FINAL ASSEMBLY POINT:  
TOLEDO, OHIO, U.S.A.**

**COUNTRY OF ORIGIN:**

**ENGINE: UNITED STATES  
TRANSMISSION: GERMANY**

Reference No. [REDACTED]

1 of 1

CUSTOMER #: [REDACTED]



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CHRYSLER-JEEP-DODGE-RAM-KIA

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CINCINNATI, OH [REDACTED]

PAGE 1

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

SERVICE ADVISOR: 157 JOSH L WARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	15	JEEP WRANGLER	1C4BJWDG7FL [REDACTED]		42222 / 42222	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28NOV14 DD			18:00 08APR19		134.95	CASH	08APR19

R.O. OPENED	READY	OPTIONS:	SOLD-STK: FL
12:05 08APR19	16:28 08APR19	ENG:ERB_3.6L_V6_24V_VVT Engine	[REDACTED]
LINE OPCODE TECH TYPE HOURS		TRN:DEH_6-Speed Manual NSG370 Transmission	
		LIST	NET TOTAL

C RECALL V27

CAUSE: recall

08V01183 Safety Recall V01 - Passenger Airbag Inflator - Replace Replace Passenger Side Airbag Inflator and Conduct Supplemental Restraint System Verification Test (GuNi Inflator Kit Only) (2 - Skilled)

286 W

1 CBXZS435AB AIR BAG-AIR BAG

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

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

42222 recall

Replace Passenger Airbag Inflator and Conduct Supplemental Restraint System Verification Test (2011-2016 JK) 08-V0-11-83 0.7 hours

\*\*\*\*\*

D CUSTOMER STATES WHEN PUTTING VEHICLE IN 1ST GEAR IT DOES NOT ALWAYS SYNC IN AND IT WILL POP OUT OF GEAR

CAUSE: 1ST GEAR PERIODICALLY SLIPS

00 diagnosis no problem found

286 CM

42.50

42.50

S10 SERVICE 10% LABOR DISCOUNT

-4.25

-4.25

PARTS: 0.00 LABOR: 42.50 OTHER: -4.25 TOTAL LINE D: 38.25

42222 test drove to verf compl. shifting asper design. never popped out of gear. insp shifter bot and tower. no blockages found. fluid level at spec. no related tsb,s

\*\*\*\*\*

E CUSTOMER STATES 4 WIRE HITCH WIRING IS INOP WHEN HOOKED UP TO TRAILER THE RIGHT SIDE LIGHTS WERE INOP

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By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES *	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

Reference No. [REDACTED]

# CLAIM CHECK

CUSTOMER #: [REDACTED]

WORKORDER

PLEASE PRESENT THIS STUB TO CASHIER  
WHEN CALLING FOR YOUR VEHICLE  
THANK YOU

CINCINNATI, OH

PAGE 1

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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03AUG2020 11:19		ENG: ERB 3.6L V6 24V VVT Engine TRN: DEH 6-Speed Manual NSG370 Transmission					

LINE OP CODE TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

# A 84 C General Concern #1 [Customer States transmission occasionally violently pops out of 1st gear as you are releasing the clutch to take off from a complete stop]

EST: TOTAL 98.00 *Internal Failure in synchronizer causing transmission to kick out of 1st gear.*

# B 9090 C Multi-point inspection (according to maintenance interval)

*8009921997*

*[Signature]*

**WARRANTY DISCLAIMER:** ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 ANY PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS OR ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE VEHICLE MANUFACTURER OR THE PARTS MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

**PAYMENT TERMS:** I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the Repairs unless the Dealership agrees to other payment arrangements in advance. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of repairs and materials. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component, but do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service.

I understand that the Dealership is not responsible for any delays caused by unavailability of parts or shipping by the supplier or transporter, nor is it responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic or research purposes.

Date: \_\_\_\_\_ Customer X

**PARTS:** All parts installed will be new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed upon prior notification. Additional information is available upon request. Upon request, replaced parts will be made available to you for inspection or returned to you (unless the parts are to be rebuilt or sold by the supplier or returned to the manufacturer or supplier pursuant to a warranty arrangement).

Discard Replaced Parts \_\_\_\_\_ (INITIAL) Save Replaced Parts \_\_\_\_\_ (INITIAL)

**ESTIMATE:** UNDER OHIO LAW YOU HAVE THE RIGHT TO AN ESTIMATE IF THE EXPECTED COST OF REPAIRS OR SERVICES WILL BE MORE THAN FIFTY DOLLARS. PLEASE INITIAL YOUR CHOICE.

\_\_\_\_\_ WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ NO ESTIMATE

PRELIMINARY ESTIMATE \$ 98.00

**SHOP SUPPLY COSTS:** A charge equal to 13% of the total cost of labor, not to exceed \$50.00, will be added to the Repair Order for shop supplies used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

**STORAGE CHARGES:** I understand that a storage charge equal to \$25.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 7 working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

Dealership Representative X \_\_\_\_\_