

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

**From:** [DataQuality, DataQuality \(NHTSA\)](#)  
**To:** [EVOQ \(NHTSA\)](#)  
**Subject:** FW: Ref. # 1187927 Re: 2012 Dodge Grand Caravan  
**Date:** Thursday, February 4, 2021 8:22:49 AM  
**Attachments:** [REDACTED]  
**Importance:** High

---

-----Original Message-----

**From:** [REDACTED]  
**Sent:** Wednesday, February 03, 2021 4:10 PM  
**To:** DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>  
**Cc:** [REDACTED]  
**Subject:** Ref. # 1187927 Re: 2012 Dodge Grand Caravan  
**Importance:** High

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.

Hello, Attached is my report, with additional information & invoices from the independent mechanic shop as well as the dealer that I ultimately had to take my vehicle to. I was told that the part is in such high demand that it is on back order for an unknown amount of time. Currently, we are in no financial position to put any more money into the vehicle until [REDACTED] my spouse is back to work. If there are additional questions, feel free to call.

Thank You,

[REDACTED]



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

13-JAN-2021

Repository ☐

Reference No.

11387927

**OWNER INFORMATION (Type or Print)**

Name

Address

City

XENIA

State OH

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

2C4RDGCG2CF

Make

DODGE

Model

GRAND CARAVAN

Model Year

2012

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

01-NOV-2020

☐ Cruise Control

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

61000

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 2012 DODGE GRAND CARAVAN. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED INTERMITTENT START-UP FAILURES AFTER MULTIPLE ATTEMPTS, WITHOUT WARNING. THE CONTACT HAD TAKEN THE VEHICLE TO AN INDEPENDENT MECHANIC WHERE THE ALTERNATOR WAS REPLACED HOWEVER, THE FAILURE PERSISTED. THE CONTACT THEN TOOK THE VEHICLE BACK TO THE SAME MECHANIC WHERE THE FUEL PUMP WAS REPLACED. THE CONTACT HAD THE VEHICLE SERVICED BY THIS INDEPENDENT MECHANIC A TOTAL OF EIGHT TIMES AND AFTER EACH REPAIR, THE FAILURE PERSISTED. THE CONTACT THEN TOOK THE VEHICLE TO KEY CHRYSLER JEEP DODGE RAM - TOBEY AUTO GROUP (2020 N DETROIT ST, XENIA, OH 45385) WHERE THE DEALER WAS ABLE TO DIAGNOSE THE VEHICLE WITH A DEFECTIVE TOTALLY INTEGRATED POWER MODULE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND WAS INFORMED THAT THE VIN WAS NOT UNDER RECALL. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 61,000.

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.

See add'l paper



since initial report, late January, I had  
2 separate incidents where I'm stopped at a  
light, when light changed, I accelerated to  
turn and my van jerked and momentarily  
stalled in the middle of the intersection. Almost  
like it was having trouble electrically or  
switching into gear. (my transmission lines were  
replaced in 2019. So, I know it's not that.)  
All information I have read indicates  
stalling can be related to TBM issues.  
I called to report this and add to my  
claim, # 11387927.





STORE #0235  
495 WEST MAIN ST.  
SHOP 235  
XENIA, OH 45385  
(937)374-3161

PAGE 1

Guest ID: [REDACTED]  
Name: [REDACTED]  
Address: [REDACTED]  
Address 2: [REDACTED]  
City, State, Zip: XENIA, OH [REDACTED]  
Home Phone: [REDACTED]  
Work Phone: [REDACTED]  
Other Phone: () - [REDACTED]  
Tax Exempt #: [REDACTED]  
Manager: SCOTT LAWSON

Year: 2012  
Make: DODGE  
Model: GRAND CARAVAN SE  
Lic No: [REDACTED]  
VIN: [REDACTED]  
Color: BLACK  
Engine: V6 3.6L VIN G 24V DOHC ID-ERB  
Mileage In: 61000  
Mileage Out: 61000  
Inspect Due: 07/01/18

Date/Time: 11/19/20 18:02:17  
Estimate #: [REDACTED]  
Invoice #: [REDACTED]  
PO Number: [REDACTED]  
Unit Number: [REDACTED]  
Email Address: 1  
Fleet/Wholesale: N  
Est Created On: 11/19/20 15:58:02

Services Requested:  
STARTER

| Qty. | Part # | Car Loc | Description | Part | Labor | Amount |
|------|--------|---------|-------------|------|-------|--------|
|------|--------|---------|-------------|------|-------|--------|

Tire Pressure Spec: Not Available Wheel Torque: Not Available

INCLUDED WITH EVERY VISIT

|   |    |  |                      |  |  |           |
|---|----|--|----------------------|--|--|-----------|
| 1 | CI |  | COURTESY INSPECTION  |  |  | NO CHARGE |
| 1 | SM |  | SCHED. MAINT. REVIEW |  |  | NO CHARGE |

SERVICE

|   |        |  |                         |        |        |        |
|---|--------|--|-------------------------|--------|--------|--------|
| 1 | OUTALT |  | DLG2670-6-11 ALTERNATOR | 481.23 | 220.00 | 701.23 |
|   |        |  | TOTAL SERVICE:          |        |        | 701.23 |

\*\*\* Customer Wishes To Discard Old Parts \*\*\*

PAY TYPE: DRIVE 748.56 Date: 11/19/2020 APPROVAL #: 019324 ENTRY: SWIPE  
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

You will pay no interest on this purchase if you pay it in full within 6 months. If you do not pay this purchase balance in full within 6 months, interest will be charged on the purchase balance at the APR for regular purchases as disclosed in your card agreement from the date of the purchase. Your card agreement, the terms of the offer and applicable law govern the terms of this deferred interest purchase.

SEE NEXT PAGE

INVOICE INVOICE STORE #0235 INVOICE

CUSTOMER COPY



STORE #0235  
495 WEST MAIN ST.  
SHOP 235  
XENIA, OH 45385  
(937)374-3161

PAGE 2

Guest ID: [REDACTED]  
Name: [REDACTED]  
Address: [REDACTED]  
Address 2: [REDACTED]  
City, State, Zip: XENIA, OH [REDACTED]  
Home Phone: [REDACTED]  
Work Phone: [REDACTED]  
Other Phone: () - [REDACTED]  
Tax Exempt #: [REDACTED]  
Manager: SCOTT LAWSON

Year: 2012  
Make: DODGE  
Model: GRAND CARAVAN SE  
Lic No: [REDACTED]  
VIN: [REDACTED]  
Color: BLACK  
Engine: V6 3.6L VIN G 24V DOHC ID-ERB  
Mileage In: 61000  
Mileage Out: 61000  
Inspect Due: 07/01/18

Date/Time: 11/19/20 18:02:17  
Estimate #: [REDACTED]  
Invoice #: [REDACTED]  
PO Number: [REDACTED]  
Unit Number: [REDACTED]  
Email Address: 1  
Fleet/Wholesale: N  
Est Created On: 11/19/20 15:58:02

Services Requested:  
STARTER

| Qty. | Part # | Car Loc | Description | Part | Labor | Amount |
|------|--------|---------|-------------|------|-------|--------|
|------|--------|---------|-------------|------|-------|--------|

INVOICE INVOICE STORE #0235 INVOICE

TECH: 097299-0.00 C. FIESSINGER

|             |        |
|-------------|--------|
| SUB TOTAL   | 701.23 |
| SALES TAX   | 47.33  |
| GRAND TOTAL | 748.56 |

All parts are new unless otherwise specified. Please see reverse for warranty details.

I acknowledge that this invoice is for services rendered by [Monro Inc.] and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price,

I acknowledge notice and approval of such increase. X

Guest Signature

I certify that all repairs were properly completed.

Company Authorized Representative

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge. X

Guest Initials

Did you have a 5-star visit today? Let us know



PAY AMT  
DRIVE 748.56 11/19/2020

PAYMENT COLLECTED BY: S. LAWSON

CUSTOMER COPY



STORE #0235  
495 WEST MAIN ST.  
SHOP 235  
XENIA, OH 45385  
(937)374-3161

PAGE 1

Guest ID: [REDACTED]  
Name: [REDACTED]  
Address: [REDACTED]  
Address 2: [REDACTED]  
City, State, Zip: XENIA, OH, [REDACTED]  
Home Phone: [REDACTED]  
Work Phone: [REDACTED]  
Other Phone: () - [REDACTED]  
Tax Exempt #: [REDACTED]  
Manager: CORY FIESSINGER

Year: 2012  
Make: DODGE  
Model: GRAND CARAVAN SE  
Lic No: [REDACTED]  
VIN: [REDACTED]  
Color: BLACK  
Engine: V6 3.6L VIN G 24V DOHC ID-ERB  
Mileage In: 62000  
Mileage Out: 62000  
Inspect Due: 07/01/18

Date/Time: 11/24/20 17:44:44  
Estimate #: [REDACTED]  
Invoice #: [REDACTED]  
PO Number: [REDACTED]  
Unit Number: [REDACTED]  
Email Address: 1  
Fleet/Wholesale: N  
Est Created On: 11/23/20 11:51:16

Services Requested:  
FUEL PUMP

| Qty. | Part # | Car Loc | Description | Part | Labor | Amount |
|------|--------|---------|-------------|------|-------|--------|
|------|--------|---------|-------------|------|-------|--------|

Tire Pressure Spec: Not Available Wheel Torque: Not Available

INCLUDED WITH EVERY VISIT

|   |    |  |                      |  |  |           |
|---|----|--|----------------------|--|--|-----------|
| 1 | CI |  | COURTESY INSPECTION  |  |  | NO CHARGE |
| 1 | SM |  | SCHED. MAINT. REVIEW |  |  | NO CHARGE |

SERVICE

|   |       |  |                      |         |      |         |
|---|-------|--|----------------------|---------|------|---------|
| 1 | OUTSE |  | CFG0890 MISC SERVICE | 559.33  | 0.00 | 559.33  |
|   |       |  | JOB DISCOUNT:        | (20.00) | 0.00 | (20.00) |
|   |       |  | TOTAL SERVICE:       |         |      | 539.33  |

\*\*\* Customer Wishes To Discard Old Parts \*\*\*

PAY TYPE: DRIVE 300.00 Date: 11/24/2020 APPROVAL #: 024856 ENTRY: SWIPE  
CREDIT CARD #: XXXX-XXXX-XXXX [REDACTED]

You will pay no interest on this purchase if you pay it in full within 6 months. If you do not pay this purchase balance in full within 6 months, interest will be charged on the purchase balance at the APR for regular purchases as disclosed in your card agreement from the date of the purchase. Your card agreement, the terms of the offer and applicable law govern the terms of this deferred interest purchase.

PAY TYPE: VISA 205.00 Date: 11/24/2020 APPROVAL #: 025891 ENTRY: CHIP  
CREDIT CARD #: XXXX-XXXX-XX [REDACTED]  
AID: A0000000980840 Terminal ID: [REDACTED]

PAY TYPE: M/C 70.73 Date: 11/24/2020 APPROVAL #: 03195B ENTRY: CHIP  
CREDIT CARD #: XXXX-XXXX-XX [REDACTED]  
AID: A0000000041010 Terminal ID: [REDACTED]

SEE NEXT PAGE

INVOICE INVOICE STORE #0235 INVOICE

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STORE #0235  
495 WEST MAIN ST.  
SHOP 235  
XENIA, OH 45385  
(937)374-3161

PAGE 2

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Tax Exempt #: [REDACTED]  
Manager: CORY FIESSINGER

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Model: GRAND CARAVAN SE  
Lic No: [REDACTED]  
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Mileage Out: 62000  
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Date/Time: 11/24/20 17:44:44  
Estimate #: [REDACTED]  
Invoice #: [REDACTED]  
PO Number: [REDACTED]  
Unit Number: [REDACTED]  
Email Address: 1  
Fleet/Wholesale: N  
Est Created On: 11/23/20 11:51:16

Services Requested:  
FUEL PUMP

| Qty. | Part # | Car Loc | Description | Part | Labor | Amount |
|------|--------|---------|-------------|------|-------|--------|
|------|--------|---------|-------------|------|-------|--------|

INVOICE INVOICE STORE #0235 INVOICE

TECH: 097299-0.00 C. FIESSINGER  
001092-0.00 M. PISANO SR

|             |        |
|-------------|--------|
| SUB TOTAL   | 539.33 |
| SALES TAX   | 36.40  |
| GRAND TOTAL | 575.73 |

All parts are new unless otherwise specified. Please see reverse for warranty details.

I acknowledge that this invoice is for services rendered by (Monro Inc.) and now, in acceptance of such service, make payment in the amount set forth on this invoice. If there was an increase in the original estimated price,

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Guest Signature

I certify that all repairs were properly completed.

Company Authorized Representative

CAUTION: Owners of Mag, Custom, Alloy, or Dual Wheels must have lug-nuts retorqued after 25 miles or 24 hours!

The Company will gladly retorque these lug-nuts once after the first 25 miles at no charge. X

Guest Initials

Did you have a 5-star visit today? Let us know



|       |                   |
|-------|-------------------|
| PAY   | AMT               |
| DRIVE | 300.00 11/24/2020 |
| VISA  | 205.00 11/24/2020 |
| M/C   | 70.73 11/24/2020  |

PAYMENT COLLECTED BY: S. LAWSON

CUSTOMER COPY



## KEY CHRYSLER JEEP & DODG

FOLLOW

2020 N. DETROIT STREET

XENIA, OH 45385

41 937-372-4451

<http://www.keychrysler.com>

\$1,390.80

Subtotal \$1,390.80

Total Taxes \$0.00

Total \$ 1,390 80

PAYMENT ID: 5N5PA6W

Cashier: B P

[Show Details](#)

DATE

US DEBIT

December 31, 2020

4:40 pm



2882

View the Privacy Policies for

[Clover](#)





2020 N Detroit St, Xenia, Ohio 45385  
 Phone: (937) 372-4451  
 www.keychrysler.com  
 www.facebook.com/KeyChrysler

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |            |                      |             |                |            |             |  |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------|----------------------|-------------|----------------|------------|-------------|--|
| XENIA, OH             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | VEHICLE ID          |            | MILES IN             | MILES OUT   | DATE/TIME IN   | DATE OUT   | INVOICE NO. |  |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 2C4RDGCG2CF         |            | 61078                | 61082       | 12/23/20 08:10 | 12/31/20   |             |  |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | VEHICLE DESCRIPTION |            |                      |             |                | TAG NO.    | STATUS      |  |
| 2012 DODGE GRAND CARA |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |            |                      |             | 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 |             |  |
|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |            | WILLIAM PUTTIN (688) |             |                |            |             |  |
| Line                  | Op-Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Fall Code           | Tech       | Hours                | Type        | Amount         |            |             |  |
| A                     | 35                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                     | A51        |                      | Customer    | \$42.60        |            |             |  |
| Concern               | ELECTRICAL CONCERN; MULTIPLE LIGHTS ON DASH FLASHING (MONRO IN XENIA HAS REPLACED ALTERNATOR AND FUEL PUMP - THEY DID BOTH TRYING TO FIX A COLD SOAK EXTENDED CRANKING CONDITION BUT NEITHER FIXED THE PROBLEM AND IT'S STILL HAPPENING - THE NO CRANK NO START ISSUE IS NEW AND NOT A SYMPTOM THAT MONRO WAS ADDRESSING - THEY WERE ONLY ADDRESSING THE EXTENDED CRANKING ISSUE AS UP TO THIS POINT THE CUSTOMER HAD NOT EXPERIENCED THIS NO CRANK NO START PROBLEM), PASSENGER SIDE SLIDING DOOR WON'T LOCK - CUSTOMER SAID THIS LOCK ISSUE IS NOT A HUGE PRIORITY IF THE REPAIR COST FOR THE NO START AND EXTENDED CRANK IS HIGH |                     |            |                      |             |                |            |             |  |
| Cause                 | Tech diag that the battery not at correct CCA and needs to be replaced                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                     |            |                      |             |                |            |             |  |
| Correction            | Replaced battery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                     |            |                      |             |                |            |             |  |
| Part Number           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description         |            | Qty.                 | Unit Price  | Ext. Price     |            |             |  |
| BBH7F001AA            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | BATTERY STORA       |            | 1                    | \$182.00    | \$182.00       |            |             |  |
| Parts Total...        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |            |                      |             | \$182.00       |            |             |  |
| Line Total...         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |            |                      |             | \$224.60       |            |             |  |
| B *                   | 010MPIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                     | A51        |                      | Customer    | \$0.00         |            |             |  |
| Concern               | CUSTOMER MPI - PERFORM COMPLIMENTARY MULTI-POINT INSPECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |            |                      |             |                |            |             |  |
| Correction            | COMPLETED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |            |                      |             |                |            |             |  |
| Line Total...         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                     |            |                      |             | \$0.00         |            |             |  |
| C +                   | 45                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                     | A51        |                      | Customer    | \$497.00       |            |             |  |
| Concern               | DOORS CONCERN; Passenger sliding door not locking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                     |            |                      |             |                |            |             |  |
| Cause                 | Tech verified that that the door lock actuator needs to be replaced.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                     |            |                      |             |                |            |             |  |
| Correction            | Replaced passenger sliding door lock actuator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                     |            |                      |             |                |            |             |  |
| Part Number           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description         |            | Qty.                 | Unit Price  | Ext. Price     |            |             |  |
| 5020668AA             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | APPLIQUE SLIDI      |            | 1                    | \$102.00    | \$102.00       |            |             |  |
| 5020678AC             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ACTUATOR SLIDI      |            | 1                    | \$160.89    | \$160.89       |            |             |  |

|                                    |                   |                      |            |                      |             |                |            |             |
|------------------------------------|-------------------|----------------------|------------|----------------------|-------------|----------------|------------|-------------|
| [REDACTED]<br>XENIA, OH [REDACTED] |                   | VEHICLE ID           |            | MILES IN             | MILES OUT   | DATE/TIME IN   | DATE OUT   | INVOICE NO. |
|                                    |                   | 2C4RDGCG2C[REDACTED] |            | 61078                | 61082       | 12/23/20 08:10 | 12/31/20   | [REDACTED]  |
| VEHICLE DESCRIPTION                |                   |                      |            |                      |             | TAG NO.        | STATUS     |             |
| 2012 DODGE GRAND CARA              |                   |                      |            |                      |             | [REDACTED]     | COMPLETE   |             |
| CONTROL NO.                        | LICENSE PLATE NO. | CUST. LABOR RATE     | PROD. DATE | IN-SERV DATE         | DELIV. DATE | DELIV. MILES   | TERMS      |             |
| [REDACTED]                         | [REDACTED]        | [REDACTED]           | [REDACTED] | [REDACTED]           | [REDACTED]  | [REDACTED]     | Cash       |             |
| HOME PHONE                         | WORK PHONE        | CELL PHONE           | STOCK NO.  | SERV. ADV.           |             |                | RO COMMENT |             |
| [REDACTED]                         | [REDACTED]        | [REDACTED]           | [REDACTED] | WILLIAM PUTTIN (688) |             |                |            |             |

  

| Line                                                                                                                                                                                                                                                                                                                                                                                                      | Op-Code        | Fail Code | Tech       | Hours      | Type     | Amount                  |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-----------|------------|------------|----------|-------------------------|-------------|-------------|------|------------|------------|------------|----------------|---|---------|---------|----------------|-------------|---|--------|---------|---------------|--|--|--|---------|
| C + Continued                                                                                                                                                                                                                                                                                                                                                                                             |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
|                                                                                                                                                                                                                                                                                                                                                                                                           |                |           |            |            |          | Parts Total... \$262.89 |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
|                                                                                                                                                                                                                                                                                                                                                                                                           |                |           |            |            |          | Line Total... \$759.89  |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| D +                                                                                                                                                                                                                                                                                                                                                                                                       | 35BULB2        |           | A51        |            | Customer | \$37.50                 |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Concern (\$44.95) 2 BULBS REPLACEMENT                                                                                                                                                                                                                                                                                                                                                                     |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Correction Replaced 2 sidemarker light bulbs                                                                                                                                                                                                                                                                                                                                                              |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| <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>L0000194</td> <td>BULB NONE</td> <td>2</td> <td>\$3.73</td> <td>\$7.46</td> </tr> <tr> <td colspan="4">Parts Total...</td> <td>\$7.46</td> </tr> <tr> <td colspan="4">Line Total...</td> <td>\$44.96</td> </tr> </tbody> </table>         |                |           |            |            |          |                         | Part Number | Description | Qty. | Unit Price | Ext. Price | L0000194   | BULB NONE      | 2 | \$3.73  | \$7.46  | Parts Total... |             |   |        | \$7.46  | Line Total... |  |  |  | \$44.96 |
| Part Number                                                                                                                                                                                                                                                                                                                                                                                               | Description    | Qty.      | Unit Price | Ext. Price |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| L0000194                                                                                                                                                                                                                                                                                                                                                                                                  | BULB NONE      | 2         | \$3.73     | \$7.46     |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Parts Total...                                                                                                                                                                                                                                                                                                                                                                                            |                |           |            | \$7.46     |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Line Total...                                                                                                                                                                                                                                                                                                                                                                                             |                |           |            | \$44.96    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| E +                                                                                                                                                                                                                                                                                                                                                                                                       | 69BEAM1        |           | A51        |            | Customer | \$6.95                  |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Concern (\$22.95) REPLACE 1 WIPER WITH MOPAR BEAM BLADE                                                                                                                                                                                                                                                                                                                                                   |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Correction COMPLETED                                                                                                                                                                                                                                                                                                                                                                                      |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| <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>WB000016BC</td> <td>BLADE FRONT</td> <td>1</td> <td>\$16.00</td> <td>\$16.00</td> </tr> <tr> <td colspan="4">Parts Total...</td> <td>\$16.00</td> </tr> <tr> <td colspan="4">Line Total...</td> <td>\$22.95</td> </tr> </tbody> </table>  |                |           |            |            |          |                         | Part Number | Description | Qty. | Unit Price | Ext. Price | WB000016BC | BLADE FRONT    | 1 | \$16.00 | \$16.00 | Parts Total... |             |   |        | \$16.00 | Line Total... |  |  |  | \$22.95 |
| Part Number                                                                                                                                                                                                                                                                                                                                                                                               | Description    | Qty.      | Unit Price | Ext. Price |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| WB000016BC                                                                                                                                                                                                                                                                                                                                                                                                | BLADE FRONT    | 1         | \$16.00    | \$16.00    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Parts Total...                                                                                                                                                                                                                                                                                                                                                                                            |                |           |            | \$16.00    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Line Total...                                                                                                                                                                                                                                                                                                                                                                                             |                |           |            | \$22.95    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| F +                                                                                                                                                                                                                                                                                                                                                                                                       | 33CABFIL       |           | A51        |            | Customer | \$28.40                 |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Concern REPLACE CABIN / HVAC FILTER                                                                                                                                                                                                                                                                                                                                                                       |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Correction COMPLETED                                                                                                                                                                                                                                                                                                                                                                                      |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
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| Part Number                                                                                                                                                                                                                                                                                                                                                                                               | Description    | Qty.      | Unit Price | Ext. Price |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| 68127809AB                                                                                                                                                                                                                                                                                                                                                                                                | FILTER CABIN   | 1         | \$28.95    | \$28.95    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Parts Total...                                                                                                                                                                                                                                                                                                                                                                                            |                |           |            | \$28.95    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Line Total...                                                                                                                                                                                                                                                                                                                                                                                             |                |           |            | \$57.35    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| G +                                                                                                                                                                                                                                                                                                                                                                                                       | 21SERVT        |           | A51        |            | Customer | \$189.95                |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Concern (\$329.95) PERFORM AUTOMATIC TRANSMISSION FLUID AND FILTER                                                                                                                                                                                                                                                                                                                                        |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| CHANGE LIGHT TRUCK AND SUV                                                                                                                                                                                                                                                                                                                                                                                |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| Correction COMPLETED                                                                                                                                                                                                                                                                                                                                                                                      |                |           |            |            |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
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| Part Number                                                                                                                                                                                                                                                                                                                                                                                               | Description    | Qty.      | Unit Price | Ext. Price |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| 68018555AA                                                                                                                                                                                                                                                                                                                                                                                                | FILT PKG TRANS | 1         | \$67.85    | \$67.85    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |
| 68055894AA                                                                                                                                                                                                                                                                                                                                                                                                | FLUID ATF +    | 6         | \$9.32     | \$55.92    |          |                         |             |             |      |            |            |            |                |   |         |         |                |             |   |        |         |               |  |  |  |         |

|                       |                   |                     |            |                      |             |                |            |             |
|-----------------------|-------------------|---------------------|------------|----------------------|-------------|----------------|------------|-------------|
| XENIA, OH             |                   | VEHICLE ID          |            | MILES IN             | MILES OUT   | DATE/TIME IN   | DATE OUT   | INVOICE NO. |
|                       |                   | 2C4RDGCG2CF         |            | 61078                | 61082       | 12/23/20 08:10 | 12/31/20   |             |
|                       |                   | VEHICLE DESCRIPTION |            |                      |             |                | TAG NO.    | STATUS      |
| 2012 DODGE GRAND CARA |                   |                     |            |                      |             | 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 |             |
|                       |                   |                     |            | WILLIAM PUTTIN (688) |             |                |            |             |

| Line           | Op-Code | Fail Code   | Tech | Hours | Type | Amount     |            |
|----------------|---------|-------------|------|-------|------|------------|------------|
| G + Continued  |         |             |      |       |      |            |            |
| Part Number    |         | Description |      |       | Qty. | Unit Price | Ext. Price |
| 5010884AA      |         | SEALER RTV  |      |       | 1    | \$16.23    | \$16.23    |
| Parts Total... |         |             |      |       |      | \$140.00   |            |
| Line Total...  |         |             |      |       |      | \$329.95   |            |

Warranty Claim Type: W

Authorization Code:

Service Cont No:

### Customer Totals

| Charge Description | Amount     |
|--------------------|------------|
| Labor              | \$729.55   |
| Parts              | \$637.30   |
| Shop Charge        | \$39.00    |
| SalesTax           | \$87.94    |
| Disc.Labor         | -\$80.24   |
| Disc.Parts         | -\$95.60   |
| Labor-Other        | \$72.85    |
| Total Amount Due   | \$1,390.80 |
| Amount Due         | \$1,390.80 |

# MIDTRONICS

MDX-P300

DO

KEY CJDR

STREET

POSTAL CODE

CITY

PHONE NUMBER

## BATTERY TEST

### REPLACE BATTERY

|          |        |
|----------|--------|
| VOLTS    | 12.48V |
| MEASURED | 625CCA |
| RATING   | 800CCA |

|               |              |
|---------------|--------------|
| BAT. TYPE     | AGM          |
| BAT. LOCATION | IN VEHICLE   |
| BATTERY TEMP. | ABOVE 32°F   |
| CHARGE STATE  | AFTER CHARGE |

## STARTER TEST

### NORMAL

|       |        |
|-------|--------|
| VOLTS | 11.35V |
|-------|--------|

## CHARGING TEST

### OK

|       |        |
|-------|--------|
| VOLTS | 14.21V |
|-------|--------|

|                 |          |
|-----------------|----------|
| 0817107533-1701 | 192-3640 |
|-----------------|----------|





2020 N Detroit St, Xenia, Ohio 45385  
 Phone: (937) 372-4451  
 www.keychrysler.com  
 www.facebook.com/KeyChrysler

|                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                        |            |                      |             |                |            |             |
|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|------------|----------------------|-------------|----------------|------------|-------------|
| [REDACTED]            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | VEHICLE ID             |            | MILES IN             | MILES OUT   | DATE/TIME IN   | DATE OUT   | INVOICE NO. |
| XENIA, OH [REDACTED]  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | 2C4RDGCG2CR [REDACTED] |            | 61078                | 61082       | 12/23/20 08:10 | 12/31/20   | [REDACTED]  |
| VEHICLE DESCRIPTION   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                        |            |                      |             | TAG NO.        | STATUS     |             |
| 2012 DODGE GRAND CARA |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                        |            |                      |             | [REDACTED]     | COMPLETE   |             |
| CONTROL NO.           | LICENSE/PLATE NO.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CUST. LABOR RATE       | PROD. DATE | IN-SERV DATE         | DELIV. DATE | DELIV. MILES   | TERMS      |             |
| [REDACTED]            | [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                        |            |                      |             |                | Cash       |             |
| HOME/PHONE            | WORK/PHONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | CELL PHONE             | STOCK NO.  | SERV. ADV.           |             |                | RO COMMENT |             |
| [REDACTED]            | [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                        |            | WILLIAM PUTTIN (688) |             |                |            |             |
| Line                  | Op-Code                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Fail Code              | Tech       | Hours                | Type        | Amount         |            |             |
| A                     | 35                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        | A51        |                      | Customer    | \$42.60        |            |             |
| Concern               | ELECTRICAL CONCERN; MULTIPLE LIGHTS ON DASH FLASHING (MONRO IN XENIA HAS REPLACED ALTERNATOR AND FUEL PUMP - THEY DID BOTH TRYING TO FIX A COLD SOAK EXTENDED CRANKING CONDITION BUT NEITHER FIXED THE PROBLEM AND IT'S STILL HAPPENING - THE NO CRANK NO START ISSUE IS NEW AND NOT A SYMPTOM THAT MONRO WAS ADDRESSING - THEY WERE ONLY ADDRESSING THE EXTENDED CRANKING ISSUE AS UP TO THIS POINT THE CUSTOMER HAD NOT EXPERIENCED THIS NO CRANK NO START PROBLEM), PASSENGER SIDE SLIDING DOOR WON'T LOCK - CUSTOMER SAID THIS LOCK ISSUE IS NOT A HUGE PRIORITY IF THE REPAIR COST FOR THE NO START AND EXTENDED CRANK IS HIGH |                        |            |                      |             |                |            |             |
| Cause                 | Tech diag that the battery not at correct CCA and needs to be replaced                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                        |            |                      |             |                |            |             |
| Correction            | Replaced battery                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                        |            |                      |             |                |            |             |
| Part Number           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description            |            | Qty.                 | Unit Price  | Ext. Price     |            |             |
| BBH7F001AA            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | BATTERY STORA          |            | 1                    | \$182.00    | \$182.00       |            |             |
| Parts Total...        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                        |            |                      |             | \$182.00       |            |             |
| Line Total...         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                        |            |                      |             | \$224.60       |            |             |
| B *                   | 010MPIC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                        | A51        |                      | Customer    | \$0.00         |            |             |
| Concern               | CUSTOMER MPI - PERFORM COMPLIMENTARY MULTI-POINT INSPECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                        |            |                      |             |                |            |             |
| Correction            | COMPLETED                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                        |            |                      |             |                |            |             |
| Line Total...         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                        |            |                      |             | \$0.00         |            |             |
| C +                   | 45                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                        | A51        |                      | Customer    | \$497.00       |            |             |
| Concern               | DOORS CONCERN; Passenger sliding door not locking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                        |            |                      |             |                |            |             |
| Cause                 | Tech verified that that the door lock actuator needs to be replaced.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                        |            |                      |             |                |            |             |
| Correction            | Replaced passenger sliding door lock actuator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                        |            |                      |             |                |            |             |
| Part Number           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Description            |            | Qty.                 | Unit Price  | Ext. Price     |            |             |
| 5020668AA             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | APPLIQUE SLIDI         |            | 1                    | \$102.00    | \$102.00       |            |             |
| 5020678AC             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | ACTUATOR SLIDI         |            | 1                    | \$160.89    | \$160.89       |            |             |

| VEHICLE ID                                                         |                   | MILES IN         | MILES OUT  | DATE/TIME IN         | DATE OUT       | INVOICE NO.  |
|--------------------------------------------------------------------|-------------------|------------------|------------|----------------------|----------------|--------------|
| 2C4RDGCG2CF                                                        |                   | 61078            | 61082      | 12/23/20 08:10       | 12/31/20       |              |
| VEHICLE DESCRIPTION                                                |                   |                  |            | TAG NO.              | STATUS         |              |
| 2012 DODGE GRAND CARA                                              |                   |                  |            |                      | 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   |
|                                                                    |                   |                  |            | WILLIAM PUTTIN (688) |                |              |
| Line                                                               | Op-Code           | Fall Code        | Tech       | Hours                | Type           | Amount       |
| C +                                                                | Continued         |                  |            |                      |                |              |
|                                                                    |                   |                  |            |                      | Parts Total... | \$262.89     |
|                                                                    |                   |                  |            |                      | Line Total...  | \$759.89     |
| D +                                                                | 35BULB2           |                  | A51        |                      | Customer       | \$37.50      |
| Concern (\$44.95) 2 BULBS REPLACEMENT                              |                   |                  |            |                      |                |              |
| Correction Replaced 2 sidemarker light bulbs                       |                   |                  |            |                      |                |              |
| Part Number                                                        | Description       | Qty.             | Unit Price | Ext. Price           |                |              |
| L0000194                                                           | BULB NONE         | 2                | \$3.73     | \$7.46               |                |              |
|                                                                    |                   |                  |            |                      | Parts Total... | \$7.46       |
|                                                                    |                   |                  |            |                      | Line Total...  | \$44.96      |
| E +                                                                | 69BEAM1           |                  | A51        |                      | Customer       | \$6.95       |
| Concern (\$22.95) REPLACE 1 WIPER WITH MOPAR BEAM BLADE            |                   |                  |            |                      |                |              |
| Correction COMPLETED                                               |                   |                  |            |                      |                |              |
| Part Number                                                        | Description       | Qty.             | Unit Price | Ext. Price           |                |              |
| WB000016BC                                                         | BLADE FRONT       | 1                | \$16.00    | \$16.00              |                |              |
|                                                                    |                   |                  |            |                      | Parts Total... | \$16.00      |
|                                                                    |                   |                  |            |                      | Line Total...  | \$22.95      |
| F +                                                                | 33CABFIL          |                  | A51        |                      | Customer       | \$28.40      |
| Concern REPLACE CABIN / HVAC FILTER                                |                   |                  |            |                      |                |              |
| Correction COMPLETED                                               |                   |                  |            |                      |                |              |
| Part Number                                                        | Description       | Qty.             | Unit Price | Ext. Price           |                |              |
| 68127809AB                                                         | FILTER CABIN      | 1                | \$28.95    | \$28.95              |                |              |
|                                                                    |                   |                  |            |                      | Parts Total... | \$28.95      |
|                                                                    |                   |                  |            |                      | Line Total...  | \$57.35      |
| G +                                                                | 21SERVT           |                  | A51        |                      | Customer       | \$189.95     |
| Concern (\$329.95) PERFORM AUTOMATIC TRANSMISSION FLUID AND FILTER |                   |                  |            |                      |                |              |
| CHANGE LIGHT TRUCK AND SUV                                         |                   |                  |            |                      |                |              |
| Correction COMPLETED                                               |                   |                  |            |                      |                |              |
| Part Number                                                        | Description       | Qty.             | Unit Price | Ext. Price           |                |              |
| 68018555AA                                                         | FILT PKG TRANS    | 1                | \$67.85    | \$67.85              |                |              |
| 68055894AA                                                         | FLUID ATF +       | 6                | \$9.32     | \$55.92              |                |              |

|                        |                   |                       |            |                      |             |                |            |             |
|------------------------|-------------------|-----------------------|------------|----------------------|-------------|----------------|------------|-------------|
| XENIA, OH              |                   | VEHICLE ID            |            | MILES IN             | MILES OUT   | DATE/TIME IN   | DATE OUT   | INVOICE NO. |
|                        |                   | 2C4RDGCG2CR           |            | 61078                | 61082       | 12/23/20 08:10 | 12/31/20   |             |
|                        |                   | VEHICLE DESCRIPTION   |            |                      |             |                | TAG NO.    | STATUS      |
|                        |                   | 2012 DODGE GRAND CARA |            |                      |             |                |            | 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 |             |
|                        |                   |                       |            | WILLIAM PUTTIN (688) |             |                |            |             |
| Line                   | Op-Code           | Fall Code             | Tech       | Hours                | Type        | Amount         |            |             |
| G + Continued          |                   |                       |            |                      |             |                |            |             |
| Part Number            |                   | Description           |            |                      | Qty.        | Unit Price     | Ext. Price |             |
| 5010884AA              |                   | SEALER RTV            |            |                      | 1           | \$16.23        | \$16.23    |             |
|                        |                   |                       |            |                      |             | Parts Total... | \$140.00   |             |
|                        |                   |                       |            |                      |             | Line Total...  | \$329.95   |             |
| Warranty Claim Type: W |                   | Authorization Code:   |            | Service Cont No:     |             |                |            |             |
| <b>Customer Totals</b> |                   |                       |            |                      |             |                |            |             |
| Charge Description     |                   |                       |            |                      |             |                | Amount     |             |
| Labor                  |                   |                       |            |                      |             |                | \$729.55   |             |
| Parts                  |                   |                       |            |                      |             |                | \$637.30   |             |
| Shop Charge            |                   |                       |            |                      |             |                | \$39.00    |             |
| Sales Tax              |                   |                       |            |                      |             |                | \$87.94    |             |
| Disc. Labor            |                   |                       |            |                      |             |                | -\$80.24   |             |
| Disc. Parts            |                   |                       |            |                      |             |                | -\$95.60   |             |
| Labor-Other            |                   |                       |            |                      |             |                | \$72.85    |             |
| Total Amount Due       |                   |                       |            |                      |             |                | \$1,390.80 |             |
| Amount Due             |                   |                       |            |                      |             |                | \$1,390.80 |             |



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|                        |                                                                                                                                                                                                                                            |                     |            |                      |             |                |            |             |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|------------|----------------------|-------------|----------------|------------|-------------|
| XENIA, OH              |                                                                                                                                                                                                                                            | VEHICLE ID          |            | MILES IN             | MILES OUT   | DATE/TIME IN   | DATE OUT   | INVOICE NO. |
|                        |                                                                                                                                                                                                                                            | 2C4RDGCG2CF         |            | 61176                | 61176       | 01/11/21 07:05 | 01/18/21   |             |
|                        |                                                                                                                                                                                                                                            | VEHICLE DESCRIPTION |            | TAG NO.              |             | STATUS         |            |             |
| 2012 DODGE GRAND CARA  |                                                                                                                                                                                                                                            |                     |            |                      |             | 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 |             |
|                        |                                                                                                                                                                                                                                            |                     |            | WILLIAM PUTTIN (688) |             |                |            |             |
| Line                   | Op-Code                                                                                                                                                                                                                                    | Fall Code           | Tech       | Hours                | Type        | Amount         |            |             |
| A                      | 35                                                                                                                                                                                                                                         |                     | A51        |                      | Customer    | \$0.00         |            |             |
| Concern                | ELECTRICAL CONCERN; Slow crank and doesnt want to start on the first try.<br>Customer states it takes a few times for the vehicle to start                                                                                                 |                     |            |                      |             |                |            |             |
| Correction             | tec was unable to verify the customer concern, but thinks replacing the TIPM<br>would resolve the issue. The customer declined the services at this time. Customer<br>is aware the estimate for this service is going to be around 1600.00 |                     |            |                      |             |                |            |             |
| Line Total...          |                                                                                                                                                                                                                                            |                     |            |                      |             | \$0.00         |            |             |
| B                      | 010MPIC                                                                                                                                                                                                                                    |                     | A51        |                      | Customer    | \$0.00         |            |             |
| Concern                | CUSTOMER MPI - PERFORM COMPLIMENTARY MULTI-POINT INSPECTION                                                                                                                                                                                |                     |            |                      |             |                |            |             |
| Correction             | COMPLETED                                                                                                                                                                                                                                  |                     |            |                      |             |                |            |             |
| Line Total...          |                                                                                                                                                                                                                                            |                     |            |                      |             | \$0.00         |            |             |
| Warranty Claim Type: W |                                                                                                                                                                                                                                            | Authorization Code: |            | Service Cont No:     |             |                |            |             |
| Customer Totals        |                                                                                                                                                                                                                                            |                     |            |                      |             |                |            |             |
| Charge Description     |                                                                                                                                                                                                                                            |                     |            |                      |             | Amount         |            |             |
| Total Amount Due       |                                                                                                                                                                                                                                            |                     |            |                      |             | \$0.00         |            |             |