

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11491252
Date: Monday, October 16, 2023 5:17:19 PM

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.

From: [REDACTED]
Sent: Friday, October 13, 2023 3:36 PM
To: nhtsa.webmaster@dot.gov
Subject: ODI number 11491252

[External Email]

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.

I have attached the invoices for this vehicle. It is still not working the way it should, & really unsafe to drive.

I wasn't able to attach the \$400 bill I paid to a business by the name of Big Mike's, in New Germany MN. He basically tore apart the wiring, but could not rectify the issues. I paid him \$400 for his 8-hours of time vested in this vehicle.

Please let me know once this has been received, & how we can move forward from here.

My Best Regards,

[REDACTED]

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CU

**MOUNT JULIET
CHRYSLER**

600 PLEASANT GROVE ROAD
MT JULIET, TN 37122
6152888525

HC

BU

Cashier: Employee

Transaction

Total

\$844.56

DEBIT CARD SALE

\$844.56

VISA

262

Retain this copy for statement
validation

14

LIN

A C

Station: Ben

27-Jul-2023 11:13:45A

\$844.56 | Method: CONTACTLESS

US DEBIT XXXXXXXXXXXXXXX

VISA CARDHOLDER

PAF

Reference ID

B M

Auth ID: 051199

MID: *****8880

AID: A0000000980840

AthNtwkNm: VISA

PAR

RtInd: CREDIT

PIN VERIFIED

C R

Payment B1F7Y78H770RY

PART

Clover Privacy Policy

<https://clover.com/privacy>

D EL

Customer states wiper
s go crazy headlights come
Christmas. Has had tipm replaced at
still present. Wiper fuse is pulled
DIAG DIAG

SE

CARAVAN

2D8

PROMISED

WAIT 25MAY23

OPTIONS: DI

23

S

lter

il and filter

ENGINE OIL

W20

22.50 OTHER

ccording to ma

ction (accordi

al)

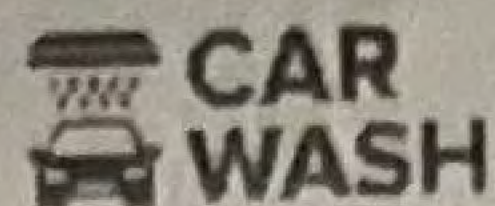
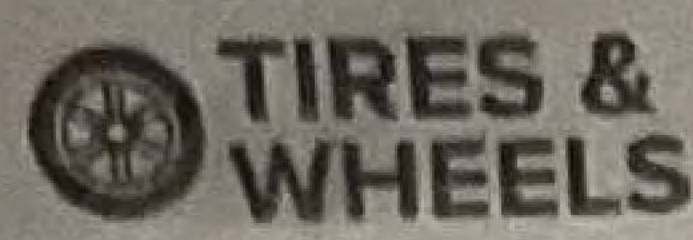
0.00 OTHER

10.00 OTHER:



Waconia Auto Service & Tire
43 Highway 5 West
Waconia, MN
(952)442-1967

PAGE 1



Customer ID: [REDACTED]
Name: [REDACTED]
Address: [REDACTED]
Address 2: [REDACTED]
City, State, Zip Code: WACONIA, MN, [REDACTED]
Home Phone: [REDACTED]
Work Phone: [REDACTED]
Mobile Phone: [REDACTED]
Tax Exempt #: [REDACTED]

Year: 09
Make: DODGE
Model: GRAND CARAVAN
Lic No: [REDACTED]
VIN: 2D8HN44EX9F [REDACTED]
Color: [REDACTED]
Engine: 3.3L FLEX OHV (
Mileage In: 0
Mileage Out: 0

Create Date: 09/21/22 14:37:18

Date/Time: 09/21/22 15:14:32

Workorder #: [REDACTED]
Invoice #: [REDACTED]

Email Address:
PO Number:
Fleet/Wholesale: N

Salesperson: D. WATKINS
Service comments:

BRAKES FEEL SPONGY, CUSTOMER ADDED BRAKE FLUID ALSO

TIRE PRESSURE: LF __ RF __ LR __ RR __ SPARE __

TREAD DEPTH: LF __/32 RF __/32 LR __/32 RR __/32 SPARE __/32

BRAKE PAD THICKNESS: LF __ RF __ LR __ RR __

Tire Inflation: Not Available Torque: Not Available

Qty.	Part #	RFR	Loc	Description	Parts	Labor	Total
COOLING SYSTEM							
2	COOLANT			ENGINE COOLANT	17.95	0.00	35.90
1	CL108			COOLANT AND CONDITIONER KIT	26.00	0.00	26.00
1	CSF			COOLING SYSTEM FLUSH	0.00	58.05	58.05
Inspect hoses and clamps. Flush engine, radiator, and heater core. Bring antifreeze to -34 degrees. PH balance coolant to between 9.8 to 10.5. Includes up to 2 gal of coolant							
TOTAL COOLING SYSTEM:					119.95		
BRAKES							
1	267-30065			BRAKE FLUID - DOT 4	27.73	0.00	27.73
1	BI			BRAKE INSPECTION	0.00	0.00	0.00
1	LBRK			REPLACE REAR BRAKE CALIPERS	0.00	144.60	144.60
1	BFS			BRAKE FLUID FLUSH SERVICE	0.00	72.22	72.22
Flush the hydraulic brake system to eliminate moisture in system.							
1	*2655XB			L/R CALIPER	205.00	0.00	205.00
1	*2655XA			R/R CALIPER	205.00	0.00	205.00
TOTAL BRAKES:					654.55		
ENGINE MECHANICAL							
1	*OS30622R			OIL PAN GASKET	70.17	144.60	214.77
1	*41202			WATER PUMP	233.23	433.80	667.03
TOTAL ENGINE MECHANICAL:					881.80		
TRANSMISSION & DRIVETRAIN							
7	ATFMV			ATF-MULTI VEHICLE	4.99	0.00	34.93
1	LTRANS			RESEAL SIDE COVER	0.00	144.60	144.60
TOTAL TRANSMISSION & DRIVETRAIN:					179.53		

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

SEE NEXT PAGE

THIS IS A WORKORDER, NOT AN INVOICE! DO NOT MAKE ANY PAYMENTS FROM THIS PAPERWORK!

CUSTOMER #:

INVOICE



600 PLEASANT GROVE ROAD
MT. JULIET, TN 37122
TELEPHONE: (615) 288-8535
FAX: (615) 307-1949

PAGE 1

Mt. Juliet, TN

HOME:

CONT:

SERVICE ADVISOR: 9098 BENJAMIN HARVEY

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	09	DODGE GRAND CARAVAN	2DBHN44EX9R		192833/192833		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26APR23 DD			WAIT 25MAY23		0.00	CASH	27JUL23

H.O. OPENED READY OPTIONS: DLR: ENG:3.3 Liter

14:03 25MAY23 11:13 27JUL23

LINE OPCODE TECH TYPE HOURS

A Change engine oil and filter

ELLOF Change engine oil and filter

9041CBXPL

1 4105409AE FILTER-ENGINE OIL

5 68055890AA *OIL-5W20

PARTS: 33.73 LABOR: 22.50 OTHER: 0.00 TOTAL LINE A: 56.23

B Multi-point inspection (according to maintenance interval)

INSP Multi-point inspection (according to maintenance interval)

9041 CL

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

C Rotate tires

ELROT Rotate tires

9041 CL

PARTS: 0.00 LABOR: 10.00 OTHER: 0.00 TOTAL LINE C: 10.00

D Electrical Concern [Customer states wipers stay on windows dont work blinkers go crazy headlights come on and dash lights look like Christmas. Has had tipm replaced at different location. Issues still present. Wiper fuse is pulled]

DIAG DIAG

9041 CL

1 5026861AE MODULE-DOOR

1 WSC1017 WINDOW SWITCH

PARTS: 478.30 LABOR: 225.00 OTHER: 0.00 TOTAL LINE D: 703.30

REPLACED DOOR MODULE PER CUSTOMER REQUEST. PROBLEM STILL OCCURED.

ADVISED CUSTOMER NEED DOOR HARNESS. DOOR HARNESS UNAVAILABLE FROM

MOPAR. LEFT DOOR MODULE UNPLUGGED DUE TO SAFETY CONCERNS WITH WIPERS

AND VEHICLE SHUTTING OFF

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I HEREBY AUTHORIZE THE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE CAR OR TRUCK HEREIN DESCRIBED ON STREETS, HIGHWAYS, OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON THE CAR OR TRUCK TO SECURE THE AMOUNT OF REPAIRS THERETO. ALL WORK GUARANTEED FOR 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST.

X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	257.50
PARTS AMOUNT	512.03
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	769.53
LESS INSURANCE	0.00
SALES TAX	75.03
PLEASE PAY THIS AMOUNT	844.56