

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [Ambrose, Ann-Marie L](#)
To: [EVOQ \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11579622
Date: Monday, April 1, 2024 8:15:32 PM
Attachments: [REDACTED]

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: Sunday, March 31, 2024 8:16 PM
To: nhtsa.webmaster@dot.gov
Cc: [REDACTED]
Subject: [EXTERNAL] - Supporting Repair Receipts for COMPLAINT # 11579622

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.

Here are my Supporting Repair Receipts
for

COMPLAINT # 11579622

Please call me if you have any questions.

Thanks, [REDACTED]
[REDACTED]

Thank you

Ann-Marie Ambrose
Quality Analyst
ASRC Federal Holding Company
aambrose@asrcfederal.com
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.

ESB

AutoNation

AutoNation Chrysler, Dodge, Jeep, Ram Bellevue

120 116th Ave. NE
Bellevue, WA 98004
(425) 454-8411
www.autonation.com

WORKORDER

PAGE 1

LANGLEY, WA

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

SERVICE ADVISOR: 6742 CHAVEZ, IVAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BALTIC GRA	22	JEEP GRAND CHEROKEE	1C4RJYE61N8 [REDACTED]		10195/ [REDACTED]	[REDACTED]	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10OCT22 DD			17:00 06DEC23		0.00	CASH	
R.O. OPENED	READY	OPTIONS: SOLD-STK: [REDACTED]		ENG:2L_4_CYL TRN:A			
04DEC2023 10:10							

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A				Multi-point inspection [REDACTED] FAMILY CAN BE REACHED VIA CALL AT [REDACTED] OR EMAIL AT [REDACTED] ADVISED DIAGNOSIS BY 5PM WEDNESDAY WOULD BE THE SOONEST ETA FOR ANSWERS.]
	MULTI-A		CD	Multi-point inspection
# B				General Concern [CLIENT STATES THE BATTERY POWER IS NOT FUNCTIONING. IT SHOWS A BATTERY POWER TEMPORARILY UNAVAILABLE. C.S THE VEHICLE COMPLETELY FAILED YESTERDAY WHERE THE P.S, ABS, AND ALL OTHER ELECTRONICS FAILED WHILE DRIVING BESIDES THE ENGINE POWER. STATES THE VEHICLE ALMOST CAUSED AN ACCIDENT. PLEASE ADVISE.]
	GEN		WD	General Concern
				() UNDERHOOD.TIRE INSPE () OFFERED MAINTENANCE () REVIEWED INSPECTION

CALL/TEXT AUTHORIZATION: YOU HEREBY AUTHORIZE US TO MAKE RECURRING CALLS, TEXTS, AND TRANSMIT VOICEMAILS TO YOU AT YOUR PHONE NUMBER(S), INCLUDING BY USE OF AN AUTOMATED SYSTEM, REGARDING SALES AND/OR SERVICE OF YOUR VEHICLE. YOU UNDERSTAND YOUR AGREEMENT IS NOT A CONDITION OF PURCHASING GOODS OR SERVICES AND YOU MAY OPT OUT YOUR PHONE NUMBER(S) BY NOTIFYING YOUR SERVICE ADVISOR OR TEXTING STOP TO ANY MESSAGE RECEIVED. MSG & DATA RATES MAY APPLY.

CHARGES FOR DIAGNOSTIC/PARTIALLY COMPLETED WORK: If you authorize diagnostic work to estimate the cost of repair or commencement of repairs, but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly, or partially completed work. The vehicle shall be reassembled to a condition reasonably similar as when received, unless you waive reassembly, or the reassembled vehicle would be unsafe. Any charges will be directly related to the actual amount of labor or parts involved in the inspection, repair, or service.

LABOR AND PARTS: Labor charges are based on both a flat rate and an hourly rate unless otherwise indicated. All parts installed are new unless otherwise indicated. Replaced parts and accessories may be returned to you at your request unless subject to a manufacturer's warranty, core charge, or other restriction.

STORAGE CHARGES: A storage fee of \$75.00 per day may be applied to vehicles which are not claimed within 3 working days of notification of completion or after the communication of an estimate if you fail to authorize repairs.

SHOP SUPPLY CHARGES: We may charge shop supply fees of 16.5% of the total cost of labor, not to exceed \$65.00.

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

WARRANTY STATEMENT AND VEHICLE INSPECTION RIGHTS: PLEASE SEE THE TERMS ON THE REVERSE SIDE OF THIS REPAIR ORDER.

ESTIMATE: YOU ARE ENTITLED TO A WRITTEN PRICE ESTIMATE FOR THE REPAIRS YOU HAVE AUTHORIZED. YOU ARE ALSO ENTITLED TO REQUIRE THE REPAIR FACILITY TO OBTAIN YOUR ORAL OR WRITTEN AUTHORIZATION TO EXCEED THE WRITTEN PRICE ESTIMATE. YOUR SIGNATURE OR INITIALS WILL INDICATE YOUR SELECTION.

- _____ 1. I request an estimate in writing before you begin repairs. Contact me if the price will exceed the estimate by more than ten percent.
- _____ 2. Proceed with repairs but contact me if the price will exceed \$ _____.
- _____ 3. I do not want a written estimate.

Signature: _____
PRELIMINARY ESTIMATE \$ 0.00

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

PAYMENT TERMS: You authorize and agree to pay for the inspection and repairs referenced in this work order, along with the necessary materials, in cash or approved credit card unless the dealership agrees to other payment arrangements in advance. An express lien is hereby acknowledged to secure the cost of labor, materials, and any other authorized charges.

CUSTOMER SIGNATURE: _____ DATE: _____

Original Estimate (Parts & Labor)	Estimate Additional Parts & Labor Costs	Additional Repairs Approved By / Telephone #	Name or ID # of Employee Obtaining Authorization	Date & Time
\$	\$			
Revised Estimate	\$			

INVOICE

Invoice #

Tag #

AutoNation

AutoNation Chrysler, Dodge, Jeep, Ram Bellevue

120 116th Ave. NE
Bellevue, WA 98004
(425) 454-8411
www.autonation.com

LANGLEY WA

Home

Bus:

Customer #

Service Advisor: 6742 IVAN CHAVEZ

Cell: Email:

COLOF	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
BALTIC GRA	22	JEEP GRAND CHEROKEE	1C4RJYE61N8		10195	10218			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
10OCT22			17:00 06DEC23		0.00	CASH	22DEC23	10:10 04DEC23	07:40 22DEC23

OPTIONS: SOLD-STK:N8739919 ENG:2L 4 CYL TRN:A

We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.

We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP*." These non-OE (AP*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	Multi-point inspection						
<p>FAMILY CAN BE REACHED VIA CALL AT [REDACTED] OR EMAIL AT [REDACTED] ADVISED DIAGNOSIS BY 5PM WEDNESDAY WOULD BE THE SOONEST ETA FOR ANSWERS.]</p> <p>MULTI-A Multi-point inspection</p> <p>5887 WD</p> <p>PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00</p> <p>10195 performed inspection</p> <p>*****</p> <p>B General Concern [CLIENT STATES THE BATTERY POWER IS NOT FUNCTIONING. IT SHOWS A BATTERY POWER TEMPORARILY UNAVAILABLE. C.S THE VEHICLE COMPLETELY FAILED YESTERDAY WHERE THE P.S, ABS, AND ALL OTHER ELECTRONICS FAILED WHILE DRIVING BESIDES THE ENGINE POWER. STATES THE VEHICLE ALMOST CAUSED AN ACCIDENT. PLEASE ADVISE.]</p> <p>GEN General Concern</p> <p>5887 WD</p> <p>1 68443445AC 08015020 HEATER-ELECTRIC COOLANT (N/C)</p> <p>1 68163848AB 01081004 ANTIFREEZE-COOLANT (N/C)</p> <p>PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: (N/C) 0.00</p> <p>10195 verified customers concern found dtc for coolant heater. powered down vehicle. removed and replaced coolant heater. road tested vehicle codes did not return after repair.</p> <p>*****</p> <p>ESTIMATE: 0.00 04DEC23 10:10 SA: 6742</p> <p>CONTACT:</p> <p>*****</p>							

WARRANTY STATEMENT AND VEHICLE INSPECTION RIGHTS: PLEASE SEE THE TERMS ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

CALL/TEXT AUTHORIZATION: YOU HEREBY AUTHORIZE US TO MAKE RECURRING CALLS, TEXTS, AND TRANSMIT VOICEMAILS TO YOU AT YOUR PHONE NUMBER(S), INCLUDING BY USE OF AN AUTOMATED SYSTEM, REGARDING SALES AND/OR SERVICE OF YOUR VEHICLE. YOU UNDERSTAND YOUR AGREEMENT IS NOT A CONDITION OF PURCHASING GOODS OR SERVICES AND YOU MAY OPT OUT YOUR PHONE NUMBER(S) BY NOTIFYING YOUR SERVICE ADVISOR OR TEXTING STOP TO ANY MESSAGE RECEIVED. MSG & DATA RATES MAY APPLY.

If we receive payments related to the goods or services provided hereunder from any third party (e.g., a check under a Service Contract), you agree that we may retain all such monies as if same was a payment from you and apply such funds to any outstanding indebtedness of yours. You hereby grant us a power of attorney to endorse or otherwise sign your name and to deposit such funds into the dealership's account to carry out the intent of this provision.

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the amount due.

SHOP SUPPLY CHARGES:		LABOR AMOUNT	0.00
We may charge shop supply fees of 16.5% of the total cost of labor, not to exceed \$65.00.		PARTS AMOUNT	0.00
ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
TOTALS		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
		PLEASE PAY THIS AMOUNT	0.00

DATE: 12/27/22 DealerCAP 2023 Chrysler Group, LLC 408/23 SERVICE INVA

ACCOUNTING

Invoice #:

AutoNation

AutoNation Chrysler, Dodge, Jeep, Ram Bellevue

120 116th Ave. NE
Bellevue, WA 98004
(425) 454-8411
www.autonation.com

LANGLEY, WA

Tag #:

Home: [Redacted] Bus: [Redacted] Customer: [Redacted]

Cell: [Redacted] Email: [Redacted] home Service Advisor: 6742 IVAN CHAVEZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
BALTIC GRA	22	JEEP GRAND CHEROKEE	1C4RJYE61N8	[Redacted]	10195	10218			
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LINE OPCODE TECH TYPE A/HRS S/HRS LIST NET TOTAL
 ESTIMATE: 0.00 04DEC23 10:10 SA: 6742
 CONTACT:

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-20-23	12:37	14:17	1.66	W	5887	B	
	14:17	14:17	0.00	W	5887	A	

TRGT/ACCOUNT	SALE	COST	CONTROL	TRGT/ACCOUNT	SALE	COST	CONTROL
[Redacted]	0	0		[Redacted]	63854	32305	
	63854	*****					

COST, SALE, & COMP TOTALS 32305 63854 0

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DATE CUSTOMER SIGNATURE

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LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00