



April 30, 2025

Dan Vaden Chevrolet
9393 Abercorn St.
Savannah GA 31416

Wagoneer Client Services
P.O. Box 21-8004
Auburn Hills, MI 48321

National Highway Traffic Safety Administration
1200 New Jersey Ave. SE
West Building
Washington D.C. 20590

National Center for Dispute Settlement
Non-Binding Arbitration Division
P.O. Box 515315
Dallas, TX 75251

FCA US LLC
c/o Office of General Counsel
1000 Chrysler Drive
CIMS 485-13-62
Auburn Hills, MI 48326

RE: 2023 Grand Wagoneer (VIN# [REDACTED])

To Whom It May Concern:

On or about July 31, 2024 ("Purchase Date"), I purchased a brand new 2023 Grand Wagoneer (the "Vehicle") from Dan Vaden Chevrolet located in 9393 Abercorn St. Savannah, Georgia (the "Dealership") with approximately 50 miles on it. The Dealership drove it up to my home located at [REDACTED] [REDACTED] Lanesville, Indiana [REDACTED]. As of the date of this letter the Vehicle has 16,800 miles on it, and I have owned the Vehicle less than 9 months.

I absolutely loved the Vehicle when I purchased it, but since the Purchase Date it has been serviced six (6) different times for over a combined thirty (30)+ days. The dates of service were all related to the electrical system that have significantly affected the safety and drivability of the Vehicle and are as follows with the corresponding reports attached hereto:

1. September 12, 2024
2. September 30, 2024
3. October 24, 2024
4. November 18, 2024
5. November 25, 2024
6. April 18, 2025

[REDACTED], Lanesville, IN [REDACTED]
[REDACTED] s [REDACTED]

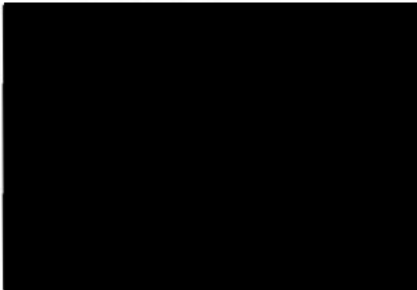
BR

Unfortunately, this Grand Wagoneer is a lemon and I want my money refunded from the manufacturer or dealership and to take the vehicle back as the defects have substantially impaired its use, value, and safety. This vehicle is not safe and has had consistent electrical issues that have significantly affected the function of the SUV, including but not limited to, major transmission issues wherein the Vehicle would slam down when decelerating while driving on the highway, which happened again on April 17, 2025 just before the electronic computers failed to shut down after the car was turned off and then said computers completely drained the batteries causing this last service.

I know you have representatives that will fight this request as a matter of practice and procedure. However, I am writing this letter to memorialize the major safety issues with this vehicle should anything happen to me, my family, or other passengers while driving the vehicle while this process unfolds.

After your review of this letter and the attachments, please contact me via email at [REDACTED] with your decision. If you decide not to refund my money or fail to respond to this letter within (14) days, I will have the attorney I have already consulted with, who specializes in Lemon Law claims initiate legal action since his attorney's fees will be included in the claim pursuant to state and federal laws. Should you have any questions regarding this letter, please do not hesitate to call me at [REDACTED]

A disappointed customer who hopes you make this right without significant legal action.



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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	Matthew Hamilton	146575 9716	09/12/24
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE
[REDACTED]			3,567 /
LANESVILLE, IN	YEAR / MAKE / MODEL	23/JEEP/GRAND WAGONEER/GRAND WAGONEE	
[REDACTED]	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	B.O. DATE	09/12/24	
BUSINESS PHONE	COMMENTS		

MO: 3567

LABOR & PARTS
J# 1 01CHZBAT BATTERY TECH(S):104759 WARRANTY
Customer States CEL ON KEVIN HAS SEEN BEFORE AND IT HAS ALWAYS BEEN AUX BATTERY CHECK BATTERIES AND CLEAR CODES SEE WHERE WE ARE AT (Battery Concern)
TESTED BOTH MAIN AND AUX BATTERIES BOTH BATTERYS PASSED BATTERY TEST , CLEARED ALL DTC'S , CEL DID NOT REAPPEAR SERVICE COMPLETED

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----
To my valued Jeep, Chrysler, Fiat, Ram, and Dodge customers:
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TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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Monday - Friday
7:30 AM - 6:00 PM

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CUSTOMER SIGNATURE _____
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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	Matthew Hamilton 146575	451	10/14/24
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE
[REDACTED]			4,941 /
LANESVILLE, IN	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
[REDACTED]	23/JEEP/GRAND WAGONEER/GRAND WAGONEE		
[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]			
[REDACTED]	COMMENTS	R.O. DATE	REPRINT# 2
[REDACTED]		09/30/24	

MO: 4941

LABOR & PARTS	RECALL	TECH(S):160534	WARRANTY
J# 1 16CHZ12	RSU 24-046 23MY WS FRONT WINDOWS INOPERATIVE (RSU 2) LOP - **18-19-14-9P RSU COMPLETE	Customer States	
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		JOB # 1 TOTAL PARTS	0.00
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 05CHZZDRIVE3	DRIVABILITY	TECH(S):160534	WARRANTY
J# 2 05CHZZDRIVE3	Customer States AUTO STOP START INOP (General Concern 1)		
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		JOB # 2 TOTAL PARTS	0.00
		JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 03CHZ	ELECTRICAL	TECH(S):160534	WARRANTY
J# 3 03CHZ	Customer States PASSENGER SCREEN IS SUPER DIM CLEARLY NOT GETTING ENOUGH VOLTAGE SEE IF BATTERIES FIXES THAT VEHICLE GRB TOOK A BATTERY CHARGE. STOP START WORKING AND SCREEN. THEN CEL CAME ON FOR #3 CONTROL RELAY. WILL NEED DIAGNOSIS		
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		JOB # 3 TOTAL PARTS	0.00
		JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4+02CHZ	DIAGNOSIS	TECH(S):102732	WARRANTY
J# 4+02CHZ	Customer States AUTO STOP START INOP (General Concern 1) TEST DROVE THE VEHICLE AND FOUND THAT THE STOP START WAS OPERATING BUT JUST BEFORE ENGAGEMENT SHOULD BE MADE VEHICLE DOES NOT ENGAGE THIS DID NOT CHANGE AFTER SEVERAL MILES OF DRIVING ONCE IN THE SHOP THE ONLY DTC PRESENT WAS B2206-00 PROCEEDED WITH PROVIDED FLOWCHART LEAD TO INSPECTION OF THE MODULE AND FOUND THAT IT WAS AN OEM COMPONENT WHICH REQUIRED REPLACEMENT REPLACED MODULE, CLEARED DTC AND TEST DROVE THE VEHICLE STOP START WAS FULLY OPERATIONAL		
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		JOB # 4 TOTAL PARTS	0.00
		JOB # 4 TOTAL LABOR & PARTS	0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----			
JOB # 3	95 RENTAL	478624	WARRANTY 0.00
		TOTAL - MISC	0.00

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CUSTOMER NO. [REDACTED]	ADVISOR Matthew Hamilton	TAG NO. 146575	INVOICE DATE 10/14/24	CELL [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 4,941	COLOR /
LANESVILLE, IN	YEAR / MAKE / MODEL 23/JEEP/GRAND WAGONEER/GRAND WAGONEER			DELIVERY DATE DELIVERY MILES
[REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	PHONE	COMMENTS	R. O. DATE 09/30/24	REPRINT# 2

MO: 4941

TOTALS-----

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TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	0.00

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CUSTOMER NO.	ADVISOR Matthew Hamilton	TAG NO. 146575	INVOICE DATE 11/13/24
LABOR RATE	LICENSE NO.	MILEAGE 6,087	COLOR
YEAR / MAKE / MODEL 23/JEEP/GRAND WAGONEER/GRAND WAGONEE	DELIVERY DATE		DELIVERY MILES
PHONE	COMMENTS	R.O. DATE 10/24/24	REPRINT# 1

MO: 6087

LABOR & PARTS	DIAGNOSIS	TECH(S):819	WARRANTY
J# 1 02CHZ	STOP START HAS BEEN ON AND OFF WE HAVE CHARGED BATTERIES MULTIPLE TIMES WITH NO LUCK CHECK ENGINE LIGHT POPS ON AND IT APPEARS TO BE POWER CONTROL RELAY (DIAGNOSIS) Found power control relay shorted code (p2af6-00) replaced power control relay module. complete		
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-			
JOB # 1 1 68420491-AA	MODULE PO 08035029		WARRANTY
		JOB # 1 TOTAL PARTS	0.00
		JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 01CHZCT	COURTESY INSPECTION THE CUSTOMER REQUESTS A COURTESY INSPECTION AT THIS TIME (COURTESY INSPECTION)	TECH(S):819	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-			
		JOB # 2 TOTAL PARTS	0.00
		JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 13CHZ	INTERIOR TRIM SUNGLASS HOLDER WONT STAY UP (INTERIOR TRIM) nec to replace overhead console and sunglass holder, due to not staying in place replaced overhead console and dropper drawer	TECH(S):819	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-			
JOB # 3 1 6YD722X8-AM	CONSOLE O 23038001		WARRANTY
JOB # 3 1 7SJ64DX8-AA	BIN STORA 23038001		WARRANTY
		JOB # 3 TOTAL PARTS	0.00
		JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 13CHZ06	CHECK SEATS HAVE DETAIL CLEAN FLOORBOARD CARPETS (CHECK SEATS) detailed	TECH(S):819	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-			
		JOB # 4 TOTAL PARTS	0.00
		JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5 01CHRENT	RENTAL CUSTOMER IS IN RENTAL VEHICLE TRANSPORTAION NEEDS	TECH(S):819	WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-			
		JOB # 5 TOTAL PARTS	0.00

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	Matthew Hamilton	146575 1276	11/13/24
LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[REDACTED]	[REDACTED]	6,087 /	[REDACTED]
YEAR / MAKE / MODEL	23/JEEP/GRAND WAGONEER/GRAND WAGONEER		DELIVERY DATE
[REDACTED]	[REDACTED]		[REDACTED]
PHONE	COMMENTS	R.O. DATE	REPRINT# 1
[REDACTED]	[REDACTED]	10/24/24	[REDACTED]

MO: 6087

JOB # 5 TOTAL LABOR & PARTS		0.00
J# 6+14CHZ	EXTERIOR TRIM	TECH(S):819
CS DRIVER FRONT WHEEL WELL BLACK TRIM IS HANGING DOWN. CHECK AND ADVISE. Left front wheel well trim not attached. nec to replace replaced driver front wheel well		WARRANTY
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 6	1 68351549-AF	SILENCER 23031137
JOB # 6 TOTAL PARTS		0.00
JOB # 6 TOTAL LABOR & PARTS		0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----		
JOB # 5	95 RENTAL	479360
TOTAL - MISC		0.00
COMMENTS-----		
2023 grand wagg 5 windows has bronze tint inside the glassdo not		
TOTALS-----		
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TOTAL LABOR....		0.00
TOTAL PARTS....		0.00
TOTAL SUBLET...		0.00
TOTAL G.O.G....		0.00
TOTAL MISC CHG.		0.00
TOTAL MISC DISC		0.00
TOTAL TAX.....		0.00
TOTAL INVOICE \$		0.00

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	Matthew Hamilton 146575	2018	11/20/24
LABOR RATE	LICENSE NO.	MILEAGE	COLOR
		7,423 /	
YEAR / MAKE / MODEL			DELIVERY DATE
23/JEEP/GRAND WAGONEER/GRAND WAGONEE			DELIVERY MILES
SELLING DEALER NO.		PRODUCTION DATE	
R.O. DATE		REPRINT# 1	
COMMENTS		11/18/24	

LABOR & PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
J# 1 01CHZCI COURTESY INSPECTION TECH(S):108128 0.00				
(Multi-point inspection according to maintenance interval)				
PARTS-----				
				JOB # 1 TOTAL PARTS 0.00
				JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 01CHZ002 CSC LOF TECH(S):108128 19.28				
(CSC LOF)				
RECOMMENDED MAINTENANCE SCHEDULES				
PERFORMED BASIC OIL CHANGE SERVICE				
PARTS-----				
JOB # 2	1	68466307-AB	FILTER EN 09057006	6.60
JOB # 2	8	50040856-AA	OIL 0W40 01081090	8.64
				JOB # 2 TOTAL PARTS 75.72
				JOB # 2 TOTAL LABOR & PARTS 95.00
J# 3 01CHZBALANC ROTATE TIRES TECH(S):108128 20.00				
(COMPLIMENTARY TIRE ROTATE)				
FOR REWARDS PURPOSE ONLY				
PARTS-----				
				JOB # 3 TOTAL PARTS 0.00
				JOB # 3 TOTAL LABOR & PARTS 20.00
J# 4 05CHZZDRIVE3 DRIVABILITY TECH(S):108128 WARRANTY				
Customer States VERY HARSH SHIFT CONDITION GEAR 7 CODE				
(General Concern 1)				
DTC P076F. TCM SOFTWARE UP TO DATE. TRANSMISSION FLUID LEVEL				
CORRECT, CONDITION GOOD. TEST DROVE SEVERAL TIMES				
NO PROBLEM FOUND WITH TRANSMISSION, SHIFTING PROPERLY.				
PARTS-----				
				JOB # 4 TOTAL PARTS 0.00
				JOB # 4 TOTAL LABOR & PARTS 0.00
J# 5 02CHZ02 DIAGNOSIS TECH(S):108128 0.00				
Customer States cel (General Concern 2)				
ODOMETER FLASHING				
P2AF6, C2217 PERFORMED DIAG FOR DTC'S. TESTED BOTH MAIN AND				
AUX BATTERY WITH MAXIMUS, CHARGED AND BOTH PASSED.				
INSPECTION FOR OPEN FUSE LINK IN PDC FOUND BLOWN 150 AMP				
FUSE.				
REPLACE FUSE LINK. PERFORMED PROXI ALIGNMENT. ALL MODULES ON				
LINE. CHARGING VOLTAGE PRESENT AT BOTH BATTERIES. DTC'S				
CLEARED. PERFORMED VERIFICATION DRIVE, ALL VEHICLE FUNCTIONS				
WORKING PROPERLY.				

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CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	Matthew Hamilton	146575	2018
	LABOR RATE	LICENSE NO.	MILEAGE
			7,423 /
LANESVILLE, IN	YEAR / MAKE / MODEL		DELIVERY DATE
	23/JEEP/GRAND WAGONEER/GRAND WAGONEE		DELIVERY MILES
	SELLING DEALER NO.	PRODUCTION DATE	
	R. O. DATE	REPRINT# 1	
	COMMENTS	MO: 7423	

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5 TOTAL PARTS				0.00
JOB # 5 TOTAL LABOR & PARTS				0.00
J# 6+03CHZ01			CHECK ELECTRICAL SYS	97.50
TECH(S):108128				
FUSE LINK				
DTC'S P2AF6, C2217. FAULTS. AUTO START/STOP INOP				
150A FUSE LINK BLOWN IN THE POWER DISTRIBUTION CENTER.				
REPLACEMENT REQUIRED.				
TEST AND REPLACE 150AMP FUSE LINK.				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 6	1	68496448-AA	FUSE MIDI 08015002	43.00
JOB # 6 TOTAL PARTS				43.00
JOB # 6 TOTAL LABOR & PARTS				140.50
J# 7+01CHRENT			RENTAL	WARRANTY
CUSTOMER IS IN RENTAL VEHICLE				
TRANSPORTATION NEEDS				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 7 TOTAL PARTS				0.00
JOB # 7 TOTAL LABOR & PARTS				0.00
MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
JOB # 7	95	RENTAL	480039	0.00
TOTAL - MISC				0.00
COMMENTS				
CSC OLF \$115.00 ROT				
CUSTOMER OWES \$148.93				
DELETED OPERATION(S)				
99CHZLTA087A COMP ROTATE				
TECHNICIAN CERTIFICATION				
	108128	ERIC RUEDEL	108128	

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	Matthew Hamilton	146575	2018
	LABOR RATE	LICENSE NO.	MILEAGE
			7,423
LANESVILLE, IN	YEAR / MAKE / MODEL		COLOR
	23/JEEP/GRAND WAGONEER/GRAND WAGONEE		
	SELLING DEALER NO.	PRODUCTION DATE	
		D.O. DATE	REPRINT# 1
	COMMENTS	11/18/24	

MO: 7423

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TOTAL LABOR....	136.78
TOTAL PARTS....	118.72
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	8.43
TOTAL INVOICE \$	263.93

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	Matthew Hamilton	146575 2263	12/12/24
	LABOR RATE	LICENSE NO.	MILEAGE
			7,709 /
LANESVILLE, IN	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
	23/JEEP/GRAND WAGONEER/GRAND WAGONEE		
	SELLING DEALER NO.	PRODUCTION DATE	
	R.O. DATE	11/25/24	
	PHONE	COMMENTS	

MO: 7989

LABOR & PARTS

J# 1 02CHZ **DIAGNOSIS** **TECH(S):108128** **WARRANTY**

customer states cel came back on right when he hit the stop start button while sitting at a light RIGHT WHEN YOU HIT (DIAGNOSIS)
DTC P2AF6. PERFORMED DIAG FOR DTC. WIRING AND CONNECTORS TEST GOOD. CHECK, CHARGE BOTH MAIN AND AUX BATTERY. PASSED. REINSPECT ALL CHASSIS GROUNDS, CLEAN AND CONFIRM SECURED. LOAD TEST POWER CABLES FROM BATTERIES TO FUSES AND STARTER. PASSED LOAD TESTS. REPLACED POWER CONTROL RELAY, PERFORMED VERIFICATION DRIVE. START STOPPED FUNCTION THEN RESET AGAIN. RECHECKED WIRING AGAIN AND GROUND NO PROBLEM FOUND. DISASSEMBLE AND INSPECTION OF FRONT PDC ASSEMBLY FOUND THE MAIN FUSE (68500872AA) INSTALLED IS INCORRECT FOR START STOP VEHICLE. ORDERED NEW FUSE, INCORRECT FUSE ARRIVED. PART CATALOG INCORRECT PART NUMBERS INCORRECT
REPLACE POWER CONTROL RELAY. REPLACE MAIN FUSE ASSEMBLY WITH 68500869AA. TEST, CHARGE, PASS BOTH MAIN AND AUX BATTERIES. CLEAN AND SECURE ALL CHASSIS GROUNDS. PERFORMED VERIFICATION DRIVE. VEHICLE OPERATING PROPERLY, 0 DTC RESET.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	1	68420491-AA	MODULE PO 08035029		WARRANTY
JOB # 1	1	68500869-AA	FUSE HIGH 08015002		WARRANTY
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00

SERVICE HOURS
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7:30 AM - 6:00 PM

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list of our new
and used inventory.

J# 2 10CHZ **TRANSMISSIONS DRIVE** **TECH(S):108128** **WARRANTY**

customer states trans is shifting poorly and check engine light DEFINITELY GETTING WORSE THE TRANS IS BUCKING EVERY 20 DOWNSHIFTS PROGRESSIVLY WORSE AND AS BAD AS ITS EVER BEEN (TRANSMISSIONS DRIVE)
P076F STORED. TCM SOFTWARE UP TO DATE. PCM SOFTWARE UP TO DATE. TRANSMISSION FLUID LEVEL CORRECT. FOUND INCORRECT FUSE ARRAY INSTALLED IN PDC, REPLACED AND PERFORMED EXTENSIVE VERIFICATION DRIVE, TRANSMISSION OPERATED NORMALLY
INSTALLED CORRECT FUSE ASSEMBLY IN PDC. PROPER VOLTAGES PRESENT AT TRANSMISSION. TRANSMISSION SHIFTING PROPERLY.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

J# 3 01CHZCI **COURTESY INSPECTION** **TECH(S):108128** **0.00**

The customer requests a courtesy inspection at this time (COURTESY INSPECTION)

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
				JOB # 3 TOTAL PARTS	0.00

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Louisville, KY 40218
(502) 459-9900 www.crossjeep.com

CUSTOMER NO.	ADVISOR Matthew Hamilton	TAG NO. 146575 2263	INVOICE DATE 12/12/24
	LABOR RATE	LICENSE NO.	MILEAGE 7,709 /
	YEAR / MAKE / MODEL 23/JEEP/GRAND WAGONEER/GRAND WAGONEE		DELIVERY DATE
	SELLING DEALER NO.		PRODUCTION DATE
	R. G. DATE 11/25/24		
COMMENTS			MO: 7989

JOB # 3 TOTAL LABOR & PARTS		0.00
J# 4+99CHZLTA087A	COMP ROTATE	TECH(S):108128
Technician Recommends Rotate Tires SHAKES PERFORMED BALANCE AND ROTATE.		
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-	JOB # 4 TOTAL PARTS	
	0.00	
	JOB # 4 TOTAL LABOR & PARTS	
	10.00	
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	WARRANTY	
JOB # 1	95 RENTAL	480250
JOB # 4	LR 96	480250
	TOTAL - MISC	-10.00
		-10.00
ESTIMATE-----		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)		
COMMENTS-----		
CASE RENTAL		
TECHNICIAN CERTIFICATION-----		
108128	ERIC RUEDEL	108128
TOTALS-----		
To my valued Jeep, Chrysler, Fiat, Ram, and Dodge customers:		
This is a friendly reminder that you may receive an email conducting a survey on your experience with me today.		
The survey is a report card for CROSS MOTORS and MYSELF. It's NOT a survey of the automobile quality or manufacturer. A score of "10" is a PASSING score. 9 or less is a FAIL.		
TOTAL LABOR... 10.00		
TOTAL PARTS... 0.00		
TOTAL SUBLET... 0.00		
TOTAL G.O.G... 0.00		
TOTAL MISC CHG. 0.00		
TOTAL MISC DISC -10.00		
TOTAL TAX..... 0.00		
TOTAL INVOICE \$ 0.00		

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CUSTOMER SIGNATURE _____
***** DUPLICATE INVOICE *****

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CUSTOMER NO.	ADVISOR KELSI FERGUSON	TAG NO. 115639 6712	INVOICE DATE 04/28/25
	LABOR RATE	LICENSE NO.	MILEAGE 16,841 /
LANESVILLE, IN	YEAR / MAKE / MODEL 23 / JEEP / GRAND WAGONEER / GRAND WAGONEER	DELIVERY DATE	DELIVERY MILES
	SELLING DEALER NO.	PRODUCTION DATE	
	COMMENTS	R.O. DATE 04/18/25	REPRINT# 2

MO: 16849

LABOR & PARTS
J# 1 02CHZ **DIAGNOSIS** **TECH(S):104759** **WARRANTY**
 C/S VEHICLE IS NOT STARTING -- DOES NOT TURN OVER CHECK AND ADVISE UPON INSPECTION FOUND BOTH BATTERIES ARE DISCHARGED CHARGED UP AND TESTED BOTH BATTERIES PASSED -- TEST DROVE VEHICLE TWICE WITHOUT ISSUE -- NO CEL NO RANDOM LIGHTS VEHICLE STARTS UP WITHOUT ISSUES - NO TRANSMISSION CODES - TEST DRIVE DID NOT DETECT ABNORMAL SHIFTING WHEN BATTERY IS LOW CAN CAUSE SYMPTOMATIC ISSUES FROM IMPROPER VOLTAGE TO MODULES CHARGED UP BOTH MAIN AND AUX BATTERIES --

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PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 1 TOTAL PARTS 0.00
 JOB # 1 TOTAL LABOR & PARTS 0.00

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J# 2 02CHZ01 **DIAGNOSIS** **TECH(S):104759 111796** **WARRANTY**
 C/S VEHICLE FEELS LIKE IT DOES NOT WANT TO GO WHEN TAKING OFF FROM SLOWER SPEED -- OR WHEN DECELERATING WILL SLAM INTO NEXT GEAR NO LIGHTS OR MESSAGES CHECK AND ADVISE performed relearn of valve body and tcm

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PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 2 TOTAL PARTS 0.00
 JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+01CHZ001 **JEEP WAVE LOF** **TECH(S):104759** **29.44**
 PERFORM JEEP WAVE OIL CHANGE WAVE LOF

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 3 1 68466307-AB FILTER EN 09057006 6.60
 JOB # 3 8 50040856-AA OIL 0W40 01081090 7.37 58.96
 JOB # 3 TOTAL PARTS 65.56
 JOB # 3 TOTAL LABOR & PARTS 95.00

J# 4+01CHZBALANC **ROTATE TIRES** **TECH(S):104759** **20.00**
 CUSTOMER STATES ROTATE TIRES SERVICE COMPLETED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
 JOB # 4 TOTAL PARTS 0.00
 JOB # 4 TOTAL LABOR & PARTS 20.00

J# 5+01CHZCI **COURTESY INSPECTION** **TECH(S):165149** **0.00**
 The customer requests a courtesy inspection at this time.

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CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR KELSI FERGUSON	TAG NO. 115639	INVOICE DATE 04/28/25
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 16,841
[REDACTED]	YEAR / MAKE / MODEL 23/JEEP/GRAND WAGONEER/GRAND WAGONEER		DELIVERY DATE DELIVERY MILES
LANESVILLE, IN	[REDACTED]		SELLING DEALER NO. PRODUCTION DATE
[REDACTED]	[REDACTED]		R.O. DATE 04/18/25
[REDACTED]	[REDACTED]		REPRINT# 2
[REDACTED]	[REDACTED]		MO: 16849

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----	UNIT PRICE-
	JOB # 5 TOTAL PARTS 0.00
	JOB # 5 TOTAL LABOR & PARTS 0.00

TOTALS-----	
To my valued Jeep, Chrysler, Fiat, Ram, and Dodge customers: This is a friendly reminder that you may receive an email conducting a survey on your experience with me today.	TOTAL LABOR.... 49.44 TOTAL PARTS.... 65.56 TOTAL SUBLET... 0.00 TOTAL G.O.G.... 0.00 TOTAL MISC CHG. 0.00 TOTAL MISC DISC 0.00 TOTAL TAX..... 0.00
The survey is a report card for CROSS MOTORS and MYSELF. It's NOT a survey of the automobile quality or manufacturer. A score of "10" is a PASSING score. 9 or less is a FAIL.	TOTAL INVOICE \$ 115.00

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CUSTOMER SIGNATURE _____

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