

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Oct 01 11:06:41 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Safety problem with Air bag sensor

Comments:

I=92m contacting you with a concern and disappointment issue. I own a 2005 Grand Caravan with 49000 miles on it and this week the air bag light came on. I bought the extended coverage for this vehicle and now I find out that this component is not covered. The Front Impact sensor, I=92m being told is bad and this vehicle has less than 50,000 miles. I purchased the extended warranty to cover these things not to spend more money on them. I switched to Dodge because my last vehicle not a Dodge went through 6 front wheel bearings in 3 years which was a safety issue itself.=20

I know I=92m not the first customer to complain about this Safety issue and concern nor will I be the last. I feel that this is a safety issue and should be covered by the manufacture not the customer. Dodge should look into just how many of these complaints and repairs your dealers are dealing with, there just might be a recall happing here.=20

Why isn=92t something like a Safety item covered under this warranty? Work number if I cannot be reached at home [REDACTED] Service contract number 21172146

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Oct 03 15:52:15 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the air bag sensor of your 2005 Dodge Grand Caravan.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

- Vehicle owner name
- Vehicle owner address
- Day and evening phone numbers
- Vehicle Identification Number (VIN)
- Name of dealership where vehicle was purchased
- Date of purchase
- Dealership where service was performed
- Date of last service
- Current vehicle mileage
- An explanation of the problem

We have trained Senior Staff agents available to address the questions and concerns you may have.

Our records indicate that the following recall campaign has not been performed by an authorized Chrysler Motors dealer.

F01 REAR A/C AND HEATER TUBE CORROSION

Since we can't always confirm that the needed service has been performed, we ask that you contact your local authorized Dodge dealer to make arrangements for an inspection and, if necessary, corrective action at no charge to you.

Please take a copy of this message with you at the time of service.

Thanks again for your email.

Sincerely,

Karrie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16791407

EMAIL CASE NUMBER: 1840778

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5183261I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Safety problem with Air bag sensor

Comments:

I'm contacting you with a concern and disappointment issue. I own a 2005 Grand Caravan with 49000 miles on it and this week the air bag light came on. I bought the extended coverage for this vehicle and now I find out that this component is not covered. The Front Impact sensor, I'm being told is bad and this vehicle has less than 50,000 miles. I purchased the extended warranty to cover these things not to spend more money on them. I switched to Dodge because my last vehicle not a Dodge went through 6 front wheel bearings in 3 years which was a safety issue itself. I know I'm not the first customer to complain about this Safety issue and concern nor will I be the last. I feel that this is a safety issue and should be covered by the manufacture not the customer. Dodge should look into just how many of these complaints and repairs your dealers are dealing with, there just might be a recall happening here. Why isn't something like a Safety item covered under this warranty? Work number if I cannot be reached at home 906-293-4528. Service contract number 21172146

VIN:

5R [REDACTED]

Mileage:

49000

Servicing Dealer:

Newberry Motors

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

H

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Newberry

State:

MI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

RECEIVED

OCT - 4 2007

OWNER RELATIONS

Manchester, MI

2 October 2007

Re: Claim# 16607940

VIN: 2C4GP54L45R

DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Dear Sirs:

In compliance with section 7.1.D of the 2005 Warranty Information Booklet supplied with my 2005 Chrysler Town & Country Minivan, I am notifying you of the service difficulties I am currently, and have been experiencing continuously since 05 July 2007. Please reference the following:

Date	Problem
7/05/07	Check Engine Light Flashing/car stalls/car towed
7/06/07	Check Engine Light Flashing/car quits/car towed
7/13/07	Check Engine Light/airbag light/steering binding/car quits
8/21/07	Check Engine Light/throttle response
8/23/07 - Present	Check Engine Light

On 8/21/07, on the advice of Cueter Chrysler Maintenance and against my better judgement, we paid \$139.25 to have a new air filter installed as well as "BG Induction service". These were both completed even though we have been meticulously following the Chrysler Maintenance schedule and found it improbable that this would actually accomplish anything other than shift the burden from the dealership's inability to isolate a problem, to our wallets.

We were correct. The vehicle quit 3 miles from home with my wife and 3 daughters inside.

It has become abundantly clear that despite our best efforts to give Chrysler a chance to remedy the situation, the underlying problem has yet to be corrected. I am additionally concerned about the permanent damage that has occurred to the engine as a result of driving this vehicle for months on end with a potentially serious malfunction. I would find it highly probable that the ramifications of the last few months will manifest themselves sometime shortly after the "generous" powertrain warranty expires, leaving us with no recourse and substantial bills for the remainder of this vehicle's "life". The vehicle again has the "Check Engine" light on as I try to find time to leave it at a dealer to once again be... "fixed".

I have attempted to follow the Chrysler Customer Service protocol to no avail. Repeated calls to our claim representative "Tom" at Chrysler (phone# (248) 944-7108) have not been returned. (Aug 22, Sep 13, Sep 18). Tom's voicemail indicates that he has taken on additional duties for the month of September. I sympathize greatly with his increased workload, as I hope you do with MY increased workload trying to reach a resolution to this problem, driving/being towed back and forth to multiple dealerships, as well as worrying about my wife and three young girls being stranded in an unsafe situation because of an unreliable vehicle. I find it reasonable to think that ANY of the numerous Lemon Law Lawyers in my phone book as well as on the Internet would answer my phone call on the first or second ring.

This is my first experience with what I consider a "lemon". I have always bought foreign cars/motorcycles in the past (Nissan/Volkswagen/BMW). It has been my impression with these manufacturers that when I drive off their showroom floor, they still consider the integrity of the vehicle THEIR responsibility....but considering the economy in my hometown of Detroit, coupled with the "apparent" increase in quality of American-made cars, I decided to try a domestic product.

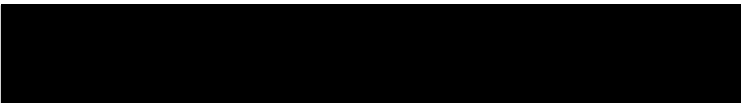
It will be up to you to determine if I have made the right choice.

I do not intend this to be a blanket indictment of all American Made or for that matter all Chrysler products. I know that there will always be issues that slip through quality control regardless of a company's reputation. It is how a company handles these "lemons" that reinforces and perpetuates that reputation. How you handle this situation has a direct bearing on whether Chrysler's reputation remains intact with myself, my family, and my friends. It is NOT too late, but our patience has limits.

It is my goal then, that you will indeed stand by your product by offering a solution that does NOT put the financial/logistical burden further on us either now or in the future when the cumulative effects of this problem manifest themselves, and our warranty is no longer in effect.

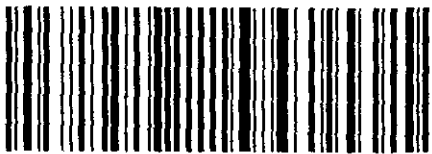
Thank you for your time and I look forward to hearing your reply.

Sincerely

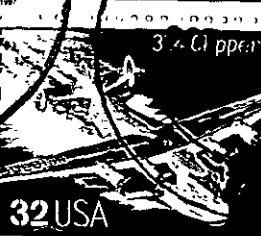
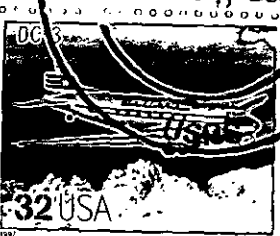
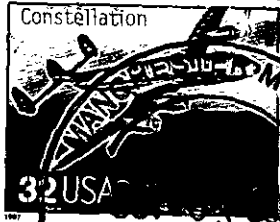
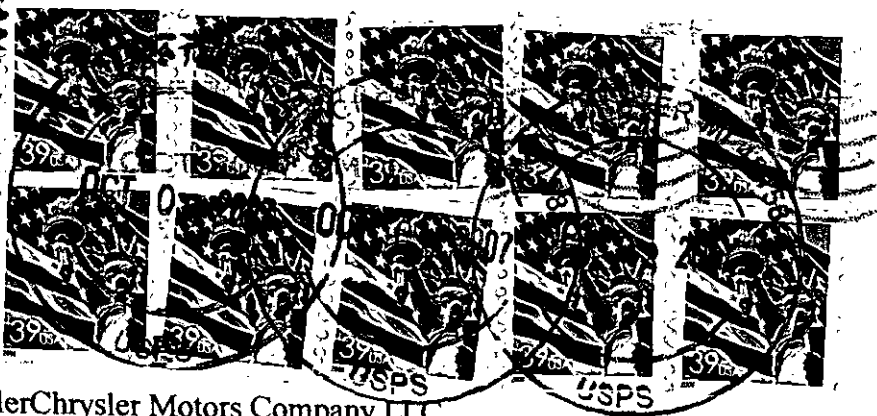


OF THE RETURN ADDRESS, FOLD AT BOTTOM EDGE
CERTIFIED MAIL™

Manchester, MI



7006 2150 0002 8481 7449



DaimlerChrysler Motors Company LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

**RETURN RECEIPT
REQUESTED**



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Oct 08 10:19:57 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Air Bag Light is on and Recall to fix air bags May 11, 2007

Comments:

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Oct 08 15:36:29 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding a recall related to an airbag issued on May of 2007.

We regret the issues you have experienced and appreciate the opportunity for review.

Records indicate this vehicle is not involved in any outstanding factory recalls, including the one mentioned in your email. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.chrysler.com; www.dodge.com or www.jeep.com and click on "For Owners" and then insert your Vehicle Identification Number (VIN) where appropriate on the page.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email.

Sincerely,

Kara

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16814543

EMAIL CASE NUMBER: 1845644

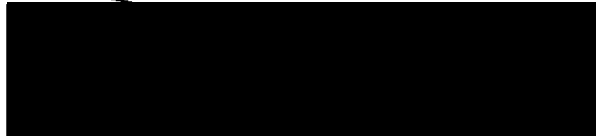
REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5193601I25261L0K
M&

Original Message Follows:

16829020

Joseph +



Sterling Hts, MI



ph^d



Chrysler Financial

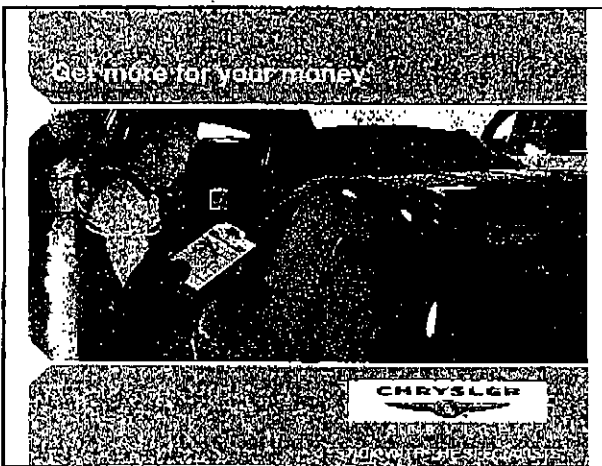
Dear Valued Customer:

Regular maintenance helps keep your Chrysler vehicle running like new. Stick with the Specialists® for everything your vehicle needs. When you compare your dealership's everyday prices to the competition, you'll see that when you Stick with the Specialists you get the kind of value that simply can't be beat.

Your Account Overview

Account Number	2007 CHRYSLER TOWN&CNTRY
Vehicle Description	2A4GP64L67R
Vehicle Identification Number	
Contract Date	12/04/2006
Statement Date	10/17/2007
Statement Number	12 of 27
Lease End Date	03/04/2009

Stick with the Specialists



Insist on Authentic Mopar Parts

When it's time for maintenance, head to your Chrysler dealership for Authentic Mopar Parts. The only parts designed and engineered specifically for your vehicle, Mopar Parts fit to perfection and they're competitively priced. So why put anything else in your Chrysler vehicle? Insist on Authentic Mopar Parts. See your dealer for rebates or special savings available on Mopar Parts.

Your Account Activity

Date	Description of Activity	Amount
10/01/2007	Payment Received - Thank You	\$259.35-
11/05/2007	Current Rent	\$244.67
	Current Tax	\$14.68
11/05/2007	Total Amount Due	\$259.35

Payments received after statement date are not reflected.

10238-57
✓ \$10500

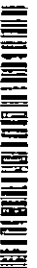
Please see reverse side for important information on check conversion.

Contact Us

Web Address chryslerfinancial.com
 Visit us online to review your account, make your payment or update your personal information.

Customer Service Center 1-800-556-8172
Hours of Operation Mon - Fri 7 am til 10 pm (ET)
 Sat 8 am til 6 pm (ET)

Payment Mailing Address P O BOX 2993
 MILWAUKEE, WI 53201-2993



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Oct 11 17:24:28 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Woodbridge dodge is out of business yet I keep recieving mail and offers for service. I need my airbag fixed and don't know where to go.

Comments:

I cannot beleive that woodbridge dodgewould go out of business without informing their customers. I need service and do not know where to go. Where do I return my lease to? I have used woodbridge for my last 3 cars.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Oct 11 18:31:16 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for your recent email regarding WOODBRIDGE DODGE, INC.

Learning of your dissatisfaction was disappointing. Indeed, there are circumstances when a dealership chooses to close its doors. Because dealers are independently owned and operated, they are responsible for addressing concerns related to their sales and service activities, including addressing the concerns of customers affected by their closure.

Although I am unable to provide a more favorable reply, I appreciate you bringing this matter to my attention. Your feedback will be retained in our dealer files.

You can obtain warranty service at any Dodge dealership. I show the closest three dealers to your zip code (10312) are:

Manfredi Chrysler Jeep & Dodge
1239 HYLAN BLVD
STATEN ISLAND, NY 10305-1901
Phone: (718) 667-8989

H & D Linden Motors
400 EAST ST GEORGE AVE
LINDEN, NJ 07036-2228
Phone: (908) 486-6200

Remsen Dodge
3391 RT. 35 NORTH
HAZLET, NJ 07730
Phone: (732) 739-4010

You will need to contact either your leasing company or finance company to obtain information on where this lease vehicle will be turned in since the dealership has closed.

Please let me know if I can be of further assistance.

Thank you again for your email.

Sincerely,

Vivian

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16830167
EMAIL CASE NUMBER: 1848698

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5202707I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Woodbridge dodge is out of business yet I keep recieving mail and offers for service. I need my airbag fixed and don't know where to go.

Comments:

I cannot beleive that woodbridge dodgewould go out of business without informing their customers. I need service and do not know where to go. Where do I return my lease to? I have used woodbridge for my last 3 cars.

VIN:

Mileage:

Servicing Dealer:

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

P

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Staten Island

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sun Oct 14 17:22:31 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance (KMM5202707I25261L0KM)
Thank you Vivian! It is so weird that I keep getting mail from Woodbridge Dodge too. I just got an add for an oil change and a phone number and the place does not exist
Susan Pulice

***** See what's new at <http://www.aol.com>

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Oct 15 12:09:09 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance (KMM5202707I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Yes, that is strange. Maybe the mailings are something they has set up through an outside source and they haven't contacted them to discontinue.

Thanks again for your email.

Sincerely,

Vivian

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 1848698

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5208235I25261L0KM
M&

Original Message Follows:

Thank you Vivian! It is so weird that I keep getting mail from Woodbridge Dodge too. I just got an add for an oil change and a phone number and the place does not exist

[REDACTED]

See what's new at AOL.com and Make AOL Your Homepage.

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Oct 17 00:58:18 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

NHTSA RECALL #07V192000

Comments:

I have not had Recall NHTSA #07V192000 performed on my Chrysler. The airbag light goes on and off constantly. I notified my dealer and he gave me an estimate of 300.00 to perform the replacement. Now I am discover on the internet that I should have had this service performed under a NHTSA recall at no charge. Please advise.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Oct 17 14:49:45 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

A review of our records indicates that your Town & Country does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.chrysler.com; www.dodge.com or www.jeep.com and click on "Owner Services" and then enter your Vehicle Identification Number (VIN).

Thanks again for your email to Chrysler.

Sincerely,

Annelle
Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 16844604
EMAIL CASE NUMBER: 1852186
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5215083I25261L0K
M&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

NHTSA RECALL #07V192000

Comments:

I have not had Recall NHTSA #07V192000 performed on my Chrysler. The airbag light goes on and off constantly. I notified my dealer and he gave me an estimate of 300.00 to perform the replacement. Now I am discover on the internet that I should have had this service performed under a NHTSA recall at no charge. Please advise.

VIN:

5R [REDACTED]

Mileage:

61464

Servicing Dealer:

CARBONE CHRYSLER

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

L

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

West Winfield

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Oct 20 08:25:45 EDT 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Sensor Repair Cost

Comments:

I paid \$409 to replace 3 bad sensors on this vehicle - 2 for the air bags and one for the ABS system. Should sensors like this "short out" in a vehicle less than 3 years old?

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Oct 22 11:02:47 EDT 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center regarding the sensor repairs to your 2005 Dodge Grand Caravan.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that may develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Unfortunately, we are unable to provide technical assistance for the concern you described. You may contact your local dealership for further assistance, or you may refer to the vehicle's Service Manual.

Service Manuals provide all the information technicians need to diagnose, troubleshoot, maintain, service and repair Chrysler Motors vehicles. You can call Tech Authority to purchase Service Manuals at 1-800-890-4038 or 1-800-348-4696.

Thanks again for your email.

Sincerely,

Bethanie

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16858395

EMAIL CASE NUMBER: 1854640

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5223422I25261L0KM&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Sensor Repair Cost

Comments:

I paid \$409 to replace 3 bad sensors on this vehicle - 2 for the air bags and one for the ABS system. Should sensors like this "short out" in a vehicle less than 3 years old?

VIN:

5R [REDACTED]

Mileage:

43000

Servicing Dealer:

Tamaroff

Title:

Ms.

First Name:

[REDACTED]

Middle Initial:

A

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Southfield

State:

MI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

September 17, 2007

RE: REFERENCE #16735412

Chrysler Customer Service
P.O. BOX 21-8004
Auburn Hills, Michigan 48321-8004

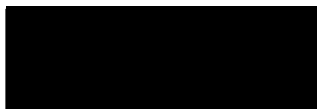
Dear Chrysler Customer Service:

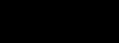
This letter is in regards to reference number 16735412.

Attached is a copy of my proof of payment along with my original sales slip. It is my understanding that this is required in order for you to process my refund for the replacement of the air bag sensors. If you require any further documentation or information, feel free to call me at 586-784-4302.

Thanks for your prompt attention to this matter.

Sincerely,

A large black rectangular redaction box covering the signature area.

ARMADA, MICHIGAN 



ORCHARD

• CHRYSLER
• DODGE
• JEEP



64600 Van Dyke-South of 30 Mile Rd. • Washington, MI 48095-2853
Phone: (586) 336-0200 • Fax: (586) 336-3727
www.orchardcdj.com

State Reg. #: F-100723

ORIGINAL

CUSTOMER NO. 36790	ADVISOR STACIA STRANGE	TAG NO. 429 5007	INVOICE DATE 08/31/07	INVOICE NO. CHCS137664
ARMADA, MI	LABOR RATE 85.39	LICENSE NO. [REDACTED]	MILEAGE 46,505	COLOR BLUE/
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 6 5 R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 08/30/07	ALL PARTS ARE NEW OR REPAIR PARTS OTHERWISE 1
	BUSINESS PHONE	COMMENTS		MILEAGE OUT MO: 46505

LABOR & PARTS
J# 1 18CHZ-3 CK.ENG LIGHT ON HOURS: TECH(S):66 0:00
CK ENGINE LIGHT ON
RUNS FINE SOMETIMES LIGHT GOES OFF
EGR VALVE
CUSTOMER TO HAVE DONE AT LATER DATE

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

J# 2 08CHZ ELECTRICAL HOURS: 2.00 TECH(S):362 170:95
CUSTOMER STATES AIR BAG LIGHT IS ON
FRONT IMPACT SENOR FAILURE. HARNESSES CORROADED.
PERFORMED DAIG AND REPLACEMENT OF BOTH FRONT IMPACT SENSORS
AND HARNESSES.
2.0 HOURS LABOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 2 2 5175978-AB SENSOR IM 8037155 23.35 23.35 46.70
JOB # 2 2 5175788-AB WIRING 2 8015002 3.85 3.85 7.70
JOB # 2 TOTAL PARTS 54.40
JOB # 2 TOTAL LABOR & PARTS 225.35

J# 3 02CHZ-4 FRONT SUSPENSION HOURS: 1.00 TECH(S):362 85:39
CUSTOMER HEARS A RATTLE PRIMARILY FROM DRIVER FRONT
WHEN HITTING BUMPS AT SLOWER SPEEDS
SWAY CUSHIONS WORN HEAVILY. ALSO DRIVERS SIDE SWAY LINK
LOOSE.
PERFORMED REPLACEMENT OF DRIVERS SIDE SWAY LINK AND BOTH
SWAY BAR CUSHIONS.
1.0 HOUR LABOR

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-
JOB # 3 2 4743024-AD BUSHING S 17011017 4.95 4.95 9.90
JOB # 3 1 4743669-AA LINK-STAB 17029017 43.00 43.00 43.00
JOB # 3 2 6508274-AA NUT-HEX 14074004 1.60 1.60 3.20
JOB # 3 TOTAL PARTS 56.10
JOB # 3 TOTAL LABOR & PARTS 141.49

J# 4 33CHZ 27 POINT INSP. HOURS: TECH(S):362
NEEDED DRIVE WORK.

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

J# 5+56CHZ-BG-TR-FL BG TR FLUSH \$134.95 HOURS: 1.00 TECH(S):362 52:95
CUSTOMER REQUEST BG TRANSMISSION FLUSH SERVICE.
FOR VEHICLES REQUIRING ATF 4
REQUESTED SERVICE

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

SHOP SUPPLIES 10% OF THE LABOR CHARGE MAX \$25.00 FOR WORK DONE IS INCLUDED FOR SUPPLIES USED ON YOUR VEHICLE. APPLICABLE SUPPLY ITEMS ARE: NUTS, BOLTS, WASHERS, TAPE, PINS, AEROSPRAY, SHELLAC, SOLVENT, RAGS, BATTERY CLEANER, TOWELS, SOLDER, CARBURETOR CLEANER, HAZARDOUS WASTE AND OR OTHER TOXIC SUBSTANCES PER THE WASTE DISPOSAL ACT EPA. R.C.R.A.

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

REPAIRS PROPERLY COMPLETED AND CHECKED BY: X

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint ORCHARD CHRYSLER DODGE JEEP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

IMPORTANT

You may receive a questionnaire from DAIMLERCHRYSLER in the next few weeks. If for any reason you cannot grade us "VERY SATISFIED."

Please contact our Service Manager, Conrad Dean, at 586-336-0200, ext. 266 before you return the questionnaire.

THANK YOU,

Your Friends and staff at
Orchard Chrysler Dodge Jeep

AMERICAN SOLUTIONS FOR BUSINESS (248) 650-5023 FORM ERIN/V / (4/05) • 161156

"Thank You For Your Business"

"This dealership charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."



64600 Van Dyke-South of 30 Mile Rd. • Washington, MI 48095-2853
 Phone: (586) 336-0200 • Fax: (586) 336-3727
 www.orchardcdj.com

State Reg. #: F-100723

ORIGINAL

CUSTOMER NO. 36790	ADVISOR STACIA STRANGE	429	TAG NO. 5007	INVOICE DATE 08/31/07	INVOICE NO. CHCS137664
ARMADA, MI	LABOR RATE 85.39		MILEAGE 46,505	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 6 5 R			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.	R. O. DATE 08/30/07	ALL PARTS ARE NEW UNLESS OTHERWISE NOTED 1
BUSINESS PHONE	COMMENTS			MILEAGE OUT MO: 46505	

PERFORM REQUESTED BG TRANS FLUSH SERVICE
1.0 LABOR

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 5	1	106310	TRANS FLU	28.50	28.50	28.50
JOB # 5	16	68026608-AA	FLUID ATF 1081018	3.25	3.25	52.00
JOB # 5 TOTAL PARTS						80.50
JOB # 5 TOTAL LABOR & PARTS						133.45

J# 6+27CHZ-ACAR/MINI LOF CARMIVAN 24.95 HOURS: TECH(S):129
CUSTOMER DID NOT HAVE LOF DONE

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
JOB # 6 TOTAL PARTS						0.00
JOB # 6 TOTAL LABOR & PARTS						0.00

MISC CODE DESCRIPTION CONTROL NO. PRICE

JOB # 6	HAZ	HAZARDOUS WASTE DISPOSAL				1.30
TOTAL - MISC						1.30

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$200.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$515.00 (+TAX) ON 08/30/07 AT 02:13pm
 BY CHRIS COMMENTS OK FOR TRANS FLUSH, AIR BAG AND SWAY BAR BUSHINGS

RECOMMENDATIONS
 CHECK ENGINE LIGHT IS ON DUE TO EGR VALVE
 CUSTOMER TO HAVE REPAIR DONE AT LATER DATE APX \$210.00

TECHNICIAN CERTIFICATION

66	GREGORY G SIMON	M154798
362	ERIC M KEEN	M226560
129	MICHAEL K PARKER	M115681

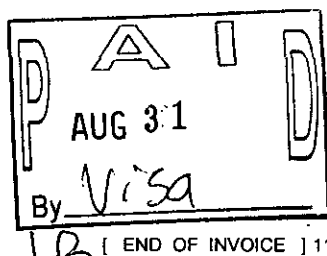
TOTALS

TOTAL LABOR	309.29
TOTAL PARTS	191.00
TOTAL SUBLET	0.00
TOTAL J.G. O.G.	0.00
TOTAL MISC CHG.	1.30
TOTAL MISC DISC	0.00
TOTAL TAX	11.46
TOTAL INVOICE \$	513.05

THANK YOU FOR YOUR BUSINESS!!

CUSTOMER SIGNATURE

PAGE 2 OF 2



THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

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All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

REPAIRS PROPERLY COMPLETED AND CHECKED BY:

X

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint ORCHARD CHRYSLER DODGE JEEP my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE.

Signed _____

IMPORTANT

You may receive a questionnaire from DAIMLERCHRYSLER in the next few weeks. If for any reason you cannot grade us "VERY SATISFIED," Please contact our Service Manager, Conrad Dean, at 586-336-0200, ext. 266 before you return the questionnaire.

THANK YOU.

Your Friends and staff at Orchard Chrysler Dodge Jeep

AMERICAN SOLUTIONS FOR BUSINESS (248) 650-5023 FORM ERIN V / (405) • 161156

"Thank You For Your Business"

"This dealership charges for labor utilizing the flat rate hours published either by the manufacturer in its labor time study guide or by a recognized industry time study guide which reflects an average time requirement for the performance of specific vehicle repairs. Therefore, the flat rate hours charged may be either more or less than the actual clock time in any given instance."

ORCHARD CRYSLER DODGE JEEP
64600 VAN DYKE
WASHINGTON, MI 48095
(586) 336-0200

Sale

MID: 542929800154056

TID: 190775

08/31/07

11:26:45

Batch #: 78

VISA

Appr Code: 02577A Inv#: 000009

Total: \$ 513.05

APPROVED 02577A
Customer Copy
THANK YOU!
ORIGINAL

ROYAL OAK MI 480

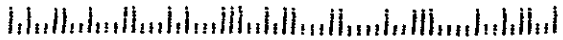
29 SEP 2007 PM 2 L



RECEIVED
OCT 04 2007

Chrysler Customer Service
P.O. Box 21-8004
Auburn Hills, Mich. 48321-8004

48321+8004



[REDACTED]
Gray, ME [REDACTED]

September 27, 2007

Chrysler Customer Center
Attn: Customer Service
PO Box 21-8004
Auburn Hills, MI 48321

Re: Reference # 16758074

Dear Sir or Madam,

Please find enclosed the receipt for payment for service for my airbag. I am seeking reimbursement for same.

Thank you,
[REDACTED]



LEE AUTO MALL WESTBROOK

200 Main Street
WESTBROOK, MAINE 04092
(207) 856-6885 (800) 688-8533
www.leeauto.com

DOCS204061

DOCS204061

Table with columns: CUSTOMER NO (174917), ADVISOR (KIMBERLY BAILEY), TAG NO (6312 4105), INVOICE DATE (08/17/07), INVOICE NO (DOCS204061), LABOR RATE, LICENSE NO, MILEAGE (41,893), COLOR (RED KC 7/12), STOCK NO (P593220D), YEAR / MAKE / MODEL (06/DODGE TRUCK/GRAND CARAVAN/ATACRDC), DELIVERY DATE (07/29/06), DELIVERY MILES (10,237), VEHICLE I.D. NO. (1 D 4 G P 2 4 R 8 6 B), SELLING DEALER NO. (66404), PRODUCTION DATE (12/16/05), F. T. E. NO., P. O. NO., R. O. DATE (08/17/07), COMMENTS, MO: 41895

TOTALS
THANK YOU FOR USING LEE AUTO MALL WESTBROOK FOR YOUR SERVICE AND BODY SHOP NEEDS. WE HOPE YOUR VISIT WAS COMPLETELY SATISFACTORY. IF YOUR VISIT WAS NOT EVERYTHING YOU EXPECTED, PLEASE CONTACT KIM BAILEY, GARY POULIOT OR JOE MICHAUD OUR BODY SHOP MANAGER. TO RESOLVE YOUR CONCERNS. YOU MAY BE RECEIVING A SURVEY FROM DAIMLER CHRYSLER. FILL IT OUT AND SEND IT IN FOR A CHANCE TO WIN \$500.00 IN OUR QUARTERLY DRAWING.

TOTAL LABOR.... 313.50
TOTAL PARTS.... 80.88
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 28.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 5.45
TOTAL INVOICE \$ 427.83



CUSTOMER SIGNATURE



LEE AUTO MALL WESTBROOK

DOCS204061

DOCS204061

200 Main Street
 WESTBROOK, MAINE 04092
 (207) 856-6885 (800) 688-8533
 www.leeauto.com

CUSTOMER NO. 174917	ADVISOR KIMBERLY BAILEY 6312	TAG NO. 4105	INVOICE DATE 08/17/07	INVOICE NO. DOCS204061
LABOR RATE	LICENSE NO.	MILEAGE 41,893	COLOR RED KC 7/12	STOCK NO. P593220D
YEAR / MAKE / MODEL 06/DODGE TRUCK/GRAND CARAVAN/ATACRDC	DELIVERY DATE 07/29/06		DELIVERY MILES 10,237	
VEHICLE I.D. NO. 1 D 4 G P 2 4 R 8 6 B	SELLING DEALER NO. 66404		PRODUCTION DATE 12/16/05	
F.T.E. NO.	P.O. NO.	R.O. DATE 08/17/07		
RESIDENCE PHONE	COMMENTS			MO: 41895

LABOR & PARTS
 J# 1 01DOZLAMP WARNING LAMP DIAG HOURS: TECH(S):5641 RBXX 313.50

CUSTOMER STATES AIRBAG LIGHT IS ON
 MULTIPLE ISSUES: RIGHT FRONT IMPACT SENSOR HAS INTERNAL
 SHORT, DRIVER'S SQUIB 2 SHORTED TO GROUND, NO RIGHT FRONT
 IMPACT SENSOR COMMUNICATION, RIGHT FRONT IMPACT SENSOR
 HAS INTERMITTENT SIGNAL. PERFORMED DIAGNOSTIC TESTING
 ON IMPACT SENSOR AND CLOCKSPRING. FOUND SHORT CIRCUIT
 IN WIRING, RIGHT FRONT IMPACT SENSOR ALSO FAILING, AND
 CLOCKSPRING FAILURE
 REPLACED RIGHT FRONT IMPACT SENSOR, RIGHT FRONT IMPACT
 SENSOR WIRING HARNESS, AND CLOCKSPRING. CLEARED FAULT
 CODES AND ROADTEST VEHICLE. OK

PARTS	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
JOB # 1	1	4896023-AA	SENSOR IM 8037155	24.25	24.25	24.25
JOB # 1	1	5175788-AB	WIRING 2 8015002	7.13	7.13	7.13
JOB # 1	1	5082050-AC	CLKSPRING 8015001	49.50	49.50	49.50
JOB # 1 TOTAL PARTS						80.88
JOB # 1 TOTAL LABOR & PARTS						394.38

MISC	CODE	DESCRIPTION	CONTROL NO.	
JOB # A	1	SHOP SUPPLIES		28.00
TOTAL - MISC				28.00

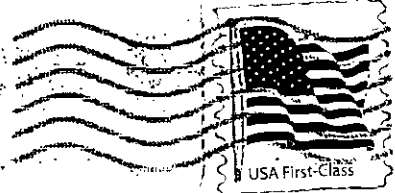
ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$95.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$427.88 (+TAX) ON 08/17/07 AT 10:06am
 BY CINDY LESTER COMMENTS OK'D REPAIRS
 COMMENTS
 8012// SHUTTLE



Gray, ME

SO. MAINE P&DC 040

28 SEP 2007 PM 4 L



RECEIVED
OCT 04 2007

Chrysler Customer Center
Attn: Customer Service
PO Box 21-8004
Auburn Hills, MI 48321

48321+8004



Sterling Heights, MI

Purchase Date: 02/28/2007
Survey Mail Date: 09/17/2007
VIN: 1D4GP45R27B

Survey Return Date: 10/18/2007

CSI SCORE: 38

OVERALL SATISFACTION

Based on your satisfaction with this vehicle, how would you rate your chances of buying or leasing another Chrysler, Dodge, or Jeep product?

Definitely Will	Probably Will	Do Not Know	Probably Will Not	Definitely Will Not
▼	▼	▼	▼	▼
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

During the past six months, have you returned to Sterling Heights Dodge Inc for any type of service work performed on your 2007 Dodge Caravan?

Yes No

If Yes, please indicate the types of service performed. (Check all that apply.)

Routine Maintenance
 Repair
 Accessory Installation
 Other (Please specify.)

Approximately how many miles are on your vehicle? 4800 Miles

If No, why have you not returned to Sterling Heights Dodge Inc for service work in the past six months? (Check all that apply.)

Dealership location
 Vehicle serviced by myself or friend/relative
 Price
 Inconvenient service department hours
 Bad past experience with dealer
 Need to schedule appointment (no express service)
 Other (Please specify.)



THANK YOU. Please stop and return in envelope.

1. How satisfied are you with your recent service experience at Sterling Heights Dodge Inc?

Very Satisfied				Very Dissatisfied
▼				▼
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

ABOUT THE SERVICE STAFF AT

Sterling Heights Dodge Inc

2. I was satisfied with the treatment I received from the service staff

Strongly Agree				Strongly Disagree
▼				▼
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. The service staff listened and understood my needs

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	-------------------------------------	--------------------------	--------------------------

4. How satisfied are you with the quality of the service work performed on your vehicle?

Very Satisfied				Very Dissatisfied
▼				▼
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

5. How satisfied are you with service staff's ability to have your vehicle ready when promised?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	-------------------------------------	--------------------------	--------------------------

THE DEALERSHIP'S FACILITY

6. a. Was the service write-up area neat and clean?

Doesn't Apply		Yes	No
▼		▼	▼
<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>

b. Was the waiting area/customer lounge neat and clean?

<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>
--------------------------	--	-------------------------------------	--------------------------

c. Were the restrooms neat and clean?

<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
-------------------------------------	--	--------------------------	--------------------------

THE SERVICE STAFF AT

SERVICE ADVISOR SCORE: NA

Sterling Heights Dodge Inc

7. Please rate your satisfaction with your Service Advisor on the following:

	Very Satisfied				Very Dissatisfied
	▼				▼
a. The promptness with which you were greeted	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Courtesy in dealing with you	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Overall dress and grooming	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Consideration of your time	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Ability to listen, understand, and answer your questions	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Advising you on your service needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Providing a clear explanation of the repairs and/or charges	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Fulfilled all commitments made to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

8. a. Was it easy to schedule your service visit? Doesn't Apply Yes No
- b. From the time you arrived at the dealership to pick up your 2007 Dodge Caravan, how long did it take to receive your vehicle? Less than 10 Minutes 10-20 Minutes More than 20 Minutes

ABOUT THE SERVICE WORK PERFORMED

9. Was your recent service need corrected/completed on the first visit? Yes (Go to Q.11.) No (Go to Q.10a.)
10. a. How many visits did it take to have your recent service need corrected/completed? 2 Visits 3 Visits 4 or More Visits
- b. Why wasn't your vehicle fixed on the first visit? (Check all that apply.)
- Parts were not in stock Work performed did not correct condition
- Service Department could not duplicate condition Other (Please specify) _____
- Service Department's schedule too full
11. Compared to other automotive service providers, please tell us how much you agree that this dealership's ...
- a. Overall service process is convenient. Strongly Agree Strongly Disagree
- b. Value of services performed is competitive.

COMMUNICATING WITH YOU

12. During the service process, did the dealer keep you informed of the progress of your service or repair? Doesn't Apply Yes No
13. a. Did you contact Sterling Heights Dodge Inc by phone to inquire about the progress of your service work? Doesn't Apply Yes No
- b. If you were put on hold, did you consider the length of time acceptable? Doesn't Apply Yes No
- c. Did you feel that the person handling your call was:
1. Professional and courteous?
2. Responsive?
3. Knowledgeable?
14. Have you been contacted by the dealership regarding your satisfaction with the service received? Yes No
15. a. Did you have any concerns regarding your service experience that you brought to the attention of the dealership? Yes No
- b. If YES, how satisfied are you with the dealership's resolution of your concerns? Very Satisfied Very Dissatisfied

FUTURE INTENTIONS

16. Considering your experience with this dealership, how likely will you be to return for required maintenance/repair work that you pay for? Definitely Will Probably Will Do Not Know Probably Will Not Definitely Will Not
17. I would buy a vehicle from this dealership in the future Strongly Agree Strongly Disagree
18. I would recommend Sterling Heights Dodge Inc to my family and friends

Comments about your service experience: See enclosed copy of letter.

October 12, 2007

Sterling Heights Dodge
Mr. Don Ross, Service Manager
40111 Van Dyke Avenue
Sterling Heights, MI 48313

Dear Mr. Ross,

I would like to express my disappointment with the level of service received at Sterling Heights Dodge on Thursday, October 11, 2007.

I arrived promptly at 9am for my scheduled appointment. Approximately, 1.5 hours later I was told that my vehicles servicing was complete. (Oil change and air bag light was on.) Arriving at my car, I noticed that the door was ajar, plastic was on the driver's seat, and protective paper was on the floor. Upon starting my car, the air bag light was still on. I proceeded to drive to Home Depot (16 mile and Van Dyke) thinking that maybe it will go off after I finish my errand and restart the car. It didn't. I went back to Sterling Heights Dodge. A new service order was written up. I was told that a technician would look at it after their break. Approximately one hour later, I was told that servicing was complete and the car would be out front. It wasn't. Approximately ten minutes later, I was told it was being washed. (Gee, it wasn't after the first visit.) Approximately five minutes later, I again left the dealership. The airbag light problem resolved. This time, I went to the U.S. Post Office on 16 mile and Van Dyke. When I came out, I noticed that my antenna topper was missing. (It was bought at Disney and is unique to this area...Jack Skellington from "A Nightmare Before Christmas".) So, again, I returned to Sterling Heights Dodge. Service personnel did look for it. In fact, one person said that "He saw it, picked it up, looked at it, and tossed it back on the ground." It could not be found. I would like Sterling Heights Dodge to replace it or compensate me for the loss of it and all of my time spent trying to have my car serviced there.

I must also add, that I have never experienced such a level of service at Elder Ford. You see, I also own a problem free Ford Escape. It also has the "Jack" antenna topper. They also wash the car after service. It has never been lost or destroyed.

The courtesy of a reply is requested. Thank you.

[REDACTED]
Sterling Heights, MI [REDACTED]

Southfield, MI

Reference #16858395

October 23, 2007

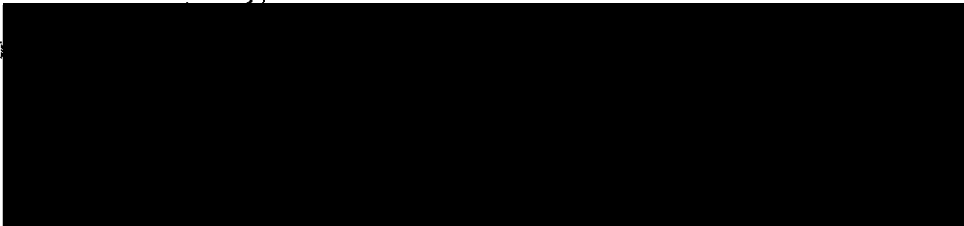
Chrysler
P.O. Box 218004
Auburn Hill, MI 48321

Dear Sir or Madam:

The purpose of this letter is to seek reimbursement for repairs made by Tamaroff Dodge to my 2005 Grand Caravan. On October 10, 2007, two indicator lights appeared on my dashboard. One referred to the airbags and the other to the antilock braking system. Three sensors were found to be "shorted out" and were replaced – two for the airbags and one for the ABS. These sensors don't seem to me to be items which should wear out under normal circumstances in a vehicle less than three years old.

Enclosed please find the work orders and receipt for \$408.98.

Sincerely,



163291

TAMAROFF DODGE
24625 W 12 MILE RD.
SOUTHFIELD, MI 48034
(248) 354-6600

TERM ID: 8761001059295152129
STATION #

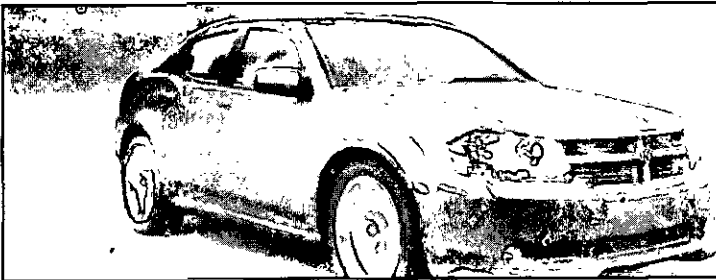
WED, OCT 10, 2007 85-50P

*** CREDIT CARD ***

CARD NO: [REDACTED]
CARD TYPE: VI - CREDIT
TR TYPE: SALE
REFR CODE: 831668
RECORD NO: 891
TRANSACTION ID: 157283782782380
VALIDATION: LFEL
TOTAL: \$408.98

SIG: [REDACTED]

THANK YOU!
PLEASE COME AGAIN!



24625 W. Twelve Mile Road • Southfield, Michigan 48034
 Phone (248) 354-6600 • Fax (248) 354-5923
 www.tamaroffdodge.com



Warranty on parts and labor will be in accordance with parts manufacturer's stated warranty.

STATE REG. F-133606

DEALER CODE 42-43581

CUSTOMER NO. 47988	ADVISOR CHRISTOPHER P WOOD	TAG NO. 704 469	INVOICE DATE 10/10/07	INVOICE NO. DOCS163291
	LICENSE NO.	MI LEAGE 43,500	COLOR MAGNESIUM P	STOCK NO.
SOUTHFIELD, MI	YEAR / MAKE / MODEL 05/DODGE/GR CARAVAN/WAGON		DELIVERY DATE 03/28/05	DELIVERY MILES 23
	VEHICLE I.D. NO. Z D 4 G P 4 4 L 1 5 R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/10/07	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
RE		COMMENTS		
		REPAIRS PROPERLY COMPLETED & CHECKED BY X		

JOB# 1 CHARGES
 LABOR # 1 11DOZ ELECTRICAL HOURS: 1.50 TECH(S): 690 147.00
 CUSTOMER STATES THE ABS LIGHT IS ON,
 OPEN
 TEST AND REPLACED THE RT RR SPEED SENSOR

JOB# 1 TOTALS LABOR 147.00
 JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 147.00

JOB# 2 CHARGES
 LABOR # 2 11DOZA ELECTRICAL HOURS: 1.50 TECH(S): 690 147.00
 AIR BAG LIGHT IS ON
 CORRISION
 TEST AND REPLACED THE FRONT IMPACT SENSOR AND BOTH WITRING
 CONNECTORS

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	5136038-AB	SENSOR-AN 5005005	31.50	31.50
	2	5175788-AB	WIRING-2-8015002	5.70	11.40
	2	5175978-AB	SENSOR IM 8037155	23.35	46.70
TOTAL - PARTS					89.60

JOB# 2 TOTALS LABOR 147.00
 PARTS 89.60
 JOB# -2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 236.60

MISC JOB # A CODE 10 DESCRIPTION HAZARDOUS WASTE REMOVAL/SUPPLIES CONTROL NO. 20.00
 TOTAL - MISC 20.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$98.00 (+TAX)
 APPROVED REVISED ESTIMATE (# 1) OF \$408.00 (+TAX) ON 10/10/07 AT 05:41pm
 BY SUSIE ANN COLE COMMENTS
 TECHNICIAN CERTIFICATION
 690 LEO H CAZA M161772

INSURANCE CO.

APPROVED BY

CLAIM NO.

ATTENTION CASHIER

DEDUCTIBLE	BETTERMENT
\$	\$
OTHER	AMOUNT
\$	\$
SIGNATURES	

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint TAMAROFF DODGE, INC. my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____

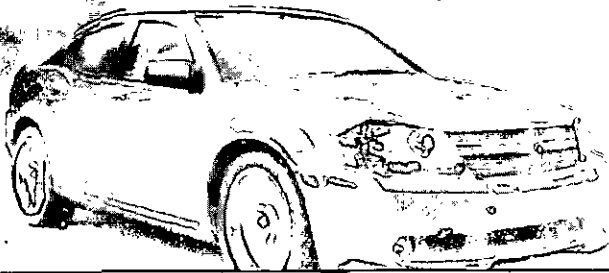
All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. (P.A. 300)

X

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

ORIGINAL

The Reynolds and Reynolds Company, ERMANTHIVE CC231042 Q (04/07)



TAMAROFF Dodge, Inc



24625 W. Twelve Mile Road • Southfield, Michigan 48034
 Phone (248) 354-6600 • Fax (248) 354-5928
 www.tamaroffdodge.com



Warranty on parts and labor will be in accordance with parts manufacturer's stated warranty.

STATE REG. F-133606

DEALER CODE 42-43581

CUSTOMER NO. 47988	ADVISOR CHRISTOPHER P WOOD	704 TAG NO. 469	INVOICE DATE 10/10/07	INVOICE NO. DOCS163291
[REDACTED]	LICENSE NO.	MILEAGE 43,500	COLOR MAGNESIUM P	STOCK NO.
SOUTHFIELD, MI	YEAR/MAKE/MODEL 05/DODGE/GR CARAVAN/WAGON	DELIVERY DATE 03/28/05	DELIVERY MILES 23	
	VEHICLE I.D. NO. Z D 4 G P 4 4 L 1 5 R	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 10/10/07	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
RE [REDACTED]	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY X		

TOTALS		INSURANCE CO.	
TOTAL LABOR....	294.00		
TOTAL PARTS....	89.60		
TOTAL SUBLET....	0.00		
TOTAL G.O.G....	0.00		
TOTAL MISC CHG.	20.00		
TOTAL MISC DISC	0.00		
TOTAL TAX.....	5.38		
TOTAL INVOICE \$ 408.98		APPROVED BY	
		CLAIM NO.	

THANK YOU FOR CHOOSING TAMAROFF DODGE AS YOUR SERVICING DEALER. WE ARE COMMITTED TO 100% CUSTOMER SATISFACTION. IF FOR ANY REASON YOU ARE NOT SATISFIED OR HAVE ANY CONCERNS CALL ERIC HAMILTON, SERVICE MANAGER @248-223-8585 OR DOUG JESPERSON, BODY SHOP MANAGER @248-223-8575

YOUR TOTAL SATISFACTION IS OUR GOAL!!!!
 ** THANK YOU--COME AGAIN **
 WE APPRECIATE YOUR LOYAL PATRONAGE
 YOU ARE A VALUED CUSTOMER

DEDUCTIBLE		BETTERMENT
\$.	
OTHER	AMOUNT	RELEASES
\$.	
SIGNATURES		

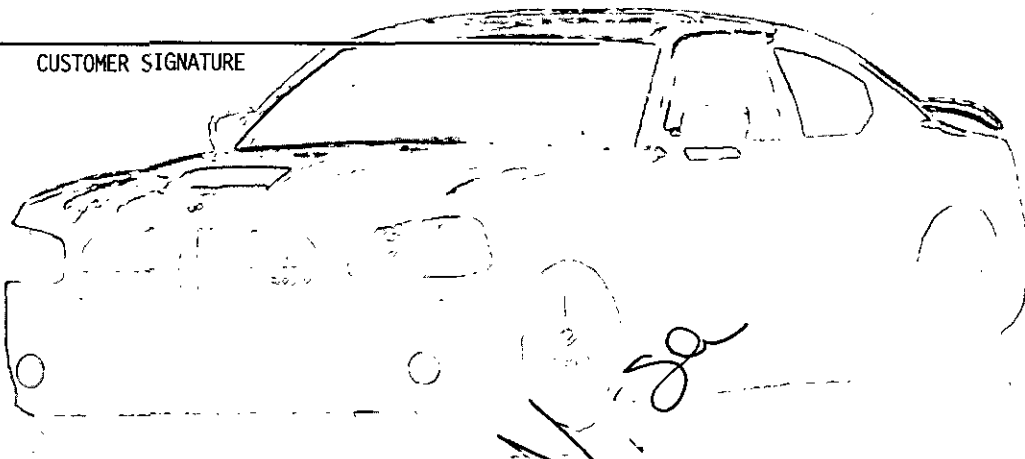
TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express garagekeeper's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto.

POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. That the undersigned does hereby constitute and appoint TAMAROFF DODGE, INC. my (our) true and lawful attorney to sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) automobile authorized by myself (ourselves) in whatever manner is necessary to place check or draft in a cashable position.

I (we) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises.
 THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed _____
 All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act. (P.A. 300)
X

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.



CUSTOMER SIGNATURE

PAID OCT 10 2007

ORIGINAL

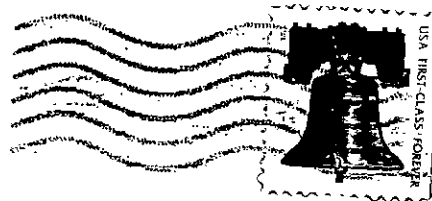
The Reynolds and Reynolds Company ERM11NVE C0231042 Q (04/07)

Southfield, MI



ROYAL OAK MI 480

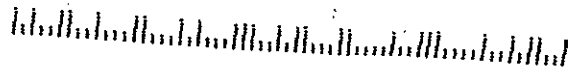
26 OCT 2007 PM 2 T



Chrysler
P.O. Box 218004
Auburn Hills, MI
48321

RECEIVED
NOV 02 2007

483218004 8198



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Tue Nov 13 21:48:28 EST 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

To ask about reimbursement for a repair that has become a recall issue.

Comments:

I recently became aware of a recall by Dodge (G09-Supplemental Front Airbag Sensors). In March of this year, I had to have both front impact sensors replace on my Grand Caravan. Since this sounds like the same problem for which a recall was issued, can I be reimbursed by Dodge for the cost of this repair?

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Nov 15 12:01:01 EST 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED],

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

A review of our records indicates that your vehicle was not involved in recall campaign G09 - Supplemental Front Airbag Sensors. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to our brand site www.Dodge.com, click on "For Owners" and then insert the last eight digits of your Vehicle Identification Number (VIN).

Thanks again for your email.

Sincerely,

Nick Tyler

Senior Staff Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 16937860

EMAIL CASE NUMBER: 1872619

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5280450I25261L0K
M&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

To ask about reimbursement for a repair that has become a recall issue.

Comments:

I recently became aware of a recall by Dodge (G09-Supplemental Front Airbag Sensors). In March of this year, I had to have both front impact sensors replace on my Grand Caravan. Since this sounds like the same problem for which a recall was issued, can I be reimbursed by Dodge for the cost of this repair?

VIN:

5R [REDACTED]

Mileage:

58000

Servicing Dealer:

Central Motors (North Branch, MN)

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

A

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Faribault

State:

MN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

Chrysler LLC
P.O. Box 4639
Oak Ridge, TN 37831

[REDACTED]
Fayetteville, NY [REDACTED]
November 5, 2007

Dear Sir or Madam:

I am writing today in reference to the airbag sensor on my 2005 Dodge Grand Caravan VIN #1D4GP24R35B [REDACTED]. I had to have the sensor replaced at a cost of \$180.62. I know that many 2005 Caravans were recalled for this exact problem, but mine for some reason was not. I know of a friend whose airbag light did come on and he received a new sensor for free under the recall and my mother whose airbag light didn't come on yet she still received a free sensor under her recall.

My airbag sensor light was on at the time that I had it repaired (I was told it wouldn't pass inspection with the light on). I've enclosed the repair receipt, and articles from the internet pertaining to the recall. The articles state that the recall affected vehicles sold/used in states where road salt is used including Connecticut and New York. I purchased the car used, but its first owner was in Connecticut and I purchased it and drive it in NY.

I am asking to be reimbursed the \$180.62 that it cost to have this repaired. This is my third Grand Caravan and hope to continue to buy these in the future. I am waiting for your response before I proceed to contact the Attorney General's Office and the Better Business Bureau. I can be reached at the above address or at [REDACTED]

Sincerely,

[REDACTED]



5427 North Burdick Street
Fayetteville, New York 13066
Telephone: (315) 637-5001

SERVICE DEPARTMENT HOURS
8:00 a.m. to 9:00 p.m.
Monday - Thursday
8:00 a.m. to 5:00 p.m.
Friday & Saturday

NEW YORK STATE REPAIR SHOP
REGISTRATION NO.
434-0932

R/O Open Date	R/O Number
9/13/07	225149/1
R/O Close Date	Status
9/13/07	Pre-Invoice
Mileage In	Mileage Out
39857	39858
Service Advisor / Tag #	
Ed/2118	
Work Phone	
Vehicle Identification Number	
1D4GP24R35B	
Delivery Date	In-Service Date
	5/02/05
Year	Make
2005	DODGE
Model	Body
GR CARAVAN	SUBN
Color	License Number
GR	CFV3821

TOBY		Home Phone	
FAYETTEVILLE, NY			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#1 - Customer Reports: AIRBAG WARNING LIGHT IS ON Caused by PERFORM SCAN TEST HAD FOR L/F AIR BAG IMPACT SENSOR FAILURE Work performed by Brian T. (86) Sub Total: Labor: 69.95 Parts:.00 Total: 69.95	69.95
#2 - 9023: 23 POINT INSPECTION PER VEHICLE INSPECTION SHEET Work performed by Brian T. (86) Sub Total: Labor: .00 Parts:.00 Total: .00	
#3 - Customer Reports: REPLACE LEFT FRONT IMPACT SENSOR Work performed by Brian T. (86) Installed 5175978AB :SENSOR: IMPACT 1@28.25 Installed 5175788AB :WIRING: 2 WAY 1@5.04 Sub Total: Labor: 64.00 Parts:33.29 Total: 97.29	64.00 28.25 5.04
#4 - RM: REQUIRED/RECOMMENDED MAINTENANCE Caused by R/F OUTER TIE ROD END LOOSE \$150.95 AIR FILTER & PCV VALVE \$60.00 THROTTLE BODY CLEANED \$79.95 FUEL INJECTOR CLEANING \$124.95 Work performed by Brian T. (86) Sub Total: Labor: .00 Parts:.00 Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LIMITED EXPRESS WARRANTY. Labor and parts are warranty for 90 days of 4,000 miles, whichever occurs first. The dealer hereby limits any implied warranties of merchantability and fitness to the same period.

LABOR	133.95
PARTS	33.29
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	13.38
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	180.62

pd dis cover
9/13/07

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Chrysler to recall minivans to fix air bags

400,000 vehicles affected by problem with air bag sensors

The Associated Press

Updated: 2:53 p.m. ET May 11, 2007

WASHINGTON - DaimlerChrysler is recalling its 2005 Dodge Caravan and Chrysler Town & Country minivans to fix faulty air bags that may not deploy because of corrosion on the sensors.

The recall involves more than 400,000 vehicles sold or registered in states that use large amounts of road salt, the company said Friday. About 270,000 of the vehicles are covered by the recall campaign and another 133,000 with extended warranties are included, DaimlerChrysler spokesman Max Gates said.

DaimlerChrysler AG's Chrysler Group said in a letter to the National Highway Traffic Safety Administration that brass brushings on the sensors could corrode and crack on the front air bags, allowing water to enter the sensor.

States covered by the recall include Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, West Virginia, Ohio, Indiana, Michigan, Illinois, Wisconsin, Minnesota, Iowa, Missouri, Kentucky, North Dakota, South Dakota, Utah, Nebraska, Kansas and Alaska.

Owners can contact DaimlerChrysler at (800) 853-1403.

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AUTO LEMON LAW ATTORNEYS

Choose State

November 5, 2007

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Caravan Recall Information

Last Updated November 05, 2007

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1.888.453.6667**

**Free
Case
Review**

FREE Case Evaluation! Toll Free: 1.888.453.6667

NEWS: Chrysler Group to Recall Minivans to Fix Air Bags

WASHINGTON (AP) (Yahoo News) - May 11, 2007 – DaimlerChrysler is recalling its 2005 Dodge Caravan and Chrysler Town & Country minivans to fix faulty air bags that may not deploy because of corrosion on the sensors.

The recall involves more than 400,000 vehicles sold or registered in states that use large amounts of road salt, the company said Friday. About 270,000 of the vehicles are covered by the recall campaign and another 133,000 with extended warranties are included.....

DaimlerChrysler AG's Chrysler Group said in a letter to the National Highway Traffic Safety Administration that brass brushings on the sensors could corrode and crack on the front air bags, allowing water to enter the sensor.

States covered by the recall include: Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, West Virginia, **Ohio, Indiana, Michigan, Illinois, Wisconsin,** Minnesota, Iowa, Missouri, Kentucky, North Dakota, South Dakota, Utah, Nebraska, Kansas and Alaska.

NEWS: Chrysler Recalls 268,800 Vehicles

AUBURN HILLS, Mich (Yahoo News). - DaimlerChrysler AG's Chrysler Group is recalling 268,800 vehicles from the 2005-2006 model years to replace a faulty front windshield wiper motor, the company said Monday.

The wiper motor armature shaft on the vehicles, which include the Dodge Durango, Dodge Caravan and Grand Caravan, and Chrysler Town & Country, can break and disable the wipers, Chrysler said.

RECALL: 2005 Dodge Caravan	
NHTSA Campaign Number:	07V192000 www.nhtsa.dot.gov
Manufacturer	DAIMLERCHRYSLER CORPORATION
Recall Date:	MAY 01, 2007
Potential Number Of Units Affected:	270958
Description	AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
Summary	CERTAIN MINIVANS ARE BEING RECALLED THAT WERE ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE 27 STATES PLUS THE DISTRICT OF COLUMBIA THAT USE GREATER AMOUNTS OF SALT FOR WINTER ROAD DEICING. THE UP-FRONT (UF) AIR BAG SENSORS THAT CONTAIN BRASS BUSHINGS INSTALLED IN THESE VEHICLES MAY CORRODE AND CRACK ALLOWING WATER TO ENTER THE SENSOR. THESE SENSORS PROVIDE ENHANCED AIR BAG PERFORMANCE IN CERTAIN TYPES OF FRONTAL CRASHES.
Consequence	IN ONE OF THESE CRASHES, WITH ONE OR BOTH OF THE VEHICLE'S UF SENSORS INOPERATIVE, THE OCCUPANTS WILL NOT BENEFIT FROM THE ENHANCED AIR BAG PROTECTION THAT THESE SENSORS WOULD PROVIDE.

Remedy

FOR VEHICLES REGISTERED IN THE RECALL STATES, DEALERS WILL REPLACE THE ORIGINAL UF AIR BAG SENSORS WITH ONES WITH GREATER CORROSION RESISTANCE. VEHICLES REGISTERED IN OTHER STATES WILL OBTAIN A LIFETIME FREE REPLACEMENT OF ANY UF SENSOR THAT FAILS. THE CAMPAIGN IS EXPECTED TO BEGIN DURING JULY 2007. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

RECALL: 2005 - 2006 Dodge Caravan & Grand Caravan

NHTSA Campaign Number: 06V067000 www.nhtsa.dot.gov

Manufacturer DAIMLERCHRYSLER CORPORATION

Recall Date: MAR 07, 2006

Potential Number Of Units Affected: 268800

Description VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Summary ON CERTAIN VANS AND SPORT UTILITY VEHICLES, THE FRONT WINDSHIELD WIPER MOTOR ARMATURE SHAFT MAY BREAK.

Consequence DURING CERTAIN OPERATING CONDITIONS, LOSS OF FRONT WINDSHIELD WIPING CAPABILITY COULD OCCUR, AND THE DRIVER'S VISION COULD BE OBSCURED WHICH COULD RESULT IN A CRASH.

Remedy DEALERS WILL INSPECT AND REPLACE THE WINDSHIELD WIPER MOTOR FREE OF CHARGE. THE MANUFACTURER HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

RECALL: 2005 Dodge Caravan

NHTSA Campaign Number: 04V047000 www.nhtsa.dot.gov

Manufacturer DAIMLER-CHRYSLER CORPORATION

Recall Date: FEB 03, 2004

Potential Number Of Units Affected: 3200

Description SEAT BELTS:FRONT:RETRACTOR

Summary AFTER PERFORMING THE NCAP TEST, IT WAS DISCOVERED THAT ON CERTAIN MINIVANS EQUIPPED WITHOUT THE AVAILABLE □STOW □N-GO□ SEATING OPTION, THE RIGHT FRONT SEAT BELT RETRACTOR ASSEMBLY MAY HAVE BEEN IMPROPERLY ASSEMBLED.

Consequence AS A RESULT, THE SEAT BELT MAY NOT PROPERLY RESTRAIN THE OCCUPANT DURING CERTAIN CRASH CONDITIONS, WHICH CAN INCREASE THE RISK OF INJURY.

Remedy DEALERS WILL INSPECT THE RETRACTOR ASSEMBLIES AND ANY SEAT BELT ASSEMBLY THAT DOES NOT HAVE THE STAKE WILL BE REPLACED. OWNER NOTIFICATION BEGAN ON FEBRUARY 23, 2004. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

RECALL: 2002 - 2004 Dodge Caravan

NHTSA Campaign Number: 04V386000 www.nhtsa.dot.gov

Manufacturer DAIMLER-CHRYSLER CORPORATION

Recall Date: AUG 03, 2004

Potential Number Of Units Affected: 681000

Description STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND CONNECTIONS

Summary ON CERTAIN MINIVANS EQUIPPED WITH 3.3 OR 3.8L V-6 ENGINE, THE UPPER POWER STEERING COOLER HOSE MAY SPLIT AND CAUSE A FLUID LEAK.

Consequence	POWER STEERING FLUID LEAKAGE IN THE PRESENCE OF AN IGNITION SOURCE CAN RESULT IN AN UNDER HOOD FIRE.
Remedy	DEALERS WILL REPLACE THE UPPER POWER STEERING COOLER HOSE. THIS RECALL BEGAN ON SEPTEMBER 27, 2004. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

RECALL: 2003 Dodge Caravan	
NHTSA Campaign Number:	05V134000 www.nhtsa.dot.gov
Manufacturer	DAIMLER-CHRYSLER CORPORATION
Recall Date:	APR 05, 2005
Potential Number Of Units Affected:	70235
Description	LATCHES/LOCKS/LINKAGES:HATCHBACK/LIFTGATE:LOCK
Summary	ON CERTAIN MINIVANS, THE POWER LIFTGATE (PLG) LATCH MAY NOT ENGAGE THE STRIKER ALLOWING THE LIFTGATE TO OPEN WHILE DRIVING.
Consequence	IN THE EVENT OF A CRASH, AN UNBELTED PASSENGER COULD BE EJECTED FROM THE VEHICLE.
Remedy	DEALERS WILL REPLACE THE POWER LIFTGATE CONTROL MODULE. THE RECALL BEGAN APRIL 26, 2005. OWNERS SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

CASE REVIEW FORM -- BACK TO TOP

- STEP 1: Fill out the form below
- STEP 2: Your vehicle evaluation form will be reviewed by our staff
- STEP 3: You will be contacted using the information provided to us on the form

CONTACT INFORMATION

****required field**

Name **

State **

Zip **

Phone Number ** Include area code.

Email Address ** Enter carefully!

VEHICLE INFORMATION

Manufacturer **

Model **

Dealership State **

Year **

Current mileage **



Posted on Sat, Oct. 20, 2007

As airbag recall process drags on, crash kills another driver

By RICK MONTGOMERY and MIKE CASEY
The Kansas City Star

A bureaucratic back-and-forth dragged on for months after the March 2005 death of Brooke Katz, pulled from the wreckage of a new Dodge Caravan.

Were the airbags defective? Was a safety recall in order?

In the time it took federal safety regulators and DaimlerChrysler to explore those questions, another woman would die.

In a DaimlerChrysler minivan much like Katz's, an equally destructive collision produced the same result — the airbags didn't deploy.

Public records detail the pace of the inquiry:

•**Nov. 17, 2005:** About eight months after Katz died in a front-end collision in Atlanta, the National Highway Traffic Safety Administration's Office of Defects Investigation tells the automaker that it had opened a "Preliminary Evaluation ... to investigate allegations of front air bag crash sensor failures on model year 2005 DaimlerChrysler Minivans."

•**Jan. 27, 2006:** Responding to regulators, Stephan J. Speth, the company's director of vehicle compliance and safety affairs, writes: "The alleged defect under investigation is corrosion of the front crash sensor, resulting in loss of communication with the remainder of the airbag system. As to the causal or contributory factors of the corrosion itself, DCC (DaimlerChrysler Corp.) is still working on the analysis of this question."

The company reported 221 consumer complaints, six lawsuits and "an additional non-deployment 'claim' involving a fatality" related to airbags in the 2005 Dodge Caravan and Grand Caravan, and the Chrysler Town & Country.

The incidents ranged from airbag warning lights illuminating on dashboards to 29 reported crashes, including five alleging injury.

Chrysler concluded, "The alleged defect does not present an unreasonable risk to motor vehicle safety. ... Despite a subject vehicle population of over 622,000 vehicles, not a single complaint of airbag non-deployment, injury or fatality can reliably be attributed" to sensor problems.

•**April 19, 2006:** The Office of Defects Investigation expands the investigation to include 2006-model minivans.

•**May 13, 2006:** On a highway south of Houston, a drunken driver collides head-on with a 2006 Chrysler Town & Country driven by Jessica Engelbrecht, 32, who is wearing her seat belt.

But her airbags don't fire. Luck instead is with the drunken driver, who was on probation for a DWI conviction. His bags do deploy, and he lives.

Engelbrecht died from her injuries the next day.

•**May 17, 2006:** Federal regulators write to Robert Bosch Corp., which supplied the sensors on the DaimlerChrysler minivans:

"At this time, it is our assessment that the front crash sensor failures can potentially result in either no deployment or delayed deployment," particularly when the fronts of vehicles were struck at an angle. "This office has received 26 reports of alleged front air crash sensor failures or frontal airbag non-deployment ... since we last wrote to DaimlerChrysler."

Yet another year would pass before the carmaker issued notices to replace its minivans' airbag sensors — and even then the company scaled back the number of vehicles affected. Only the 2005-model Caravan and Town & Country in 27 cold-weather states, including Kansas and Missouri, needed to be brought in for repair.

The culprit: brass sensor components that could crack and leak.

As early as mid-2004, records show, the carmaker had seen a high rate of warranty replacements of the sensors. So it switched in January 2005 to steel components "to minimize the possibility of failures due to corrosion" in upcoming 2005 and 2006 models.

The risk appeared highest in states where lots of salt is applied on icy roads, DaimlerChrysler said.

As for its minivans elsewhere that were equipped with the same brass parts, DaimlerChrysler pledged to NHTSA that it "will offer a lifetime free replacement of any (airbag sensor) that fails."

The government's investigation was thus resolved.

DaimlerChrysler insists that nobody was endangered because of redundancies built into the airbag design.

"Even if one sensor goes down, a backup sensor takes over," said Chrysler spokesman Michael Palese. He also noted that the company's action to replace the sensors did not constitute a safety recall.

"NHTSA never raised this to the level of a safety recall ... because it didn't consider (the problem) a risk to public safety," he said.

As for the Katz and Engelbrecht tragedies, both of which are in litigation, Palese said he thought the airbags worked as designed.

Diagnostic tests haven't been run to know for sure, but Palese speculated that the angles and severity of impact may have been such that the airbag systems sensed deployment would do more harm than good.

"The last thing you want is for airbags to deploy late in an accident sequence ... and cause greater injury," Palese said.

Then again, the "unfortunate reality is that you can't design perfect safety," Palese said. "It's just too dangerous out there."

Atlanta prosecutors unloaded on Allen D. Norwood for the crimes he committed at the wheel of the Chevrolet Caprice that plowed into the Katz minivan.

They charged him with 13 counts, from hit and run to driving without a license, to vehicular homicide and even killing Katz's unborn baby. Norwood, 25, was sentenced to 15 years in prison.

In the cruelest of ironies — even though the impact was to the side of his vehicle — his front airbags deployed.

Norwood's car was 11 years old.

The Caravan in which Katz and her fetus died had been on the road only three months.

News

Feds Probe Airbag Problems in Chrysler Minivans

By Joe Benton
 ConsumerAffairs.Com

Advertisement

March 13, 2006

The National Highway Traffic Safety Administration (NHTSA) is investigating allegations that front air bag sensors may fail because of corrosion in several DaimlerChrysler minivans, causing the air bags to improperly inflate during a crash or not to deploy at all.

The investigation involves about 805,000 2005 and 2006 DaimlerChrysler Dodge Caravan, Grand Caravan and Chrysler Town and Country minivans.

NHTSA reports it has stepped up a preliminary evaluation of the problem to the status of an "engineering analysis," a move that often precedes a safety recall.

The preliminary evaluation determined that the front air bag sensors might corrode as a result of water seeping in to the sensor assembly.

The Caravan and Grand Caravan minivans have an "advanced frontal air bag system," according to NHTSA with "two front crash sensors mounted on the frame rails behind the front bumper and a main crash sensor inside the air



Feds Require Side Curtain Airbags by 2013

• New Study: Side and Roof Airbags Save Lives

• Study: Aggressive Driving Negates Benefits of Safety Devices

• Feds Probe Airbag Problems in Chrysler Minivans

• Statistics Show Airbags Getting Safer

• NHTSA Grants Airbag Exemption to SUV

• Honda Puts Airbag on Motorcycle

• Front Airbags Risky for Teens

• Airbag Fraud Endangers Motorists

• Airbag Switch-Off Results Mixed

• Side Airbags Saving Lives, Study Finds

• Special Report: Certified Dangerous: Airbags in Used Cars

bag control module mounted in the passenger compartment."

DaimlerChrysler reported to NHTSA that the sensors are designed to "optimize detection of frontal offset and angular crashes" and the air bag system offers different levels of inflation based on the input from the various sensors.

"The corroded sensor can set off a fault code, illuminate the air bag warning light and disable the air bag," according to NHTSA.

"The failure of one or both front crash sensors can potentially result in no deployment or late deployment of the front air bags. The failure can cause the non-deployment of the driver's side air bag which produces higher inflation levels," according to the NHTSA Web site.

The NHTSA report states that "it should be noted that occupants of vehicles involved in a crash may not be aware of late or improperly reduced level of air bag inflation" because of the nature of the system in the vehicles.

The agency is also investigating 358,455 Dodge Durango SUVs from 2004 to 2006 model years and 2005-2006 Dodge Dakota pickup trucks after receiving complaints about loose steering wheel and shaft coupling bolts.

Report Your Experience

If you've had a bad experience with a consumer product or service, we'd like to hear about it. All complaints are reviewed by class action attorneys and are considered for publication on our site. Knowledge is power! Help spread the word. [File your consumer report now.](#)

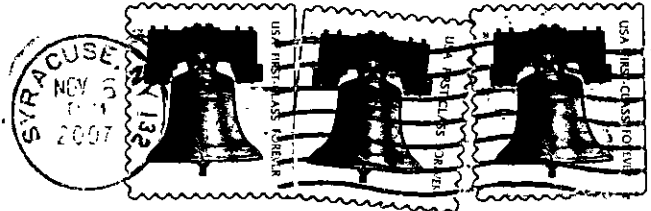
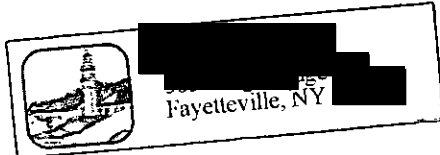
[Back to the top](#) |

Find this article at:

http://www.consumeraffairs.com/news04/2006/03/nhtsa_chrysler_airbags.html

Check the box to include the list of links referenced in the article.

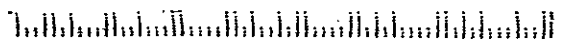
ConsumerAffairs, Inc.



Chrysler LLC
P.O. Box 4639
Oak Ridge TN
37831

RECEIVED NOV 14 2007

3783164639



Invoice #: 317668

Tag #: T047

Customer #: 562857

Service Advisor: 157 GARY HODGES



2929 Burlingame, S.W. P.O. Box 909
Grand Rapids, Michigan 49509-0909
Phone (616) 249-2199
classicchevygr.com

GRANDVILLE, MI

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

EMAIL: 18apr07

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	DODGE CARAVAN	1D4GP25R65B [REDACTED]		75951	75951			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
18APR07		30MAR2007	16:00 27APR07		90.00	CHK	27APR07	16:27 25APR07	17:06 27APR07

OPTIONS: STK:16360 DLR:44214 ENG:3.3 Liter OHV Gas SMPI:TRN:AUTO

We Now Sell Tires

Competitive pricing
90 days same as cash

Goodyear, Michelin,
General, BF Goodrich,
Uniroyal, Bridgestone,
Firestone, Continental...

A REAR BRAKES SQUEAK WHEN BACKING UP, FRONT BRAKES SQUEAK INTERMITTENT

CAUSE: BRAKE SQUEAKS F AND R
24FB PADS FRONT BRAKES - REPAIR

235 KING, MATT LIC#: M247313

IPU hrs.

LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE A: \$ 0.00 (N/C)

75951 BRAKE SQUEAKS F AND R FRONT: INEXPENSIVE AFTERMARKET PADS
WITHOUT ABUTMENT CLIPS CAUSING SQUEAKING WHEN STOPPING. COATED WITH
ANTI-SQUEAK COMPOUND AND REINSTALLED. ON ROAD TEST SOUND WAS GREATLY
REDUCED REAR: SHOES GLAZED. SANDED OFF SURFACE GLAZE AND READJUSTED
REAR BRAKES. NOISE IS GONE AT THIS TIME.

B AIR BAG LIGHT STAYS ON ALL THE TIME - SUBLET TO DODGE DLR (CALL ROB GRABILL 616-559-6268

C8824 SENSOR, SIDE IMPACT (SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEM) - LEFT

REPLACE

999 HOUSE TECH LIC#: [Signature]

IPU hrs.

C8823 SENSOR, SIDE IMPACT (SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEM) RIGHT

REPLACE

999 HOUSE TECH LIC#:

IPU hrs.

SUBL HIGHLAND/PO#388307/INV#244029 PO#

LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 TOTAL LINE B: \$ 0.00 (N/C)

75951 SUBLET TO HIGHLAND/PO#388307/INV#244029/DIAG AIR BAG LIGHT &
REPLACE IMPACT SENSORS



HOME OF
FREE TIRES FOR LIFE!

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us COMPLETELY SATISFIED, please contact our

Service Manager, immediately. Thank You!
Classic Chevrolet
(616) 249-2199

Thank You!

DESCRIPTION	LABOR AMOUNT	TOTALS
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS ADJUSTMENTS	
SALES TAX		
PLEASE PAY THIS AMOUNT		

SERVICE DEPT. HOURS
 MON. & WED. 7:00 - 8:00
 TUES., THURS., & FRIDAY 7:00 - 6:00
 SATURDAY 7:00 - 1:00

DISCLAIMER OF WARRANTIES
 The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

-Certification-
 All repairs and parts listed were furnished in compliance with Michigan auto repair act. (P.A. 300)

X [Signature] Initials
 I understand that Classic Chevrolet is required by their company
 CUSTOMER SIGNATURE

SAFEGUARD ACT: [REDACTED] required by the Gramm-Leach-Bliley Act and

Customer Copy

THANK YOU!

Invoice #: 317668

Tag #: T047

Customer #: 562857

Service Advisor: 157 GARY HODGES



2929 Burlingame, S.W. P.O. Box 909
Grand Rapids, Michigan 49509-0909
Phone (616) 249-2199
classicchevygr.com

GRANDVILLE, MI

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

EMAIL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
WHITE	05	DODGE CARAVAN	1D4GP25R65B [REDACTED]		75951	75951			
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE	R.O OPENED	READY
18APR07		30MAR2007	16:00 27APR07		90.00	CHK	27APR07	16:27 25APR07	17:06 27APR07

OPTIONS: STK:16360 DLR:44214 ENG:3.3 Liter OHV Gas SMPI:TRN:AUTO

We Now Sell Tires

Competitive pricing
90 days same as cash

Goodyear, Michelin,
General, BF Goodrich,
Uniroyal, Bridgestone,
Firestone, Continental...

C RENTAL VEHICLE - CLASSIC
Z7902 2 DAY RENTAL

999 HOUSE TECH LIC#: [REDACTED]
IPS

LABOR:	0.00	PARTS:	0.00	OTHER:	0.00	TOTAL LINE C:	\$ 0.00
--------	------	--------	------	--------	------	---------------	---------

75951 CLASSIC CHEVROLET RENTAL/CHEVY
TRAILBLAZER/1GNDT13S572242400/04-25-07 @ 4:45PM

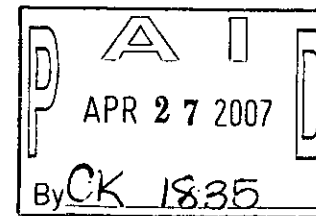
CUSTOMER PAY DEDUCTIBLE FOR LINE B

50.00

Mr. Goodwrench



GENERAL MOTORS CORPORATION



HOME OF
FREE TIRES FOR LIFE!

IMPORTANT

You may receive a customer satisfaction survey from the manufacturer in the next few weeks. If for any reason you cannot grade us COMPLETELY SATISFIED, please contact our Service Manager, immediately.

Thank You!
Classic Chevrolet
(616) 249-2199

Thank You!

SERVICE DEPT. HOURS

MON. & WED.7:00 - 8:00
TUES., THURS., & FRIDAY.....7:00 - 6:00
SATURDAY.....7:00 - 1:00

DISCLAIMER OF WARRANTIES

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, or income, or any other incidental damages.

-Certification-

All repairs and parts listed were furnished in compliance with Michigan auto repair act. (P.A. 300)

X _____ Initials

SAFEGUARD ACT:

I understand that Classic Chevrolet, Inc. complies with all customer safeguard laws and regulations as required by the Gramm-Leach-Bliley Act and as required by their company policy.

CUSTOMER SIGNATURE X

DESCRIPTION	LABOR AMOUNT	0.00
	PARTS AMOUNT	0.00
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	50.00
	TOTAL CHARGES	50.00
	LESS ADJUSTMENTS	0.00
SALES TAX	0.00	
PLEASE PAY THIS AMOUNT	50.00	

Customer Copy

THANK YOU!

[Redacted]

TOLEDO OH 436

13 NOV 2007 PM 1 L



RECEIVED
NOV 16 2007

Daimler Chrysler
P.O. Box 4639
OAK Ridge, TN 37831
Attention - Reimbursement

37831+4639



NOTIFICATION TO BUSINESS CENTER

Customer Name

Address

(Street)

(City)

(State)

(ZIP)

Daytime Telephone

VIN Number

Date of Purchase

Mileage

Servicing Dealer

Number of days vehicle has been Out-of-Service

Number of repair attempts to repair same condition

Description of Concern:

RECEIVED

NOV 21 2007

OWNER RELATIONS

[Redacted]

|||||

[Redacted]

Blythe wood

S.C.

[Redacted]

[Redacted]

[Redacted]

2D4GP44L87R

[Redacted]

6/12/07

50

DODGE LAND OF COLUMBIA S.C.

4 times for airbag light

4 Times for wind noise

Very Concern about windage because it a safety issue

|||||

[Redacted Name]

Name

COLUMBIA SC 290

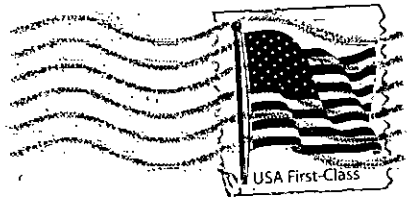
[Redacted Street Address]

Street Address

17 NOV 2007 PM 3 T

Blythe wood, S.C.
City, State, ZIP

[Redacted ZIP]



*Daimler Chrysler Motors Company LLC
Costumer Center*

Business Center

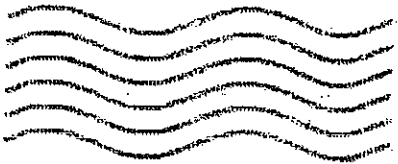
P.O. Box 21-8004

Street Address

AUBURN HILLS, MI 48321-8004

City, State, ZIP

COLUMBIA SC 290



November 18, 2007

[REDACTED]
Kenmore, NY [REDACTED]

Chrysler Customer Service Center
P.O. Box 21-8004
Auburn Hills, Michigan 48321

Dear Chrysler Customer Service,

I am sending you this letter along with the original receipt and bill requesting reimbursement in the amount of \$244.45 which was stated to me on November 16, 2007 by your Customer Service Representative when we spoke on the telephone. If there are any questions about this, I have a claim number (16947850) or I can be reached at (716) 874-0797.

Respectfully,
[REDACTED]

NORTHTOWN DODGE INC
2020 NIAGARA FALLS BLVD
TONAWANDA, NY 14150
716-692-7000

[REDACTED]

DATE 11/16/07 TIME 09:37 AM

ITEM: 001 MC: SALE DP: 00
ACCT [REDACTED] EXP XXXX S
RESP: AUTH/TKT 01630Z
INV: 640898

TOTAL: \$363.72

I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

[REDACTED]

WILLIAM J. ST [REDACTED]
TOP COPY-MERCHANT ORIGINAL BOTTOM COPY-CUSTOMER



2020 Niagara Falls Blvd. Tonawanda, NY 14150
 Phone 692-7000
 www.NorthtownAuto.com

136

BUFFALO, NY

SERVICE ADVISOR **DICK TRACY**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
14NOV07	15NOV07	DR121	2C4GP44RX5R				15NOV07	640898
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	DELIVERY DATE	IN SERVICE DATE	CLOSED BY	OPENED BY
09:20	14:19	05	Chrysler Town & Coun		0.00	13FEB06	550	550
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
42570	42572							

<p>A CUSTOMER REQUESTS A LUBE, OIL & FILTER CHANGE AND SET ALL TIRE PRESSURES LOFB CHANGED OIL AND FILTER AND LUBRICATED ALL SERVICEABLE TIE ROD ENDS AND BALL JOINTS. OIL USED WAS MOPAR OIL.</p> <p>552 CDC5 10.95 10.95 1 5281090 FILTER-ENGINE OIL 7.00 7.00 7.00 1 4761851AD *OIL 17.00 17.00 17.00</p> <p>B CUSTOMER STATES AIR BAG LIGHT IS ON 800 SCAN AIR BAG CIRCUIT, TEST ALL POWERS AND GROUNDS, TEST SENSORS, SWITCHES, AND RELAYS, FOUND BOTH FRONT IMPACT SENOSRS AND HARNESES SHORTED</p> <p>552 CD5 89.95 89.95 2 5170520AB SENSOR 43.00 43.00 86.00 2 5175788AB WIRING 8.00 8.00 16.00</p> <p>800 NECESSARY TO REPLACE BOTH FRONT IMPACT SENSORS, REPLACE BOTH HARNESES, CLEAR CODES AND RETEST FOR PROPER OPERATIONS, OK NOW</p> <p>552 CD5 142.50 142.50</p>	TOTAL
--	-------

Quick Lube only \$24.95 (Most Cars)
 Body Shop Phone 614-1900
 Guaranteed Estimates
 All Work Guaranteed 90 Days or 4,000 Miles
 Towing Phone 832-6600
 Service & Parts Hours 7:30 AM to 9:00 PM Mon. - Sat.
 Detailing & Cleaning
 Tires & Accessories

www.NorthtownAuto.com

PAID

NOV 16 2007

MCVI DI AX CA CKK
 [Signature]

DESCRIPTION	TOTALS
LABOR AMOUNT	243.40
PARTS AMOUNT	126.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	369.40
ADDITIONAL PAYEE	34.95
SALES TAX	29.27
PLEASE PAY THIS AMOUNT	363.72

Thanks For Doing Business
 With
NORTHTOWN
 Automotive Companies

Please ask to speak to the service manager if you are not completely satisfied. Thank you for your business!



CUSTOMER COPY

[Redacted]

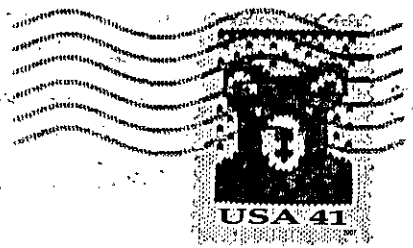
[Redacted]

Kenmore, NY

[Redacted]

BLUFFALO NY 142

23 NOV 2007 PM 5 T



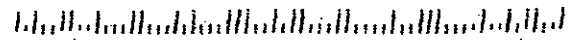
Chrysler Customer Service

P.O. Box 21-8004

Auburn Hills, Michigan 48321

RECEIVED NOV 29 2007

48321+8004





6-83

72-18/739
56525488

4186

DAVENPORT, IA

16 Nov. 07
DATE

AT THE ORDER OF **KIMBERLY CHRYSLER - PLYMOUTH, INC.** \$478.⁰⁰

Four hundred seventy eight dollars and 00 cents



NORTHWEST BANK & TRUST COMPANY
EACH DEPOSITOR INSURED TO \$100,000
100 E. KIMBERLY ROAD, DAVENPORT, IOWA 52808 • (319) 386-1211

MEMO



Reference # 16947646 20 Nov. 07

Enclosed is the invoice for repair and a copy of the check as requested by Mary-9MB during our phone conversation on 16 Nov. 07. A \$300 rebate was offered because of repair policy to replace a acceptable part (sensor).



B3264577

6 5 1 9 8



INVOICE

625 WEST KIMBERLY ROAD · DAVENPORT, IOWA 52806
(563) 391-8300 · (800) 383-4021 · FAX: (563) 391-0526
www.kimbertycarcity.com

PAGE 1

DAVENPORT
HOME

BUS:

SERVICE ADVISOR: 56 MATT WHITE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	05	DODGE GRAND CARAVAN	2D4GP44L55R		55332/55332	T1522
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT
26JUL05 IS			17:30 16NOV07			CASH
R.O. OPENED	READY	OPTIONS: STK:5A8731 DLR:41426 TRN:4SPD-AUTOMATIC AXL:RSKH53 1)3/36 2)7/70				
07:02 16NOV07	10:48 16NOV07					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A AIRBAG LIGHT ON							
1000 SEE DETAILS BELOW							
70 JOEL GEORGE LIC#: 4754							
C							
2	5175978AB	SENSOR			29.26	29.26	58.52
2	5175788AB	WIRING			7.31	7.31	14.62
PARTS:	73.14	LABOR:	373.60	OTHER:	0.00	TOTAL LINE A:	446.74

DRB TEST FOUND INTERNAL FAULT IN FRONT RIGHT IM PACT SENSOR. REPLACED BOTH FRONT IMPACT SENSORS AND WIRED IN NEW HARNESSES. NO RECALLS ON VAN AT THIS TIME AND OUT OF FACTORY WARRANTY.

B GENERAL INSPECTION (NO CHARGE FOR KIMBERLY CUSTOMERS)
~~90 GENERAL INSPECTION (NO CHARGE FOR KIMBERLY CUSTOMERS)~~

70 JOEL GEORGE LIC#: 4754							
C							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

CASH PAID OK #21820
478-

NOV 16 2007

INITIAL BC

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.	STATEMENT OF DISCLAIMER 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.	DESCRIPTION	TOTALS
		LABOR AMOUNT	373.60
		PARTS AMOUNT	73.14
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	446.74
		LESS INSURANCE	0.00
		SALES TAX	31.27
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	478.01

CUSTOMER COPY (YELLOW)

Davenport, IA

QUAD CITIES IL P&DF
IL 612-1
21 NOV 2007

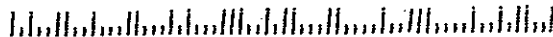
USA 41



Chrysler Customer Center
P.O. Box 218004
Auburn Hills, MI 48321-8004

RECEIVED NOV 29 2007

483218004



From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Dec 27 14:35:56 EST 2007
Subject: Re: Chrysler LLC Customer Assistance
Dear john:

Thank you for contacting the Chrysler Customer Assistance Center requesting a Technical Service Bulletin for your 2006 Chrysler Town and Country.

You may order by phone via credit card (Mastercard, Visa, American Express or Discover) by calling 1-800-423-7915 Monday through Friday, 8:00 a.m. to 8:00 p.m. Or, by sending a written, detailed description of your order, by mail to:

Tech Authority
P.O. Box 360450
Strongsville, OH 44136

Mailed purchase orders must be received with payment via check, money order or credit card information, including expiration date.

You may also wish to visit Tech Authority online at <http://www.techauthority.com>

Thanks again for your email.

Sincerely,

Bethanie

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17065478

EMAIL CASE NUMBER: 1902490

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5371517I25261L0K
M&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Dec 27 12:07:09 EST 2007
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

work orders involving autostarters

Comments:

I am requesting a copy of bulletins from chrysler to dealers on remote autostarters. I was told by your techical adviser Charles Brady that the dealers were given memos not to install and am still having problems with my vehicle. The auto starts ruff anf the airbag light is know on. It would be great if your master mechanics could look at the van being it been it the shop 6 times and know going in for the seventh with 12,800 miles.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

To: Ta @ Pole 5
From: [REDACTED]
Owatonna, MN [REDACTED]
[REDACTED] (home)
[REDACTED] (cell)
Re: Chrysler reference #17069508

Ta—

Thank you for your time on the phone today. I appreciate your consideration of our reimbursement request and hope you are understanding of my frustration after thirty-five minutes on hold. We have been longtime Chrysler owners and are currently on our third Caravan. We have also owned a Dakota and currently own a Dodge Neon.

Knowing that some 2005 Grand Caravan SXTs have been recalled for this very same issue is a bit of an irritation for me and my husband, especially given the fact that we just recently passed our 3/36 warranty.

We will be leaving out of town for a family gathering today, so the best number to reach me at is my cell phone. Again, thank you for your time.

Sincerely,

[REDACTED]

Handwritten: *Alta Ta*
303845
647852



11001 HOFFMAN DR. E P O BOX 263
OWATONNA, MN 55080
TELEPHONE 507 451 7860 SERVICE 507 451 28
EMAIL nel.wprlc@myc.rwava.net
www.owatonnaford.com

OWATONNA MN
HOME [REDACTED] BUS [REDACTED]

INVOICE#
PAGE 1
SERVICE ADVISOR 9298 MARC RASMUSSEN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	05	DODGE GRAND CARAVAN	2D4GP44L85R	[REDACTED]	39073/39073	T524	
DEL. DATE	PRCD DATE	WARR. EXP.	PROMISED	FD. NO.	RATE	PAYMENT	INV. DATE
19 JUL 05	IS		16 00 27 DEC 07			CASH	27 DEC 07
R.O. OPENED	READY	OPTIONS	STK D0707, DLR 02805 ENG 3 '8 Lit r SMPI				
13 53 27 DEC 07	16 00 27 DEC 07						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES AIR BAG LIGHT IS ON
 99 DIAG AND REPAIR
 9005 CC
 1 CBX2G091 SENSOR
 PARTS: 27 70 LABOR: 209 55 OTHER: 0 00 TOTAL LINE A: 237 25

PULLED CODES AND INSPECTED SYSTEM. CODE FOR FRONT SENSOR INTERNAL
 FOUND BOTH FRONT CRASH SENSORS AT FAULT (CORRODED) REPLACED BOTH
 SENSORS CK LEARED CODES AND RECHECKED OK

B PERFORM QUALITY CARE MULTI POINT INSPECTION SEE SERVICE ADVISOR FOR
 INSPECTION RESULTS

99P PERFORM QUALITY CARE MULTI POINT INSPECTION
 SEE SERVICE ADVISOR FOR INSPECTION RESULTS
 9005 IPR (N/C)
 GTIRE CHECK TIRES CHECKED AND OK (N/C)
 9005 IPR (N/C)
 GBK MEASURE FRONT / REAR BRAKE LININGS CHECKED
 AND OK!
 9005 IPR (N/C)
 PARTS: 0 00 LABOR: 0 00 OTHER: 0 00 TOTAL LINE B: 0 00

* * * * *

WALD

[REDACTED]			Y		D I N		O L	
[REDACTED]			Y				209 55	
[REDACTED]			Y				27 70	
[REDACTED]			Y				0 00	
[REDACTED]			Y		NT		0 00	
[REDACTED]			Y				5 00	
[REDACTED]			Y				242 25	
[REDACTED]			Y				0 00	
[REDACTED]			Y				2 29	
[REDACTED]			Y		P E			
[REDACTED]			Y		T I M T		244 54	

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Jan 03 09:49:19 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Town and Country.

Our record indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the Internet to check on your vehicle's involvement in any/all recalls that are published. For more information you can visit our brand sites: www.Chrysler.com and click on "For Owners" at the top of the home page and then enter the last eight digits of your Vehicle Identification Number 1C4GP45R25B [REDACTED]

Also, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email and have a nice day.

Sincerely,

Mark Henderson
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17075236
EMAIL CASE NUMBER: 1907609
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5395595I25261L0K
M&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

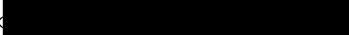
Airbag Light on

Comments:

Our airbag light comes on and stays on while we are driving. It recently has been a problem. I understand that the 2005 Mini Vans are having a problem with the sensor lights being faulty. It could be a safety issue as a accidental deployment while we are driving. Since my I have recently had open heart surgery this could be a serious problem. I am not working right

now and receiving reduced disability payments and cannot afford to get it fixed. Since this has been a problem I would appreciate it I could get it fixed on a recall notification at no expense to us. Thank you. Me Keith Cousino

VIN: 5B[REDACTED]
Mileage: 65000
Servicing Dealer: Monroe Super Store
Title: Mr.
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]
Address 1: [REDACTED]
Address 2:
City: Petersburg
State: MI
Zip: [REDACTED]
Email: [REDACTED]
Home Phone: [REDACTED]

From: 
To: customerassistre@chrysler.com
Date: Tue Jan 01 12:47:59 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Airbag Light on

Comments:

Our airbag light comes on and stays on while we are driving. It recently has been a problem. I understand that the 2005 Mini Vans are having a problem with the sensor lights being faulty. It could be a safety issue as a accidental deployment while we are driving. Since my I have recently had open heart surgery this could be a serious problem. I am not working right now and receiving reduced disability payments and cannot afford to get it fixed. Since this has been a problem I would appreciate it I could get it fixed on a recall notification at no expense to us.

Thank you.

Me Keith
Cousino

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



[REDACTED]
December 26, [REDACTED]

DaimlerChrysler Motors Corporation Customer Care
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

To: Chrysler Customer Care:

My 2005 Chrysler Town & Country minivan (VIN # 2C4GP54L85R[REDACTED] - mileage of 64,258) recently required two of its Air Bag Frontal Sensor/Control Modules to be replaced because of corrosion. Attached, is the repair report from Knauz Motor Sales, Inc..

I understand there was a NHTSA recall (campaign # 07V192000) due to corrosion of the sensors from road salt. The recall only covered several states that used road salt extensively.

My minivan is driven in Illinois where road salt is used to a large extent. Last winter, when the roads were coated with salt, the air bag warning light turned on several times. During the summer of 2007, it rarely if ever turned on. Again this winter, after the roads were salted, the warning light lit on a regular basis. It was at this time that I then had the minivan repaired.

To me, it appears obvious that the defect is directly related to the same problem of the recall. I have been a loyal owner of Town & Country for almost ten years. I would urge Chrysler to consider whether the repair should be part of the recall scope and compensation provided for the cost of the repair (\$ 444.38).

Sincerely,

[REDACTED]



BUICK

Experience the best... **KNAUZ**
Autopark

KNAUZ MOTOR SALES, INC.

775 Rockland Road • Lake Bluff, IL 60044 • (847) 234-2800 Fax (847) 234-0935

www.knauz.com

CUSTOMER NO. 77285	ADVISOR TIM BROWN	403	TAG NO. 476	INVOICE DATE 12/17/07	INVOICE NO. CHCS894085	
	LABOR RATE	LICENSE NO.	MILEAGE 64,258	COLOR BLUE/	STOCK NO.	
KILDEER, IL	YEAR / MAKE / MODEL 05/CHRYSLER/T/C			DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. ZC4GP54L85R			SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/17/07			
RE	BUSINESS PHONE	COMMENTS				MO: 64258

TOTALS

Thank-you for trusting Knauz with your vehicle

Within a short period of time you may receive a questionnaire from the manufacturer of your vehicle regarding the quality of service you received at Knauz. If for any reason you cannot respond COMPLETELY SATISFIED please contact either: Jeremy Znidersic Service Manager for Chrysler and Buick or Rick Larsen our Collision Center Manager

Thank-you
Bill Knauz

CUSTOMER SIGNATURE

TOTAL LABOR....	334.33
TOTAL PARTS....	82.38
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	19.99
TOTAL MISC DISC	0.00
TOTAL TAX.....	7.68
TOTAL INVOICE \$	444.38



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, And The 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 CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

ALL GENUINE OEM PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

Experience the best...
KNAUZ
Autopark
knauz.com

Reynolds and Reynolds ERMINTS14E C0241090 0 (04/05)



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Autopark

KNAUZ MOTOR SALES, INC.

775 Rockland Road • Lake Bluff, IL 60044 • (847) 234-2800 Fax (847) 234-0935

www.knauz.com

CUSTOMER NO. 77285	ADVISOR TIM BROWN	403	TAG NO. 476	INVOICE DATE 12/17/07	INVOICE NO. CHCS894085
KILDEER, IL	LABOR RATE	LICENSE NO. 9779870	MILEAGE 64,258	COLOR BLUE/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHRYSLER/T/C	DELIVERY DATE		DELIVERY MILES	
	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 8 5 R	SELLING DEALER NO.		PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.D. DATE 12/17/07		
BUSINESS PHONE	COMMENTS				MO: 64258

J# 1 17CHZ *BODY ELEC DIAG TECH(S):373 334.33
 CUSTOMER STATED AIR BAG LIGHT ON
 INSPECTED AND FOUND BOTH RIGHT AND LEFT IMPACT SENSOR
 AND WIRING HARNESS CORRODED
 REPLACED BOTH SENSORS AND WIRING HARNESS

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2	5175978-AB	SENSOR IM 8037155	29.56	59.12
JOB # 1	2	5175788-AB	WIRING 2 8015002	11.63	23.26
JOB # 1 TOTAL PARTS					82.38
JOB # 1 TOTAL LABOR & PARTS					416.71

J# 2 21CHZ BODY/TRIM DIAG TECH(S):373 0:00
 CUSTOMER STATED PARK ASSIST NEEDS SERVICE LIGHT ON
 INSPECTED AND FOUND #3 SENSOR AND WIRING HARNESS CORRODED
 CUSTOMER DECLIND WORK AT THIS TIME

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

J# 3+23CHZR RECALL TECH(S):373 WARRANTY
 Added Operation (TBROWN @ 12/17/2007 13:13)
 CUSTOMER STATED COMPLETE OPEN RECALL
 F10 WINDSHIELD WIPER MOTOR
 COMPLETED RECALL

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	CBROF102	MOTOR KIT 23067001		WARRANTY 0.00
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00

MISC CODE DESCRIPTION CONTROL NO
 JOB # A SSCH SHOP SUPPLIES DOMESTIC 19.99
 TOTAL - MISC 19.99

COMMENTS
SHUTTLE



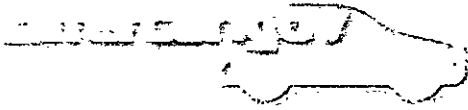
The Factory Warranty Constitutes All Of The Warranties With Respect To The Sale Of This Item/Items. The Seller Hereby Expressly Disclaims All Warranties, Either Express Or Implied, Including Any Implied Warranty Of Merchantability Or Fitness For A Particular Purpose, And The Seller Neither Assumes Nor 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 CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER.

ALL GENUINE OEM PARTS AND LABOR ARE GUARANTEED FOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST.

Experience the best...
KNAUZ
Autopark
knauz.com

Reynolds and Reynolds ERAINTS14E C0841080 Q (04/05)



Safety Ratings Defects & Recalls Safe Driving Information Resources

Office of Defects investigations

DEFECTS & RECALLS

File a Complaint

RECALLS - SEARCH RESULTS

Navigate: [ODI Home](#) > [Recalls](#) > [Search](#) > [Results List](#)

Complaints

[Help](#)

Defect Investigations

Search Results

Safety Recalls

Report Date : December 29, 2007 at 03:22 PM

[New Search](#)

SEARCH TYPE : VEHICLE

Service Bulletins

YEAR : 2005

Make : CHRYSLER

Downloads

Model : TOWN AND COUNTRY

[Print Version](#)

Foreign Campaigns

Results : 1 | All records displayed

Make : CHRYSLER Model : TOWN AND COUNTRY Year : 2005

SPR information

Manufacturer : DAIMLERCHRYSLER CORPORATION

NHTSA CAMPAIGN ID Number : 07V192000

Mfr's Report Date : MAY 01, 2007

SiteMap

Component: AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE

Potential Number Of Units Affected : 270958

Contact ODI

1-888-327-4236

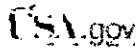
[Document Search](#)

Check to Request Research. Submit below.

TTY:

1-800-424-9153

[Request Research](#)



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RECALLS SUMMARY

Make / Models :

CHRYSLER / TOWN AND COUNTRY
DODGE / CARAVAN

Model/Build

Years:
2005
2005

Recall Number:

07V192000

Summary:

CERTAIN MINIVANS ARE BEING RECALLED THAT WERE ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE 27 STATES PLUS THE DISTRICT OF COLUMBIA THAT USE GREATER AMOUNTS OF SALT FOR WINTER ROAD DEICING. THE UP-FRONT (UF) AIR BAG SENSORS THAT CONTAIN BRASS BUSHINGS INSTALLED IN THESE VEHICLES MAY CORRODE AND CRACK ALLOWING WATER TO ENTER THE SENSOR. THESE SENSORS PROVIDE ENHANCED AIR BAG PERFORMANCE IN CERTAIN TYPES OF FRONTAL CRASHES.

Consequence:

IN ONE OF THESE CRASHES, WITH ONE OR BOTH OF THE VEHICLE'S UF SENSORS INOPERATIVE, THE OCCUPANTS WILL NOT BENEFIT FROM THE ENHANCED AIR BAG PROTECTION THAT THESE SENSORS WOULD PROVIDE.

Remedy:

FOR VEHICLES REGISTERED IN THE RECALL STATES, DEALERS WILL REPLACE THE ORIGINAL UF AIR BAG SENSORS WITH ONES WITH GREATER CORROSION RESISTANCE. VEHICLES REGISTERED IN OTHER STATES WILL OBTAIN A LIFETIME FREE REPLACEMENT OF ANY UF SENSOR THAT FAILS. THE CAMPAIGN BEGAN ON JULY 2, 2007. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

Notes:

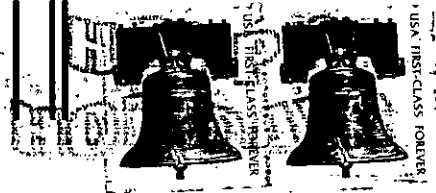
DAIMLERCHRYSLER'S CAMPAIGN NOS. G09/X16. DAIMLERCHRYSLER HAS NOT DECIDED THAT THIS IS A DEFECT RELATED TO MOTOR VEHICLE SAFETY. HOWEVER, IT HAS INFORMED NHTSA THAT IT WILL PROVIDE THE MODIFICATIONS DESCRIBED ABOVE FREE OF CHARGE. CUSTOMERS ALSO MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

[Close Window](#)

[REDACTED]
[REDACTED]
Kildeer IL [REDACTED]

PALATINE IL 600

31 DEC 2007 PM 17



DaimlerChrysler Motors Corporation Customer
Care

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

RECEIVED JAN 07 2008

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Jan 11 11:02:57 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

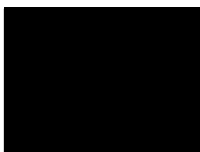
air bag light goes on and off and chimes while driving at various speeds

Comments:

air bag light goes on/off and chime goes off while driving at various speeds. it is intermintent and when i bring it for service this problem does mot appear.

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue Jan 15 12:46:39 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your airbag light concerns.

We are very sorry to learn of your dissatisfaction with the handling of your Chrysler Town & Country service needs.

Intermittent problems are often very difficult for the dealer to duplicate. This may cause delay in diagnosis and repair. Often, there are many components that could produce the same symptoms. Unless the dealer is able to duplicate the problem, he cannot properly diagnose the concern and properly repair your car.

We have found that if the customer keeps a log or notes on when the problem does occur, this can assist the dealer in diagnosing the problem. Any specific information you are able to provide relative to when a certain problem appears, will help the dealer to perform prompt diagnosis and repairs.

We regret your dissatisfaction but hope you will understand our position.

Thank you again for your email.

Sincerely,

Susanna
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17110504

EMAIL CASE NUMBER: 1919362

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5431543I25261L0KM&

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Jan 22 14:01:19 EST 2008
Subject: Re: Reply to Chrysler LLC (KMM5431543I25261L0KM)
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center referring to previous communication.

Your email has been received and the concerns you have raised are appreciated.

After thoroughly reviewing your request and the files on this matter, we respectfully concur with the information provided.

Thank you for taking the time to communicate with us. It is regrettable that a more favorable reply can not be provided.

Thank you again for your email.

Sincerely,

Susanna
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17110504

EMAIL CASE NUMBER: 1919362

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5449337I25261L0KM
M&

Original Message Follows:

Comments:

I JUST COMPLETED A SURVEY FROM CHRYSLER REGARDING THE RESPONSE RECEIVED FROM MY RECENT CONCERN ABOUT MY 2006 T&C VAN AIR BAG SENSOR INTERMITTENT ALARM PROBLEM. IN MY RESONSE I EXPRESSED MY DISSATISFACTION FROM YOUR NON-RESOLUTION OF MY CONCERNS. AS A MATTER OF INTEREST I HAVE BEEN IN CONTACT WITH US DEPARTMENT OF TRANSPORTATION, NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION TO VOICE MY CONCERN TO SEE IF A SAFETY RELATED DEFECT EXISTS.

From: djs1381@verizon.net

To: [REDACTED]

Date: Sun Jan 20 10:29:25 EST 2008

Subject: Reply to Chrysler LLC (KMM5431543I25261L0KM)

Reply Comments:

I JUST COMPLETED A SURVEY FROM CHRYSLER REGARDING THE RESPONSE RECEIVED FROM MY RECENT CONCERN ABOUT MY 2006 T&C VAN AIR BAG SENSOR INTERMITTENT ALARM PROBLEM. IN MY RESONSE I EXPRESSED MY DISSATISFACTION FROM YOUR NON-RESOLUTION OF MY CONCERNS. AS A MATTER OF INTEREST I HAVE BEEN IN CONTACT WITH US DEPARTMENT OF TRANSPORTATION, NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION TO VOICE MY CONCERN TO SEE IF A SAFETY RELATED DEFECT EXISTS.

SSZ1600T

Customer Assistance System

01/14/08

A01TF768

CMD:

Check Screen

14:48:41

Password:

=====

AC: CAIR: 17117858 83 Check #: St: A Ck 01 OF 01
 Vin: 1C4GP45R25B [REDACTED] Cust: [REDACTED] Category: P Mail: X
 Payee: HALLMARK CARDS

ATTN: [REDACTED]

Address1: [REDACTED]

Address2:

City/ST/Zip: KANSAS CITY MO 641416580 Country: USA

Submitted :		Warr. Total:	338.14
-------------	--	--------------	--------

Approved : 011408 144841 RSM20 83	CAIR Total:	0.00
-----------------------------------	-------------	------

Sent to CAP :	Cumm. Total:	338.14
---------------	--------------	--------

ISSUE Date :

Void :	Current Check Total:	496.95
--------	----------------------	--------

Reason Code Description 01 of 02	Emotion	Amount
----------------------------------	---------	--------

Occupant Classification System - Defective	3	496.95
--	---	--------

EGR System - Failed Test	3	0.00
--------------------------	---	------

		0.00
--	--	------

=====

F13=InfoLkup F14=Primary F15= F16=VIN/CAIR F17= F18=AltFkey
 F19=Reprchse F20= F21= F22= F23= F24=Print

Under limit; Check has been approved

7

REPORT: RSSI04B CHRYSLER LLC PAGE: 6
PROGRAM: CSSI620Z-v01 Servicenet 2.0 PROGRAM DATE: 12/29/07
PART 01 OF 01 BILLING MONTH 12/07 TIME: 12:07

R E P A I R I N F O R M A T I O N

FMC/FLEET CODE : 28757
HALLMARK CARDS
2501 MCGEE
KANSAS CITY MO 64108

SERVICE DLR CODE : 67320
BRANDOW CHRYSLER JEEP CO
555 WEST STREET ROAD
WARMINSTER PA 18974
PHONE : 215-443-5800

AUTHORIZATION # RO # CHRY INVOICE VIN MILEAGE REPAIR DATE
88812 294763 W 000753857 1C4GP45R25E 42,838 2007-06-25

DRIVER NAME/PIN # CLIENT #/SERVICE ID/CARD # UNIT #
KING 590020

REPAIR PROVIDED : CK ENGINE LIGHT ON, AIR BAG LIGHT ON, REPL SENSOR, LOF, REPLAC
E FRONT BRAKES, REPLACE EGR VALVE

PART NUMBER	VMRS CODE	PART DESC.	QTY	PRICE
04861622AE		EGR VALVE	1	85.00
04896023AA		SENSOR	1	22.00
05281090	026001018	FILTER	1	9.99
04761838		OIL	1	7.00
V1013984AB		PAD KIT	1	54.61
BG9655		BRAKE KIT	1	15.38

LOP	LOP DESCRIPTION	ATA CODE	LBR AMT
25014510	Emission control Emission control Valve, exhaust gas 3.3-3.8 liter engine	043-001-023-03	239.95
08142503	Electrical Sensors Sensor, air bag imp Front-Right or left	002-057-009-03	150.00
27010100	Retail Service Lube / Oil / Filter Engine Oil and Filt Service Net Claims Only	045-011-005-03	13.96
27170100	Retail Service Brake System Brake Inspection Service Net Claims	013-000-000-06	128.00
95242424	Special Services LO DEDUCTIBLE REIMBURS		50.00

TOTAL TAX: 46.55 TOTAL GROSS: 822.44 TOTAL CLAIM: 822.44

PLEASE REMIT TO : CHRYSLER LLC, P.O. BOX 98245, CHICAGO, IL 60693-8173

496.95

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Jan 29 11:48:21 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Front airbag sensor failed. Service was not willing to cover by warrenty.=
There is an associated recall. Does the recall effect my unit.. I am not h=
appy that it is not covered by warrenty.

Comments:

My husband, [REDACTED], will handle any discussions.
DAIMLERCHRYSLER
CORPORATION G09/X16

Recall Reason AIR BAGS:FRONTAL:SENSOR/CONTROL MODULE
Recall Date MAY 03, 2007=20
Model Affected CARAVAN=20
Potential Units
Affected 270958 =20

Recall Summary

CERTAIN MINIVANS ARE BEING RECALLED
THAT WERE ORIGINALLY SOLD IN OR CURRENTLY REGISTERED IN THE 27 STATES PLUS
THE DISTRICT OF COLUMBIA THAT USE GREATER AMOUNTS OF SALT FOR WINTER ROAD
DEICING. THE UP-FRONT (UF) AIR BAG SENSORS THAT CONTAIN BRASS BUSHINGS
INSTALLED IN THESE VEHICLES MAY CORRODE AND CRACK ALLOWING WATER TO ENTER
THE SENSOR. THESE SENSORS PROVIDE ENHANCED AIR BAG PERFORMANCE IN CERTAIN
TYPES OF FRONTAL CRASHES.=20

=20

Consequence

IN ONE OF THESE CRASHES, WITH
ONE OR BOTH OF THE VEHICLE=BFS UF SENSORS INOPERATIVE, THE OCCUPANTS WILL N=
OT
BENEFIT FROM THE ENHANCED AIR BAG PROTECTION THAT THESE SENSORS WOULD
PROVIDE.=20

=20

Remedy

FOR VEHICLES REGISTERED IN THE RECALL STATES,
DEALERS WILL REPLACE THE ORIGINAL UF AIR BAG SENSORS WITH ONES WITH GREATER
CORROSION RESISTANCE. VEHICLES REGISTERED IN OTHER STATES WILL OBTAIN A
LIFETIME FREE REPLACEMENT OF ANY UF SENSOR THAT FAILS. THE CAMPAIGN BEGAN
ON JULY 2, 2007. OWNERS MAY CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Jan 30 09:54:48 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center in regards to the recall G09.

We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day and time of day vehicles are built. We then recall all those vehicles built within that time frame.

Thanks again for your email.

Sincerely,

Jessica

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17167997

EMAIL CASE NUMBER: 1933353

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5469477I25261L0K
M&



PROGRESSIVE CADILLAC-DODGE, INC.



7966 Hills & Dales Road N.W.
P.O. Box 582
Telephone (330) 833-8584
MASSILLON, OHIO 44646
www.progressiveautogroup.com

865-425-1592

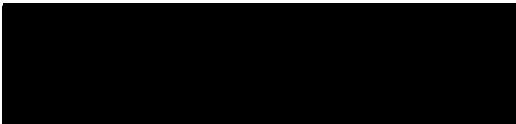
FAX

Date:

1/30/08

Number of pages including cover sheet: 10

To:



From: Progressive Cadillac Dodge
7966 Hills & Dales Rd. NW
Massillon, OH 44646

From:

Tim Chillik

Phone

(330) 833-8585

Phone

330-833-8585

Fax

(330) 833-7280 Office

Fax

330-833-1720

(330) 833-1879 Sales

(330) 833-5259 F & I

(330) 833-1720 Service

CC:

Remarks: Urgent For Your Review Reply ASAP Please Comment

OG CARAVAN Service History

If you have Any Questions please call me.

Service Manager
Progressive Dodge

106613

88777



INVOICE

DUPLICATE 1
PAGE 1

DBA. PROGRESSIVE DODGE

7988 HILLS & DALES RD. N.W.
MASSILLON, OH 44848
(330) 833-8584
DEALER CODE

SERVICE ADVISOR: 252 BRUCE WADE

CANTON, OH
HOME
CELL
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66B		9047/9047	T7956	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			12:00 15MAR06			CASH	15MAR06
26OCT05 DD							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344 1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED					
16:52 14MAR06	10:01 15MAR06						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
A RENTAL TO BE TAKEN ON TUE. 3/14/06 AT APPROX 5:15 PM. RESV # 090998							
CAUSE: COURTESY TRANSPORTATION							
95400041 Loaner car Loaner Car (D)							
999 WCSC 0.00 (N/C)							
FC: PART#: COUNT:							
CLAIM TYPE: F							
AUTH CODE:							

SUBL ENTERPRISE RENTAL PO#29485 D654885							
WCSC (N/C)							
9047 1 DAY RENTAL							

B C/R CAR USING TO MUCH FUEL (NO SERV. LIGHT HAS CAME ON) CUST ALSO							
SAYS THOUGHT THE BRAKES WERE DRAGING. ????????							
2224 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED							
AND FOUND NO CONDITION THAT MERITED A							
REPAIR.							
23 INN 0.00 (N/C)							
9047 INSPECTED DRB TESTED AND CHECKED FOR TSBS W NO CODES STORED AND NO							
TSBS FOR CONCERN CANN NOT FIND ANY ABNORMAL ENGINE CONMDITION QC 23							

C GOODWRENCH MULTI POINT INSPECTION, AND ROTATE TIRES							
1027 GOODWRENCH MULTI POINT INSPECTION							
23C1620 0.50 12.95 12.95							
9047 INSPECTION .5 ROTATED TIRES AND INSPECTED REC AQUAPELL TREATMENT							
ON FORNT AND REAR WINDOWS QC 23							

D ROTATE TIRES, FREE WITH INSPECTION.							
1016 ROTATE TIRES							
23 INN 0.00 (N/C)							
9047 0.0 ROTATED TIRES QC 23 Y							

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ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION

THANK YOU

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUIL ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

106613

88777



INVOICE

DUPLICATE 1
PAGE 2

DBA. PROGRESSIVE DODGE

7986 HILLS & DALES RD. N.W.
MASSILLON, OH 44648
(330) 833-8584
DEALER CODE

CANTON, OH
HOME [REDACTED] BUS:
CELL [REDACTED]

SERVICE ADVISOR: 252 BRUCE WADE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66B [REDACTED]		9047/9047	T7956	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			12:00 15MAR06			CASH	15MAR06
26OCT05 DD							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344 1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED					
16:32 14MAR06	10:01 15MAR06						

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

E CUST REPORTS A FEW TIMES, VAN WILL NOT GO INTO GEAR, FORWARD OR REVERSE, SHE HAS TO WIGGLE THE SHIFTER, A FEW TIMES TO GET TO GO INTO GEAR, FOR APPROX 2-3 MIN HAPPENED 3 DIFF TIMES.

CAUSE: ADJUST SHIFT CABLE

21353500 ADJUST SHIFT CABLE
23 WD 0.30

1 5013457AA OIL-AUTOMATIC TRANSMISSIO

FC: UC PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)
(N/C)

9047 INSPECTION W VAN WENT INTO GEAR FOR ME, CHECKED FOR TSBS NONE APPLIED, CHECKED TRANS FLUID IT WAS 1 QT LOW, ADDED FLUID, AND THEN CHECKED SHIFT CABLE ADJUSTMENT. IT WAS OK QC 23

F WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS, HAW
2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS
999 INN 0.00

9047 INFORMATION

G FREE VEHICLE WASH!
6045 FREE VEHICLE WASH!
999 INN 0.00

9047 INFORMATION

SHOP SUPPLIES

(N/C)

(N/C)

0.65

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ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION

THANK YOU

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER SIGNATURE

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

106613

88777



INVOICE

DUPLICATE 1
PAGE 3

DBA. PROGRESSIVE DODGE

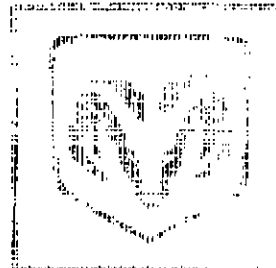
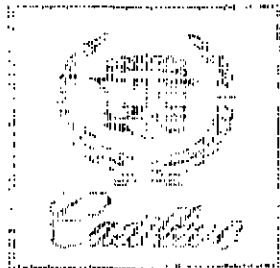
7866 HILLS & DALES RD. N.W.
MASSILLON, OH 44846
(330) 833-8584
DEALER CODE

CANTON, OH
HOME: [REDACTED] BUS:
CELL: [REDACTED]

SERVICE ADVISOR: 252 BRUCE WADE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66E		9047/9047	T7956	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			12:00 15MAR06			CASH	15MAR06
26OCT05 DD							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344					
16:52 14MAR06	10:01 15MAR06	1)DAIMLERCHRYSLER 2)MAX CARE 3)84/100 4)100 DED					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

*****IMPORTANT*****
 YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM YOUR VEHICLE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE OUR SERVICE DEPT "COMPLETLY SATISFIED" PLEASE CONTACT MYSELF OR OUR SERVICE MANAGER AT 833-8585
 THANK YOU FOR YOUR BUSINESS !!!!!!!



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 ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	12.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.65
TOTAL CHARGES	13.60
LESS INSURANCE	0.00
SALES TAX	0.82
PLEASE PAY THIS AMOUNT	14.42

106613

90160

CADILLAC INC.

PROGRESSIVE

INVOICE

DBA. PROGRESSIVE DODGE

DUPLICATE 1
PAGE 1

7066 HILLS & DALES RD. N.W.
MASSILLON, OH 44616
(330) 833-6584
DEALER CODE

CANTON, OH
HOME: [REDACTED] BUS:
CELL: [REDACTED]

SERVICE ADVISOR: 252 BRUCE WADE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66E		11524/11524	T5466	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			WAIT 22APR06			GMLR	22APR06
26OCT05 DD							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344					
08:04 22APR06	09:03 22APR06	1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 1.00 DED					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	LUBE OIL AND FILTER *****WAITER*****						
	1001W LUBE OIL AND FILTER *****WAITER*****						
	351 CSCD 0.40					8.00	8.00
	1 5281090 FILTER-ENGINE OIL				6.95	6.95	6.95
	1 4761851AD *OIL				16.05	16.05	16.05
11524	LOF' .4 LOF QCB 351						

E RRT 05-029

CAUSE: SERVICE ACTION

09550595 RAPID RESPONSE SERVICE ACTION 05-029

351 WD 0.20

1 6101793 SCREW

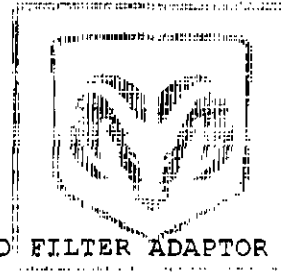
FC: ZZ

PART#: 6101793

COUNT: 1

CLAIM TYPE: W

AUTH CODE:



(N/C)

(N/C)

11524 RRT-05-029 .2 09-55-05-95 REPLACED REPLACED FILTER ADAPTOR BOLT QCB 351

D GOODWRENCH MULTI POINT INSPECTION

1027 GOODWRENCH MULTI POINT INSPECTION

351C1620 0.50

12.95

12.95

11524 MULTI INSPECTION .5 ROTATED TIRES FRONT PADS GOOD REAR GOOD QCB 351

E WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS/RW

2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS

1 INN 0.00

(N/C)

11524 INFO

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THANK YOU

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILD	DESCRIPTION	TOTALS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

106613

90160



INVOICE

DUPLICATE 1
PAGE 2

7966 HILLS & DALES RD. N.W.
MASSILLON, OH 44616
(330) 833-8584
DEALER CODE

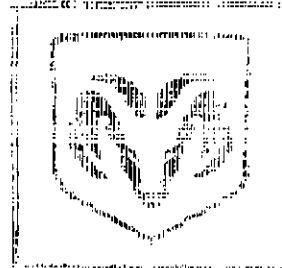
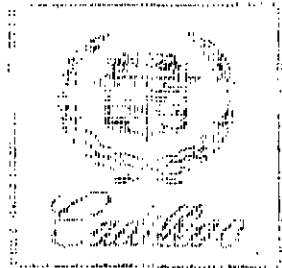
CANTON, OH
HOME
CELL

BUS:

SERVICE ADVISOR: 252 BRUCE WADE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66B		11524/11524	T5466	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			WAIT 22APR06			GMLR	22APR06
26OCT05 DD							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344					
		1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED					
08:04 22APR06	09:03 22APR06						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SHOP	SUPPLIES						0.65

*****IMPORTANT*****
 YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM YOUR VEHICLE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE OUR SERVICE DEPT "COMPLETLY SATISFIED" PLEASE CONTACT MYSELF OR OUR SERVICE MANAGER AT 833-8585
 THANK YOU FOR YOUR BUSINESS !!!!!!!



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THANK YOU

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	20.95
PARTS AMOUNT	23.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.65
TOTAL CHARGES	44.60
LESS INSURANCE	25.65
SALES TAX	2.68
PLEASE PAY THIS AMOUNT	21.63

106613

90270



INVOICE

PAGE 1

7066 HILLS & DALES RD. N.W.
MASSILLON, OH 44646
(330) 833-8584
DEALER CODE

CANTON, OH
HOME: [REDACTED] BUS:
CELL: [REDACTED]

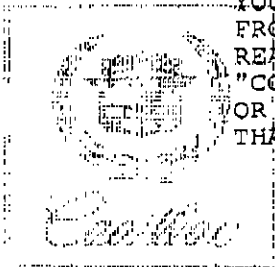
SERVICE ADVISOR: 252 BRUCE WADE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66B [REDACTED]		11769/11769	TNOW	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			WAIT 25APR06			CASH	26APR06
26OCT05 DD							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344					
16:55 25APR06	08:04 26APR06	1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ROTATE TIRES						
	1016 ROTATE TIRES						
				348 ISP 0.30			(N/C)
11769	ROTATE TIRES QC BY 348						

B	JUST DID INSP LAST WEEK, CAR IN AT 4:50 PM.						
	6058 INFO LINE						
				1 INN 0.00			(N/C)
11769	INFO						

***** IMPORTANT *****
YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM YOUR VEHICLE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE OUR SERVICE DEPT "COMPLETELY SATISFIED" PLEASE CONTACT MYSELF OR OUR SERVICE MANAGER AT 833-8585. THANK YOU FOR YOUR BUSINESS !!!!!



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REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILD

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

Authorized by Al Caste
CUSTOMER SIGNATURE
Service Manager

DESCRIPTION	TOTALS
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

THANK YOU

106613

103078



INVOICE

PAGE 1

7006 HILLS & DALES RD. N.W. MASSILLON, OH 44846 (330) 833-8584 DEALER CODE

CANTON, OH HOME: BUS: CELL:

SERVICE ADVISOR: 252 BRUCE WADE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a DODGE CARAVAN.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a summary row for the service performed.

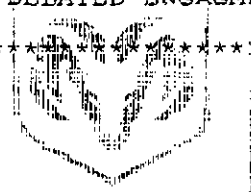
A CUST REPORTS THAT AT TIMES AFTER SETTING, 3 DAYS SHE HAS TO PUT INTO REVERSE 3 TIMES BEFORE WILL GO INTO GEAR .??

CAUSE: OPERATING AS DESIGNED 85412100 DIAGNOSE SHIFT CONCERN/OPERATING AS DESIGNED 23 WD 0.50 FC: UC PART#: COUNT: CLAIM TYPE: W AUTH CODE: SD

(N/C)

25808 ROAD TESTED AND DRB TESTED W NO CODES IN TRANS. FLUID IS FULL ROAD TESTED AND LET SIT OVERNIGHT. COULD NOT VERIFY DELAYED ENGAGEMENT QC 23

B BW CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS 2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS



(N/C)

25803 INFO

C FREE 16 POINT INSPECTION 1028 FREE 16 POINT INSPECTION 23C1620 0.00 0.00 0.00

25808 INSPECTION 0.0 NO REPAIRS AT THIS TIME QC 23

D FREE VEHICLE WASH \$7.00 VALUE! 6045 FREE VEHICLE WASH \$7.00 VALUE! 1 INN 0.00 (N/C)

25803 INFO

E CUST REPORTS THAT THE RIGHT FRT SEAT, (SEAT BELT ALARM) WILL GO OFF WHEN IT SHOULD NOT LIKE DAUGHTER GETS OUT OF VAN AND IS

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Table with columns: REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILT, ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE, CUSTOMER SIGNATURE, DESCRIPTION, TOTALS. Includes a list of charges like LABOR AMOUNT, PARTS AMOUNT, etc.

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION

THANK YOU

106613

103078



CADILLAC INC.

DBA. PROGRESSIVE DODGE

7066 HILLS & DALES RD. N.W.
MASSILLON, OH 44816
(330) 833-8584
DEALER CODE

INVOICE

PAGE 2

SERVICE ADVISOR: 252 BRUCE WADE

CANTON, OH
HOME: [REDACTED] BUS:
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66E [REDACTED]		25803/25808	T9271	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			10:00 16MAY07			CASH	17MAY07
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344					
16:22 15MAY07	08:18 17MAY07	1)DAIMLERCHRYSLER 2)MAX CARE 3)84/100 4)100 DED					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

UNBUCKLED. ALARM WILL GO OFF FOR 3-4 MIN. MOST ALL, OF TIME.

2224 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED
AND FOUND NO CONDITION THAT MERITED A
REPAIR.

23 INN 0.00

(N/C)

25808 INSPECTED DURING TRANS INSPECTION 0.0 SEAT BELT CHIME WORKING AS
DESIGNED AT THIS TIME QC W FRED L QC 23

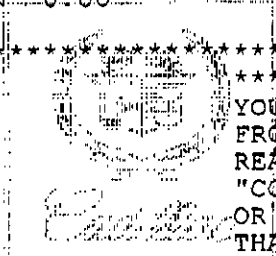
F ADVISE CUSTOMER OF RECOMMENDED MAINTANANCE, FOR 30,000 MILES BY BRUCE
WADE

1037 ADVISE CUSTOMER OF RECOMMENDED MAINTANANCE

1 INN 0.00

(N/C)

25803 INFO



*****IMPORTANT*****
YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY
FROM YOUR VEHICLE MANUFACTURER. IF FOR ANY
REASON YOU CANNOT GRADE OUR SERVICE DEPT
"COMPLETLY SATISFIED" PLEASE CONTACT MYSELF
OR OUR SERVICE MANAGER AT 833-8585
THANK YOU FOR YOUR BUSINESS !!!!!

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warranty applicable thereto, please contact the Service Manager at
Progressive Cadillac Inc, DBA Progressive Dodge.

ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-
MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER
LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF
THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION After Hours

THANK YOU

REPLACED PARTS WILL
BE RETURNED UNLESS
SUBJECT TO WARRANTY
EXCHANGE/CORE/REBUILT

ALL PARTS
INSTALLED ARE NEW
UNLESS SPECIFIED
OTHERWISE.

Pickup
CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
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

106613

106568



INVOICE

DUPLICATE 2
PAGE 1

7966 HILLS & DALES RD. N.W
MASSILLON, OH 44848
(330) 833-8584
DEALER CODE

SERVICE ADVISOR: 266 RONALD L WARE

CANTON, OH
HOME [REDACTED] BUS:
CELL [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66B [REDACTED]		29018/29018	T8168	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			WAIT 27AUG07			CASH	27AUG07
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344 1)DAIMLERCHRYSLER 2)MAX CARE 3)84/100 4)100 DED					
16:16 27AUG07	17:30 27AUG07						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
CHECK ENGINE WAS ON AND WENT OFF							
2641 TIGHTEN GAS CAP							
1 INN 0.00 (N/C)							
29018 LOOSE GAS CAP 0.0 TIGHTEN CAP QC BY 146							

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REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILD

 ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

Authorized by Tim Chilik
 Customer Signature
 Service Manager

DESCRIPTION	TOTALS
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

THANK YOU

106613

106831



INVOICE

PAGE 1

7988 HILLS & DALES RD. N.W. MASSILLON, OH 44808 (330) 833-8584 DEALER CODE

CANTON, OH HOME: CELL:

BUS:

SERVICE ADVISOR: 266 RONALD L WARE

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for MAGNESIUM 06 DODGE CARAVAN and service dates.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL A AIR BAG LIGHT CAME ON AND CRUISE CONTROL STOPPED WORKING THEN LIGHT WENT OUT

CAUSE: CORROSION 08142502 Sensor, air bag impact - Replace Front-Right (B) 142 WD 0.30 1 4896059AA SENSOR 1 5175788AB WIRING FC: PART#: 4896059AA COUNT: 1 CLAIM TYPE: W AUTH CODE:

(N/C) (N/C) (N/C)

0894BEB1 REPLACE IMPACT SENSOR HARNESS 142 WD 0.30 FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE:

(N/C)

29541 SCAN AIR BAG R/FRT IMPACK SENSOR INTERNAL CORROSION IN CONNECTOR ORDERED SERSOR AND HARNESS REPLACED R FRT IMPACK SENSOR AND HARNESS W QCBT 142

B TRANSMISSION MADE A SWISHING SOUND LIKE DRIVING THRU WATER AND STARTED LUGGING DURING IN TOWN DRIVING 2224 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED AND FOUND NO CONDITION THAT MERITED A REPAIR.

(N/C)

29588 SCAN PCM AND TRANSM CONTROLER NO CODES TRANSM PERFORMAND NORNAL NO PROBLEM FOUND W QCBT 142

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Table with columns: REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUIL, ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE, CUSTOMER SIGNATURE, DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

106613

106831



INVOICE

CADILLAC INC.

PROGRESSIVE

DBA. PROGRESSIVE DODGE

7066 HILLS & DALES RD. N.W. MASSILLON, OH 44846 (330) 833-8584 DEALER CODE

PAGE 2

SERVICE ADVISOR: 266 RONALD L WARE

CANTON, OH HOME: CELL: BUS:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for a Dodge Caravan.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes inspection details for 16-point inspection.

D RW CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS 2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS 1 INN 0.00 (N/C)

E FREE VEHICLE WASH \$7.00 VALUE! 6045 FREE VEHICLE WASH \$7.00 VALUE! 1 INN 0.00 (N/C)

F** ON INSPECTION FOUND COOLANT LEAK CAUSE: LEAKS 07500111 Pump, engine water - Pressure test and replace 3.3-3.8 liter engine (B) 142 WD 1.50 (N/C) 1 4781157AC PUMP (N/C) 1 4781172AA GASKET WATER PUMP TO FRON (N/C) 1 5066386AA *COOLANT (N/C) FC: 65 PART#: 4781157AC COUNT: 1 CLAIM TYPE: W AUTH CODE:

29541 LINE ADDED AUTH BY TC REPLACED WATER PUMP LEAKING QCBT 142 W

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THANK YOU

Table with columns: REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILD, ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE, CUSTOMER SIGNATURE, DESCRIPTION, TOTALS. Includes labor, parts, gas, oil, lube, sublet amount, misc. charges, total charges, less insurance, sales tax, and please pay this amount.

106613

106831



INVOICE

CADILLAC INC.

PROGRESSIVE

DBA, PROGRESSIVE DODGE

7996 HILLS & DALES RD. N.W.
 MASSILLON, OH 44846
 (330) 833-8584
 DEALER CODE

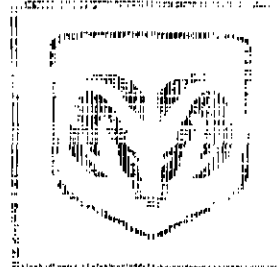
PAGE 3

SERVICE ADVISOR: 266 RONALD L WARE

CANTON, OH
 HOME [REDACTED] BUS:
 CELL [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66B [REDACTED]		29541/29588	T8446	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			WAIT 06SEP07			CASH	06SEP07
26OCT05 DD							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344					
07:31 05SEP07	11:16 06SEP07	1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 1.00 DED					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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THANK YOU

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
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

Jamesamine

106613

110955



INVOICE

PAGE 1

7988 HILLS & DALES RD. N.W. MASSILLON, OH 44864 (330) 833-8584 DEALER CODE

CANTON, OH HOME: CELL: BUS:

SERVICE ADVISOR: 253 JOHN P SHORIE JR

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for MAGNESIUM 06 DODGE CARAVAN 1D4GP45R66B...

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CUST STATES LEAKING P/STER FLUID CAUSE: LINE LEAK 19501712 Hose, pump supply - Replace All others (C)

- 35 WD 0.40 (N/C)
2 4596424AA CLAMP (N/C)
1 5114531AA HOSE-POWER STEERING (N/C)
1 5013457AA FLUID-AUTOMATIC TRANSMISS (N/C)
FC: 62
PART#: 5114531AA
COUNT: 1
CLAIM TYPE: W
AUTH CODE:

33328 WARANTY REPLACED SMALL P/S RUBBER HOSE THAT RUNS FROM P/S COOLER LINE TO RACK. WAS LEAKING P/S FLUID REPLACED AND VERIFIED NO LEAK QC 35

B JS CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS 2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS

1 INN 0.00 (N/C)

33328 INFO

C CUST STATES MIL LITE ON CAUSE: CHECK ENGINE LIGHT 25014510 Valve, exhaust gas recirculation control (EGR) - Replace 3.3-3.8 liter engine (C)

- 35 WD 0.50 (N/C)
1 4861662AE VALVE (N/C)
FC: ML
PART#: 4861662AE
COUNT: 1

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THANK YOU

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106613

110955



INVOICE

7960 HILLS & DALES RD. N.W.
MASSILLON, OH 44646
(330) 833-8584
DEALER CODE

PAGE 2

SERVICE ADVISOR: 253 JOHN P SHORIE JR

CANTON, OH
HOME:
CELL: BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66E		33328/33334	T2776	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			17:00 23JAN08			CASH	23JAN08
26OCT05 DI							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344					
16:40 22JAN08	13:46 23JAN08	1)DAIMLERCHRYSLER 2)MAX CARE 3)84/100 4)100 DED					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

CLAIM TYPE: W
AUTH CODE:

33334 DW AUTH BY TC WARRANTY REPLACED EGR VALVE VERIFIED CHECK ENGINE LIGHT IS ON. PULLED CODE P0406. EGR POSITION SENSOR HIGH. PERFORMED DIAGNOSTICS. FOUND EGR POSITION SENSOR VOLTAGE BELOW .5VOLTS. REPLACED EGR VALVE. CLEARED CODE AND TEST DROVE VEHICLE CHECKE ENGINE LIGHT DID NOT COME BACK ON. QC 35

D** CUST STATES HEARS RATTLE/CLICKING AT TIMES BY ENGINE (ROSS BELT NOISE). CUST ADDED COMPLAINT AFTER RO WROTE 2224 WE DIAGNOSED YOUR VEHICLE AS YOU REQUESTED AND FOUND NO CONDITION THAT MERITED A REPAIR.

35 INN 0.00
33328 CUST CALLED TO ADD, LINE ADDED AUTH BY TC NORMAL ENGINE NOISE. VERIFIED NO PROBLEM AT THIS TIME. QC 35

E** CUST STATES AT TIMES WHEN PASSENGER GETS OUT OF RF SEAT, SEAT BELT LITE/CHIMES STAY ON FOR SEVERAL MINUTES. CUST ADDED COMPLAINT AFTER RO WROTE.
CAUSE: NORMAL CONDITION
85410800 NORMAL CONDITION
35 WD 0.20
FC: UC PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

33328 DW AUTH BY FL COULD NOT VERIFY CONCERN-COMPARED OPERATION TO ANOTHER VEHICLE-WORKING AS DESIGNED QC BY 35

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THANK YOU

REPLACED PARTS WILL BE RETURNED UNLESS SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILD	DESCRIPTION	TOTALS
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

106613

110955



INVOICE

PAGE 3

7566 HILLS & DALES RD. N.W.
MASSILLON, OH 44646
(330) 833-8584
DEALER CODE

CANTON, OH

HOME: [REDACTED] BUS:

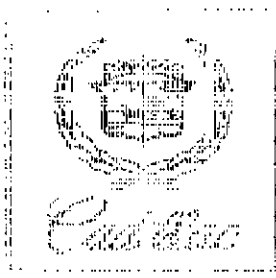
CELL: [REDACTED]

SERVICE ADVISOR: 253 JOHN P SHORIE JR

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	DODGE CARAVAN	1D4GP45R66B [REDACTED]		33328/33334	T2776	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
26OCT05 IS			17:00 23JAN08			CASH	23JAN08
26OCT05 DE							
R.O. OPENED	READY	OPTIONS: STK:D60038 DLR:20374 AXL:344					
16:40 22JAN08	13:46 23JAN08	1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
*****IMPORTANT*****							

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ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER SIGNATURE
[Signature]

DESCRIPTION	TOTALS
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

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Jan 30 16:48:25 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Recalls

Comments:

I have a friend that has the same year/make/model of mini van I do. We both had our airbag sensor changed due to it being ruined. He even has the letter that states there was a recall. Why was mine not listed under the recall, and his mini van was?

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Jan 31 09:47:23 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Dodge Customer Assistance Center regarding recall information on your 2005 Dodge Grand Caravan SXT.

Recalls generally occur on limited numbers of vehicles. Customers are notified by direct mail and through the print and/or broadcast media.

In the automotive industry, a recall campaign occurs when the manufacturer of a vehicle recalls from the customer a product which has been found to require a repair, has a safety-related defect or is in noncompliance with a Federal Motor Vehicle Safety Standard. Occasionally, a manufacturer will issue a recall about a customer satisfaction issue.

We identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day(s) and time of day vehicles are built. We then recall all those vehicles built within that time frame.

You can access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.Chrysler.com; www.Dodge.com or www.Jeep.com and click on "For Owners" and then insert the last eight digits of your Vehicle Identification Number (VIN).

There is no cost to the customer for making the necessary repairs or changes. Please contact your dealer for details.

If you have any questions and would like to talk to us by phone, please contact us at 800-992-1997, between the hours of 8:00 a.m. & 5:00 p.m., Monday through Friday.

Thanks again for your email.

Sincerely,

William
Customer Service Representative
Dodge Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17174525

EMAIL CASE NUMBER: 1934626

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5472587I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Recalls

Comments:

I have a friend that has the same year/make/model of mini van I do. We both had our airbag sensor changed due to it being ruined. He even has the letter that states there was a recall. Why was mine not listed under the recall, and his mini van was?

VIN:

5R [REDACTED]

Mileage:

43126

Servicing Dealer:

Button Dodge

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

M

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Kokomo

State:

IN

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

January 21, 2008

Dear Daimler Chrysler,

I am sending the original receipt for the recent replacement of the air bag sensor in my 2005 Dodge Grand Caravan. The air bag light went on Wednesday January 9 and I had it replaced on Monday January 14, 2008. When the light went on, I was around 1500 miles ~~over~~ over the warranty.

The part that was replaced was part of a recall for vehicles made right before my van. I called on Friday January 18 and was advised that I could be reimbursed for this repair.

The care number I was give: 17133263.
I can reached during the hours of
7:00am to 3:30pm at [REDACTED]

Thank you

[REDACTED]
Bassett WI [REDACTED]

Martin's Chrysler Dodge

Since 1930



P.O. Box 85
1422 Main Street
Union Grove, WI 53182
(262) 878-1226

CUSTOMER NAME/ADDRESS

[REDACTED]
Bassett, WI [REDACTED]

YEAR	MAKE	DATE	R.O.#
05	DODGE	01/14/08	133435
COLOR	MODEL	VIN	
RED	CARAVAN	2D4GP44L2 5R [REDACTED]	

SERVICE ADVISOR	CUSTOMER NUMBER	SALE DATE	PLATE
002	.07380		

HOME TELEPHONE	WORK TELEPHONE	MILES
[REDACTED]	000 000-0000x	37689

CRD

A. SENSOR	IMPACT	
1	4896023.AA	28.85
A. WIRING	2 WAY	
1	5175788.AB	5.70
LINE A TOTAL: \$ 34.55		

A GE AIR BAG LAMP ON
FAULTY IMPACT SENSOR
REMOVE AND REPLACED LEFT FRONT IMPACT
SENSOR AND WIRING

FAULTY IMPACT SENSOR
REMOVE AND REPLACED LEFT FRONT
IMPACT SENSOR AND WIRING
BRAD 40.00
-A- TOTAL: C \$ 40.00

DATE: JAN 14 2008 TIME: 2:51 PM

MARTIN'S GARAGE
1422 MAIN STREET
UNION GROVE, WI 53182
414-878-1226
KK17750352003

BATCH #: 000405
TERMINAL ID. [REDACTED] KK1775*03

SALE REF #: 10140003 SWIPE AUTH #: 041454

TOTAL \$79.92

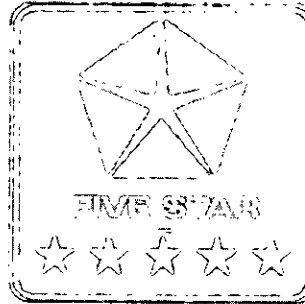
JOAN E VOSLAR

OTHER environmental 1.49

ORIGINAL

THANK YOU
COME AGAIN

CUSTOMER COPY



PAID
JAN 14 PAID
BY: [Signature]

all of the warranties with respect to the sale of this item/items. The seller hereby either express or implied, including any implied warranty of merchantability or the seller neither assumes nor authorizes any other person to assume for it any of this item/items.

receipt of the above vehicle

Parts:	34.55
Labor:	40.00
Other:	1.49
DLR Part:	0.00
Warranty:	0.00
Internal:	0.00
Sub-total:	76.04
Tax:	3.88
Total Due:	79.92

Thank You



BASSETT WI

MILWAUKEE WISCONSIN

26 JAN 2008 10:00 AM



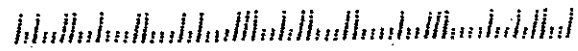
RECEIVED FEB 01 2008

Chrysler Motor Company

P O 21-8004

Auburn Hill MI 48321-8004

48321+8004



From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 05 00:29:43 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

complete dissapointment

Comments:

well myself and my family have been loyal dodge owners until we purchased a brand new 2005 dodge caravan.since we bought the 25,000\$ vehicle it has been nothing but a true LEMON...the power steering pump broke three times,the tyrod broke,winshield wipers(attacked each other and almost caused me an accident because they slammed against the window and almost broke it)the air bag light is on,and most recently and very disturbing would be the problems with the check engine light code p0404,p0405 that has to do with the emmission test.in illinois if you dont pass the emmissions they suspend your plates and license.that was why in 2005 i got rid of my dodge stratus because it wouldnt pass the test.so i thought i would buy a brand newdodge 2005 van and not have major problems for at least a 5 years.boy was i 100% wrong dodge is going down hill with poorly build vehicles.i will never buy a dodge again and i plan on telling everyone what horrible vans you sell.ifi could go back i should of bought a toyota or nissan that can easily last 10 years with no problems.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Feb 06 14:13:51 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear Dominic:

Thank you for contacting the Chrysler Customer Assistance Center regarding the issues with your 2005 Dodge Grand Caravan.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email.

Sincerely,

[REDACTED]
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17189713

EMAIL CASE NUMBER: 1938351

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5486689I25261L0K
M&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Feb 05 17:33:42 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

I paid over \$250 this morning to fix a sensor on my van that is not covered under a recall because my van was built in Mar. 2005, not before Jan. 31.

Comments:

After going through a car wash a couple of weeks ago, my airbag light came on. I found out that many 2005 Gr. Caravans were recalled for this very defect, but since mine was made after Jan. 2005, mine is not covered by the recall. Therefore, I was stuck with a \$250+ repair bill. The terminals on the airbag sensor were corroded from salt.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Feb 07 12:07:07 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Dodge Customer Assistance Center in regards to your air bag sensor repair.

We regret to read of your dissatisfaction in your product and appreciate the time and effort you took to bring this matter to our attention. Comments like yours are one way to learn of problems that develop and the improvements that are desired by customers. The information received is used in product development and quality analysis. We have documented your comments and have forwarded them to the appropriate department for review.

We have made tremendous gains in customer satisfaction and vehicle quality and are dismayed to learn that your expectations have not been met. Please accept our apology for the problems you have experienced.

Thanks again for your email.

Sincerely,

Jessica

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17193559

EMAIL CASE NUMBER: 1939011

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5489098I25261L0K
M&

Date: 1/31/08
To: Chrysler/Dodge
From: [REDACTED] (consumer)
[REDACTED]
Portales, NM [REDACTED]
RE: 2005 Dodge Caravan SXT

To Whom It May Concern,

I purchased my 2005 Dodge Caravan in May 2005 and since September 2005 here is what has gone on with this vehicle (first time I have bought a Dodge):

1. I have had a funky smell when the air conditioner was turned on. Of course when I kept on taking it in no one could ever smell it but they would clean it. I had family members, co-workers, and friends notice it when it would happen. It got a good cleaning out this past spring and the smell is less intense when it occurs but it still occurs. We'll see what happens when it's time to use the air conditioner again what happens.
2. In 2007 I believe late spring early summer I needed a new cellinoid! We shouldn't have to pay for any repair before I am done paying for the car. This is a first for me.
3. In October 2007 my passenger visor arm cracked in half. We don't swing on it like monkeys and it's rarely used. That will cost over \$100 to fix. I think that's ridiculous. I know there is a vanity to light up but I could care less about it, and lighting up.
4. When ever I drive through a puddle now my airbag light goes on and says it's off. What's up with that?
5. My passenger side sliding door chain/belt (not sure what to call it) on the bottom of the door, is not functioning properly so my door feels heavier than it needs to when we use that door. Funny thing we use the driver side sliding door the majority of the time and there is nothing wrong with that. I'm sure that will cost a pretty penny to correct that too.

So, my problem is that this minivan isn't even paid off yet and this stupid crud is happening that cost money. I would expect to fix things after it has all been paid off. That has been my experience with other cars I have owned. I have had a VW bug (no repairs needed), Camaro (starter & alternator repair but it was paid off), Trans Am (no repairs ever needed), Ford f-150 (no repairs needed), Ford Windstar (transmission crapped out after 90,000 miles but the car was paid off).

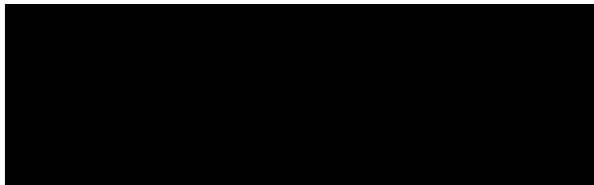
I feel like I am driving a ghetto mobile that was purchased at the Dollar Store. You take it home and it breaks. Apparently the Caravan is **not ram tough**. My husband and I are paying \$21,000 for this. As of right now I don't recommend to my friends, when they have asked about my minivan, to buy a Dodge Caravan or the Chrysler version (it's the same minivan). I am embarrassed to drive my Caravan around.

When this car is close to being paid off I am thinking of going Japanese and purchase a Nissan or Honda. It's too bad because the new Grand Caravans looks wonderful but knowing what I know now about the Caravan I am not going spend that kind of money for a car that's just going to fall apart. I know Honda and Nissan will be more money but my friends who own these mini-vans don't have a single complaint about them.

The dealership we purchased it from (Big Valley of Portales) are super people and we have received good customer service from them. It's just this product which your company makes is not the quality I was expecting.

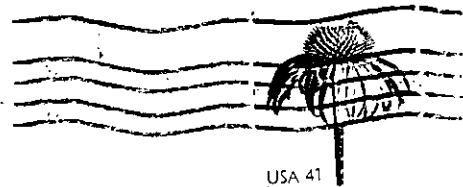
I don't know if there is anything you can do about this but at the very least I wanted you to know that you have a very dissatisfied customer and perhaps the quality control can be improved upon.

Sincerely,





[REDACTED]
[REDACTED]
Portales, NM [REDACTED]



Chrysler LLC
P.O. Box 4639
Oak Ridge, TN 37831

RECEIVED FEB 05 2008

37831+4639-39 8026



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Feb 08 22:12:44 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

AIR BAG LIGHT ON IN MY 2005 CHRYSLER TOWN & COUNTRY LX

Comments:

MY AIR BAG LIGHT IS ON, AND I SEE THAT THERE WAS A RECALL FOR IT, BUT I
NEVER RECIEVED A LETTER REGARDING IT.

Sender Information:

Title:
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Wed Feb 13 07:20:33 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding the air bag light being on in your 2005 Chrysler Town & Country.

A review of our records indicates that your Town & Country does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to our brand site: www.Chrysler.com, and click on "For Owners" at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

Please let me know if I can be of further assistance.

Thank you again for your email.

Sincerely,

Vivian

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17206222

EMAIL CASE NUMBER: 1941738

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5502792I25261L0K
M&



7400 Eastman Ave. • Midland, Michigan 48642
Phone (989) 631-8900 • Fax (989) 631-8933

ATTN: Josh @ Pole 6

From [REDACTED]

Ph [REDACTED]

Case 172 323 32

Fax # 865 425 1592

FACILITY REGISTRATION NO. F-142970

FACILITY REGISTRATION NO. F-100334

CUSTOMER NO. 5403	ADVISOR TERRY	TAG NO. 599	23	INVOICE DATE 02/18/08	INVOICE NO. CHCS175933
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 49,932	COLOR MAGNESIUM/	STOCK NO. 67334
MIDLAND MI	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN + COUNTRY/STATION W	DELIVERY DATE 07/26/05		DELIVERY MILES 22	
[REDACTED]	VEHICLE I.D. NO. 2 C 4 G P 5 4 L 9 5 R	SELLING DEALER NO.		PRODUCTION DATE	
[REDACTED]	F.T.C. NO.	P.O. NO.	R.O. DATE 02/18/08		
[REDACTED]	COMMENTS	REPAIRS PROPERLY COMPLETED & CHECKED BY [Signature]		MILEAGE OUT	

DIAGNOSIS UNITS TECH(S) 348 128.50
 ATR BAG LIGHT IS ON PERF DIAG AND GIVE EST FOR REPAIRS
 PASS SIDE AIR BAG LIGHT IS ON AND WILL NOT GO OFF
 SELF TEST AND FOUND BY FRONT IMPACT SENSOR FAILED REPLACED
 IMPACT SENSOR AND TESTED TO VERIFY REPAIR ALL OK

PARTS QTY FR NUMBER DESCRIPTION UNIT PRICE
 JOB # 1 1 4896023-AA SENSOR IM 8037155 39.29 39.29
 JOB # 1 TOTAL PARTS 39.29
 JOB # 1 TOTAL LABOR & PARTS 167.79

J# 2 95CHZ FREE MAINT INSP UNITS TECH(S) 348 0.00
 FRONT BRAKES ARE WORN AND NEED TO BE REPLACED EST \$210.00
 GUEST DECLINED AT THIS TIME

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

MISC CODE DESCRIPTION CONTROL NO
 JOB # A 35 SHOP SUPPLIES SERVICE
 TOTAL MISC 8.00

ESTIMATE
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$178.00 (+TAX)
 COMMENT: WAIT IN AREA CALL RUTH 885-5204
 TECHNICAL CERTIFICATION: 348 ALAN MC CODY M159H26

TOTALS
 TOTAL LABOR 128.50
 TOTAL PARTS 39.29
 TOTAL SUBLET 0.00
 TOTAL G.O.G. 0.00
 TOTAL MISC CHG. 8.00
 TOTAL MISC DISC. 0.00
 TOTAL TAX 2.36
TOTAL INVOICE \$ 178.15

THANK YOU FOR YOUR BUSINESS!!!

CUSTOMER SIGNATURE

INSURANCE

APPROVED BY

CLAIM NO.

ATTENTION: CASHIER

DEDUCTIBLE OCTOBER

OTHER AMOUNT RETIRES

SIGNATURES

TERMS are cash on delivery. ESTIMATES ARE FOR LABOR ONLY. MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. Not responsible for loss or damage to cars or articles left in cars in case of fire, theft, freezing, accident or any other cause beyond our control. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereon.

POWER OF ATTORNEY KNOW ALL MEN THESE PRESENTS That the undersigned that hereby constitutes and appoints FEENY CHRYSLER DODGE OF MIDLAND INC. my true and lawful attorney in sign name, place and stead of the undersigned on any Insurance Checks or Drafts issued by Insurance Company covering any repairs to my (our) auto mobile authorized by myself (ourselves) in whatever manner necessary to place check or draft in a cashable position. I (we) hereby ratify and confirm whatever action my attorney shall or may take by virtue hereof in the premises.

THE ABOVE WORK HEREOF AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE:

Signed [Signature]

All repairs and parts listed were furnished in compliance with the Michigan Motor Vehicle Service and Repair Act.

X [Signature]

THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMER NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME OR ANY OTHER INCIDENTAL DAMAGES.

2/7/08

Chrysler
PO Box 4639
Oakridge, TN 37831

To whom it may concern,

Enclosed in a copy of a paid invoice for work performed on our 2005 Town and Country. The issue was related to the airbag sensor as described on the statement.

The local dealership (Lakeshore Chrysler) performed this work. They were surprised that the parts were not covered by a recall and suggested we contact Chrysler directly for assistance.

Their assessment was that the work and parts replaced were consistent with other recalls on this model car.

I would request that this information and our request for reimbursement be reviewed.

I can be contacted at;

[REDACTED]
Whitehall, mi [REDACTED]
Ph: [REDACTED]
[REDACTED]

Sincerely,

[REDACTED]

Customer Number: 8932081

Invoice No: 107839

File Copy

boyd earls'

LAKESHORE CHRYSLER * JEEP * DODGE MONTAGUE

4235 Fruitvale Rd. (231) 893-1945
Montague, MI 49437 Toll Free (888) 581-4345
Fax (231) 894-9049

www.mylakeshoreonline.com

WHITEHALL, MI

Home Bus:

Cell:

Email:

SERVICE ADVISOR: 52 KRISTEN MOUREAU

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for DK.BLUE 05 CHRYSLER TOWN & COUN, VIN 1C4GP45R85B, MILEAGE 55961/5961, TAG T560.

Table with columns: SECTION, OPCODE, TECH, TYPE, LIST, NET, TOTAL.

A CUSTOMER STATES AIR BAG LIGHT IS ON
999 DIAGNOSE AND FOUND BOTH CONNECTORS AND IMPACT
SENSORS ON THE FRONT CORRODED AND SHORTED TO
OPEN

30 POLLACK 5918, JOHN LIC#: [REDACTED]
CPM 1.50

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE A. Includes items like CBX2G092 WIRING, 4896023AA SENSOR.

PARTS: 78.50 LABOR: 114.00 OTHER: 0.00 TOTAL LINE A: 192.50

CUSTOMER PAY ENVIRONMENTAL WASTE/SUPPLIES FOR REPAIR ORDER 10.00

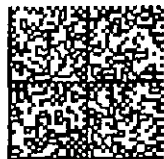
We Appreciate Your Business!!
If you are not 100% completely satisfied with
your service or body shop visit, please call
our Service and Bodyshop Manager, Frank
Henderson @ 231-893-1945. Schedule your
next appointment @ WWW.BoydEarls.com

PAID
FEB 06 REC'D

R.O.#: 107839

Service order summary form with columns: LABOR AMT., PARTS AMT., TOTAL, APPROX HRS., CUST. ACCEPTANCE, DESCRIPTION, TOTALS. Includes totals for Labor (114.00), Parts (78.50), and Total Charges (207.81).

[REDACTED]
WHITCHALL, MI [REDACTED]



02 1P

\$ 000.41⁰

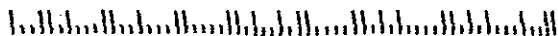
0002195087 FEB 08 2008

MAILED FROM ZIP CODE 49455

CHRYSLER
PO Box 4639
OAKRIDGE, TN 37831

RECEIVED FEB 15 2008

37831+4639 B026



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Feb 18 14:31:30 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

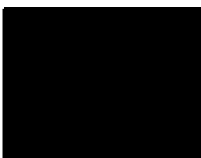
Category: US Customer Service
Brief Description:

Airbag light comes on - 4 th time replaced - pully replaced 1 time - steering
box replaced 1 time - I want a replacement Vehicle

Comments:

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Feb 21 08:17:28 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED],

Thank you for contacting the Chrysler Customer Assistance Center 2006 Chrysler Town & Country.

We understand your concern and apologies for the inconvenience it might have caused. We request you to please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

- Vehicle owner name
- Vehicle owner address
- Day and evening phone numbers
- Vehicle Identification Number (VIN)
- Name of dealership where vehicle was purchased
- Date of purchase
- Dealership where service was performed
- Date of last service
- Current vehicle mileage
- An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Please accept our sincere apologies for the problems you have experienced. Thanks again for your email.

Sincerely,

Peter Vincent

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17233829

EMAIL CASE NUMBER: 1950931

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5527298I25261L0K
M&



Jefferson, O'H

(home)

(work)

Date: February 27, 2008

To: Karen - POLE #9
1-865-425-1592

RE: Reference # **17240770**

The following invoice is per your request for my airbag sensor repair, in the amount of \$120.66.

If you have any additional questions or concerns, please feel free to contact me at work between 8:00am and 4:00pm (EST) or at my home after 4:30pm.

Again, thank you for all you help in this matter. I appreciate it very much.

JEFFERSON

OH



6116 Lake Street (Rt. 193) · P.O. BOX 38
 KINGSVILLE, OH · 44048
 PHONE: (440) 224-2075
 FAX: (440) 224-2812
 www.truenorthauto.com

CUSTOMER COPY PAGE 1

DATE	YEAR	MAKE	MODEL	VIN	STK/CUS	MILES IN	MILES OUT	PAC
02/18/08	05	CHRY	T&C	2C4GP54LX5R	52891	44580	44580	
SERVICE DATE	NOTIFIED	SVC ADV	PROMISED DATE/TIME	LICENSE	RATE	PAYMENT	INV. DATE	
	02/18/08	93	00:00			01	02/18/08	
R.O. NUMBER	TAX ID	HOME PHONE	BUSINESS PHONE					
56663								MID BLUE 1

WAITER

REPAIR LINE 001

CUSTOMER STATES ATRBAG LIGHT ON
 CHECK RUN DIAG AND REPLACE RIGHT FRONT IMPACT SENSOR AD WIRE

Bill Code - C

DIAG

R&R SENSOR

15 M A .50 36.00

15 M A .50 36.00

Total Labor 72.00

CH 4896023AA

SENSOR 1 31.73

CH 5175788AB

WIRING 1 6.27

Total Parts 38.00

Total Line 110.00

Payment Type - 01 CASH SALES 120.66

*pd ck # 5638
2-18-08
ck*

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.

ALL LABOR CHARGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED.

STATEMENT OF DISCLAIMER

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 ITS ITEM/ITEMS

LABOR AMOUNT	72.00
PARTS AMOUNT	38.00
MISC SALES	
MATERIALS	3.30
TOTAL CHARGE	113.30
DEDUCTIBLE	
SALES TAX	7.36
OTHER PAY	
CUSTOMER PAY	120.66

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

>

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Feb 20 09:12:36 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Airbag sensor not warranted?

Comments:

I am very disappointed.

My 2005 Town & Country airbag light came on. I took it directly to my dealer to be serviced. They found that my airbag sensor was corroded.

I DO have 44,900 miles on my van, however, I bought it new on 10-1-05, thus, I have really only driven this van for only 2 1/2 years. (we like to travel)

I was told that there was a recall/service notification on these vans for this, however, my VIN didn't show as being one of them.

I was charged \$120 to replace a corroded sensor! They told me that this was not something that was covered by Chrysler. Even as a safety issue.

Is this correct?

This is not the first time I have been (I believe) unjustly charged for things that happened even DURING my 36,000 warranty. Including a \$60 charge to clean my throttle body because the gas pedal was sticking (they said that is considered maintenance).
??

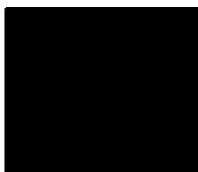
And, I have looked at trading in my van, but the nearly \$29,000 that I paid for this van, 2 1/2 years ago, is now only worth \$11,800!!!! (so much for the high resale value that was claimed at purchase).

Could you please help me?

Thank you,
Tammy Cook

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: customerassist@chrysler.com
To: [REDACTED]
Date: Fri Feb 22 13:38:12 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

- Vehicle owner name
- Vehicle owner address
- Day and evening phone numbers
- Vehicle Identification Number (VIN)
- Name of dealership where vehicle was purchased
- Date of purchase
- Dealership where service was performed
- Date of last service
- Current vehicle mileage
- An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Feb 20 14:24:28 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Airbag light comes on - 4 th time replaced - pully replaced 1 time - steering
box replaced 1 time - I want a replacement Vehicle

Comments:

Airbag light comes on - 5 th time replaced - pully replaced 1 time -
steering box replaced 1 time - They replaced the air bag yesterday and the
Airbag light came on again today - I want a replacement Vehicle

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Feb 25 07:56:07 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Chrysler Town & Country.

Your email has been forwarded to a more appropriate area for their attention. We appreciate your comments and believe our referral action will provide the best opportunity for review.

Thanks again for your email.

Sincerely,

Chris
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17242523

EMAIL CASE NUMBER: 1953877

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5534319I25261L0K
M&

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Feb 22 15:13:13 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Campaign G09/X16, Airbag Sensors

Comments:

When I look up my vehicle year, make and model on the NHTSA website for defects, its pulls up this issue. The website says it for model year 2006. We are having this issue with our airbag light staying on. When we took the van to Wilde Dodge here in Waukesha who told us this campaign only covers 2005 vehicles. Why when we look up our specific year, make and model does it show this issue. We are having this issue with our 2006 van and I would hate to go through the trouble of filing a complaint with the NHTSA.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Tue Feb 26 13:17:47 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your Dodge Grand Caravan.

Our records indicate this vehicle is not involved in any outstanding factory recalls. If your vehicle is involved in any future recalls, a notice will be sent to your postal address. Please contact us with any future changes of address.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.Chrysler.com; www.Dodge.com or www.Jeep.com, click on "For Owners" and then insert the last eight digits of your Vehicle Identification Number (VIN) where appropriate.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, the Service Manager of your dealership is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email.

Sincerely,

Lashon

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17251567

EMAIL CASE NUMBER: 1956059

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5538347I25261L0K
M&



ANDERSON DODGE

5711 East State Street
Rockford, Illinois 61108
815-229-2000

CUSTOMER NO. 39670	ADVISOR MICHAEL STAHL	635 TAG NO. 371	INVOICE DATE 02/14/08	INVOICE NO. DOCS518719
[REDACTED] ROCKFORD, IL [REDACTED]	LICENSE NO.	MILEAGE 44,912	COLOR WHITE/	STOCK NO.
	YEAR / MAKE / MODEL 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2 C 4 G P 4 4 R 8 5 R		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/14/08	
COMMENTS				MO: 44912

LABOR
J# 1 41D0Z AIR BAG/ RESTRAINT UNITS: TECH(S): 2480 270.00
CUSTOMER STATES THE AIR BAG LIGHT COMES ON AND STAYS ON
TEST AND REPLACED BOTH IMPACT SENSORS AND CONNECTORS

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	2 4896023-AA	SENSOR IM 8037155	29.99	59.98
JOB # 1	2 5175788-AB	WIRING 2 8015002	11.99	23.98
TOTAL - PARTS				83.96
TOTAL - LABOR				270.00

TOTALS

* [] CASH	[] AMEX	* TOTAL LABOR....	270.00
* [] DISCOVER	[] VISA/MC	* TOTAL PARTS....	83.96
* [] CHECK [] CHECK#		* TOTAL SUBLET....	0.00
* [] CHARGE		* TOTAL G.O.G....	0.00
		* TOTAL MISC CHG.	0.00
		* TOTAL MISC DISC	0.00
		* TOTAL TAX.....	6.93
		TOTAL INVOICE \$	360.89

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes or authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits or income, or any other incidental damages.

THANK YOU FOR YOUR BUSINESS!

THANK YOU
FOR BRINGING YOUR
CAR TO US FOR SERVICE

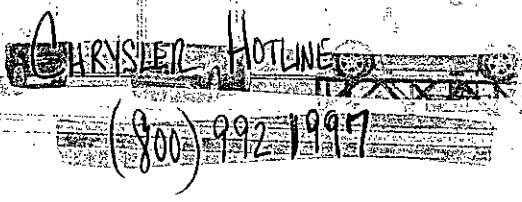
CUSTOMER SIGNATURE



5711 East State Street
Rockford, Illinois 61108
815-229-2000

IF YOU ARE HAPPY LET YOUR
NEIGHBOR KNOW. IF YOU ARE
UNHAPPY CALL THE SERVICE
ADVISOR AT ONCE.

NOT RESPONSIBLE FOR LOSS OR
DAMAGE TO VEHICLES OR ARTICLES
LEFT IN VEHICLES IN CASE OF FIRE,
THEFT OR ANY OTHER CAUSE BEYOND
OUR CONTROL.



Reynolds and Reynolds EPRINTIVE C0554819 Q (0/08)

PROOF OF
PAYMENT

ANDERSON DODGE
5711 E. STATE STREET
ROCKFORD, IL 61108

TERMINAL I.D.: LK510846
MERCHANT # : 000802757849

UTSA
[REDACTED]

SALE
BATCH: 000562 INV: 000016
DATE: FEB 14, 08 TIME: 16:31
RRN: 004522853603 AUTH: 065055
AVS RESPONSE: 0

TOTAL \$360.89
[REDACTED]

THANK YOU
CUSTOMER COPY

February 18, 2008

Chrysler LLC
P.O. Box 4639
Oak Ridge, TN 37831

Dear Sir,

I am writing seeking reimbursement for a recall related repair that was made on my 2005 Chrysler Town & Country. I contacted my local Chrysler dealer 6 months ago concerning the air bag recall on 2005 models and was told that my vehicle's identification number did not come up in the recall. Two weeks ago our vehicle's air bag light on the instrument panel came on so we brought our vehicle in to Anderson Dodge in Rockford, IL. I again inquired about the air bag recall and was told that the recall was VIN specific and my vehicle was not included.

Because I considered this a safety issue, I told the dealer to go ahead and make the necessary repairs. When I picked up my vehicle I was told that the air bag sensors were corroded and had been replaced. When I inquired again about this being a recall issue, they agreed that it certainly appeared to be a recall issue, but since it was VIN specific, they could not treat it as such. I have owned this car for 2 years, living in Northern Illinois, an area where large amounts of road salt are used, which appears to be the reason for corrosion of the sensors.

My vehicle is registered in Illinois, so I do not know why it was not included in the recall. I do not think there is any question that it should have been. I am including copies of the invoice showing the repairs that were made and proof of payment. There was no other work done on my vehicle on the invoice other than the airbag sensor repair. The total paid by me for this repair was \$360. 89. I trust Chrysler will fully reimburse me in a timely manner for the cost of this repair.

Thank you for your help.

Sincerely,



Rockford, IL

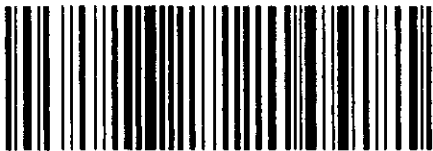
PH# -

VIN - 2C4GP44R85R

Rockford, IL

**RETURN RECEIPT
REQUESTED**

CERTIFIED MAIL™



7007 1490 0005 0059 8395



UNITED STATES
POSTAL SERVICE



0000

37831

U.S. POSTAGE
PAID
ROCKFORD, IL
61125
-FEB-22-08
AMOUNT

\$5.21

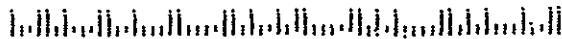
00024431-13

RECEIVED MAR 3 2008

Chrysler LLC
P.O. Box 4639
Oak Ridge, TN 37831

LD
2/25

37831+4639



From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Mar 06 13:17:43 EST 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for calling the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We appreciate the time and effort you took to write to us. We regret to know your dissatisfaction and apologize for the inconvenience caused.

In response to your email regarding the air bag of your vehicle, we would like to inform you that your vehicle is not involved in any recall campaigns regarding the air bag light. However, in the future if there is a recall campaign for the same, you will be notified promptly.

Moreover, our records indicate that your vehicle is involved in the factory recall campaign listed below:

Recall Campaign # F10 ? Windshield Wiper Motor

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any recalls that are published. Please visit our brand website at www.Chrysler.com and click on "For Owners" and then enter your Vehicle Identification Number (VIN).

There is no cost to the customer for making the necessary repairs or changes. We recommend you call your dealer to schedule an appointment for your vehicle.

You can seek for the dealerships that are known for their excellence in customer service - our Five Star dealers. Visit <http://www.fivestar.com>, or call 1-800-677-5-STAR.

If a Five Star Dealer is not convenient, you can find a dealership locator in the "Find a Dealer" area on the Chrysler website at www.chrysler.com.

Thanks again for your email. We appreciate you and your business.

Sincerely,

Susan Nelson

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17290477

EMAIL CASE NUMBER: 1966037

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5562966I25261L0K
M&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

AIR BAG LIGHT ON STEADY ALL THE TIME

Comments:

ALSO ROTORS WENT BAD @ 14000 MILES LAST VAN OWNED WAS 2000 CARAVAN THAT ALSO HAD AIR BAG LIGHT PROBLEMS.THAT ONE COST ME OVER \$200.00 BUT WAS REIMBURSED A YEAR LATER.I DO SEE A RECALL NOTICE ON WWW.CAR.COM FROM 07/2007. VERY DISSAPOINTED THIS HAPPENED AGAIN, AND NOT NOTIFIED FOR THE SECOND TIME. PLEASE ADVISE THANKS FRED J METRO

VIN:

5B [REDACTED]

Mileage:

16125

Servicing Dealer:

JOE CECCONI'S CHRYSLER COMPLEX

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

J

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

NIAGARA FALLS

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Thu Mar 06 14:44:50 EST 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5562966I25261L0KM)
COULD YOU E-MAIL ME YOUR FAX # ??

I WOULD LIKE TO A NOTICE I PRINTED OFF THE INTERNET

THAT SHOWS A RECALL ON 2005 TOWN & COUNTRY FROM 05/03/07
CAMPAIGN # 07V192000.? (COMPONENT AIR BAGS FRONTAL??
SENSOR/CONTROL MODULE)

I'VE HAD 2 DODGE/CHRYSLER VANS IN THE PAST 8 YEARS & THE SAME PROBLEM WITH AIR
BAG SENSORS ON BOTH VANS.

THANKS [REDACTED]

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

From: customerassistre <customerassistre@chrysler.com>
To: [REDACTED]
Sent: Thu, 6 Mar 2008 1:18 pm
Subject: Re: Chrysler LLC Customer Assistance (KMM5562966I25261L0KM)

Dear [REDACTED]:

Thank you for calling the Chrysler Customer Assistance Center regarding
your 2005 Chrysler Town & Country.

We appreciate the time and effort you took to write to us. We regret to
know your dissatisfaction and apologize for the inconvenience caused.

In response to your email regarding the air bag of your vehicle, we
would like to inform you that your vehicle is not involved in any recall
campaigns regarding the air bag light. However, in the future if there
is a recall campaign for the same, you will be notified promptly.

Moreover, our records indicate that your vehicle is involved in the
factory recall campaign listed below:

Recall Campaign # F10 ? Windshield Wiper Motor

You can also access the self-service recall site on the internet to
check on your vehicle's involvement in any recalls that are published.
Please visit our brand website at www.Chrysler.com and click on "For
Owners" and then enter your Vehicle Identification Number (VIN).

There is no cost to the customer for making the necessary repairs or
changes. We recommend you call your dealer to schedule an appointment
for your vehicle.

You can seek for the dealerships that are known for their excellence in customer service - our Five Star dealers. Visit <http://www.fivestar.com>, or call 1-800-677-5-STAR.

If a Five Star Dealer is not convenient, you can find a dealership locator in the "Find a Dealer" area on the Chrysler website at www.chrysler.com.

Thanks again for your email. We appreciate you and your business.

Sincerely,

Susan Nelson

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17290477

EMAIL CASE NUMBER: 1966037

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5562966I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

AIR BAG LIGHT ON STEADY ALL THE TIME

Comments:

ALSO ROTORS WENT BAD @ 14000 MILES LAST VAN OWNED WAS 2000 CARAVAN THAT ALSO HAD AIR BAG LIGHT PROBLEMS. THAT ONE COST ME OVER \$200.00 BUT WAS REIMBURSED A YEAR LATER. I DO SEE A RECALL NOTICE ON WWW.CAR.COM FROM 07/2007. VERY DISSAPOINTED THIS HAPPENED AGAIN, AND NOT NOTIFIED FOR THE SECOND TIME. PLEASE ADVISE THANKS FRED J METRO

VIN:

5B [REDACTED]

Mileage:

16125

Servicing Dealer:

JOE CECCONI'S CHRYSLER COMPLEX

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

J

Last Name:

[REDACTED]

Address 1:
[REDACTED]

Address 2:

City: NIAGARA FALLS

State: NY

Zip: [REDACTED]

Email: [REDACTED]

Work Phone: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Thu Mar 06 15:57:20 EST 2008
Subject: Re: Chrysler LLC Customer Assistance (KMM5562966I25261L0KM)
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and Country.

We appreciate the time and effort you took to write to us.

In response to your email regarding the recall campaign on your vehicle, we suggest that you please call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday. It is necessary to discuss this issue with you directly.

Before calling the Customer Assistance Center, please have the following information handy:

- Vehicle owner name
- Vehicle owner address
- Day and evening phone numbers
- Vehicle Identification Number (VIN)
- Name of dealership where vehicle was purchased
- Date of purchase
- Dealership where service was performed
- Date of last service
- Current vehicle mileage
- An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email. We appreciate you and your business.

Sincerely,

Susan Nelson

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER:

EMAIL CASE NUMBER: 1966037

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5563655I25261L0KM&

Original Message Follows:

COULD YOU E-MAIL ME YOUR FAX # ??
I WOULD LIKE TO A NOTICE I PRINTED OFF THE INTERNET
THAT SHOWS A RECALL ON 2005 TOWN & COUNTRY FROM 05/03/07

CAMPAIGN # 07V192000. (COMPONENT AIR BAGS FRONTAL
SENSOR/CONTROL MODULE)

I'VE HAD 2 DODGE/CHRYSLER VANS IN THE PAST 8 YEARS & THE SAME PROBLEM WITH AIR
BAG SENSORS ON BOTH VANS.

THANKS [REDACTED]

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

From: customerassistre <customerassistre@chrysler.com>

To: [REDACTED]

Sent: Thu, 6 Mar 2008 1:18 pm

Subject: Re: Chrysler LLC Customer Assistance (KMM5562966I25261L0KM)

Dear [REDACTED]

Thank you for calling the Chrysler Customer Assistance Center regarding
your 2005 Chrysler Town & Country.

We appreciate the time and effort you took to write to us. We regret to
know your dissatisfaction and apologize for the inconvenience caused.

In response to your email regarding the air bag of your vehicle, we
would like to inform you that your vehicle is not involved in any recall
campaigns regarding the air bag light. However, in the future if there
is a recall campaign for the same, you will be notified promptly.

Moreover, our records indicate that your vehicle is involved in the
factory recall campaign listed below:

Recall Campaign # F10 ? Windshield Wiper Motor

You can also access the self-service recall site on the internet to
check on your vehicle's involvement in any recalls that are published.
Please visit our brand website at www.Chrysler.com and click on "For
Owners" and then enter your Vehicle Identification Number (VIN).

There is no cost to the customer for making the necessary repairs or
changes. We recommend you call your dealer to schedule an appointment
for your vehicle.

You can seek for the dealerships that are known for their excellence in
customer service - our Five Star dealers. Visit <http://www.fivestar.com>,
or call 1-800-677-5-STAR.

If a Five Star Dealer is not convenient, you can find a dealership
locator in the "Find a Dealer" area on the Chrysler website at
www.chrysler.com.

Thanks again for your email. We appreciate you and your business.

Sincerely,

Susan Nelson

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17290477

EMAIL CASE NUMBER: 1966037

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5562966I25261L0K
M&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

AIR BAG LIGHT ON STEADY ALL THE TIME

Comments:

ALSO ROTORS WENT BAD @ 14000 MILES LAST VAN OWNED WAS 2000 CARAVAN THAT ALSO HAD AIR BAG LIGHT PROBLEMS. THAT ONE COST ME OVER \$200.00 BUT WAS REIMBURSED A YEAR LATER. I DO SEE A RECALL NOTICE ON WWW.CAR.COM FROM 07/2007. VERY DISSAPPOINTED THIS HAPPENED AGAIN, AND NOT NOTIFIED FOR THE SECOND TIME. PLEASE ADVISE THANKS FRED J METRO

VIN:

5B [REDACTED]

Mileage:

16125

Servicing Dealer:

JOE CECCONI'S CHRYSLER COMPLEX

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

[REDACTED]

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

NIAGARA FALLS

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:



Supercharge your AIM. Get the AIM toolbar for your browser.

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Wed Mar 05 13:10:53 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

AIR BAG LIGHT ON STEADY ALL THE TIME

Comments:

ALSO ROTORS WENT BAD @ 14000 MILES
LAST VAN OWNED WAS 2000 CARAVAN THAT
ALSO HAD AIR BAG LIGHT PROBLEMS. THAT ONE COST ME OVER \$200.00 BUT WAS
REIMBURSED A YEAR LATER. I DO SEE A RECALL NOTICE ON WWW.CAR.COM FROM
07/2007. VERY DISSAPOINTED THIS HAPPENED AGAIN, AND NOT NOTIFIED FOR THE
SECOND TIME. PLEASE ADVISE
THANKS FRED J METRO

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Sat Mar 08 14:39:35 EST 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Airbag Sensor's requiring replacement

Comments:

Last March I had to have my left side airbag sensor repaired (under warranty). This month 3-6-08 I had to have the right side repaired (no warranty). I was told when I filed a complaint that it may be considered as a Our of Warranty Consideration because of the history of these sensors having failed. File # 17291672. When finally getting an answer back I am told that I would not be compensated because the sensor was corroded. Well excuse me I feel that this is a poor design! Why is all the recall action happening anyway? If this sensor had not been poorly designed and placed where corrosion would occur there would be no problem. I live in Northern Michigan, if this is going to be a problem perhaps Chrysler should put a disclaimer on their vehicles they sell in areas where there is snow and road salt. Maybe then we would buy a FORD. I would like compensation of \$\$153.58 that I paid for this most recent repair!

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Mon Mar 10 13:12:15 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town and City.

We appreciate the time and effort you took to write to us and please accept my sincerest apologies for the problems you have had. I hope we will have another chance, sometime soon, to restore your faith in us.

It is always a concern when a customer is dissatisfied with our products or dealer service.

Over the past few years, we have made tremendous gains in improving levels of customer satisfaction. But in your case, we apparently missed the mark and your concerns, particularly in view of the expense and inconvenience involved in this issue is understandable.

However, your request for consideration in this matter must be declined, because the vehicle in question has exceeded the time or mileage limitations of the manufacturer warranty at the time the expense was incurred.

For further questions, please feel free to contact the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m. Monday through Friday.

Thank you once again for your email. We value you and your business.

Sincerely,

Domnic Smith
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17301238

EMAIL CASE NUMBER: 1968303

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5570223I25261L0K
M&

US Customer Service - Chrysler Brand Site

Brief Description:

Airbag Sensor's requiring replacement

Comments:

Last March I had to have my left side airbag sensor repaired (under warranty). This month 3-6-08 I had to have the right side repaired (no warranty). I was told when I filed a complaint that it may be considered as a Our of Warranty Consideration because of the history of these sensors having failed. File # 17291672. When finally getting an answer back I am told that I would not be compensated because the sensor was corroded. Well excuse me I feel that this is a poor design! Why is all the recall action happening anyway? If this sensor had not been poorly designed and placed where corrosion would occur there would be

no problem. I live in Northern Michigan, if this is going to be a problem perhaps Chrysler should put a disclaimer on their vehicles they sell in areas where there is snow and road salt. Maybe then we would buy a FORD. I would like compensation of \$\$153.58 that I paid for this most recent repair!

VIN:

5R [REDACTED]

Mileage:

63030

Servicing Dealer:

Don Nester/Houghton Lake, MI

Title:

Ms.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

[REDACTED]

City:

Higgins Lake

State:

MI

Zip:

[REDACTED]

Email:

[REDACTED]

Home PHONE:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Mar 10 14:17:54 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

AIR BAG SENSOR

Comments:

I live in Central New York - a VERY high salt area (in fact, Syracuse - where I work - is called the Salt City). My dealer and your site tell me that my Town & Country is NOT under air bag sensor recall and yet my sensor has been going off and on since last year. PLEASE double check my VIN, as it simply does not make any sense, especially when you read all the consumer complaints.
Thank you very much!

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Mar 11 11:40:11 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your Town and Country.

A review of our records indicates that your vehicle does not currently require service for any recall campaigns. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

You can also access the self-service recall site on the internet to check on your vehicle's involvement in any/all recalls that are published. Simply go to one of our brand sites: www.Chrysler.com; www.Dodge.com or www.Jeep.com and click on "For Owners" at the top of the home page and then enter the last eight digits of your Vehicle Identification Number (VIN).

Thanks again for your email.

Sincerely,

Lashon

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17305037

EMAIL CASE NUMBER: 1969248

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5572906I25261L0K
M&

ATTN:



CAR # 17330215

FRM: Chris Gallegos
CAR 1 Burger Jeep/Chrysler
619-667-8331

service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given above.
6. If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.

7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
9. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
10. If any such charges remain unpaid for thirty (30) days after such request for payment, SAID Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

116347



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-667-8200
www.CARLBURGER.COM
B.A.R. # AC-162680

INVOICE

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD

FIVE STAR



PAGE 2

SERVICE ADVISOR: 336 RAYMOND ANDREWS

DESCANSO, CA
HOME
BUS:

CONT:N/A
CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes details for Magnesium 06 Chrysler Town & Coun 2A8GP64L96R, 06OCT06 DD, 17:00 01NOV07, 0.00 VISA, 11APR08.

SUBL RENTAL

PO#81358

WCSCR

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

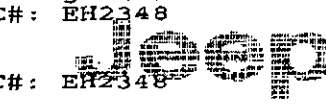
D CUST STATES THAT THERE IS A RATTLE FROM UNDER CAR WHEN DRIVING ON UNEVEN ROADS. THINK IT MAY BE ON EXHAUST SYSTEM. CHECK AND REPAIR

CAUSE: REFER TO TECH STORY
11000140 Exhaust system - Design (4)
830 HENRY, ERIC LIC#: EH2348



(N/C)

24461000 REALIGNE AC HOSE
830 HENRY, ERIC LIC#: EH2348



(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

24980 CONFIRMED NOISE TO BE 2 ITEMS 1ST-FOUND HEAT SHIELD AROUND SPARE TIRE & EXHAUST RUBBING & MISALIGNED-CORRECTION-I REALIGNED HEAT SHIELD 2ND-FOUND A/C HOSES NOT PROPERLY INSTALLED & BANGING INTO EACH OTHER ON ROUGH ROADS-REALIGNED HOSES, RETEST DROVE & BOTH NOISES WERE GONE

E CUST STATES THAT LEFT REAR SPEAKER 3RD ROW SEAT IS BUZZING. CHECK AND REPAIR.

CAUSE: INSTALL INSULATION FOR SPECKER
08607000 SPEAKER, INFINITY SOUND SYSTEM Repair

Table with columns: ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS. Includes labor amount, parts amount, gas/oil/lube, sublet amount, misc charges, total charges, less insurance, sales tax, and please pay this amount.

WARRANTY INFORMATION: LIMITED WARRANTY ON PARTS AND LABOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. UNLESS FAILURE DETERMINED TO BE THE RESULT OF (a) FIRE, ACCIDENT, ABUSE, VANDALISM, NEGLIGENCE OR AN ACT OF GOD INCLUDING BUT NOT LIMITED TO SHOW, ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR OR MAINTAIN THE VEHICLE; (c) FAILURE TO PROPERLY OPERATE VEHICLE USING THE VEHICLE FOR COMPETITIVE SPEED EVENTS; (d) PULLING A TRAILER THAT EXCEEDS THE RATED CAPACITY OF THE VEHICLE; (e) TAMPERING WITH THE EMISSION SYSTEM; (f) USE OF DIRTY FLUIDS OR FUELS, OR OTHER FLUIDS NOT RECOMMENDED BY THE MANUFACTURER; OR (g) MODIFICATIONS NOT APPROVED OR RECOMMENDED BY THE MANUFACTURER.

- The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damage to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.
- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested some repairs must be subtle.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the vehicle described herein or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given above.
- If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
- Sold Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
- In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
- Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorney for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notified the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

116347

INVOICE



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-667-8200
www.CARLBURGER.COM
B.A.R. # AC-152886

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD

FIVE STAR



DESCANSO, CA
HOME:
BUS: CONT:N/A
CELL:

PAGE 3

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for MAGNESIUM 06 CHRYSLER TOWN & COUN 2A8GP64L96R and delivery/repair dates.

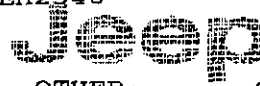
Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a sub-table (B) for 830 HENRY, ERIC LIC#.

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

24982 CONFIRMED NOISE CAUSES REAR PANELING IN AREA OF L.REAR SPEAKER NOT PROPERLY INSULATED- **I REMOVED REAR PANELING, INSTALLED INSULATION, & NOISE WAS GONE

F CUST STATES THAT WITH A LOAD IN REAR THERE WAS A WEEK NOISE WHEN GOING OVER ANY BUMPS. CHECK/TEST AND ADVISE. CAUSE: REFER TO TECH STORY 02151500 REFER TO TECH STORY

830 HENRY, ERIC LIC#: EH2348 WN (N/C)



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

24980 CONFIRMED NOISE, I INSPECTED & FOUND REAR RUBBER FITTINGS FOR SHOCKS, CONTROL ARM; & LEAF SPRINGS VERY DRY. I REMOVED ALL & LUBED WITH WHITE GREASE, REINSTALLED. NOISE WENT AWAY

G CUST STATES THAT AIRBAG LIGHT HAS BEEN COMING ON. CHECK/TEST AND REPAIR.

CAUSE: COULD NOT DUPLICATE 08 INSPECT ELECTRICAL SYSTEM 830 HENRY, ERIC LIC#: EH2348 WN (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

Service Department form with sections for ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, and CUSTOMER SIGNATURE. Includes a table for LABOR AMOUNT, PARTS AMOUNT, etc.

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damaged to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

- 1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be subtle.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed.
6. If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
7. Sold Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Sold Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Sold Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs..."

CUSTOMER #: 677120
UNIT# 677120

116347



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B.A.R. # AC-152686

INVOICE

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD
FIVE STAR



DESCANSO, CA

HOME

BUS:

CONT:N/A
CELL:

PAGE 4

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for Magnesium 06 Chrysler Town & Coun 2A8GP64L96R.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes dates like 06OCT06 DL and 17:00 01NOV07.

Table with columns: R/O OPENED, READY, OPTIONS. Includes options: STK:677120 DLR:26354.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes line 24980.

H CUST STATES THAT DRIVER SIDE HEATED MIRROR TURNS BLUE WHEN USED. BLUE COLOR WILL LAST FOR A COUPLE OF HOURS. CHECK/TEST AND REPAIR.

CAUSE: MIRROR TURNING BLUE
23042203 Mirror, remote power/heated/memory/auto folding-outside door - Replace Left (C)

830 HENRY, ERIC LIC#: [REDACTED]
WN
1 4894401AE MIRROR-OUTSIDE, REARVIEW, (N/C)
1 WPRRL RENE' LINCOLN (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: TOTAL LINE H: 0.00

24980 REPLACED L.FRONT HEATED SEAT MIRROR-TURNING BLUE

I** EXPRESS SERVICE, LUBRICATION, OIL AND FILTER CHANGE, VISUAL INSPECTION, AND TOP OFF FLUIDS. INCLUDES HAZARDOUS WASTE DISPOSAL FEE.

2602 EXPRESS SERVICE, LUBRICATION, OIL AND FILTER CHANGE, VISUAL INSPECTION, AND TOP OFF FLUIDS. INCLUDES HAZARDOUS WASTE DISPOSAL FEE.

830 HENRY, ERIC LIC#: EH2348
CP

HZ1 HAZARDOUS WASTE COST RECOVERY PROGRAM 19.95 19.95
999 CPZ 1.53 1.53

00 PARTS ONLY
999IHOME (N/C)
999 IP (N/C)

1 5281090BA O/FILTER (N/C)
IHOME (N/C)
IP

Table with columns: ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS. Includes sub-sections for LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, etc.

WARNING Motor vehicles containing... (N/C)

- 1. Customer is hereby notified that the said property is not insured or protected...
2. Customer stores no articles or personal property...
3. The dealer is not responsible for unavailability of parts...
4. Due to the type of service requested...
5. All charges for repairs...
6. If the vehicle described herein is not called for...
7. Said Dealer is authorized to deliver the vehicle...
8. In addition to any and all other legal remedies...
9. If any such charges remain unpaid for thirty (30) days...

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:
"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

116347



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8333 Hercules Street
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619-667-8200
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B.A.R. # AC-152686

INVOICE

PAGE 5

SERVICE ADVISOR: 336 RAYMOND ANDREWS

DESCANSO, CA
HOME:
BUS: CONT:N/A
CELL:



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
MAGNESIUM	06	CHRYSLER TOWN & COUN	2A8GP64L96R		24980/24982	T1329	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PCN	RATE	PAYMENT	INV DATE
06OCT06 DL			17:00 01NOV07		0.00	VISA	11APR08
R/C OPENED	READY	OPTIONS: STK:677120 DLR:26354					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
5	68026605AA			10W30			(N/C)
				HOME			(N/C)
				IP			
SPLIT FOR LINE I 50/50 LABOR AND PARTS							
PARTS:	0.00	LABOR:	21.48	OTHER:	0.00	TOTAL LINE I:	21.48

24982 LOF COMPLETE

EST: 0.00 30OCT07 13:02 SA: 336

EST: 19.95 01NOV07
CONTACT: MR SMITHSON
CUST AUTH LOF



IMPORTANT NOTICE!!! Soon you may receive a survey from DaimlerChrysler Corp. Asking you to evaluate your service visit here. Please return the survey and if for "any" reason you are not **COMPLETELY SATISFIED** and **PLEASE FIRST VISIT** contact David Cole or Chris Gallegos prior to mailing your survey

DESCRIPTION	TOTALS
LABOR AMOUNT	21.48
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	21.48
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	21.48

- The only warranties applying to this part are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part and/or services. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.
- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
 - Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
 - The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
 - Due to the type of service requested some repairs must be quoted.
 - All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given above.
 - If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
 - Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
 - In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
 - If any such charge remains unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

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CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

117217



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8333 Hercules Street
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B.A.R. # AC-162686

INVOICE

PAGE 1

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD

FIVE STAR



Jeep

Dodge

CHRYSLER

Dodge Trucks

DESCANSO, CA
HOME
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 336 RAYMOND ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	CHRYSLER TOWN & COUN	2A8GP64L96R		25678/25691	T1750	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06OCT06 DL			17:00 23NOV07		0.00	CASH	11APR08
R/O OPENED	READY	OPTIONS: STK:677120 DLR:26354					

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

A CUSTOMER STATES THE DRIVERS MIRROR HAS TURNED BLUE AND HAS LINES ALL OVER IT, CHECK AND ADVISE
CAUSE: CRACKED

23042203 Mirror, remote power/heated/memory/auto folding-outside door - Replace Left (C)

830 HENRY, ERIC LIC#: [REDACTED]

- WN
- 1 4894401AE MIRROR-OUTSIDE, REARVIEW, (N/C)
- 1 4717557AA COVER (N/C)
- 1 WPRRL RENE' LINCOLN (N/C)
- FC: PART#: COUNT: (N/C)
- CLAIM TYPE: W
- AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

25678 MIRROR CRACKED AND HAS BLUE LINES W REPLACED MIRROR

B CUSTOMER STATES AIRBAG LIGHT PERSON CHECK AND ADVISE

CAUSE: COULD NOT DUPLICATE

23 BODY/TRIM CONCERNS

830 HENRY, ERIC LIC#: [REDACTED]

- WN



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

25678 FOUND NO CODES IN DRB N/C NO PROBLEM AT THIS TIME

C CUSTOMER STATES THE DVD MULTI PLAYER ONLY PLAYS THE FIRST DVD BUT NOT THE OTHERS, THE FIRST DVD ACTS UP INTERMITTANTLY

CAUSE: COULD NOT DUPLICATE

<small>MOPAR PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, UNLESS OTHERWISE SPECIFIED. THESE PARTS ARE PREFIXED WITH A "P" ON THESE PART NUMBERS. DO NOT BE TAKEN WHEN CONSIDERING ALTERING YOUR CHRYSLER VEHICLE WITH THESE PARTS.</small> <small>LIMITED WARRANTY ON PARTS AND LABOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS FAILURE DETERMINED TO BE THE RESULT OF (a) FIRE, ACCIDENT, ABUSE, VANDALISM, NEGLIGENCE OR AN ACT OF GOD INCLUDING BUT NOT LIMITED TO SNOW, ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR OR MAINTAIN THE VEHICLE; (c) FAILURE TO PROPERLY OPERATE, MAINTAIN OR USE THE VEHICLE; OR (d) COMPETITIVE SPEED EVENTS; (e) PULLING A TRAILER THAT EXCEEDS THE RATED CAPACITY OF THE TRAILER; (f) TAMPERING WITH THE EMISSION SYSTEM; (g) USE OF DIRTY FLUIDS OR FUELS, OR OTHER FLUIDS NOT RECOMMENDED BY THE MANUFACTURER; OR (h) MODIFICATIONS NOT APPROVED OR RECOMMENDED BY THE MANUFACTURER.</small> <small>INITIALS</small>	<small>The Service Department is open Monday through Friday 7:00 a.m. to 6:00 p.m. Parts Department Monday through Friday 8:00 a.m. to 5:30 p.m. Body Shop Monday through Friday 7:30 a.m. to 6:30 p.m. Please visit our website at www.jeep.com for more information.</small> <small>NOT LIABLE FOR LOSS/DAMAGE TO CONTENTS LEFT IN CAR DUE TO FIRE OR THEFT OR CAUSES BEYOND OUR CONTROL.</small> <small>LIMITED WARRANTY ON MOPAR PARTS & LABOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED.</small>	ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		\$	\$	LABOR AMOUNT	
				PARTS AMOUNT	
				GAS, OIL, LUBE	
				SUBLET AMOUNT	
				MISC. CHARGES	
				TOTAL CHARGES	
				LESS INSURANCE	
				SALES TAX	
				PLEASE PAY THIS AMOUNT	

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of profits, or income, or any other incidental damages.

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested some repairs must be subtle.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit to the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given above.
- If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
- Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting the receipt.
- In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any cash charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may seek recovery of such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

117217

INVOICE



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-667-8200
www.CARLBURGER.COM
S.A.R. # AC-152686

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD
FIVE STAR



DESCANSO, CA
HOME
BUS: CONT:N/A
CELL:

PAGE 2

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for Magnesium 06 Chrysler Town & Coun 2A8GP64L96R, delivery date 06OCT06, and options: STR:677120 DLR:26354.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Line 08: INSPECT ELECTRICAL SYSTEM, 830 HENRY, ERIC LIC#: [REDACTED], WN, (N/C).

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

25678 TESTED ALL DVD PLAYER WITH KNOWN GOOD DVD N/C PROBLEM IS IN THE CUST DVD

D CUSTOMER STATES THERE IS A RATTLE UNDER CAR WHEN DRIVING ON A SEMI ROUGH ROAD, CHECK HEAT CAUSE: ADJUST FUEL LINE 23 BODY/TRIM CONCERNS 830 HENRY, ERIC LIC#: [REDACTED] WN (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

25678 FOUND FUEL LINE RATTLING [REDACTED] ADJUSTED FUEL LINES

E CUSTOMER STATES THE REAR HATCH DID NOT WORK WITH REMOTE, ONE TIME CAUSE: COULD NOT DUPLICATE 08 INSPECT ELECTRICAL SYSTEM 830 HENRY, ERIC LIC#: EH2348 WN (N/C)

FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

Service Department open Monday through Friday 7:00 a.m. to 6:00 p.m. Body Shop Monday through Friday 7:30 a.m. to 5:00 p.m. Includes original estimate, total authorized additions, and description of work performed.

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose...

- 1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof...
2. Customer states no articles of personal property have been left in the vehicle...
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control...
4. Due to the type of service requested some repairs must be subtle...
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle...
6. If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter...
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt...
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for repairs, including labor and parts, storage and/or towing, and to enforce such lien...
9. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred...
10. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE GONG-BEVERLY WARRANTY ACT AS FOLLOWS:

ATTN:



CAIR # 17330215

FRM: Chris Gallegos
CARL Burger Jeep/Chrysler
619-667-8331

- service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.
- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
 - Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
 - The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
 - Due to the type of service requested some repairs must be subject.
 - All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, or written notification to that effect addressed to the customer at the address given above.
 - If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
 - Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
 - In addition to any and all other legal remedies available, I authorize said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
 - Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
 - If any such charges remain unpaid for thirty (30) days after such request for payment, said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

116347



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-667-8200
www.CARLBURGER.COM
B.A.R. # AC-162686

INVOICE

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD
FIVE STAR



DESCANSO, CA
HOME:
BUS: CONT:N/A
CELL:

PAGE 2

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for MAGNESIUM 06 CHRYSLER TOWN & COUN 2A8GP64L96R and a summary table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes AUTH CODE:

SUBL RENTAL

PO#81358

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE C. Includes WCSR and (N/C) 0.00.

D CUST STATES THAT THERE IS A RATTLE FROM UNDER CAR WHEN DRIVING ON UNEVEN ROADS. THINK IT MAY BE ON EXHAUST SYSTEM. CHECK AND REPAIR

CAUSE: REFER TO TECH STORY

- 11000140 Exhaust system - 830 HENRY, ERIC LIC#: WN
24461000 REALIGNE AC HOSE 830 HENRY, ERIC LIC#: WN

Table with columns: PARTS, LABOR, OTHER, TOTAL LINE D. Includes (N/C) 0.00.

24980 CONFIRMED NOISE TO BE 2 ITEMS 1ST-FOUND HEAT SHIELD AROUND SPARE TIRE & EXHAUST RUBBING & MISALIGNED-CORRECTION-I REALIGNED HEAT SHIELD 2ND-FOUND A/C HOSES NOT PROPERLY INSTALLED & BANGING INTO EACH OTHER ON ROUGH ROADS-REALIGNED D HOSES, RETEST DROVE & BOTH NOISES WERE GONE

E CUST STATES THAT LEFT REAR SPEAKER 3RD ROW SEAT IS BUZZING. CHECK AND REPAIR.

CAUSE: INSTALL INSULATION FOR SPECKER

08607000 SPEAKER, INFINITY SOUND SYSTEM Repair

Warranty and repair details table with columns: ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS. Includes labor, parts, gas, oil, lube, sublet amount, and customer signature.

INITIALS: [Blank]
WARRANTY: The only warranties applying to this parts are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

- 1. Customer is hereby notified that the sold property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed.
6. If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

116347



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-667-8200
www.CARLBURGER.COM
B.A.R. # AC-152886

INVOICE

PAGE 3



DESCANSO, CA
HOME: [REDACTED]
BUS: [REDACTED] CONT:N/A
CELL: [REDACTED]

SERVICE ADVISOR: 336 RAYMOND ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	CHRYSLER TOWN & COUN	2A8GP64L96R		24980/24982	T1329	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO	RATE	PAYMENT	INV DATE
06OCT06 DD			17:00 01NOV07		0.00	VISA	11APR08
R.O. OPENED	READY	OPTIONS: STK:677120 DLR:26354					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
(B)							

830 HENRY, ERIC LIC#: [REDACTED]
WN

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

24982 CONFIRMED NOISE CAUSES REAR PANELING IN AREA OF L.REAR
SPEAKER NOT PROPERLY INSULATED- **I REMOVED REAR PANELING, INSTALLED
INSULATION, & NOISE WAS GONE

F CUST STATES THAT WITH A LOAD IN REAR THERE IS A BUJEEK NOISE WHEN
GOING OVER ANY BUMPS, CHECK/TEST AND ADVISE

CAUSE: REFER TO TECH STORY
02151500 REFER TO TECH STORY
830 HENRY, ERIC LIC#: EH2348
WN



(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

24980 CONFIRMED NOISE, I INSPECTED & FOUND ALL REAR RUBBER FITTINGS
FOR SHOCKS, CONTROL ARM, & LEAF SPRINGS. VERY DRY. I REMOVED ALL & LUBED
WITH WHITE GREASE, REINSTALLED. MUST KNOW NOISE WENT AWAY

G CUST STATES THAT AIRBAG LIGHT HAS BEEN COMING ON. CHECK/TEST AND
REPAIR.

CAUSE: COULD NOT DUPLICATE
08 INSPECT ELECTRICAL SYSTEM
830 HENRY, ERIC LIC#: EH2348
WN

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

*MOPAR PARTS ARE WARRANTED FOR 12 MONTHS OR 12,000 MILES WITH THE EXCESS OF MILES ON THESE PARTS THESE PARTS ARE PREFIXED WITH "P" ON THESE PART NUMBERS ONLY. THESE PARTS ARE WARRANTY AND EXTENDING CAUTION SHOULD BE TAKEN WHEN CONSIDERING ALTERING OR REMOVING THESE PARTS FROM THE ORIGINAL VEHICLE WITH THE LIMITED WARRANTY ON PARTS AND LABOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS FAILURE DETERMINED TO BE THE RESULT OF (a) FIRE, ACCIDENT, ABUSE, VANDALISM, NEGLIGENCE OR AN ACT OF GOD INCLUDING BUT NOT LIMITED TO BLOW, ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR OR MAINTAIN THE VEHICLE; (c) FAILURE TO PROPERLY OPERATE VEHICLE; (d) USING THE VEHICLE FOR COMPETITIVE SPEED EVENTS; (e) PULLING A TRAILER THAT EXCEEDS THE RATED CAPACITY OF THE VEHICLE; (f) TAMPERING WITH THE EMISSION SYSTEM; (g) USE OF DIRTY FLUIDS OR OTHER FLUIDS NOT RECOMMENDED BY THE MANUFACTURER; OR (h) MODIFICATIONS NOT APPROVED OR RECOMMENDED BY THE MANUFACTURER.

The Service Department is open Monday through Friday 7:00 a.m. to 6:00 p.m.
Parts Department Monday through Friday 8:00 a.m. to 6:00 p.m.
Body Shop Monday through Friday 7:00 a.m. to 6:00 p.m.
Please visit our website at www.CARLBURGER.COM
NOT LIABLE FOR LOSS/DAMAGE TO CARGOES IN OR DUE TO FIRE OR THEFT OR CAUSES BEYOND OUR CONTROL...
LIMITED WARRANTY ON MOPAR PARTS & LABOR 12 MONTHS OR 12,000 MILES UNLESS OTHERWISE SPECIFIED.

ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITIONS	DESCRIPTION	TOTALS
		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
		PLEASE PAY THIS AMOUNT	

INITIALS
Warranty Motor Vehicle Center, in compliance with the State of California's Lemon Law, provides a limited warranty on new motor vehicles. This warranty is provided to the original purchaser of a new motor vehicle. It does not apply to used vehicles, vehicles purchased from a dealer, or vehicles purchased from a private party. The warranty is provided to the original purchaser of a new motor vehicle. It does not apply to used vehicles, vehicles purchased from a dealer, or vehicles purchased from a private party. The warranty is provided to the original purchaser of a new motor vehicle. It does not apply to used vehicles, vehicles purchased from a dealer, or vehicles purchased from a private party.

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume or give any other warranties on its behalf. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer agrees no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested some repairs must be duplicated.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given above.
- If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$6.00 per day will be made for each day thereafter.
- Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
- In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:
"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

116347



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8333 Hercules Street
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La Mesa, CA 91942-2921
619-667-8200
www.CARLBURGER.COM
B.A.R. # AC-152686

INVOICE

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD
FIVE STAR



DESCANSO, CA
HOME
BUS: CONT:N/A
CELL:

PAGE 4

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes vehicle details like MAGNESIUM, 06, CHRYSLER TOWN & COUN, 2A8GP64L96R.

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO No, RATE, PAYMENT, INV DATE. Includes dates like 06OCT06 DL, 13:02 30OCT07, 08:10 02NOV07.

H CUST STATES THAT DRIVER SIDE HEATED MIRROR TURNS BLUE WHEN USED. BLUE
COLOR WILL LAST FOR A COUPLE OF HOURS. CHECK/TEST AND REPAIR.
CAUSE: MIRROR TURNING BLUE
23042203 Mirror, remote power/heated/memory/auto
folding-outside door - Replace Left (C)
830 HENRY, ERIC LIC#: EH2348
WN
1 4894401AE MIRROR-OUTSIDE, REARVIEW, (N/C)
1 WPRL RENE' LINCOLN (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

24980 REPLACED L.FRONT HEATED SEAT MIRROR-TURNING BLUE
I** EXPRESS SERVICE, LUBRICATION, OIL AND FILTER CHANGE, VISUAL
INSPECTION, AND TOP OFF FLUIDS. INCLUDES HAZARDOUS WASTE
DISPOSAL FEE.
2602 EXPRESS SERVICE, LUBRICATION, OIL AND FILTER
CHANGE, VISUAL INSPECTION, AND TOP OFF
FLUIDS. INCLUDES HAZARDOUS WASTE DISPOSAL
FEE.
830 HENRY, ERIC LIC#: EH2348
CP
HZ1 HAZARDOUS WASTE COST RECOVERY PROGRAM 19.95 19.95
999 CPZ 1.53 1.53
00 PARTS ONLY.
999IHOME (N/C)
999 IP (N/C)
1 5281090BA O/FILTER (N/C)
IHOME (N/C)
IP (N/C)

Service Department is open Monday through Friday 7:00 a.m. to 6:00 p.m. Body Shop Monday through Friday 7:00 a.m. to 5 p.m. Please visit our website www.CARLBURGER.COM. ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS.

INITIALS
The only warranties applying to this parts are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose...

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:
A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs...

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

116347



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619-667-8200
www.CARLBURGER.COM
B.A.R. # AC-152688

INVOICE

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD
FIVE STAR



DESCANSO, CA
HOME:
BUS:

CONT:N/A
CELL:

PAGE 5

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for Magnesium 06 Chrysler Town & Coun 2A8GP64L96R.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes split for labor and parts.

24982 LOF COMPLETE

EST: 0.00 30OCT07 13:02 SA: 336

EST: 19.95 01NOV07
CONTACT: MR SMITHSON
CUST AUTH LOF



IMPORTANT NOTICE!!! Soon you may receive a survey from DaimlerChrysler Corp. Asking you to evaluate your service visit here. Please return the survey and if for "any" reason we were not completely satisfied and it was your first visit, contact David Cole or Chris Barileggs prior to mailing your survey

Table with columns: ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS. Includes labor amount, parts amount, gas, oil, lube, sublet amount, misc charges, less insurance, sales tax, and please pay this amount.

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

117217



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619-667-8200
www.CARLBURGER.COM
B.A.R. # AC-162686

INVOICE

PAGE 1

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD

FIVE STAR



DESCANSO, CA
HOME:
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for Magnesium 06 Chrysler Town & Coun 2A8GP64L96R, 25678/25691, T1750.

Table with columns: LINE OPCODE, TECH TYPE, HOURS, LIST, NET, TOTAL. Includes a note: A CUSTOMER STATES THE DRIVERS MIRROR HAS TURNED BLUE AND HAS LINES ALL OVER IT, CHECK AND ADVISE

CAUSE: CRACKED
23042203 Mirror, remote power/heated/memory/auto folding-outside door - Replace Left (C)
830 HENRY, ERIC LIC#: [REDACTED]
WN
1 4894401AE MIRROR-OUTSIDE, REARVIEW, (N/C)
1 4717557AA COVER (N/C)
1 WPRRL RENE' LINCOLN (N/C)
FC: PART#: COUNT: (N/C)
CLAIM TYPE: W
AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

25678 MIRROR CRACKED AND HAS BLUE LINES W REPLACED MIRROR

B CUSTOMER STATES AIRBAG LIGHT
CAUSE: COULD NOT DUPLICATE
23 BODY/TRIM CONCERNS
830 HENRY, ERIC LIC: [REDACTED]
WN

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

25678 FOUND NO CODES IN DRB N/C NO PROBLEM AT THIS TIME

C CUSTOMER STATES THE DVD MULTI PLAYER ONLY PLAYS THE FIRST DVD BUT NOT THE OTHERS, THE FIRST DVD ACTS UP INTERMITTANTLY
CAUSE: COULD NOT DUPLICATE

WARRANTY INFORMATION: LIMITED WARRANTY ON PARTS AND LABOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST. UNLESS FAILURE DETERMINED TO BE THE RESULT OF (a) FIRE, ACCIDENT ABUSE, VANDALISM, NEGLIGENCE OR AN ACT OF GOD INCLUDING BUT NOT LIMITED TO SNOW, ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR OR MAINTAIN THE VEHICLE; (c) FAILURE TO PROPERLY OPERATE VEHICLE; (d) USING THE VEHICLE FOR COMPETITIVE SPEED EVENTS; (e) PULLING A TRAILER THAT EXCEEDS THE RATED CAPACITY OF THE VEHICLE; (f) TAMPERING WITH THE OPERATION OF THE VEHICLE; (g) DIRTY FLUIDS OR FUELS, OR OTHER FLUIDS NOT RECOMMENDED BY THE MANUFACTURER; OR (h) MODIFICATIONS NOT APPROVED OR RECOMMENDED BY THE MANUFACTURER.

ORIGINAL ESTIMATE: \$
TOTAL AUTHORIZED ADDITIONS: \$
DESCRIPTION: LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNTCUSTOMER SIGNATURE

Table with columns: ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS. Includes a signature line for the customer.

WARRANTY INFORMATION: THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE...

- 1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof...
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be sublet.
5. All charges for resale including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed.
6. If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting the receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may so refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS: A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

117217

INVOICE

PAGE 2



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-687-8200
www.CARLBURGER.COM
B.A.R. # AC-192888



DESCANSO, CA
HOME:
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG. Includes details for Magnesium 06 Chrysler Town & Coun 2A8GP64L96R with 25678/25691 miles and tag T1750.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes line 08 for inspect electrical system.

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

25678 TESTED ALL DVD PLAYER WITH KNOWN GOOD DVD N/C PROBLEM IS IN THE CUST DVD

D CUSTOMER STATES THERE IS A RATTLE UNDER CAR WHEN DRIVING ON A SEMI ROUGH ROAD, CHECK HEAT CAUSE: ADJUST FUEL LINE 23 BODY/TRIM CONCERNS 830 HENRY, ERIC LIC#: EH2348 WN



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

25678 FOUND FUEL LINE RATTLING AGAINST FRAME N/C ADJUSTED FUEL LINES

E CUSTOMER STATES THE REAR HATCH REMOTE, ONE TIME CAUSE: COULD NOT DUPLICATE 08 INSPECT ELECTRICAL SYSTEM 830 HENRY, ERIC LIC#: EH2348 WN

FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE:

Table with columns: ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS. Includes warranty information and repair details.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS: A buyer of this product in California has the right to have this product serviced or repaired during the warranty period.

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

117217



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B.A.R. # AC-152688

INVOICE

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD



PAGE 3

SERVICE ADVISOR: 336 RAYMOND ANDREWS

DESCANSO, CA
HOME
BUS:

CONT:N/A
CELL:

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL. DATE, PRGD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes line items for parts and labor.

25678 FOUND NO PROBLEM WITH REAR HATCH.

F RENTAL CAR DURING REPAIR

CAUSE: RENTAL CAR
R RENTAL CAR DURING REPAIR
999WCSR
FC: PART#: COUNT:
CLAIM TYPE: F
AUTH CODE:

(N/C)

SUBL RENTAL
PO#81634

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

G** CUST STATES THAT LEVER FOR HEADREST IS BROKE/CHECK/TEST AND REPAIR.

CAUSE: BROKE OFF
23204702 Guide/sleeve, headrest - Replace Rear
seat-One seat-One or
830 HENRY, ERIC LIC#: BH2348
WN
1 1AL821D5AA SLEEVE
1 WPRRL RENE' LINCOLN
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

(N/C)
(N/C)
(N/C)

Table with columns: ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS. Includes a detailed description of the repair and associated costs.

The only warranties applying to this part are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or services. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

- 1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be sublet.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given above.
6. If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$6.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting my receipt.
8. In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorney for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws.

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

117217



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-667-8200
WWW.CARLBURGER.COM
B.A.R. # AC-162686

INVOICE

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD

FIVE STAR



PAGE 4

SERVICE ADVISOR: 336 RAYMOND ANDREWS

DESCANSO CA
HOME: CONT: N/A
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	CHRYSLER TOWN & COUN	2A8GP64L96R		25678/25691	T1750	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
06OCT06 DL			17:00 23NOV07		0.00	CASH	11APR08
R.O. OPENED	READY	OPTIONS:	STK:677120 DLR:26354				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL			
PARTS:				0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE G:	0.00

25678 REPLACED MIDDLE ROW SEAT (DRIVERS) HEAD REST LEVER, CLIP BROKE OFF

EST: 0.00 20NOV07 16:24 SA: 336

IMPORTANT NOTICE!!!! Soon you may receive a survey from DaimlerChrysler Corp. Asking you to rate your service visit here. Please leave the survey and if for "any" reason you are not completely satisfied and would like to contact David Cole or Chris Calligan prior to mailing your survey



DESCRIPTION	TOTALS
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

WARNING: Motor vehicles contain airbags. Proper use is essential to their effectiveness. Do not disable or tamper with airbags. Do not use any tools or equipment to modify or tamper with airbags. Do not use any tools or equipment to modify or tamper with airbags. Do not use any tools or equipment to modify or tamper with airbags.

- Customer is hereby notified that the sold property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer certifies no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested some repairs must be subtle.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given above.
- If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
- Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person preventing the receipt.
- In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles at intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
- Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

117656



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-667-8200
WWW.CARLBURGER.COM
B.A.R. # AC-152888

INVOICE

PAGE 1



DESCANSO, CA
HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 336 RAYMOND ANDREWS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	CHRYSLER TOWN & COUN	2A8GP64L96R		26236/26236	T122	
DL DATE	PROD DATE	WARR EXP	PROMISED	PNOS	RATE	PAYMENT	INV DATE
06OCT06 DL			17:00 04DEC07		0.00	CASH	11APR08
R.O. OPENED	READY	OPTIONS: STK:677120 DLR:26354					
17:40 03DEC07	10:53 06DEC07						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER REPORTS DRIVER SIDE MIRROR TURNS BLUE AND HAS LINES IN IT
ADVISE

CAUSE: SHORTED
23042203 Mirror, remote power/heated/memory/auto
folding-outside door - Replace Left (C)
830 HENRY, ERIC LIC#:

QTY	DESCRIPTION	UNIT PRICE	TOTAL
1	4894401AE MIRROR-OUTSIDE, REARVIEW,		(N/C)
1	5102969AC BLOCK		(N/C)
1	WPRL RENE' LINCOLN		(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

26236 CONFIRMED PROBLEM, I CALLED THEM TWICE THEY SAID TO CHECK
GROUND AT G200 FOR HIGH RESISTANCE, FOUND NOTHING SO THEY SUGGESTED A
PROBLEM WITH IPM SO I REPLACED IPM & DRIVERS SIDE MIRROR & NOW THEY
BOTH WORK AS DESIGNED

B PERFORM 16PT INSPECTION ON FLUID LEVELS, BELTS, HOSES, EXHAUST ECT.
2600 PERFORM 16PT INSPECTION ON FLUID LEVELS,
BELTS, HOSES, EXHAUST ECT

830 HENRY, ERIC LIC#
CP
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C RENTAL CAR DURING REPAIR
CAUSE: RENTAL
R RENTAL CAR DURING REPAIR

999WCSCR
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:
(N/C)

DESCRIPTION	TOTAL AUTHORIZED ADDITIONS	TOTALS	
		LABOR AMOUNT	PARTS AMOUNT
LABOR AMOUNT			
PARTS AMOUNT			
GAS, OIL, LUBE			
SUBLET AMOUNT			
MISC. CHARGES			
TOTAL CHARGES			
LESS INSURANCE			
SALES TAX			
PLEASE PAY THIS AMOUNT			

WARNING: This vehicle contains asbestos known to the State of California to be cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, which create and emit dust and debris that may contain asbestos fibers. Asbestos fibers are known to cause lung disease and cancer. Avoid disturbing asbestos fibers. Do not use power tools to cut, sand, drill, or grind asbestos-containing materials. If you must work on asbestos-containing materials, use proper safety procedures. Wash your hands when handling a brake, and always use manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the Dealer.
- Customer attests no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested some repairs must be sublet.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, or written notification to this effect addressed to the customer at the address given above.
- If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$9.00 per day will be made for each day thereafter.
- Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
- In addition to any and all other legal remedies available, I authorize Said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. Said Dealer is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and costs incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.
- Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.
- If any such charges remain unpaid for thirty (30) days after such request for payment, Said Dealer may sue and refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notified the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

117656

INVOICE

PAGE 2

SERVICE ADVISOR: 336 RAYMOND ANDREWS



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619-667-8200
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B.A.R. # AC-152686

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD
FIVE STAR



DESCANSO, CA
HOME: [REDACTED]
BUS: [REDACTED] CONT: N/A
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	CHRYSLER TOWN & COUN	2A8GP64L96R	[REDACTED]	26236/26236	T122	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PC NO	RATE	PAYMENT	INV DATE
06OCT06 DL			17:00 04DEC07		0.00	CASH	11APR08
R/O OPENED		READY	OPTIONS: STK:677120 DLR:26354				
17:40 03DEC07	10:53 06DEC07						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

SUBL RENTAL

PO#81838

WCSR								(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00

EST: 0.00 03DEC07 17:40 SA: 336

CALLLED STARCENTER FOR ASSISTANCE CASE#9271638. CHECKED ALL GROUNDS AND R&R 1PM PER THEIR DIRECTION.

IMPORTANT NOTICE! Soon you may receive a survey from DaimlerChrysler Corp. Asking you to evaluate your service visit here. Please return the survey and if for "any" reason we've not earned "COMPLETELY SATISFIED" and "FIXED FIRST VISIT" contact David Cole or Chris Gallegos prior to mailing your survey



DESCRIPTION	TOTALS
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

WARNING: MOTOR VEHICLES contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and parts and materials used to maintain vehicles, including but not limited to, fuel, oil, battery, brake, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, waste and replacement fluids, fumes, gases, brake, clutch, and other fluids, and parts and materials used to maintain vehicles, including but not limited to, fuel, oil, battery, brake, and wheel balancing weights. To reduce your exposure to these chemicals, use proper ventilation, wear protective clothing, and avoid breathing fumes. For more information about Proposition 65, please visit the website www.p65.ca.gov.

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
- Customer agrees no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested some repairs must be subtle.
- All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given above.
- If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

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CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

120762



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INVOICE

PAGE 1



DESCANSO, CA
HOME
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 336 RAYMOND ANDREWS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Includes vehicle details for a Chrysler Town & Country.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Shows work performed on 2/27/08 and 3/6/08.

A CUSTOMER STATES DRIVER MIRROR TURNS BLUE A FEW DAYS AFTER REPLACING FOR SAME CONCERN

CAUSE: SHORTED

08190201 Module, body control - Replace (A)

830 HENRY, ERIC LIC#:

WN

- 1 5026062AC MODULE-BODY CONTROLLER (N/C)
1 4894401AE MIRROR-OUTSIDE, REARVIEW, (N/C)
1 WPRRL RENE' LINCOLN (N/C)

23042103 Mirror, remote power outside door -

Replace Left (C)

830 HENRY, ERIC LIC#:

WN

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

30231 BCM SHORTED OUT CAUSING DRIVERS MIRROR TO SHORT, REPLACED BOTH ITEMS CALLED STAR & THEY SAID TO CHECK GROUND C200, P112 & P114 WIRES BETWEEN C200 & C302 ALSO AT VIEW MIRROR & SIDE MIRROR. ALL WERE GOOD

B CUSTOMER STATES PASS FRONT WINDOW WILL NOT MOVE

CAUSE: REFER TO TECH STORY

23 BODY/TRIM CONCERNS

830 HENRY, ERIC LIC#:

WN

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

30231 WINDOW AND CHANEL RUN STICKY - CLEANED CHANEL RUN FOR WINDOW WINDOW NOW WORKS EVERYTIME.

Table with columns: ORIGINAL ESTIMATE, TOTAL AUTHORIZED ADDITIONS, DESCRIPTION, TOTALS. Includes a detailed description of the window repair and associated costs.

WARNING: Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, including tires, and should be used to maintain vehicles in good condition. Use proper handling and disposal procedures. Wash your hands often, especially after handling a break, and follow all manufacturer instructions pertaining to proper use and disposal.

- 1. Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the dealer.
2. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
3. The dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's control.
4. Due to the type of service requested some repairs must be subtle.
5. All charges for repairs including labor and materials furnished are due and payable simultaneously with the delivery of the within described vehicle or prior to delivery upon the expiration of three (3) days after notice that the repairs have been completed.
6. If the vehicle described herein is not called for within three (3) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.
8. In addition to any and all other legal remedies available, I authorize said Dealer to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien.
9. If any such charges remain unpaid for thirty (30) days after such request for payment, said Dealer may also incur such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."

CUSTOMER COPY

CUSTOMER #: 677120
UNIT# 677120

120762



Carl Burger's Chrysler Jeep World
8333 Hercules Street
Highway 8 at Jackson Drive
La Mesa, CA 91942-2921
619-667-8200
www.CARLBURGER.COM
B.A.R. # AC-152686

INVOICE

WINNER OF THE 5 STAR
QUALITY OF SERVICE AWARD
FIVE STAR



PAGE 2

SERVICE ADVISOR: 336 RAYMOND ANDREWS

DESCANSO, CA
HOME
BUS: CONT:N/A
CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
MAGNESIUM	06	CHRYSLER TOWN & COUN	2A8GP64L96R		30231/30231	T385	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
06OCT06 DD			17:00 06MAR08		0.00	CASH	11APR08
R.O OPENED	READY	OPTIONS: STK:677120 DLR:26354					
16:22 27FEB08	10:49 06MAR08						

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

C CUSTOMER STATES OUTSIDE WINDSHEILD MOLDING CRACKED ON PASS SIDE
CAUSE: CRACKED

23020109 Grille/inserts, radiator - Replace
Complete (C)

830 HENRY, ERIC LIC#: WN

- 1 4717553AF GRILLE
- 1 WPRRL RENE' LINCOLN

(N/C)
(N/C)
(N/C)

PARTS: 0.00 LABOR: 0.00 TOTAL LINE C: 0.00

30231 FOUND COWL CRACKED REPLA

From: [REDACTED]
To: customerassist@chrysler.com
Date: Wed Mar 19 12:55:04 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

air bag light is coming on - recall

Comments:

I am concerned that my air bag light is coming on. I see there is a recall for 05 vans. I would like to take it to the dealer to have them look at but I do not want to have them charge me 95.00 to diagnose

Sender Information:

Title:
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Mar 19 15:43:54 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

I regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to my attention. Comments like yours are one way we have to learn of problems that may develop and improvements desired by customers.

Unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend contacting your authorized dealership to arrange an appointment for proper diagnosis and repair. Dealers are independent businesses and may or may not charge a diagnostic fee for their services. Please ask the dealership to disclose any fees up front before work proceeds.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles. Should your dealer require factory assistance, it is available through the regional Business Center.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Thank you again for your email.

Sincerely,

Matt

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17335958

EMAIL CASE NUMBER: 1976133

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5592522I25261L0K
M&

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Mar 20 18:19:08 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center.

Your message concerning a problem, was received and reviewed by the Customer Assistance Center.

We suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

Furthermore, your dealer is empowered to determine the merits of any goodwill policy consideration for repairs beyond the coverage of your manufacturer's warranty. Should you have any further questions, please feel free to contact the Customer Assistance Center at 800-992-1997 for additional discussion.

Thanks again for your email.

Sincerely,

Jonathan

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17341033

EMAIL CASE NUMBER: 1977127

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5595473I25261L0K
M&

From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Mar 20 16:16:33 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Question on warranty for ECM OR BCM

Comments:

I own a 2006 Grand Caravan. My radio stop working a day ago. I went to a radio repair. They said I was not getting power to the radio. They said possible causes could be the ECM or BCM. I know I'm out of warranty by mileage but in warranty by time. I feel that I should not pay the full cost of an ECM or BCM which ranges from 300-500 dollars plus the cost of analyzing and installation but the cost of analyzing and 100 dollars.

Yours truly,

[REDACTED]
Sender Information:

Title:
First Name: [REDACTED]
Middle Initial:
Last Name: [REDACTED]

11705 Valley Blvd.
El Monte, CA 91732
Phone: (626) 444-0322
Fax: (626) 444-5608

EL MONTE
CHRYSLER-JEEP-DODGE
FIVE STAR

☆☆☆☆☆

Fax

To: Tasha. From: Phil
Fax: (805) 425-1592 Pages: 28
Phone: (714) 444-0322 Date: 5/21/08
Re: CC:

Urgent For Review Please Comment Please Reply Please Recycle

● Comments:

DOCS517685
(626) 444-0322

DOCS517685

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR PHILLIP R TARIN	TAG NO. 912894 279G	INVOICE DATE 02/09/08	INVOICE NO. DOCS517685
	LABOR RATE	LICENSE NO.	MILEAGE 20,838	COLOR INFERNO RED
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07	STOCK NO. 624010	DELIVERY MILES 42
RESIDENCE PHONE	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R	SPILING OF ALOR NO. 10	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE 02/02/08	
COMMENTS				MO: 20844

JOB# 1 CHARGES-----
LABOR-----
J# 1 12DOZ STEERING/SUSPENSION TECH(S): 910800 WARRANTY
CUSTOMER STATES STEERING WHEEL SHAKES WHILE BRAKING.
J# 1 12DOZ

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 13DOZZ2 BRAKE CONCERN 2 TECH(S): 910800 WARRANTY
CUSTOMER STATES WHILE BRAKING THE BRAKE PEDAL WILL GO TO FLOOR.
?
ROAD TESTED VEHICLE PERFORMED AS LIKE VEHICLE BRAKE PEDAL DID NOT FADE BUT ROTORS NEED RESURFACING.
J# 2 13DOZZ2

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
J# 3 04DOZ ELECTRICAL TECH(S): 910800 WARRANTY
CUSTOMER STATES TIRE MONITOR LIGHT IS ON.
ADJUSTED TIRE PRESSURE TO SPECS. PRESSURE WERE TO LOW.
J# 3 04DOZ

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----
LABOR-----
J# 4 09DOZZ TRANSMISSION TECH(S): 910800 WARRANTY
CUSTOMER STATES WHILE DRIVING, SLOWING DOWN OR ACCELERATING THE CAR WILL HAVE A HARD SHFT.
INSPECTED FOR CONCERN FOUND TRANS SHIFTS AS DESIGNED NO TRANS CONCERNS PRESENT.
0.00
J# 4 09DOZZ

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

JOB# 5 CHARGES-----
LABOR-----
J# 5 04DOZZ1 ELECTRICAL CONCERN 2 TECH(S): 910800 WARRANTY
PASSENGER DOME LIGHT ABOVE DRIVERS SIDE REAR TIRE INOP.
PLEASE CHECK
J# 5 04DOZZ1

Do you prefer to be contacted at
 HOME WORK
What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS517685
(626) 444-0322

DOCS517685

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR PHILLIP R TARIN	TAQ NO. 912894	INVOICE DATE 02/09/08	INVOICE NO. DOCS517685
	LABOR RATE	LICENSE NO.	MILEAGE 20,838	COLOR INFERNO RED
	YEAR/MAKE/MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T		DELIVERY DATE 01/28/07	DELIVERY MILES 42
LA VERNE, CA	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/02/08	
COMMENTS				MO: 20844

DRB3 BODY DIAG NO DTCS PRESENT ACTUATED INTERIOR COURTESY LAMPS LEFT REAR LAMP (INTERIOR) WOULD NOT ILLUMINATE. 2 REMOVE LAMP ASSEMBLY FROM HEAD LINER TESTED CIRCUIT DISCOVERED LAMP DRIVER WAS SHORTED TO GROUND. REMOVED HEADLINER COMPLETELY REMOVED OVER HEAD DVD PLAYER AND OVERHEAD CONSOLE TO GAIN ACCESS TO INTERIOR LAMPOVER CONSOLE TO GAIN ACCESS TO INTERIOR LAMPOVER HEAD WIRING HARNESS TRAC ED SHORT TO GROUND. COURTESY LAMP DRIVER WIRE CUT AND GROUND OUT ON SHEET METAL. REPAIRED WIRE REINSTALLED HEADLINER AND OVER HEAD DVD CONSOLE ASSEMBLY. RETEST INTERIOR LAMP CIRCUIT AND ALL LAMPS WORK AS DESIGNED.

JOB# 5 TOTALS.....
JOB# 5 JOURNAL PREFIX DOCS JOB# 5 TOTAL 0.00

JOB# 6 CHARGES.....

LABOR.....
J# 6 17DOZ... DRIVABILITY/EMISSION... TECH(S):910800... WARRANTY
CAR HAS STATED FOR 7 TO TEN MINUTES ON TWO DIFFERENT OCCASIONS.
DRB3 DIAG DTC P0461 PRESENT FUEL LEVELS SENSOR #1. PERFORMA- NCE TSB FLASH ERONEOUS DTC
FLASH UPDATE PCM ROAD TESTED PRIOR AND AFTER UPDATE VEHICLE DID NOT STALL AND PERFORMED AS LIKE VEHICLE.

JOB# 6 TOTALS.....
JOB# 6 JOURNAL PREFIX DOCS JOB# 6 TOTAL 0.00

JOB# 7 CHARGES.....

LABOR.....
J# 7 17DOZZ04... DRIVABILITY;CONCERN... TECH(S):910800... WARRANTY
CUSTOMER HEARS MOAN IN REAR OF CAR WHILE DRIVING.
? ROAD TESTED VEHICLE NO NOISE PRESENT.

JOB# 7 TOTALS.....
JOB# 7 JOURNAL PREFIX DOCS JOB# 7 TOTAL 0.00

ESTIMATE.....
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS.....
VEHICLE READY FOR PICK UP ON 2-9-08

Do you prefer to be contacted at
 HOME WORK
What is the best time to call?
 A.M. P.M.

INVOICED _____
CASHIERED _____

DOCS517685

DOCS517685
(626) 444-0322

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR PHILLIP R TARIN	TAG NO. 912894	INVOICE DATE 02/09/08	INVOICE NO. DOCS517685
[REDACTED] LA VERNE, CA [REDACTED]	LABOR HOURS 20,838	LICENSE NO.	COLOR INFERNO RED	STOCK NO. 624010
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	MILEAGE	DELIVERY DATE 01/28/07	DELIVERY MILES 42
RESIDENCE PHONE [REDACTED]	VEHICLE ID. NO. 2 A 4 G P 5 4 L X 6 R	P.O. NO.	SELLING DEALER NO. 10	PRODUCTION DATE
COMMENTS	R. O. DATE 02/02/08			

MO: 20844

TOTALS.....

***** PLEASE READ *****

* YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER *
* CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
* RECEIVED FROM OUR SERVICE DEPARTMENT. THE *
* INFORMATION WE RECEIVE FROM THIS SURVEY HELPS *
* US TO SERVE YOU BETTER. IF FOR ANY REASON YOU *
* ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON *
* ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
* SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
* EXPECTATIONS !!! *
***** THANK YOU *****

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

CUSTOMER SIGNATURE _____

***** DUPLICATE INVOICE *****

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS517683
(626) 444-0322

DOCS517683

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 00031590R

CUSTOMER NO 7514	ADVISOR PHILLIP R TARIN 912894	TAX NO. 279G	INVOICE DATE 02/09/08	INVOICE NO. DOCS517683
	LABOR RATE	LICENSE NO.	MILEAGE 20,838	COLOR INFERNO RED
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07	DELIVERY MILCS 42	
	VEHICLE ID NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/02/08	
COMMENTS			MO: 20844	

JOB# 1 CHARGES-----

LABOR-----
J# 1 00DOZ-1 LUBE OIL AND FILTER TECH(S):910800 7.70
PERFORM ENGINE OIL AND FILTER CHANGE AND LUBE CHASSIS
Oil & Filter Change w/ Lube 3.8L 05/06

PARTS-----	QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1	5281090	FILTER EN 9057006	5.33	5.00	5.00
	6	68026603-AA	OIL 5W20 1081090	3.15	3.15	18.90
			TOTAL - PARTS			23.90

MISC-----

CODE	DESCRIPTION	CONTROL NO	
HWO	HAZARDOUS WASTE OIL		1.77
COL	COUPON DISCOUNT LABOR		-4.83
COP	COUPON DISCOUNT PARTS		-4.83
	TOTAL - MISC		-7.89

JOB# 1 TOTALS-----

LABOR	7.70
PARTS	23.90
MISC	-7.89
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	23.71

JOB# 2 CHARGES-----

LABOR-----
J# 2 00DOZCHECKUP MULTI-POINT INSP TECH(S):910800 0.00
PERFORM MULTI-POINT INSPECTION DOCUMENT ALL INFORMATION ON
ATTACHED FORM.
X

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	0.00
--	-------------

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$25.00 (+TAX)

COMMENTS-----
VEHICLE READY FOR PICK UP ON 2-9-08

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.
 INVOICED _____
 CASHIERED _____

DOCS517683

DOCS517683
(626) 444-0322

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO 7514	ADVISOR PHILLIP R TARIN	TAG NO. 912894	INVOICE DATE 02/09/08	INVOICE NO DOCS517683
	LABOR RATE	LICENSE NO.	MILEAGE 20,838	COLOR INFERNO RED
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07	DELIVERY MILES 42	STOCK NO. 624010
LA VERNE, CA	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10	PRODUCTION DATE	
	F.T.E. NO.	R.O. NO.	R.O. DATE 02/02/08	
	COMMENTS			MO: 20844

TOTALS.....

TOTAL LABOR....	7.70
TOTAL PARTS....	23.90
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.77
TOTAL MISC DISC	-9.66
TOTAL TAX.....	1.98
TOTAL INVOICE \$	25.69

***** PLEASE READ *****
 * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER *
 * CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
 * RECEIVED FROM OUR SERVICE DEPARTMENT. THE *
 * INFORMATION WE RECEIVE FROM THIS SURVEY HELPS *
 * US TO SERVE YOU BETTER. IF FOR ANY REASON YOU *
 * ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON *
 * ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
 * SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
 * FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
 * EXPECTATIONS !!! *
 ***** THANK YOU *****

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS515764
(626) 444-0322

DOCS515764

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR RUDOLPH PETERSEN 915098	TAG NO. 092	INVOICE DATE 11/20/07	INVOICE NO. DOCS515764
	LABOR RATE	LICENRE NO.	MILEAGE 17,058	COLOR INFERNO RED
	YEAR / MAKE / MODEL 06 / CHRYSLER / TOWN & COUNTRY / VAN FWD T		DELIVERY DATE 01/28/07	STOCK NO. 624010
RESIDENCE ADDRESS LA VERNE, CA	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R		SELLING DEALER NO. 10	DELIVERY MILES 42
	F.T.E. NO.	R.O. NO.	R.O. DATE 11/20/07	PRODUCTION DATE
COMMENTS				MO: 17058

JOB# 1 CHARGES

LABOR
J# 1 0000Z-1 LUBE OIL AND FILTER TECH(S) 912063 8:00
PERFORM LUBE, OIL AND FILTER CHANGE (up to 5Qrts of oil)
INCLUDES 23 POINT INSPECTION AND TOP OF ALL FLUID LEVELS.
Additional charges may be applied for diesel, V10s, Hemi
V8, fluid disposal, semi-synthetic & synthetic oils.
OIL AND FILTER CHANGE,
TECH PERFORMED OIL AND FILTER CHANGE, LUBED, ADDED OIL AS
NEEDED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	52B1090	FILTER EN 9057006	5.33	5.00	5.00
	6	68026603-AA	OIL 5W20 1081090	3.15	3.15	18.90
TOTAL - PARTS						23.90

MISC
CODE DESCRIPTION CONTROL NO
HWO HAZARDOUS WASTE OIL
TOTAL - MISC 1.77

JOB# 1 TOTALS
LABOR 8.00
PARTS 23.90
MISC 1.77

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 33.67

JOB# 2 CHARGES

LABOR
J# 2 2000Z-EP1 FUEL INJECTION SERV TECH(S) 912063 74.38
PERFORM A FUEL INJECTOR FLUSH SERVICE,
CLEANING THE FUEL INJECTOR TIPS & INTERNAL MECHANISM TO
IMPROVE THE SPRAY PATTERN AND ATOMIZATION OF THE FUEL AS IT
IS SPRAYED INTO THE COMBUSTION CHAMBER TO IMPROVE OVERALL
DRIVABILITY, THROTTLE RESPONSE, IDLE QUALITY AND FUEL ECONOMY.
PERFORM SERVICE AS DISCRIBED ABOVE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	10891	FI ING FL	35.00	35.00	35.00
TOTAL - PARTS						35.00

JOB# 2 TOTALS
LABOR 74.38
PARTS 35.00

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 109.38

JOB# 3 CHARGES

LABOR
J# 3 2000Z-1 23 POINT INSPECTION TECH(S) 912063 10.00
PERFORM 23 POINT VEHICLE CHECK UP AT NO LABOR COST TO
CUSTOMER
23 POINT INSPECTION

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
CASHIERED _____

DOCS515764

DOCS515764
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR RUDOLPH PETERSEN 915098	TAG NO. 092	INVOICE DATE 11/20/07	INVOICE NO. DOCS515764
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 17,058	COLOR INFERNO RED
LA VERNE, CA	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07	STOCK NO. 624010	DELIVERY MILES 42
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10	PRODUCTION DATE	
	I. I. C. NO.	P. O. NO.	R. O. DATE 11/20/07	
COMMENT				MO: 17058

TECH PERFORMED 23 POINT INSPECTION, FRT. BRAKES 8MM, REAR BRAKES 4MM, TECH RECOMMENDED AT NEXT SVS POSSIBLE REAR BRAKES, AIR FILTER, THROTTLE BODY SVS.

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$157.00 (+TAX)

COMMENTS-----
WAITER
TOTALS-----

TOTAL LABOR....	82.38
TOTAL PARTS....	58.90
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	1.77
TOTAL MISC DISC	0.00
TOTAL TAX.....	4.86
TOTAL INVOICE \$	147.91

***** PLEASE READ *****
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* CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
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* ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON *
* ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
* SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
* EXPECTATIONS !!! *
***** THANK YOU *****

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

Do you prefer to be contacted at
 HOME WORK
What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS514507
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR PHILLIP R TARIN 912894	TAX NO. 4248	INVOICE DATE 10/11/07	INVOICE NO. DOCS514507
LA VERNE, CA	LABOR RATE	LICENSE NO.	MILEAGE 13,790	COLOR INFERNO RED
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T		DELIVERY DATE 01/28/07	STOCK NO. 624010
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R		SELLING DEALER NO. 10	DELIVERY MILES 42
	P.T.E. NO.	REG. NO.	PRODUCTION DATE 10/03/07	
COMMENTS				MO: 13889

JOB# 1 CHARGES-----
LABOR-----
J# 1 15DOZ BODY TECH(S):910800 WARRANTY
CUST. STS. MOANING NOISE COMING FROM VEHICLE SAME NOISE AS BEFORE.
ROAD TEST NO NOISE PRESENT SAME AS BEFORE.
JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00
JOB# 2 CHARGES-----
LABOR-----
J# 2 13DOZ BRAKES TECH(S):910800 WARRANTY
CUST. STS. BRAKES PEDAL WILL GO DOWN WHILE DRIVING.
INSPECTED FOR CONCERN TRANS SHIFT TO SPECS SAME AS BEFORE.
JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00
JOB# 3 CHARGES-----
LABOR-----
J# 3 09DOZ AUTO TRANSMISSION TECH(S):910800 WARRANTY
CUST. STS. TRANS WILL HAVE A HARSH SHIFT AT TIMES,AND WHEN IT HAPPEN IT SEEMS VERY HARD TO ACCEL.
REAR HATCH PERFORMS AS LIKE VEHICLE NO CONCERN PRESENT.
JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00
JOB# 4 CHARGES-----
LABOR-----
J# 4 04DOZZ ELECTRICAL CONCERN TECH(S):910800 WARRANTY
CUST. STS. REAR TAIL GATE WILL HAVE A POPING NOISE WHEN CLOSING AT TIMES.
?
?
JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00
ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)
COMMENTS-----
ASAP
VEHICLE READY FOR PICK UP ON 10-11-07

Do you prefer to be contacted at
 HOME WORK
What is the best time to call?
 A.M. P.M.
INVOICED _____
CASHIERED _____

DOCS514507
(626) 444-0322

DOCS514507

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO 7514	ADVISOR PHILLIP R TARIN	TAG NO 912894	4248	INVOICE DATE 10/11/07	INVOICE NO DOCS514507
	LABOR RATE	LICENSE NO	MILEAGE 13,790	COLOR INFERNO RED	STOCK NO. 624010
LA VERNE, CA	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T			DELIVERY DATE 01/28/07	DELIVERY MILES 42
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R			SELLING DEALER NO. 10	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE 10/03/07	
	COMMENTS				MO: 13889

TOTALS-----

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

***** PLEASE READ *****
 * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER *
 * CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
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 * INFORMATION WE RECEIVE FROM THIS SURVEY HELPS *
 * US TO SERVE YOU BETTER. IF FOR ANY REASON YOU *
 * ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON *
 * ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
 * SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
 * FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
 * EXPECTATIONS !!! *
 ***** THANK YOU *****

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

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
 CASHIERED _____

DOCS513811
(626) 444-0322

DOCS513811

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO 7514	APR/ROR PHILLIP R TARIN 912894	TAX NO 2955	INVOICE DATE 09/27/07	INVOICE NO DOCS513811
LAUNCH MAIL	LICENSE NO.	MILEAGE 13,334	COLOR INFERNO RED	STOCK NO 624010
YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07		DELIVERY MILES 42	
VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10		PRODUCTION DATE	
F.T.C. NO.	P.O. NO.	R.O. DATE 09/08/07	REPRINT# 1	
COMMENTS				
MO: 13395				

JOB# 1 CHARGES

LABOR.....
J# 1 000020 LUBE OIL AND FILTER TECH(S): 910800 8.00
 PERFORM LUBE, OIL AND FILTER CHANGE (up to 5Qrts of oil)
 INCLUDES 23 POINT INSPECTION AND TOP OF ALL FLUID LEVELS.
 Additional charges may be applied for diesel, V10s, Hemi
 V8, fluid disposal, semi-synthetic & synthetic oils.

PARTS.....(QTY).....FP-NUMBER.....DESCRIPTION.....LIST PRICE-UNIT PRICE-	
1 5281090 FILTER EN 9057006 5.33 5.00	5.00
2 HOSE HEATER 5.00 5.00	10.00
	TOTAL - PARTS 15.00

G.O.G. & SUPPLIES.....
 5.0 MOTOR OIL @ 2.450 /UNIT 12.25
 TOTAL - GOG 12.25

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
HWO HAZARDOUS WASTE OIL 1.77	
CDL COUPON DISCOUNT LABOR -4.25	
CDP COUPON DISCOUNT PARTS -4.25	
	TOTAL - MISC -6.73

JOB# 1 TOTALS

LABOR	8.00
PARTS	15.00
G.O.G.	12.25
MISC	-6.73
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL	28.52

JOB# 2 CHARGES

LABOR.....
J# 2 0000RT ROTATE TIRES TECH(S): 910800 16.95
 ROTATE TIRES AND SET TIRE PSI TO MANUFACTURERS SPECIFICATION
 ROTATE TIRES.
 Rotate Tires All

JOB# 2 TOTALS

LABOR	16.95
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL	16.95

ESTIMATE.....
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$45.50 (+TAX)
 COMMENTS.....
 VEHICLE READY FOR PICK UP ON 9-15-07

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
 CASHIERED _____

DOCS513811
(626) 444-0322

DOCS513811

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO 7514	ADVISOR PHILLIP R TARIN	912894	TAG NO 2955	INVOICE DATE 09/27/07	INVOICE NO. DOCS513811
[REDACTED]	LABOR DATE	LICENSE NO.	MILEAGE 13,334	COLOR INFERNO RED	STOCK NO. 624010
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07		DELIVERY MILES 42	
LA VERNE, CA	VEHICLE ID. NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10		PRODUCTION DATE	
[REDACTED]	F.T.E. NO.	P.O. NO.	P.O. DATE 09/08/07	REPRINT# 1	
COMMENTS			MO: 13395		

TOTALS-----

TOTAL LABOR....	24.95
TOTAL PARTS....	15.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	12.25
TOTAL MISC CHG.	1.77
TOTAL MISC DISC	-8.50
TOTAL TAX.....	2.25
TOTAL INVOICE \$	47.72

***** PLEASE READ *****
 * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER *
 * CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
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 ***** THANK YOU *****

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

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
 CASHIERED _____

DOCS513810
(626) 444-0322

DOCS513810

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR PHILLIP R TARIN	TAG NO. 912894	2955	INVOICE DATE 09/27/07	INVOICE NO. DOCS513810
	LABOR RATE	LICENSE NO.	MILEAGE 13,334	COLOR INFERNO RED	STOCK NO. 624010
LA VERNE, CA	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T			DELIVERY DATE 01/28/07	DELIVERY MILES 42
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R			SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		H.O. DATE 09/08/07	REPRINT# 1
RESIDENCE PHONE	COMMENTS				MO: 13395

JOB# 1 CHARGES

LABOR
J# 1-1500Z BODY TECH(S):910800 WARRANTY
CUST. STS. WHILE DRIVING HOWLING NOISE FROM MID-TO REAR AREA OF VEHICLE, DRIVER SIDE. (VICTOR SOLTEL KNOWS ABOUT VEHICLE). INSPECTED VEHICLE FOR CONCERN FOUND P/S PUMP SEAL LEAK. REPLACED P/S PUMP AND ROAD TESTED VEHICLE AND IS RUNNING AS DESIGNED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
	1	4743060-AE	PUMP POWE 19054002			WARRANTY
	1	5166226-AA	FLUID POW 1081033			WARRANTY
					TOTAL - PARTS	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2-0900Z AUTO TRANSMISSION TECH(S):910800 WARRANTY
CUST. STS. TRANS WILL AT TIMES NOT DOWN SHIFT TO GO INTO LOWER GEAR SO THAT MORE POWER IS AVAILABLE. ROAD TESTED AND COMPARED SHFT PATTERN TO SAME MODEL AND YEAR. VEHICLE TRANS SHIFTS AS LIKE NORMAL CARAVANS.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	INTERNAL
	1	5013457-AA	OIL TRANS 1081018			INTERNAL
					TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3-1300Z BRAKES TECH(S):910800 WARRANTY
CUST. STS. WHILE BRAKING COMING TO A STOP BRAKE PEDAL WILL DROP DOWN 1 INCH WHILE BRAKING AT TIMES. BRAKES PERFORMING AS LIKE VEHICLE. NO PEDAL FADE. COMPARED TO SAME YEAR AND MODULE VEHICLE NORMAL BRAKE OPERATION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
VEHICLE READY FOR PICK UP ON 9-15-07

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.
 INVOICED _____
 CASHIERED _____

DOCS513810
(626) 444-0322

DOCS513810

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
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Saturday 7:00 AM to 7:00 PM

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EPA # CAL 000315908

CUSTOMER NO 7514	ADVISOR PHILLIP R TARIN	TAG NO. 912894	INVOICE DATE 09/27/07	INVOICE NO DOCS513810
	LABOR RATE	LICENSE NO.	MILEAGE 13,334	COLOR INFERNO RED
LA VERNE, CA	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07	DELIVERY MILES 42	STOCK NO. 624010
	VEHICLE ID NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10	PRODUCTION DATE	
	P.T.L. NO.	P.O. NO.	R.O. DATE 09/08/07	REPRINT# 1
COMMENTS				MO: 13395

TOTALS

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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 * EXPECTATIONS !!! *
 ***** THANK YOU *****

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

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
 CASHIERED _____

DOCS512326
(626) 444-0322

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR HENRY JENZEN	TAG NO. 915105	3608	INVOICE DATE 07/18/07	INVOICE NO. DOCS512326
LABOR RATE	LICENSE NO.	MILEAGE 10,408	COLOR INFERNO RED	STOCK NO. 624010	
YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07	DELIVERY MILES 42	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	R.O. DATE 07/17/07		
					MO: 10412

JOB# 1 CHARGES-----

LABOR-----
 J# 1.0000Z0 LUBE OIL AND FILTER TECH(S): 910800 8.00
 PERFORM LUBE, OIL AND FILTER CHANGE (up to 50rts of oil)
 INCLUDES 23 POINT INSPECTION AND TOP OF ALL FLUID LEVELS.
 Additional charges may be applied for diesel, V10s, Hemi
 V8, fluid disposal, semi-synthetic & synthetic oils.

PARTS-----	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	5281090	FTLTER EN 9057006	5.33	5.00	5.00
TOTAL - PARTS						5.00

G.O.G. & SUPPLIES-----
 5.0 MOTOR OIL @ 2.250 /UNIT TOTAL - GOG 11.25

MISC-----	CODE	DESCRIPTION	CONTROL NO	PRICE
	HWO	HAZARDOUS WASTE OIL		1.77
	CDL	COUPON DISCOUNT LABOR		-2.15
	CDP	COUPON DISCOUNT PARTS		-2.15
TOTAL - MISC				-2.53

JOB# 1 TOTALS-----
 LABOR 8.00
 PARTS 5.00
 G.O.G. 11.25
 MISC -2.53

JOB# 2 CHARGES-----
 JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 21.72

LABOR-----
 J# 2 1300Z1 BRAKE CONCERN 1 TECH(S): 910800 WARRANTY
 CUSTOMER STATES WHEN COMING TO A COMPLETE STOP THE BRAKE
 PEDAL WILL GO TO THE FLOOR-LOSING PRESSURE
 VIBRATION WHEN APPLYING BRAKES
 ROAD TESTED INSPECTED BRAKES SYSTEM FOR LEAKS AND MASTER CYL
 OPERATION PERFORMED AS LIKE VEHICLE. WHILE ROAD TESTED COMI-
 NG OFF FREEWAY FELT SEVERE B/PEDAL PULSE TURNED ROTOR BOTH
 FRT RIGHT AND LEFT AND REPLACED FRT BRAKE PADS.
 ?

PARTS-----	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
	1	5019804-AA	PAD KIT 5003004			WARRANTY 0.00
TOTAL - PARTS						0.00

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
 J# 3 09D0ZZO TRANS CONCERN TECH(S): 910800 WARRANTY

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
 CASHIERED _____

DOCS512326

DOCS512326
(626) 444-0322

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
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Saturday 7:00 AM to 7:00 PM

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EPA # CAL 000315908

CUSTOMER NO 7514	ADVISOR HENRY JENZEN	915105	TAG NO. 3608	INVOICE DATE 07/18/07	INVOICE NO. DOCS512326
	LABOR RATE	LICENSE NO.	MILEAGE 10,408	COLOR INFERNO RED	STOCK NO. 624010
LA VERNE, CA	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T			DELIVERY DATE 01/28/07	DELIVERY MILES 42
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R			SELLING DEALER NO. 10	PRODUCTION DATE
	P.O. NO.			R.O. DATE 07/17/07	
COMMENTS					MO: 10412

TRANSMISSION CONCERN
FEELS LIKE IT'S SHIFTING ROUGHLY
?
NO WORK PERFORMED. COULD NOT DUPLICATE CUSTOMER CONCERN.

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR
J# 4 2200ZZ1 DIFFERENTIAL CONCERN (TECH(S): 910800) WARRANTY
INSPECT VEHICLE FOR CONCERN AND ADVICE
HUMMING NOISE COMING FROM TIRES OR WHEELS, VEHICLE RIDES ROUG
?
NO WORK PERFORMED. COULD NOT DUPLICATE CUSTOMER CONCERN.

JOB# 4 TOTALS-----
JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$23.00 (+TAX)

TOTALS-----

TOTAL LABOR.... 8.00
TOTAL PARTS.... 5.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 11.25
TOTAL MISC CHG. 1.77
TOTAL MISC DISC -4.30
TOTAL TAX..... 1.35

TOTAL INVOICE \$ 23.07

***** PLEASE READ *****
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* ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
* SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
* EXPECTATIONS !!! *
***** THANK YOU *****

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Do you prefer to be contacted at
 HOME WORK
What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS510748
(626) 444-0322

DOCS510748

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR JONATHAN NELSON 915096	TAX NO. 1093	INVOICE DATE 05/19/07	INVOICE NO. DOCS510748
LA VERNE, CA	LABOR RATE	LICENSE NO.	MILEAGE 7,686	COLOR INFERNO RED
	YEAR/MAKE/MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T		DELIVERY DATE 01/28/07	STOCK NO. 624010
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R		SELLING DEALER NO. 10	DELIVERY MILES 42
	R.T.E. NO.	P.O. NO.	R.O. DATE 05/19/07	PRODUCTION DATE
	BUSINESS PHONE	COMMENTS	MO: 7689	

JOB# 1 CHARGES

LABOR
1 00DORT ROTATE TIRES. ROTATE TIRES AND SET TIRE PSI TO MANUFACTURERS SPECIFICATION
TECH(S) 915075 16.95

JOB# 1 TOTALS LABOR 16.95

JOB# 2 CHARGES

LABOR
2 0000Z LUBE OIL AND FILTER. PERFORM ENGINE OIL AND FILTER CHANGE AND LUBE CHASSIS
TECH(S) 915075 8.80

PARTS

QTY	FP NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
1	5281090	FILTER EN 9057006	5.33	5.00	5.00
TOTAL - PARTS					5.00

G.O.G. & SUPPLIES
5.0 MOTOR OIL @ 2.250 /UNIT 11.25

MISC
HWO HAZARDOUS WASTE OIL CONTROL NO. 1.77

JOB# 2 TOTALS LABOR 8.80
PARTS 5.00
G.O.G. 11.25
MISC 1.77

JOB# 3 CHARGES

LABOR
3 1500Z BODY. PLEASE ATTACH LIC PLATES ON VEHICLE.
TECH(S) 915075 INTERNAL

JOB# 3 TOTALS 0.00

JOB# 4 CHARGES

LABOR
4 00DOZ CHECKUP MULTI-POINT INSP. PERFORM MULTI-POINT INSPECTION DOCUMENT ALL INFORMATION ON ATTACHED FORM.
TECH(S) 915075 0.00

Do you prefer to be contacted at
 HOME WORK

What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS510748
(626) 444-0322

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR JONATHAN NELSON	915096	TAG NO. 1093	INVOICE DATE 05/19/07	INVOICE NO. DOCS510748
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 7,686	COLOR INFERNO RED	STOCK NO. 624010
LA VERNE, CA [REDACTED]	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T			DELIVERY DATE 01/28/07	DELIVERY MILES 42
	VEHICLE ID NO. 2 A 4 G P 5 4 L X 6 R			SELLING DEALER NO. 10	PRODUCTION DATE
	F.I.E. NO.	P.O. NO.		R.O. DATE 05/19/07	
R [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS			

MO: 7689

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$45.00 (+TAX)

COMMENTS
VEHICLE READY FOR PICK UP ON 5-19-07

TOTALS	TOTAL LABOR....	25.75
	TOTAL PARTS....	5.00
	TOTAL SUBLET...	0.00
	TOTAL G.O.G....	11.25
	TOTAL MISC CHG.	1.77
	TOTAL MISC DISC	0.00
	TOTAL TAX.....	1.35
	TOTAL INVOICE \$	45.12

***** PLEASE READ *****

* YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER *
 * CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
 * RECEIVED FROM OUR SERVICE DEPARTMENT. THE *
 * INFORMATION WE RECEIVE FROM THIS SURVEY HELPS *
 * US TO SERVE YOU BETTER. IF FOR ANY REASON YOU *
 * ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON *
 * ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
 * SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
 * FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
 * EXPECTATIONS !!! *
 ***** THANK YOU *****

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS509567
(626) 444-0322

DOCS509567

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315808

CUSTOMER NO 7514	ADVISOR JULIE	TAG NO 915068	3756	INVOICE DATE 04/11/07	INVOICE NO DOCS509567
	LABOR RATE	LICENSE NO.	MILEAGE 5,588	COLOR INFERNO RED	STOCK NO 624010
LA VERNE, CA	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T			DELIVERY DATE 01/28/07	DELIVERY MILES 42
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R			SELLING DEALER NO 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		H.O. DATE 04/11/07	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 5594

JOB# 1 CHARGES-----

LABOR-----
J# 1.09DOZ AUTO TRANSMISSION TECH(S):912185 WARRANTY
TRANS STICKS AND HOLDS BACK ACCELERATION THEN LETS GO
JERKING CAR. SHIFTS TO PARK/REVERSE AND DRIVE EXTREMELY SLOW
INSPECTED TRANS OPERATION FOR CUSTOMER'S CONCERNS. TEST
DROVE VEHICLE 6 MILES AND I COULD NOT DUPLICATE ANY OF THE
CUSTOMER'S CONCERNS. CHECKED FOR DTC'S APPLICABLE SOFTWARE
UPDATES OR TSB'S. PERFORMED SHIFT LEVER TEST AND CLUTCH
SLIPPAGE TEST BOTH TESTS PASSED. CHECKED THE CVI VOLUMES,
ALL READINGS ARE WITHIN FACTORY SPECS.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2.04DOZ ELECTRICAL TECH(S):912185 WARRANTY
CUST STATES THAT CAR WOULDN'T START, STARTER CRANKED EXTRA
FAST AND SHOOK WHOLE CAR. PREVIOUS OCCURANCE WINDOW FOGGED
INSPECTED STARTER SYSTEM OPERATION, COULD NOT DUPLICATE
CUSTOMERS NO START CONDITION. LOAD TESTED BATTERY. CHECKED
STARTER TERMINAL CONNECTIONS. NO FAULTS FOUND WITH STARTING
SYSTEM AT THIS TIME.

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----
J# 3.13DOZ BRAKES TECH(S):912185 WARRANTY
BRAKE PEDAL MOVES DOWN DURING BRAKING AT TIMES PLEASE SEE
NOTE
INSPECTED BRAKING OPERATION AND I COULD NOT DUPLICATE ANY
FAULTS WITH THE BRAKING SYSTEM. TEST DROVE VEHICLE AND THE
BRAKES ARE OPERATING AS DESIGNED.

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
VEHICLE READY FOR PICK UP ON 4-11-07

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.
 INVOICED _____
 CASHIERED _____

DOCS509567
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

DOCS509567

CUSTOMER NO. 7514	ADVECH JULIE	TAX NO. 915068	INVOICE DATE 04/11/07	INVOICE NO. DOCS509567
	LABOR RATE	LICENCE NO.	MILEAGE 5,588	COLUR INFERNO RED
LA VERNE, CA	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	VEHICLE ID. NO. 2 A 4 G P 5 4 L X 6 R	DELIVERY DATE 01/28/07	STOCK NO. 624010
	J.T.C. NO.	P.Q. NO.	SELLING DEALER NO. 10	DELIVERY MILCS 42
			P.O. DATE 04/11/07	PRODUCTION DATE
COMMENTS				MO: 5594

TOTALS-----

***** PLEASE READ *****

* YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER *
* CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
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* ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON *
* ANY OF THE QUESTIONS. PLEASE CONTACT YOUR *
* SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
* EXPECTATIONS !!! *
***** THANK YOU *****

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

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
 CASHIERED _____

DOCS509568
(626) 444-0322

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO 7514	ADVISOR JULIE	TAG NO. 3756	INVOICE DATE 04/11/07	INVOICE NO. DOCS509568
LABOR NAME	LICENSE NO. 915068	MI FARE 5,588	COLOR INFERNO RED	STOCK NO. 624010
YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R	DELIVERY DATE 01/28/07	DELIVERY MILES 42	PRODUCTION DATE
LA VERNE, CA	PT. NO.	P.O. NO.	R.O. DATE 04/11/07	
COMMENT				MO: 5594

JOB# 1 CHARGES

LABOR
J# 1:17DOZZ04 DRIVABILITY CONCERN TECH(S):912185 WARRANTY
CUSTOMER STATES THAT WHILE ACCELERATION VERY POOR AT TIMES AND GOOD GOOD AT OTHER TIMES. PLEASE SEE NOTE ATTACHED TEST DROVE VEHICLE AND THE MINIVAN ACCELERATES AS IT WAS DESIGNED TO CHECKED FOR DTC'S, TSB'S OR ANY SOFTWARE UPDATES NO FAULTS FOUND AT THIS TIME.
?
?

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS
VEHICLE READY FOR PICK UP ON 4-11-07

TOTALS

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

***** PLEASE READ *****
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* EXPECTATIONS !!! *
***** THANK YOU *****

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Do you prefer to be contacted at

HOME WORK

What is the best time to call?

A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS509024

DOCS509024
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR JULIE	TAX NO. 915068	INVOICE DATE 03/24/07	INVOICE NO. DOCS509024
	LAUNCH MAIL	LICENCE NO.	MILEAGE 4,204	COLOR INFERNO RED
	YEAR/MAKE/MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T		DELIVERY DATE 01/28/07	DELIVERY MILE 42
LA VERNE, CA	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R		SELLING DEALER NO. 10	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 03/24/07	
COMMENTS				MO: 4206

JOB# 1 CHARGES-----

LABOR-----
 J# 1 00DOZ 1 LUBE OIL AND FILTER CHANGE AND LUBE CHASSIS TECH(S): 915075 7:70
 PERFORM ENGINE OIL AND FILTER CHANGE AND LUBE CHASSIS

PARTS-----	QTY---	FP-NUMBER-----	DESCRIPTION-----	LIST PRICE-----	UNIT PRICE-----	
	1	5281090	FILTER EN 9057006	5.33	5.00	5.00
						TOTAL - PARTS
						5.00

G.O.G. & SUPPLIES-----
 5.0 MOTOR OIL @ 2.250 /UNIT TOTAL - GOG 11.25

MISC-----	CODE-----	DESCRIPTION-----	CONTROL NO-----	
	HWD	HAZARDOUS WASTE OIL		1.77
	CDP	COUPON DISCOUNT PARTS		-2.00
	CDL	COUPON DISCOUNT LABOR		-2.00
				TOTAL - MISC
				-2.23

JOB# 1 TOTALS-----
 LABOR 7.70
 PARTS 5.00
 G.O.G. 11.25
 MISC -2.23

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 21.72

JOB# 2 CHARGES-----

LABOR-----
 J# 2 00DOZ AIR REPLACE AIR FILTER TECH(S): 916075 0:00
 REPLACE ENGINE AIR FILTER. THIS IS AN IMPORTANT MAINTENANCE
 ITEM THAT KEEPS THE ENGINE BREATHING FREELY, PREVENTING
 DEBRIS AND ROAD GRIME FROM ENTERING THE INTAKE SYSTEM.
 AIR FILTER IS CLEAN.

JOB# 2 TOTALS-----
 JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

ESTIMATE-----
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
 ORIGINAL ESTIMATE OF \$23.00 (+TAX)

COMMENTS-----
 WAITER
 VEHICLE READY FOR PICK UP ON 3-24-07

Do you prefer to be contacted at
 HOME WORK

What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS509024
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

DOCS509024

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO 7514	ADVISOR JULIE	TAQ NO 915068	INVOICE DATE 03/24/07	INVOICE NO. DOCS509024
LA VERNE, CA	LABOR RATE	LICENSE NO.	MILEAGE 4,204	COLOR INFERNO RED
	YEAR/MAKE/MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	VEHICLE ID. NO. 2 A 4 G P 5 4 L X 6 R	DELIVERY DATE 01/28/07	STOCK NO. 624010
	P.T.F. NO.	P.C. NO.	DELING DEALER NO. 10	DELIVERY MILES 42
	COMMENTS		R.C. DATE 03/24/07	PRODUCTION DATE
				MO: 4206

TOTALS-----

TOTAL LABOR....	7.70
TOTAL PARTS....	5.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	11.25
TOTAL MISC CHG.	1.77
TOTAL MISC DISC	-4.00
TOTAL TAX.....	1.35
TOTAL INVOICE \$	23.07

***** PLEASE READ *****
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 * CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
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 * EXPECTATIONS !!! *
 ***** THANK YOU *****

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

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
 CASHIERED _____

DOCS507951
(626) 444-0322

DOCS507951

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000316908

CUSTOMER NO. 7514	ADVISOR JULIE	PLATE NO. 915068	PLATE NO. 1537	INVOICE DATE 02/23/07	INVOICE NO. DOCS507951
[REDACTED] LA VERNE, CA [REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 1,938	COLOR INFERNO RED	STOCK NO. 624010
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T			DELIVERY DATE 01/28/07	DELIVERY MILES 42
	VEHICLE ID NO. 2 A 4 G P 5 4 L X 6 R [REDACTED]			SELLING DEALER NO. 10	PRODUCTION DATE
	P.T.E. NO.			F.O. NO.	R.O. DATE 02/21/07
COMMENTS					MO: 1990

JOB# 1 CHARGES-----

LABOR-----
1 16DOZ RENTAL CAR RENTAL CAR RENTAL CAR RENTAL CAR TECH(S): 910244 INTERNAL
CAR RENTAL
REFER TO RO 507837, 507838, 507839. CUSTOMER DOES NOT
HAVE SERVICE CONTRACT COVERAGES

SUBLET-----PO#-----VEND INV#-INV DATE-DESCRIPTION-----
2189 3-3013780 02/22/07 RENTAL CAR INTERNAL
TOTAL - SUBLET 0.00

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

TOTALS-----

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

***** PLEASE READ *****
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* ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
* SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
* EXPECTATIONS !!! *
***** THANK YOU *****

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

Do you prefer to be contacted at
 HOME WORK
What is the best time to call?
 A.M. P.M.
INVOICED _____
CASHIERED _____

DOCS507839
(626) 444-0322

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR JULIE	TAC NO. 915068	1537	INVOICE DATE 02/23/07	INVOICE NO. DOCS507839
	LABOR RATE	LICENSE NO.	MILEAGE 1,985	COLOR INFERNO RED	STOCK NO. 624010
LA VERNE, CA	YEAR / MAKE / MODEL 06 / CHRYSLER / TOWN & COUNTRY / VAN FWD T	DELIVERY DATE 01/28/07	DELIVERY MILES 42	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.C. DATE 02/17/07	REPRINT# 1	
RESIDENCE PHONE	COMMENTS				MO: 1990

JOB# 1 CHARGES-----

LABOR-----
J# 1 040Z ELECTRICAL TECH(S):912185 WARRANTY
CUSTOMER STATES THAT THE AIR BAG COMES ON AND GOES OFF AT TIMES. PLEASE CHECK AND ADVISE INSPECTED AIR BAG SYSTEM FOR FAULTS AND NO DTC'S WERE PRESENT. AIRBAG LIGHT COMES ON AT START UP EVERYTIME IN ORDER TO CALIBRATE ITSELF.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----

LABOR-----
J# 2 170Z DRIVABILITY/EMISSION TECH(S):912185 WARRANTY
CUSTOMER STATES THAT WHILE STARTING, VEHICLE STALLED OUT, (ONE TIME), WINDSHIELD FLOOGED UP, CHECK AND ADVISE WOULD NOT START FOR 5 MINUTES. INSPECTED OPERATION OF ENGINE STARTING SYSTEM. NO DTC'S WERE PRESENT. COULD NOT NOT DUPLICATE CUSTOMER'S CONCERN.

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
VEHICLE READY FOR PICK UP ON 2-21-07

TOTALS-----

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

***** PLEASE READ *****
* YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER CORPORATION REGARDING THE LEVEL OF SERVICE YOU RECEIVED FROM OUR SERVICE DEPARTMENT. THE INFORMATION WE RECEIVE FROM THIS SURVEY HELPS US TO SERVE YOU BETTER. IF FOR ANY REASON YOU ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON ANY OF THE QUESTIONS, PLEASE CONTACT YOUR SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR EXPECTATIONS !!!
***** THANK YOU *****

Do you prefer to be contacted at
 HOME WORK
What is the best time to call?
 A.M. P.M.

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

DOCS507838
(626) 444-0322

DOCS507838

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR JULIE	TAG NO. 915068	INVOICE DATE 02/23/07	INVOICE NO. DOCS507838
	LABOR RATE	LICENSE NO.	MILEAGE 1,985	COLOR INFERNO RED
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T		DELIVERY DATE 01/28/07	STOCK NO. 624010
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R		SELLING DEALER NO. 10	DELIVERY MILES 42
	F.T.E. NO.	A.O. NO.	R.O. DATE 02/17/07	PRODUCTION DATE
COMMENTS				MO: 1990

JOB# 1 CHARGES-----
LABOR-----
J# 1 04DOZ ELECTRICAL CONCERN TECH(S):912185 WARRANTY
CUSTOMER STATES THAT THE SLIDING DRIVERSIDE DOOR DOES NOT OPEN AT TIMES W/ REMOTE AND BUTTOM, PLEASE CK AND ADV INSPECTED OPERATION OF SLIDING DOORS. ALL DOORS ARE OPERATING PROPERLY AT THIS TIME.

JOB# 1 TOTALS-----
JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES-----
LABOR-----
J# 2 04DOZZ ELECTRICAL CONCERN TECH(S):912185 WARRANTY
CUSTOMER STATES THAT THE REAR LIFTGATE DOE NOT OPEN W/ REMOTE AT TIMES AND MAKES A LOUD CLUNKING NOISE. CK / ADV INSPECTED REAR LIFTGATE OPERATION AND NOTICED A CLICKING NOISE WHICH IS NORMAL OPERATION FROM THE LATCHING MECHANISM.
?
?

JOB# 2 TOTALS-----
JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----
LABOR-----
J# 3 09DDZZ1 TRANS. CONCERN TECH(S):912185 WARRANTY
CUSTOMER STATES THAT WHILE SHIFTING INTO GEARS, GEAR INDICAT OR IN TRANS, DELAYS SHIFTING IN TRANS, PLEASE CK/ADV. CHECK TRANSMISSION CONCERN AND ADVISE

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS-----
VEHICLE READY FOR PICK UP ON 2-21-07

Do you prefer to be contacted at
 HOME WORK
What is the best time to call?
 A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS507838
(626) 444-0322

DOCS507838

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR JULIE	TAC NO. 915068 1537	INVOICE DATE 02/23/07	INVOICE NO. DOCS507838
	LABOR RATE	LICENSE NO.	MILEAGE 1,985	COLOR INFERNO RED
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07	STOCK NO. 624010	DELIVERY MILES 42
LA VERNE, CA	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/17/07	
COMMENTS				MO: 1990

TOTALS.....

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

***** PLEASE READ *****
 * YOU MAY RECEIVE A SURVEY FROM DATMLER CHRYSLER *
 * CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
 * RECEIVED FROM OUR SERVICE DEPARTMENT. THE *
 * INFORMATION WE RECEIVE FROM THIS SURVEY HELPS *
 * US TO SERVE YOU BETTER. IF FOR ANY REASON YOU *
 * ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON *
 * ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
 * SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
 * FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
 * EXPECTATIONS !!! *
 ***** THANK YOU *****

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

Do you prefer to be contacted at
 HOME WORK
 What is the best time to call?
 A.M. P.M.

INVOICED _____
 CASHIERED _____

DOCS507837
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR JULIE	TAG NO. 1537	INVOICE DATE 02/23/07	INVOICE NO. DOCS507837
	LABOR RATE	LICENSE NO. 915068	MILEAGE 1,938	COLOR INFERNO RED
	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T	DELIVERY DATE 01/28/07	DELIVERY MILES 42	STOCK NO. 624010
RESIDENCE PHONE	BUSINESS PHONE	VEHICLE ID. NO. 2 A 4 G P 5 4 L X 6 R	SELLING DEALER NO. 10	PRODUCTION DATE
		F.T.E. NO.	H.O. NO.	H.O. DATE 02/17/07
COMMENTS				MO: 1990

JOB# 1 CHARGES.....

LABOR.....

J# 1 17DOZZ04 DRIVABILITY CONCERN TECH(S):912185 WARRANTY

CUSTOMER STATES THAT WHILE ON ACCELARATION, VEHICLE LACKS POWER, PLEASE CHECK AND ADVISE

INSPECT ENGINE OPERATION FOR FAULTS OF ANY KIND. TEST DROVE VEHICLE AND DETERMINED ENGINE IS OPERATING PROPERLY ?

JOB# 1 TOTALS.....

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES.....

LABOR.....

J# 2 17DOZZ05 DRIVABILITY CONCERN TECH(S):912185 WARRANTY

CUSTOMER STATES THAT WHILE ON DECELLARATION, VEHICLE JERKS FORWARD, PLEASE CHECK AND ADVISE

TEST DROVE VEHICLE AND FELT THE TRANS IS DOWNSHIFTING THE WAY IT WAS DESIGNED TO DOWNSHIFT. CHECKED TRANS MODULE FOR ANY DTC'S, CHECK FOR APPLICABLE TECHNICAL SERVICE BULLETINS OR SOFTWARE UPDATES. NONE AVAILABLE ?

JOB# 2 TOTALS.....

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES.....

LABOR.....

J# 3 09D0ZZ0 TRANS CONCERN TECH(S):912185 WARRANTY

CUSTOMER STATES THAT WHILE ON ACCELARATION, AND DRIVING, TRAN GOES INTO LIMP MODE, AND GETS STUCK INTO GEAR AT TIMES

TEST DROVE VEHICLE AND NOTICED TRANS IS SHIFTING PROPERLY AT THIS TIME. ?

JOB# 3 TOTALS.....

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

ESTIMATE.....

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)

Do you prefer to be contacted at

HOME WORK

What is the best time to call?

A.M. P.M.

INVOICED _____

CASHIERED _____

DOCS507837
(626) 444-0322

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

CUSTOMER NO. 7514	ADVISOR JULIE	TAB NO. 1537	INVOICE DATE 02/23/07	INVOICE NO. DOCS507837
	LABOR RATE	LICENSE NO.	MILEAGE 1,938	COLOR INFERNO RED
LA VERNE, CA	YEAR / MAKE / MODEL 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T		DELIVERY DATE 01/28/07	STOCK NO. 624010
	VEHICLE I.D. NO. 2 A 4 G P 5 4 L X 6 R		SELLING DEALER NO. 10	DELIVERY MILES 42
	P.T.C. NO.	P.O. NO.	R.O. DATE 02/17/07	PRODUCTION DATE
COMMENTS				MO: 1990

TOTALS-----

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

***** PLEASE READ *****
 * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER *
 * CORPORATION REGARDING THE LEVEL OF SERVICE YOU *
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 * INFORMATION WE RECEIVE FROM THIS SURVEY HELPS *
 * US TO SERVE YOU BETTER. IF FOR ANY REASON YOU *
 * ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON *
 * ANY OF THE QUESTIONS, PLEASE CONTACT YOUR *
 * SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU *
 * FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR *
 * EXPECTATIONS !!! *
 ***** THANK YOU *****

CUSTOMER SIGNATURE

DUPLICATE INVOICE

Do you prefer to be contacted at

HOME WORK

What is the best time to call?

A.M. P.M.

INVOICED _____

CASHIERED _____

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Mar 21 18:46:54 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED],

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Chrysler Town & Country.

We understand your concern and appreciate the time and effort you took to write this email to us.

In response to your mail regarding the recall, our records indicate that your vehicle is not involved in any incomplete recall campaign. If your vehicle is involved in a future recall campaign, you will be notified promptly by mail.

Furthermore, we suggest that you give your local dealer the opportunity to assist you. Their service personnel have the factory training, equipment and information available to diagnose and correct concerns with our vehicles.

If we can be of any further assistance, please contact us.

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5597407I25261L0KM&

Thanks again for your email. We appreciate your business with us.

Sincerely,

Adam Paul

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17344308

EMAIL CASE NUMBER: 1977796

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5597407I25261L0KM&

Original Message Follows:

Recall Information - Chrysler Brand Site

Brief Description:

Air Bag light just came on. Appears there is a recall on this subject but have not received a written notice on my car.

Comments:

VIN:

5B [REDACTED]

Mileage:

67700

Servicing Dealer:

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

C

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Webster

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Mar 21 15:37:27 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

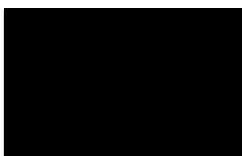
Category: Recall Information
Brief Description:

Air Bag light just came on. Appears there is a recall on this subject but have not received a written notice on my car.

Comments:

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:



From: [REDACTED]
To: customerassistre@chrysler.com
Date: Mon Mar 24 11:10:41 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

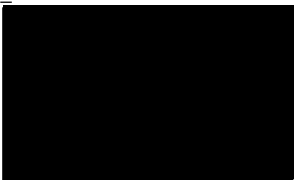
airbag light is on in van. Other similar vehicles are on recall for this.

Comments:

The airbag light remains on in our van.

Sender Information:

Title
First Name
Middle Initial
Last Name



From: [REDACTED]
To: customerassist@chrysler.com
Date: Thu Apr 03 13:18:49 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Unhappy about the number of things that have gone wrong with a vehicle that isn't even 3 years old yet.

Comments:

July 2007 - Needed stabilizer bar bushings replaced.

April 2008 - Needs

impact sensors replaced. Needs tie rod replaced. Needs EGR Valve replaced which caused Fuel Injection System to need flushing.

Family Auto sold me

an extended warranty but not through the Chrysler Corp. that covers the tie rod and impact sensors but not the EGR Valve. I am very disillusioned that there has been this much that has gone wrong with the very first new vehicle that I have bought. Before now I was extremely satisfied with Chrysler products but now my husband and I are considering buying other brands. If there is anyway of making this right I would appreciate it and might reconsider buying a different brand. This is costing me over \$400. Thank you for your attention to this matter. Maybe losing one customer doesn't matter to you, however, I can promise I will spread the word.

[REDACTED]
Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Thu Apr 03 16:45:26 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Caravan.

We regret your dissatisfaction and appreciate the time and effort you took to write to us.

In response to your email regarding the concerns with your vehicle, we suggest that you call the Customer Assistance Center at 1-800-992-1997 between 8:00 a.m. and 5:00 p.m., Monday through Friday. It is necessary to discuss this issue with you directly. Before calling the Customer Assistance Center, please have the following information handy:

- Vehicle owner name
- Vehicle owner address
- Day and evening phone numbers
- Vehicle Identification Number (VIN)
- Name of dealership where vehicle was purchased
- Date of purchase
- Dealership where service was performed
- Date of last service
- Current vehicle mileage
- An explanation of the problem

We have trained Customer Service Representatives available to address the questions and concerns you may have.

Thanks again for your email.

Sincerely,

Vivian Benson
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17384511

EMAIL CASE NUMBER: 1986883

REPLY LINK:

http://www.chrysler.com/wcs/brand_forms/us/reply.jsp?tk_ID=KMM5624805I25261L0KM&

Original Message Follows:

US Customer Service - Chrysler Brand Site

Brief Description:

Unhappy about the number of things that have gone wrong with a vehicle that isn't even 3 years old yet.

Comments:

July 2007 - Needed stabilizer bar bushings replaced. April 2008 - Needs impact sensors replaced. Needs tie rod replaced. Needs EGR Valve replaced which caused Fuel Injection System to need flushing. Family Auto sold me an extended warranty but not through the Chrysler Corp. that covers the tie rod and impact sensors but not the EGR Valve. I am very disillusioned that there has been this much that has gone wrong with the very first new vehicle that I have bought. Before now I was extremely satisfied with Chrysler products but now my husband and I are considering buying other brands. If there is anyway of making this right I would appreciate it and might reconsider buying a different brand. This is costing me over \$400. Thank you for your attention to this matter. Maybe losing one customer doesn't matter to you, however, I can promise I will spread the word. Kim Burmeister

VIN:

6B [REDACTED]

Mileage:

44250

Servicing Dealer:

Family Auto - Muskegon, MI

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

S

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Holton

State:

MI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Fri Apr 04 10:00:23 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

air bag sensor recall

Comments:

I found an article regarding NHTSA campaign #: 07V192000 stating a recall of the air bag sensors of DaimlerChrysler minivans. I would like to know if recall steps have begun and if my minivan falls into this category as I just had to have my sensors replaced and was told that they were cracked and may not be of benefit to us. The article also stated that DaimlerChrysler would provide lifetime free replacement of any UF sensor that fails. I am just very concerned over this as the Dealership is not aware of this and when I spoke to a customer representative she told no air bag sensors have been recalled. I would like to know if my minivan falls in this category and if the recall has been made public.
Thank you for your
time in this matter.

Caryn Whipkey

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Fri Apr 04 15:15:17 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Caravan.

We regret to read of the problem you are experiencing due to the crack in the air bag sensor. We appreciate the time and effort you took to share your concern with us. In response to your email, we would like to inform you that our records do not reflect that your 2005 Dodge Caravan (VIN: 5B[REDACTED]) is not involved in any outstanding factory recalls. If your vehicle is involved in any future recall, a notice will be sent to you.

Alternatively, you can also access the self-service recall site on our brand website at www.dodge.com. This will help you to check on your vehicle's involvement in any/all recalls that are published. Please log on to our brand website, click on "For Owners" tab on the home page and then enter the last eight characters of the Vehicle Identification Number (VIN).

In regards to the National Highway Traffic Safety Administration (NHTSA) Campaign # 07V192000 mentioned in you email, we suggest that you click on the link mentioned below for detailed information:

<http://nhthqnwws112.odi.nhtsa.dot.gov/acms/docServlet/Artemis/Public/Pursuits/2006/EA/INLE-EA06003-25606.pdf>

We also suggest that you visit your local authorized dealership for the diagnosis and the repair concerning the crack in the sensor. You are not limited to the dealership that sold you the vehicle. You can contact our dealerships that are known for their excellence in customer service - our Five Star dealers. Please log on to our website at www.fivestar.com, or call 1-800-677-5-STAR.

Mentioned below is a list of addresses of our Five Star dealerships located in your vicinity:

- 1) Ganley Dodge West
15200 Lorain Ave
Cleveland, OH 44111-5531
Phone: (216) 476-1000
- 2) Strongsville Dodge
11800 Pearl Road
Strongsville, OH 44136-3357
Phone: (440) 238-8100

If a Five Star Dealer is not convenient, you can find a dealership using the "Find a Dealer" area on our brand website at www.dodge.com.

Thanks again for your email. We value you and your business.

Sincerely,

Stacy Brown

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17386704

EMAIL CASE NUMBER: 1987535

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5627052I25261L0KM&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

air bag sensor recall

Comments:

I found an article regarding NHTSA campaign #: 07V192000 stating a recall of the air bag sensors of DaimlerChrysler minivans. I would like to know if recall steps have begun and if my minivan falls into this category as I just had to have my sensors replaced and was told that they were cracked and may not be of benefit to us. The article also stated that DaimlerChrysler would provide lifetime free replacement of any UF sensor that fails. I am just very concerned over this as the Dealership is not aware of this and when I spoke to a customer representative she told no air bag sensors have been recalled. I would like to know if my minivan falls in this category and if the recall has been made public. Thank you for your time in this matter. Caryn Whipkey

VIN:

5B [REDACTED]

Mileage:

38197

Servicing Dealer:

Great Northern Dodge

Title:

Mrs.

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Cleveland

State:

OH

Zip:

[REDACTED]

Email: [REDACTED]

Home Phone: [REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Tue Apr 08 19:34:49 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

airbag sensor recall- I was recently informed that both airbag sensors are corroded and need to be replaced. According to the dealer, my vehicle is not included in the recall. Please let me know if my vehicle can be covered under this recall.

Comments:

This is my 2nd Dodge vehicle & I would like to continue to be a loyal customer. I'm concerned that a safety recall such as this is not covered on all vehicles. I'm making my 14 yr old son sit in the back seat because I'm afraid the air bag won't deploy. Please advise.

Sender Information:

Title:
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Wed Apr 09 13:33:02 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2004 Jeep Grand Cherokee.

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us.

In response to your email regarding the airbags, we would like to inform you that your vehicle is not involved in any of the outstanding recall related to airbag.

In this case, we would recommend you to contact your local authorized dealership since our dealerships have the factory training, equipment, and information available to them to diagnose and correct problems with our vehicles. They have all the information about the air bags and they can assist you in a better way.

If your concerns are still not resolved after contacting the dealership, please contact the Customer Assistance Center at 800-992-1997 for additional information.

Thanks again for your email and for sharing your concern with us.

Sincerely,

George Ray
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17399027

EMAIL CASE NUMBER: 1990361

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5636059I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

airbag sensor recall- I was recently informed that both airbag sensors are corroded and need to be replaced. According to the dealer, my vehicle is not included in the recall. Please let me know if my vehicle can be covered under this recall.

Comments:

This is my 2nd Dodge vehicle & I would like to continue to be a loyal customer. I'm concerned that a safety recall such as this is not covered on all vehicles. I'm making my 14 yr old son sit in the back seat because I'm afraid the air bag won't deploy. Please advise.

VIN: 5R5 [REDACTED]

Mileage: 55000

Servicing Dealer: [REDACTED]

Title:

First Name:

Middle Initial:

Last Name:

Address 1:

Address 2:

City:

Franklin

State:

WI

Zip:

Email:

Work Phone:

From: [REDACTED]
To: customerassistre@chrysler.com
Date: Sun Apr 13 14:02:53 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: Recall Information
Brief Description:

Failure of automatic doors
Comments:

A month ago the driver side door stopped functioning with the remote and today the passenger side door did the same. Is this poor workmanship? I have two children and used the automatic remote opener often but I would not go as far as to say I abused the door functions. I am extremely displeased this has happened. Am I alone in this or have you heard other customer complaints about the same? Second, the air bag sensors both had to be replaced a month ago but no recall has happened on the 2005. Again, very displeased these already stopped functioning.
Thank you

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassistre@chrysler.com
To: [REDACTED]
Date: Mon Apr 14 16:14:47 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2005 Dodge Grand Caravan.

We regret the problem your vehicle has experienced and appreciate the time and effort you took to bring this matter to our attention. .

In response to your email, unfortunately, given the many variables involved, we are unable to diagnose your vehicle's problem via email. We recommend you to contact your authorized dealership to arrange an appointment for proper diagnosis and repair.

Our dealerships have the factory training, equipment and information available to them to diagnose and correct problems with our vehicles.

If you have been working with an authorized dealership but the problem is not yet resolved, seeking a second opinion from a different dealer may be a viable option.

Furthermore, we identify the recall issue and determine which vehicles in the assembly plant are involved. This is determined by the specific day and time of day vehicles are built. We then recall all those vehicles built within that time frame.

Thanks again for your email.

Sincerely,

Shelby Owen
Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:

REFERENCE NUMBER: 17412648

EMAIL CASE NUMBER: 1993446

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5646173I25261L0K
M&

Original Message Follows:

Recall Information - Dodge Brand Site

Brief Description:

Failure of automatic doors

Comments:

A month ago the driver side door stopped functioning with the remote and today the passenger side door did the same. Is this poor workmanship? I have two children and used the automatic remote opener often but I would not go as far as to say I abused the door functions. I am extremey

displeased this has happened. Am I alone in this or have you heard other customer complaints about the same? Second, the air bag sensors both had to be replaced a month ago but no recall has happened on the 2005. Again, very displeased these already stopped functioning. Thank you

VIN:

5R [REDACTED]

Mileage:

45122

Servicing Dealer:

Don Miller Dodge

Title:

[REDACTED]

First Name:

[REDACTED]

Middle Initial:

N

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Verona

State:

WI

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]

From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Apr 14 17:53:44 EDT 2008
Subject: Chrysler LLC Customer Assistance
Form Selected:

Category: US Customer Service
Brief Description:

Unhappy with a recent repair to my Dodge Caravan.

Comments:

My 2006 Dodge Caravan's air bag light went on recently. I took it to the dealer and they ended up charging me \$300 to replace bumper sensors. I feel that somehow they should stand behind the product they sell even though my warranty just expired. How can these sensors go bad in 2 years? When I complained all they could offer me is \$300 off a new car in the future. I just wanted someone at Dodge to know this. I think it is wrong. I guess every 2 years I'll need to replace these sensors for my family's safety. If you can help in any way I'd appreciate it. Thank you.

Sender Information:

Title: [REDACTED]
First Name: [REDACTED]
Middle Initial: [REDACTED]
Last Name: [REDACTED]

From: customerassist@chrysler.com
To: [REDACTED]
Date: Tue Apr 15 10:31:32 EDT 2008
Subject: Re: Chrysler LLC Customer Assistance
Dear [REDACTED]:

Thank you for contacting the Chrysler Customer Assistance Center regarding your 2006 Dodge Caravan.

We apologize for the inconvenience caused to you and appreciate the time and effort you took to write to us.

In response to your email regarding the airbag light repair, we would like to inform you that it is always a concern when a customer is dissatisfied with our products or Dealer service. Over the past few years, we have made tremendous gains in improving levels of customer satisfaction.

We can consider this case for a reimbursement. Letters are the most efficient way to submit requests for reimbursement consideration on service repair costs. Your letter should include the following items (where applicable) in order for us to resolve your issue as soon as possible:

Your name
Your address
Vehicle owner name (if different)
Vehicle owner address (if different)
Day and evening phone numbers (we call you to confirm receipt of your information)
Vehicle Identification Number (VIN)
Name of dealership where vehicle was purchased
Date of purchase
Description of the problem
The vehicle mileage at the time the problem began
The action you're requesting

We need original receipts from the company that provided the service, and proof of payment, in order to reimburse. If you do not have the original, contact the service provider for a duplicate. Copies are usually not acceptable.

Please provide the above information in document form, attach the receipts and send it to:

Chrysler Customer Assistance Center
P.O. Box 4639
Oak Ridge, TN 37831

After we read your letter, we will try to contact you by phone to provide you with a prompt response.

Thanks again for your email and for sharing your concern with us.

Sincerely,

George Ray

Customer Service Representative
Chrysler Customer Assistance Center

For any future communications related to this email, please refer to the following information:
REFERENCE NUMBER: 17416820
EMAIL CASE NUMBER: 1994442
REPLY LINK:
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5647864I25261L0K
M&

Original Message Follows:

US Customer Service - Dodge Brand Site

Brief Description:

Unhappy with a recent repair to my Dodge Caravan.

Comments:

My 2006 Dodge Caravan's air bag light went on recently. I took it to the dealer and they ended up charging me \$300 to replace bumper sensors. I feel that somehow they should stand behind the product they sell even though my warranty just expired. How can these sensors go bad in 2 years? When I complained all they could offer me is \$300 off a new car in the future. I just wanted someone at Dodge to know this. I think it is wrong. I guess every 2 years I'll need to replace these sensors for my family's safety. If you can help in any way I'd appreciate it. Thank you.

VIN:

6B [REDACTED]

Mileage:

40500

Servicing Dealer:

West Herr Dodge

Title:

Mr.

First Name:

[REDACTED]

Middle Initial:

A

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

Lake View

State:

NY

Zip:

[REDACTED]

Email:

[REDACTED]

Home Phone:

[REDACTED]