From:

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 Service contract number 21172146

Sender Information:

Title:

First Name: Middle Initial: Last Name: From: customerassist@chrysler.com

To:

Date: Wed Oct 03 15:52:15 EDT 2007

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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:

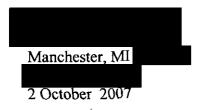
http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM5183261I25261L0K M&

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 happing 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	
Mileage:	
49000	
Servicing Dealer:	
Newberry Motors	3
Title:	
Mr.	
First Name:	
Middle Initial:	
H	
Last Name:	
Address 1:	
Address 2:	
City:	
Newberry	
State:	
MI	
Zip:	
_	
Email:	
Home Phone:	



OWNER RELATIONS

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.

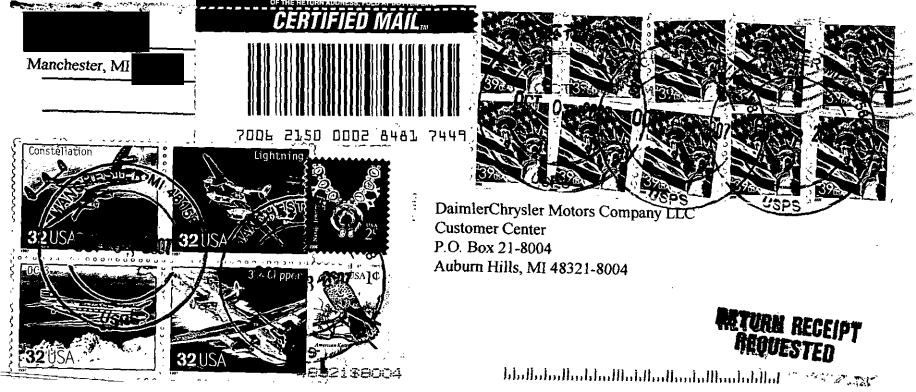
It will be up to you to determine if I have made the right choice.

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



From:

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:

First Name: Middle Initial:

Last Name:

 ${\tt From} \underline{: \quad {\tt customerassistre@c}} {\tt hrysler.com}$

To:

Date: Mon Oct 08 15:36:29 EDT 2007

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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:

Original Message Follows:

11/18/2007 14:48 FAX 248 258 7661

P&D CONTRACT

16829020

Joseph +

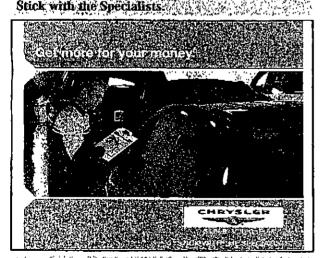
Sterling Hs, MI

ph#

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.



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 Overview

Account Number
Vehicle Description
Vehicle Identification Number
Contract Date
Statement Date
Statement Number
Lesse End Date

2007 CHRYSLER TOWN&CNTRY 2A4GP64L67R 12/04/2006 10/17/2007 12 of 27 03/04/2009

Your Account Activity

Date Description of Activity
10/01/2007 Payment Received - Thank You
11/05/2007 Current Rent
Current Tax

11/05/2007 Total Amount Due
Payments received after statement date are not reflected.

of Activity Amount
selved - Thank You \$259.35\$244.67
\$14.68
at Due \$259.35
t date are not reflected.

10030-57

Please see reverse side for important information on check conversion.

Contact Us

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

Customer Service Center Hours of Operation 1-800-656-8172 Mon - Fri 7 am til 10 pm (ET) Sat 8 am til 6 pm (ET) P O BOX 2993 MILWAUKEE, WI 53201-2993

Payment Mailing Address

From:

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: First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Thu Oct 11 18:31:16 EDT 2007

Subject: Re: Chrysler LLC Customer Assistance

Dear |

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=KMM5202707I25261L0K M&

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:

Home Phone:

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:
Middle Initial:
Last Name:
Address 1:
Address 2:
City: Staten Island
State:
NY Zip:
Email:

From:

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:

Date: Mon Oct 15 12:09:09 EDT 2007

Subject: Re: Chrysler LLC Customer Assistance (KMM5202707I25261L0KM)

Dear :

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=KMM5208235I25261L0K 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

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

From:

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:

 ${\tt From} \underline{: \quad {\tt customerassistre}} @ {\tt chrysler.com}$

To:

Date: Wed Oct 17 14:49:45 EDT 2007

Subject: Re: Chrysler LLC Customer Assistance

Dear

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

Mileage:

61464

Servicing Dealer:

CARBONE CHRYSLER

Title:
Mr. First Name:
Middle Initial:
L Last Name:
Addres <u>s</u> 1:
Address 2:
City:
West Winfield State:
NY Zip:
Email:
Work Phone:

From:

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:

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Mon Oct 22 11:02:47 EDT 2007

Subject: Re: Chrysler LLC Customer Assistance

Dear ====

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=KMM5223422I25261L0K

M&

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-
Mileage:
43000
Servicing Dealer:
Tamaroff
Title:
Ms.
First Name:
Middle Initial:
A
Last Name:
_ , ,
Address I:
The date of the control of the contr
Address 2:
City:
Southfield
State:
MI
Zip:
21p.
Email:
IIICIII.
Home Pnone:
nome l'hone.

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,

ARMADA, MICHIGAN



State Reg. #: F-100723

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

INVOICE DATE INVOICE NO CHSTOMER NO 36790 429 CHCS137664 08/31/07 STACIA STRANGE 5007 COLOR STOCK NO 46,505 BLUE/ DELIVERY DATE DELIVERY MILES 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST ARMADA, MI SELLING DEALER NO. PRODUCTION DATE 2 C 4 G P 5 4 L 6 5 R ใ08°∕⁄3₹0/07 ALL PARTS ARE NEW 1 COMMENTS MILEAGE OUT 46505 BUSINESS PHONE LABOR & PARTS-THE ONLY WARRANTIES APPLYING TO THIS CK ENG LIGHT ON TECH(S):66. 0.00 J# 1 18CHZ-3 HOURS: PART(S) ARE THOSE WHICH MAY BE OF-CK ENGINE LIGHT ON RUNS FINE SOMETIMES LIGHT GOES OFF FERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, EGR VALVE INCLUDING ANY IMPLIED WARRANTIES OF CUSTOMER TO HAVE DONE AT LATER DATE MERCHANTABILITY OR FITNESS FOR A PAR-TICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO JOB # 1 TOTAL PARTS ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THE PART(S) AND/OR SER-VICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY JOB # 1 TOTAL LABOR & PARTS 0.00 2.00 TECH(S):362 ELECTRICAL HOURS: 170.95 J# 2 08CHZ CONSEQUENTIAL DAMAGES, DAMAGES TO CUSTOMER STATES AIR BAG LIGHT IS ON FRONT IMPACT SENOR FAILURE. HARNESSES CORROADED. PROPERTY, DAMAGES FOR LOSS OF USE LOSS OF TIME, LOSS OF PROFITS, OR INCOME PERFORMED DAIG AND REPLACEMENT OF BOTH FRONT IMAPCT SENSORS 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. AND HARNESSES. 2.0 HOURS LABOR SENSOR IM 8037155 WIRING 2 8015002 JOB # 2 JOB # 2 5175978-AB 46.70 7.70 All repairs and parts listed were furnished in comphance with the Michigan Motor Vehicle Service and Repair Act. 2 TOTAL PARTS 54.40 JOB # 2 TOTAL LABOR & PARTS 225.35 REPAIRS PROPERLY COMPLETED AND CHECKED BY: FRONT SUSPENSION HOURS: 1.00 TECH(S):362 CUSTOMER HEARS A RATTLE PRIMARILY FROM DRIVER FRONT WHEN HITTING BUMPS AT SLOWER SPEEDS J# 3 02CHZ-4 POWER OF ATTORNEY - KNOW ALL MEN THESE PRESENTS. POWEN 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 steed of the undersigned or 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. SWAY CUSHIONS WORN HEAVILY. ALSO DRIVERS SIDE SWAY LINK PERFORMED REPLACEMENT OF DRIVERS SIDE SWAY LINK AND BOTH SWAY BAR CUSHIONS. 1.0 HOUR LABOR I (wa) hereby ratify and confirm whatever action said attorney shall or may take by virtue hereof in the premises. -OTY---FP-NUMBER---\$---PARTS - - -------DESCRIPTION-------LIST PRICE-UNIT PRICE-JOB # 3 JOB # 3 JOB # 3 THE ABOVE WORK HEREBY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE. 4743024-AD 4.95 9.90 4743669-AA 43.00 43.00 36508274-AA 3.20 56.10 HOURS: TECH(S):362 27 POINT INSP NEEDED DRIVE WORK. **IMPORTANT** You may receive a questionnaire PARTS------QTY---FP-NUMBER-----------DESCRIPTION-------LIST PRICE-UNIT PRICEfrom DAIMLERCHRYSLER in the next JOB # 4 TOTAL PARTS 0.00 few weeks. If for any reason you cannot grade us "VERY SATISFIED." JOB # 4 TOTAL LABOR & PARTS 0.00 Please contact our Service Manager, J# 5+56CHZ-BG-TR-FL BG TR FLUSH \$134.95 HOURS: 1.00 TECH(S):362 CUSTOMER REQUEST BG TRANSMISSION FLUSH SERVICE.
FOR VEHICLES REQUIRING ATF 4 Conrad Dean, at 586-336-0200, ext. 266 752.95 before you return the questionnaire. THANK YOU, REQUESTED SERVICE Your Friends and staff at Orchard Chrysler Dodge Jeep PAGE 1 OF 2 CUSTOMER COPY [CONTINUED ON NEXT PAGE] 11:31am

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

h





State Reg. #: F-100723

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

CUSTOMER NO. INVOICE NO. CHCS137664 08/31/07 36790 429 STACIA STRANGE 5007 46,505 BLUE/ YEAR / MAKE / MODEL DELIVERY DATE DELIVERY MILES 05/CHRYSLER/TOWN & COUNTRY/4 DOOR ST ARMADA, MI 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. ¹08730/07 BUSINESS PHONE COMMENTS мі.**Мо^{г.оот}4650**5 PERFORM REQUESTED BG TRANS FLUSH SERVICE THE ONLY WARRANTIES APPLYING TO THIS 1.0 LABOR PART(S) ARE THOSE WHICH MAY BE OF-FERED BY THE MANUFACTURER. THE SELLING PARTS - - - - QTY - - - FP - NUMBER - -------DESCRIPTION------LIST PRICE-UNIT PRICE-DEALER HEREBY EXPRESSLY DISCLAIMS ALL TRANS FLU FLUID ATF 1081018 28.50 3.25 28.50 3.25 28.50 106310 WARRANTIES, EITHER EXPRESS OR IMPLIED, 52.00 INCLUDING ANY IMPLIED WARRANTIES OF 5 TOTAL PARTS 80.50 MERCHANTABILITY OR FITNESS FOR A PAR-TICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO JOB # 5 TOTAL LABOR & PARTS 133.45 ASSUME FOR IT ANY LIABILITY IN CONNECTION 0.00 WITH THE SALE OF THE PART(S) AND/OR SER-J# 6+27CHZ-ACAR/MINI LOF CARMIVAN 24.95 'HOURS: TECH(S):129 VICE. BUYER SHALL NOT BE ENTITLED TO CUSTOMER DID NOT HAVE LOF DONE RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PARTS-----QTY---FP-NUMBER-------DESCRIPTION------LIST PRICE-UNIT PRICE-0.00 PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME JOB # 6 TOTAL PARTS 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 ACTERS A DE DA JOB # 6 TOTAL LABOR & PARTS HAZ HAZARDOUS WASTE DISPOSAL TOTAL - MISC ACT EPA. R.C.R.A All repairs and parts listed were furnished in compliance with the FST I MATE -----Michigan Motor Vehicle Service and Repair Act. 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 REPAIRS PROPERLY COMPLETED AND CHECKED BY: RECOMMENDATIONS -----CHECK ENGINE LIGHT IS ON DUE TO EGR VALVE CUSTOMER TO HAVE REPAIR DONE AT LATER DATE APX \$210.00 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 attemey 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. TECHNICIAN CERTIFICATION-----GREGORY G SIMON ERIC M KEEN M226560 MICHAEL K PARKER M115681 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. TOTALS-----TOTAL LABOR.
TOTAL PARTS.
TOTAL SUBLET.
TOTAL IG.O.G.
TOTAL MISC CHG.
TOTAL MISC DISC 309.29 191.00 []_CHECK-0.00 [] MASTERCARD DISCOVER 1.30 0.00 [] AMER XPRESS [] OTHER [] CHARGE * TOTAL TAX..... 11.46 IMPORTANT ************* You may receive a questionnaire **TOTAL INVOICE \$** 513.05 from DAIMLERCHRYSLER in the next few weeks. If for any reason you cannot THANK YOU FOR YOUR BUSINESS!! grade us "VERY SATISFIED." Please contact our Service Manager, Conrad Dean, at 586-336-0200, ext. 266 CUSTOMER SIGNATURE before you return the questionnaire. THANK YÓU, Your Friends and staff at Orchard Chrysler Dodge Jeep 🛀

MERICAN SOLUTIONS FOR BUSINESS (248) 650-5023 FORM ERINV / (4/05)

PAGE 2 OF 2

CUSTOMER COPY

END OF INVOICE] 11:31am

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

Sale

MID:542929800154056 TID: 190775

08/31/07 Batch #: 78

11:26:45

VISA

Appr Code: 02577A Inv#: 000009 Total: \$ 513.05

O ROUSE DE LOS VA

29 SEP 2007 PM 2 L Chrysler Customer Service RECEIVED OCT 0 4 2007 P.O. BOX 21-8004 Auburn Hills, Mah. 48321-8004

Gray, ME

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,

LEE AUTO MALL WESTBROOK

200 Main Street WESTBROOK, MAINE 04092 (207) 856-6685 (800) 688-8533 www.leeauto.com DOCS204061

CUSTOMER NO. ADVISOR NVOICE NO. 174917 KIMBERLY BAILEY 6312 08/17/07 4105 DOCS204061 COLO P593220D 41.893 RED KC 7/12 YEAR / MAKE / MODEL DELIVERY MILES DELIVERY DATE 06/DODGE TRUCK/GRAND CARAVAN/ATACRDO 07/29/06 10,237 GRAY, ME 1 D 4 G P 2 4 R 8 6 B 66404 12/16/05 F. T. E. NO. 08/17/07 MO: 41895

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

Dodge 🐼



HONDA



Jeep



6MC





PAGE 2 OF 2

SERVICE FILE COPY

[END OF INVOICE] 12:10pm

Copyright © 1868 The Brevolds and Revoids Company ERAINTINVE - 8F604294 (10/01)

CUSTOMER SIGNATURE

LEE AUTO MALL WESTBROOK

200 Main Street WESTBROOK, MAINE 04092 (207) 856-6685 (800) 688-8533 www.leeauto.com

DOCS204061

CUSTOMER NC. 174917	ADVISOR KIMBERLY	BATLEY	,	6312	NO. 4105	08/17/07	DOCS 204061
	LABOR RATE	TICENSE		MILEAGE		RED KC 7/12	9TOCK NO. P593220D
	YEAR / MAKE / MOD		COAND	CARANA		DELIVERY DATE	DELIVERY MILES
GRAY, ME	VEHICLE I.D. NO.	, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			/ATACKUC	07/29/06 SELLING DEALER NO	10,237
	1 D 4 G	P Z 4 I		. o. No.		66404 B. O. DATE	12/16/05
RESIDENCE PHONE	COMMENTS					08/17/07	
LAROR & PARTS	<u> </u>						MO: 41895
J# 1 01DOZLAMP WARNING LAMP DIAG HOURS CUSTOMER STATES AIRBAG LIGHT IS ON MULTIPLE ISSUES: RIGHT FRONT IMPAC SHORT, DRIVER'S SQUIB 2 SHORTED TO IMPACT SENSOR COMMUNICATION, RIGHT HAS INTERNITTENT SIGNAL, PERFORMED ON IMPACT SENSOR AND CLOCKSPRING. IN WIRING, RIGHT FRONT IMPACT SENSOR CLOCKSPRING FAILURE REPLACED RIGHT FRONT IMPACT SENSOR SENSOR WIRING HARNESS, AND CLOCKSF CODES AND ROADTEST VEHICLE. OK	T SENSOR HAS T SENSOR HAS GROUND, NO F FRONT IMPACT DIAGNOSTIC T FOUND SHORT C OOR ALSO FAILI RIGHT FRONT	INTERNAL EIGHT FRON SENSOR ESTING IRCUIT NG, AND		विक्षेत्र कर का क्षेत्र कर का	g 19- 313.5 0	Dodg	e M D
JOB # 1	I IM 8037155 5 2 8015002 ING 8015001	24.; 7. 49.! JOB #	25 13 50 1 TOTAL	24.25 7.13 49.50 PARTS	24.25 7.13 49.50 80.88	₩ но :	NDA
MISCCODEDESCRIPTION	J08 #	1 TOTAL	LABOR &	PARTS	394.38	NICE	INA
MISCCODEDESCRIPTION			ol No··· Total - I		28.00 28.00		1
ESTIMATE						Je	ep _®
OVIE// SIGNIE							
						Œ N	
							emobile

[CONTINUED ON NEXT PAGE] 12:10pm

SERVICE FILE COPY

PAGE 1 OF 2

Gray, ME

RECEIVED
OCT 0 4 2007

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

-8004

hallulududhalladhalladhadhalladhal

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

OVERNE SAMERENO LICATOR							
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 The control of the	Probably Will —	Do Not Know	Probably Will Not	Definitely Will Not		
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	- T Sterling	Price Inconvenient Bad past exp Need to scho Other (Please	pe Inc past six more past six more past six more past service depart perience with public appoint specify.)	nths? (Check If or friend/re artment hour dealer tment (no expr	elative s ess service)		
Approximately how many miles are on your vehicle? 4800 Miles	STOP	THANK Y	OU. Please sto	p and return in e	епувюре.		
1. How satisfied are you with your recent service experience at Sterling Heights Dodge Inc?	Very Satisfied				Very Dissatisfied		
Accour the Secrete Staff Ar							
Sterling Heights Dodge Inc	Strongly Agree				Strongly Disagree		
I was satisfied with the treatment I received from the service staff		П	S		Direction.		
3. The service staff listened and understood my needs			×				
4. How satisfied are you with the quality of the service work performed on your vehicle?	Very Satisfied				Very Disuntialied		
How satisfied are you with service staff's ability to have your vehicle ready when promised?			×				
The Demensions Facility (1997)							
THE CHARLES OF THE PROPERTY OF	Doesn't Apply		Yes		No		
a. Was the service write-up area neat and clean?					• 000		
SERVICE ADVIS	OB SCOP	F: NA	-				
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 b. Courtesy in dealing with you c. Overall dress and grooming d. Consideration of your time e. Ability to listen, understand, and answer your questions f. Advising you on your service needs g. Providing a clear explanation of the repairs and/or charges h. Fulfilled all commitments made to you							

		Appty	Yes	No.
8.	a. Was it easy to schedule your service visit?		Z	
		Less than	10-20 Minutes	More than 20 Minutes
	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?			⊠
₹,Ав	OUT THE SERVICE WORK PERFORMED.			
9.			Νο	
	on the first visit?	Q.11.))2 (Ge	to Q.10a.) 4 or More
10.	a. How many visits did it take to have your recent service need corrected/completed?	2 Visits	3 Visits	Visits
	b. Why wasn't your vehicle fixed on the first visit? (Check all that apply.)			
	☐ Parts were not in stock ☐ Service Department could not duplicate condition ☐ Service Department's schedule too full ☐ Work performed did not correct co			
11.	Compared to other automotive service providers, please tell us how much you agree that this dealership's			Strongly Disagree
	a. Overall service process is convenient			
Со	MMUNICATING WITH YOU.		 **	· · ·
		Doesn't Apply	Yes	No
12.	During the service process, did the dealer keep you informed of the progress of your service or repair?	. Doesn't		5 3
13.	Did you contact Sterling Heights Dodge Inc by phone to inquire about the progress of your service work?	Apply	Yes ▼	₩ ∘
	b. If you were put on hold, did you consider the length of time acceptable?	. 🗆		
	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.	Did you have any concerns regarding your service experience that you brought to the attention of the dealership?		. 🔀	
	. Very Satisfied			Very Dissatisfied
	b. If YES, how satisfied are you with the dealership's resolution of your concerns?		×	
,Fu	iude internions & & & D	 		· · · · · · · · · · · · · · · · · · ·
16.	Considering your experience with this dealership, how likely will you be to return for required maintenance/repair work that you pay for?	Do Not Know ▼	Probably Will Not	Definitely Will Not
	Strongly Agree			Strongly Disagree
17.	I would buy a vehicle from this dealership in the future	X		
18.	I would recommend Sterling Heights Dodge Inc to my family and friends		20	
	Comments about your service experience: See enclosed copy of	of le	Her.	
10	73180618585 41021			

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.

Sterling Heights, 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,



TAMAROFF DODGE 24625 W 12 HILE RD. SOUTHFIELD, HI 48034 » (248) 354-6698

TERM 10:0761001059295152129 . STATION #

NED, DCT 10, 2007 05=50P

*** CREDIT CARD ***

CARD NO:

CARE TYPE;

-VI - CREDIT

TR TYPE: SALE

mpan code:,

831668

- RECORD HO:

391

. TRANSACTION, 10:

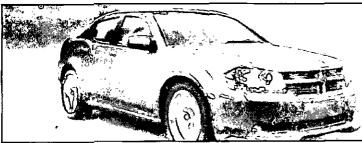
157283782782380

VALIDATION:

TOTALS

\$408.98

INHMK YUU! PLEASE COME AGAIN!



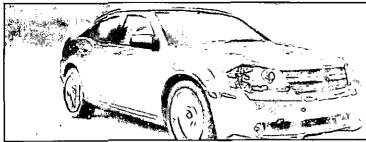




24525 W. Twelve Mile Road • Southfield, Michigan 45064 Phone (245) 854-6600 • Fax (245) 854-5923 www.tamarofficodge.com

Warranty on parts	and labor will be in acco	rdance with parts m	nanufacturer's st	ated warranty.		
STATE REG. F-133606						EALER CODE 42-43581
CUSTOMER NO. 47988	CHRISTOPHER	P WOOD	704 TAG NO	469	10/10/07	DOCS163291
		LICENSE NO.	MILEAGE	43,500	MAGNESIUM P	STOCK NO.
SOUTHFIELD, MI	YEAR / MAKE / MODEL 05/DODGE/GR	CARAVAN/W	VAGON		03/28/05	DELIVERY MILES 23
Soothi ILLD, MI	Z D 4 G P				SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		"10710/07	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
PE E	COMMENTS	l	REPAIRS PE	ROPERLY COMPLET	TED & CHECKED BY	
JOB# 1 CHARGES			X		INSURANCE CO.	
LABOR	T 1 50 TECH(SY	600		147.700		
U# 1 11DOZ ELECTRICAL HOURS CUSTOMER STATES THE ABS LIGHT IS O	N,	.030	atana a ana	14700		
TEST AND REPLACED THE RT RR SPEED	SENSOR					
JOB# 1 TOTALS		LABOR		147 00	APPROVED BY	
10P# 1	TOUDNAL DOCETY		TOTAL	147.00	CLAIM NO.	
JOB# 2 CHARGES	JOURNAL PREFIX	noc2 108# I	TUIAL	147.00	(S=44NE)(S)	- Accountage
LABOR					ANJENTION B	TTERMENT
J# 2 11DOZA ELECTRICAL HOURS	:1.50_TECH(S)	:690		147.00	\$ • OTHER AMOUNT	RELEASES
CORRISION TEST AND REPLACED THE FRONT IMPACT	SENSOR AND BOTH	WITRING			\$.	
CONNECTORS				·	TERMS are cash on delive	THE ESTIMATES ARE FOR
PARTSQTYFP-NUMBERDESCRI 1 5136038-AB SENSOR	PT10N	UNIT	31.50	31.50	LABOR ONLY, MATERIAL I charged 48 hours after repair	S EXTRA. Storage will be
2 5175788-AB WIRING 2 5175978-AB SENSOR	-2-8015002 · / IM 8037155		5.70 23.35	11.40 46.70	sible for loss or damage to o case of fire, theft, treezing,	ars or articles left in cars in
	-1	TOTAL -	PARTS	89.60	beyond our control. An express acknowledged on above car or	
JOB# 2 TOTALS-	چ <i>اند</i> نادید	LABOR	/	147.00	repairs thereto. POWER OF ATTORNEY - KNOW	ALL MENTHESE PRESENTS.
		PARTS		89.60	That the undersigned does he TAMAROFF DODGE, INC. my (a sign name, place and stead of the	our) true and lawful attorney to
	JOURNAL PREFIX		,	236.60	Checks or Drafts issued by Ins repairs to my (our) automobile a	urance Company covering any uthorized by myself (ourselves)
JOB #-A- TO HAZARDOUS WASTE REMOVAL/S		-CONTROL NO		20.00	in whatever manner is necessal cashable position. I (we) hereby ratify and confin	
		TOTAL -	MISC	20.00	shall or may take by virtue hereo THE ABOVE WORK HEREBY AL	in the premises.
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING					AGREED TO AS OUTLINED ABO	
ORIGINAL ESTIMATE OF \$98.00 (+TAX) APPROVED REVISED ESTIMATE (# 1) OF \$408.00 (+ BY SUSIE ANN COLE COMMENTS	TAX) ON 10/10/07	AT 05:41pm		į	All repairs and parts listed were : Michigan Motor Vehicle Service a	
TECHNICIAN CERTIFICATION		· · · · · · · · · · · · · · · · · · ·			X	ino riepaii Act. (r.A. 300)
690 LEO H С	AZA	M161772	2		THE ONLY WARRANTIE	S APPLYING TO THIS
					PART(S) ARE THOSE FERED BY THE MANUFA	CTURER. THE SELLING
					DEALER HEREBY EXPR WARRANTIES, EITHER	EXPRESS OR IMPLIED,
·	0.5			į	INCLUDING ANY IMPL MERCHANTABILITY OR TICULAR PURPOSE, AN	FITNESS FOR A PAR-
	URIC	INAL			NOR AUTHORIZES ANY ASSUME FOR IT ANY LIA	OTHER PERSON TO
	,,,,	'INAT			WITH THE SALE OF THIS VICE. BUYER SHALL I	PART(S) AND/OR SER-
	ı	, _			RECOVER FROM THE CONSEQUENTIAL DAM	SELLING DEALER ANY
PAGE 1 OF 2]	CONTINUED ON	NEXT PAGE]	05:41pm	PROPERTY, DAMAGES LOSS OF TIME, LOSS OF OR ANY OTHER INCIDEN	FOR LOSS OF USE, PROFITS, OR INCOME

The Reynolds and Reynolds Company ERAINTINVE CC231042 Q (04/07)







24625 W. Twelve Mile Read • Southfield, Michigan 48084 Finance (243) 854-6600 · Fax (243) 854-5223 www.tamarofidodge.com

FIVE STAR **6**

Warranty on parts	and labor will be in acco	ordance with parts m	anufacturer's	stated warranty.			
STATE REG. F-133606					Di	EALER CODE 42-43581	
CUSTOMER NO. 47988	CHRISTOPHER	P WOOD	704 TAG N	°469	™10/10/07	DOCS163291	
		LICENSE NO.	MILEAGE	43,500	COLOR MAGNESIUM P	STOCK NO.	
	YEAR/MAKE/MODEL 05/DODGE/GF	R CARAVAN/V	 √AGON		03/28/05	DELIVERY MILES 23	
SOUTHFIELD, MI	VEHICLE I.D. NO. G. P.	4 4 L 1 5			SELLING DEALER NO.	PRODUCTION DATE	
	F. T. E. NO.		P. Q. NO.		^R 10/710/07	ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE	
PE E	COMMENTS	,	REPAIRS F		TED & CHECKED BY	TO EQUILED OTTERVOOL	
TOTALS			X		INSURANCE CO.		
		TOTAL LAB	OR,	294.00			
		TOTAL PAR TOTAL SUB	TS LET	89.60 0.00			
THANK YOU FOR CHOOSING TAMAROFF DODGE AS YOUR S	ERVICING	TOTAL G.O TOTAL MIS	.G C CHG.	0.00 20.00			
DEALER. WE ARE COMMITTED TO 100% CUSTOMER SATIS IF FOR ANY REASON YOU ARE NOT SATISFIED OR HAVE	FACTION.	TOTAL MIS TOTAL TAX	C DISC	0.00 5.38			
CONCERNS CALL ERIC HAMILTON, SERVICE MANAGER @2 OR DOUG JESPERSON, BODY SHOP MANAGER @248-223-8	48-223-8585	TOTAL INV			CLAIM NO.		
ON BOOK DEST ENCOUNT BOST ONOT THUMBER PETO 220 C	373	TOTAL III	OIOL W	400.50	CLAIM NO.		
YOUR TOTAL SATISFACTION IS OUR GOAL!!!!					AMENIO		
** THANK YOUCOME AGAIN ** WE APPRECIATE YOUR LOYAL PATRONAGE					DEDUCTIBLE B	ETTERMENT	
YOU ARE A VALUED CUSTOMER					OTHER AMOUNT	RELEASES	
					SIGNATURES	<u> </u>	
CUSTOMER SIGNATURE					shall or may take by virtue hereo THE ABOVE WORK HEREBY AL AGREED TO AS OUTLINED AB Signed	S EXTRA. Storage will be some completed. Not responsare or articles left in cars in accident or any other cause a garagekeeper's lien is hereby truck to secure the amount of ALL MENTHESE PRESENTS. ereby constitute and appoint our) true and lawful attorney to undersigned on any insurance urrance Company covering any uthorized by myself (ourselves) my to place check or daft in a minument of the premises. JTHORIZED AND CONDITIONS OVE:	
		,			All repairs and parts listed were Michigan Motor Vehicle Service a		
PAID (OCT 1 0 2007		IGIN		THE ONLY WARRANTIE PART(S) ARE THOSE FERED BY THE MANUFA DEALER HEREBY EXPEWARRANTIES, EITHER INCLUDING ANY IMPLIMERCHANTABILITY OR TICULAR PURPOSE, AN NOR AUTHORIZES AN' ASSUME FOR IT ANY LIA WITH THE SALE OF THIS VICE. BUYER SHALL I RECOVER FROM THE CONSEQUENTIAL DAM PROPERTY, DAMAGES LOSS OF TIME, LOSS OF OR ANY OTHER INCIDEN	WHICH MAY BE OF- CTURER. THE SELLING IESSLY DISCLAIMS ALL EXPRESS OR IMPLIED, IED WARRANTIES OF FITNESS FOR A PAR- IN NEITHER ASSUMES OTHER PERSON TO BILLITY IN CONNECTION IS PART(S) AND/OR SER- NOT BE ENTITLED TO SELLING DEALER ANY IAGES, DAMAGES TO FOR LOSS OF USE, F PROFITS, OR INCOME	

The Reynolds and Reynolds Company ERAINTINVE CC231042 Q (04/07)

ROYAL OAK MI 480 26 OCT 2007 PM 2 T



Chrysler P.O. BOX 218004 auburn Hills, MI 48321

4632138004 B198 Idallahadhadhadhadhadhadhadhadhadhad From:

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:
First Name:
Middle Initial:
Last Name:

From: customerassistre@chrysler.com

To:

Date: Thu Nov 15 12:01:01 EST 2007

Subject: Re: Chrysler LLC Customer Assistance

Dear

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

Μ&

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

Mileage:

58000

Servicing Dealer:

	Central	Motors	(North	Branch,	MN)
Title:					
	Mr.				
First 1	Vame:				
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Chrysler LLC P.O. Box 4639 Oak Ridge, TN 37831

Fayetteville, NY 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 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

Sincerely,



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

434-0932	_Ed/2118
Work Phone	₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩₩
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FAYETTEVILLE, NY
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Color Circumstance Number 2005 DODGE GR CARAVAN SUBN GR CFV3821

#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	AMOUNT 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. Installed 5175788AB :WIRING: 2 WAY 1@5. Sub Total: Labor: 64.00 Parts:33.29 Total: 97.29	
#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 inspectition. An express mechanic's ilen 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, inclue ing 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
d. SALES TAX OR TAX I.D.	13.38
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	180.62

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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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.

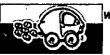
States covered by the recall include Maine, New Hampshire, Vermont, Massachusetts, Rhode Island, Connecticut, New York, New Jersey, Pennsylvania, Delaware, Maryland, West Virginia, Ohio, Indiana, Michigan, Illinois, Wisconsin, Minnesota, Iowa, Missouri, Kentucky, North Dakota, South Dakota, Utah, Nebraska,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

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

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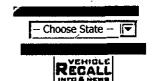
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NEWS: Chrysler Group to Recall Minivans to Fix Air Bags

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

Consequence

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.

IN ONE OF THESE CRASHES, WITH ONE OR BOTH OF THE VEHICLEDS 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:

www.nhtsa.dot.gov

Manufacturer

DAIMLERCHRYSLER CORPORATION

Recall Date:

MAR 07, 2006

Potential Number Of Units Affected: 268800

Description

VISIBILITY: WINDSHIELD WIPERWASHER: 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:

Description

SEAT BELTS:FRONT:RETRACTOR

Summary

AFTER PERFORMING THE NCAP TEST, IT WAS DISCOVERED THAT ON CERTAIN MINIVANS EQUIPPED WITHOUT THE AVAILABLE DISTOW DIN GOD 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.

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 ON CERTAIN MINIVANS, THE POWER LIFTGATE (PLG) LATCH MAY NOT ENGAGE THE STRIKER ALLOWING THE Summary LIFTGATE TO OPEN WHILE DRIVING. IN THE EVENT OF A CRASH, AN UNBELTED PASSENGER COULD BE EJECTED FROM THE VEHICLE. Consequence DEALERS WILL REPLACE THE POWER LIFTGATE CONTROL MODULE. THE RECALL BEGAN APRIL 26, 2005. OWNERS Remedy SHOULD CONTACT DAIMLERCHRYSLER AT 1-800-853-1403.

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Year **		
Current mileage **		





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Monday, Nov 5,

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.

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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

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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.

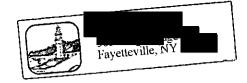
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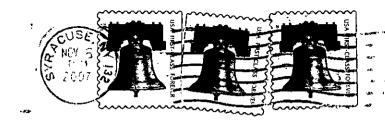
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Consumer Affairs, Inc.





Chrysler LLC | RECEIVED NOV 14 2007 P.O. BOX 4639 Oak Ridge TN 37831

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Invoice #:317668 Tag #:T047 Customer #: 562857 GRANDVILLE, MI 2929 Burlingame: S.W. P.O. Box 909 HOME: BUS CELL: Grand Rapids, Michigan 49509-0909 Service Phone (616) 249-2199 EMAIL: 18apr07 Advisor: 157 GARY HODGES classicchevygr.com COLOR YEAR MAKE/MODEL VIN MILEAGE IN MILEAGE OUT WHITE 05 DODGE CARAVAN 1D4GP25R65B 75951 75951 PROD DATE DEL DATE WARR EXP. PROMISED PO NO RATE PAYMENT INV DATE: R.O. OPENED READY 18APR07 30MAR2007 16:00 27APR07 90.00 CHK 27APR07 25APR07 17:06 27APR07 OPTIONS: STK:16360 DLR:44214 ENG:3.3 Liter OHV Gas SMPI TRN:AUTO LIST NET TOTAL REAR BRAKES SQUEAK WHEN BACKING UP. FRONT BRAKES SQUEAK INTERMITTENT CAUSE: BRAKE SQUEAKS F AND R We Now Sell Tires 24FB PADS FRONT BRAKES - REPAIR Competitive pricing 235 KING, MATT LIC#: M247313 (N/C)90 davs same as cash LABOR: **TOTAL LINE A:** 0.00 PARTS: 0.00 OTHER: 0.00 0.0075951 BRAKE SQUEAKS F AND R FRONT: INEXPENSIVE AFTERMARKET PADS Goodyear, Michelin. WITHOUT ABUTMENT CLIPS CAUSING SQUEAKING WHEN STOPPING. COATED WITH ANTI-SQUEAK COMPOUND AND REINSTALLED. ON ROAD TEST SOUND WAS GREATLY General, BF Goodrich. REDUCED REAR: SHOES GLAZED. SANDED OFF SURFACE GLAZE AND READJUSTED Uniroyal, Bridgestone, REAR BRAKES. NOISE IS GONE AT THIS TIME. Firestone, Continental... AIR BAG LIGHT STAYS ON ALL THE TIME - SUBLET TO DODGE DLR (CALL≂ROB:GRABILL≘616-559-6268≔ C8824 SENSOR, SIDE MPACT (SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEM) - LEFT - QUALITY REPLACE GENERAL MOTORS CORPORATION (N/C) C8823 SENSOR, SIDE IMPACT (SUPPLEMENTAL INFLATABLE RESTRAINT SYSTEM) RIGHT **REPLACE** 999 HOUSE TECH LIC#: **IPU** (N/C) SUBL HIGHLAND/PO#388307/INV#244029 PO# HOME OF (N/C) FREE TIRES FOR LIFE! LABOR: 0.00 PARTS: 0.00 OTHER: 0.00 **TOTAL LINE B:** 0.00 75951 SUBLET TO HIGHLAND/PO#388307/INV#244029/DIAG AIR BAG LIGHT & REPLACE IMPACT SENSORS IMPORTANT You may receive a customer. satisfaction survey from the manufacturer in the next lew SERVICE DEPT. HOURS LABOR AMOUNT MON. & WED.7:00 - 8:00 weeks. If for any reason you cannot PARTS AMOUNT grade us COMPLETELY SATISFIED TUES., THURS., & FRIDAY......7:00 - 6:00 SATURDAY......7:00 - 1:00 please contact our GAS, OIL, LUBE DISCLAIMER OF WARRANTIES Service Manager, immediately. 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. SUBLET AMOUNT Thank You! Classic Chevrolet MISC. CHARGES (816) 249-2199 **TOTAL CHARGES** -Certification-All repairs and parts listed were furnished in compliance with Michigan auto repair act. (P.A. 300) LESS ADJUSTMENTS SAFEGUARD ACT:

SALES TAX

Customer Cop

PLEASE PAY

THIS AMOUNT

Thank You!

I understand that Classic Chas required by their compan

CUSTOMER SIGNATURE

GRANDVILLE: MI

HOME BUS EMAIL: 1

Tag #:T047

Invoice #:317668

Customer #: 562857

Service Advisor: 157 GARY HODGES



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

COLOR	YEAR	MA	KE/MODEL		VIN	000000000000000000000000000000000000000	LICENSE	MILEAGE IN	MILEAGE OUT
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<u>18APR07</u>		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 SMPLTRN:AUTO

We Now Sell Tires

Competitive pricing 90 days same as cash

Goodyear, Michelin, General, BF Goodrich, Uniroyal, Bridgestone, Firestone, Continental... **RENTAL VEHICLE - CLASSIC**

CELL

Z7902 2 DAY RENTAL

LABOR:

999 HOUSE TECH LIC#:

IPS

0.00

0.00 OTHER:

0.00

TOTAL LINE C:

(N/C)

0.00

NET

TRAILBLAZER/1GNDT13S572242400/04-25-07 @ 4:45PM

LIST

TOTAL

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CUSTOMER PAY DEDUCTIBLE FOR LINE B

50.00

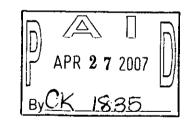


PARTS:

75951 CLASSIC CHEVROLET RENTAL/CHEVY



GENERAL MOTORS CORPORATION



HOME OF FREE TIRES FOR LIFE!

IMPORTANT You may receive a customer. satisfaction survey from the manufacturer in the next tew 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-SAFEGUARD ACT:

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

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

CUSTOMER SIGNATURE X

Customer Copy

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TOLEDO DH 436



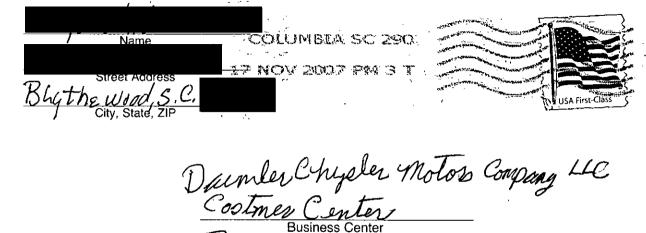
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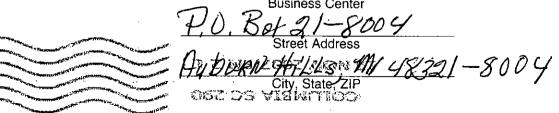
Daimler Chrysler P.O. Box 4039 Oak Ridge, Tn 37831 Attention - Reimbursement

37831+4635

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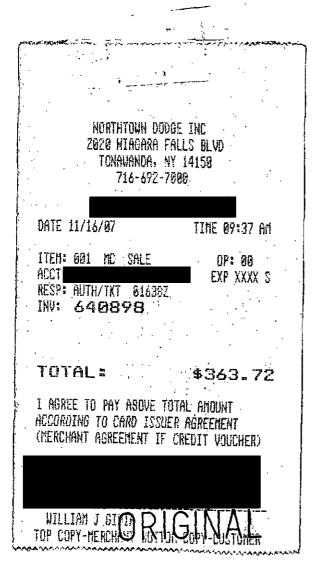




Chrysler Customer Service Center P.O. Box 21-8004 Auburn Hills, Michigan 48321

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,





Northtown

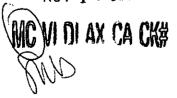
ira Falls Blvd. Tonawanda, NY 14150 Phone 692-7000 www.NorthtownAuto.com 2020 Niagara Falls Blvd.

SERVICE ADVISOR DICK TRACY

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NOV 1 6 2007



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

Automotive Companies

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



Kenmore, NY

Chrysler Customer Service Po. Box 21-8004

Auburn Hills, Michigan 48321

RECEIVED NOV 2 9 2007.

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NORTHWEST BANK & TRUST COMPANY

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FROM DEPOS TCE INCLUSED TO MOREOUS AFRICA

Reference # 16947646 20 Nov. 07

Enclosed is the movice for repair and a

Copy of the check as requested by Mary

Gop B. during our phone conversation

9 MB. during our phone conversation

on 16 Nov. 07. A 300 rebate was offered

on 16 Nov. 07. A 300 rebate was offered

part (seu sor).

:

B3264577

DAVENPORT.

PARTS:

65198

INVOICE



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

www.kimberlycarcity.com

PAGE 1

SERVICE ADVISOR: 56 MATT WHITE COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG	HOME	Bt	JS:								
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CUSTOMERS)

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(DATE)

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THIS AMOUNT

NOV 1 8 2007

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.

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item\items. The the sale of this item\text{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.

CUSTOMER SIGNATURE

INITIAI

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 PLEASE PAY

478.01

CUSTOMER COPY (YELLOW)

(SIGNED)

Chrysler Customer Center P. D. Box 218004 = RECEIVED NOV 29 2007 Aubium Hills, MI 48321-8004

aegzisecca hbllobobballollollonlollollol

From: customerassist@chrysler.com

To:

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 Bullentin 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

Μ&

From:

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

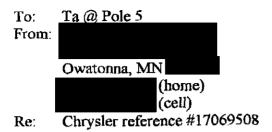
Comments:

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 and 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:
First Name:
Middle Initial:

Last Name:



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,

050 28 2007 FRI 12 07 FM OWATON	NA MOTOR COMPANY	FAX <u>NO 501</u>	74516558	<u>P</u> 12
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AND OK! 9005 IPR PARTS: 0 00 LABOR:	O OO OTHER:	- 0- 00 . TO	TAL LINE B	(N/C) 0 00
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 ${\tt From:} \underline{\quad {\tt customerassistre@chrysler.com}}$

To:

Date: Thu Jan 03 09:49:19 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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

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

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.

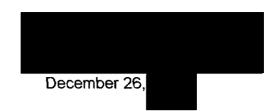
Me Keith Cousino

Sender Information:

Title: First Name:

Middle Initial:

Last Name:



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

To: Chrysler Customer Care:

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,







PAGE 2 OF 2

CUSTOMER COPY

Experience the best... KNAUTOPARK

KNAUZ MOTOR SALES, INC.

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

	1 cm poop		l TAG	NO	CIADOMCE DATE	I BOOKE NO.
CUSTOMER NO. 77285	ŤĬM BF	ROWN	403 TAG	⁶ 476	12717/07	CHCS894085
	LABOR RATE	CIPTURE	MILEAGE	64,258	BLUE/	STOCK NO.
KTUDEED TI	VEAR / MAKE 05/CH	/MODEL RYSLER/T/C			DELIVERY DATE	DELIVERY MILES
KILDEER, IL		¹⁰ G P 5 4 L 8	5 R		SELLING DEALER NO.	PRODUCTION DATE
	ET.E.NO.		P. O. NO.		"12717/07	
RE BUSINESS	PHONE COMMENTS				12/11/01	MO: 64258
TOTALS					<u> </u>	A
Thank-you for trusting Knauz wit Within a short period of time yo from the manufacturer of your ve of service you received at Knauz cannot respond COMPLETELY SATISF Jeremy Znidersic Service Manager Rick Larsen our Collision Center Thank-you Bill Knauz	ou may receive a question chicle reguarding the qua . If for any reason you IED please contact eithe for Chrysler and Buick	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL Or TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX NVOICE \$	334.33 82.38 0.00 0.00 19.99 0.00 7.68	THIS OPP SERVE YOU CEIVE A CUSTO SURVEY FROM T IN THE NEXT FEV REASON YOU O "COMPLETELY CONTACT ANY SERVICE STA YOUR SA IS OUR MA	K YOU FOR PORTUNITY TO: U. YOU MAY RE OMER SATISFACTION, THE MANUFACTURER V. WEEKS, IF FOR ANY CANNOT GRADE US SATISFIED. PLEASE MEMBER OF OUR AFF IMMEDIATELY, ATISFACTION AIN CONCERN. NK YOU.
CUSTOMER SIGNATURE					With Respect To The Sale Hereby Expressly Disclaim Or Implied, including Any ability Or Fitness For A Par Neither Assumes Nor Au	nstitutes All Of The Warranties to Of This hem/items. The Seller is All Warranties. Either Express implied Warranty Of Merchant- ricular Purpose, And The Seller thorizes Any Other Person To in Connection With The Sale Of
					TO CARS OR ARTICLE OF FIRE, THEFT O BEYOND YOUR CO DELAYS CAUSED B	FOR LOSS OR DAMAGE ES LEFT IN CARS IN CASE OR ANY OTHER CAUSE INTROL OR FOR ANY BY UNAVAILABILITY OF IN PARTS SHIPMENTS BY RANSPORTER.
	***** ₁				LABOR ARE G	OEM PARTS AND UARANTEED FOR DR 12,000 MILES CCURS FIRST.
						ce the best Autopark
				:	Midu	iz.com

[END OF INVOICE] 04:52pm



Experience the best... Kantopark



KNAUZ MOTOR SALES, INC.

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

TOMER NO. 77285	TIM BROWN	• •	403 TAG	NO. 476	<u>"12717/07</u>	CHC\$89408
	LABOR RATE	^{LIC} 9779870	MILEAGI	64,258	BLUE/	STOCK NO.
TI DEFO. TI	YEAR/MAKE/MODEL 05/CHRYSLE	R/T/C	J		DELIVERY DATE	DELIVERY MILES
ILDEER, IL	VEHICLE LD NO.		R		ELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.		P. O. NO.		°12717/07	
BUSINESS PHONE	COMMENTS	i				MO: 6425
CUSTOMER STATED AIR BAG LIGHT INSPECTED AND FOUND BOTH RIGHT AND WIRING HARNESS CORRODED REPLACED BOTH SENSORS AND WIRING TO STATE AND STATE AND STATE AND STATE AND FOUND #3 SENSOICUSTOMER DECLIND WORK AT THE	T ON HT AND LEFT IMPACT SE RING HARNESS DESCRIPTION SENSOR IM 8037155 WIRING 2 8015002 JOB # 1 TECH(S REDS SERVICE LIGHT OR AND WIRING HARNESS	NSOR UNIT JOB # 1 TOTAL TOTAL LABOR &	PRICE- 29.56 11.63 PARTS	59.12 23.26 82.38 416.71	THIS OPE	K YOU FOR PORTUNITY TO U. YOU MAY RE- DIMER SATISFACTION THE MANUFACTURER V WEEKS. IF FOR ANY CANNOT GRADE US SATISFIED." PLEASE V MEMBER OF OUR AFF IMMEDIATELY ATISFACTION AIN CONCERN. INK YOU.
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3+23CHZR RECALL ded Operation (TBROWN @ 12/17/2007 13: CUSTOMER STATED COMPLETE OPER F10 WINDSHIELD WIPER MOTOR COMPLETED RECALL		J. 313 Anna Angella de La Santa de La Caración de L	Auricana in America		This item/items. NOT RESPONSIBLE TO CARS OR ARTICLE	In Connection With The Sa FOR LOSS OR DAMA ES LEFT IN CARS IN CA OR ANY OTHER CAL
RTSQTYFP-NUMBER		JOB # 3 TOTAL	PARTS	WARRANTY 0.00	BEYOND YOUR CO DELAYS CAUSED & PARTS OR DELAYS II THE SUPPLIER OR TE	ONTROL OR FOR A BY UNAVAILABILITY N PARTS SHIPMENTS
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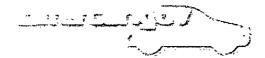
Experience the best...

knauz.com

PAGE 1 OF 2

CUSTOMER COPY

[CONTINUED ON NEXT PAGE] 04:52pm





Safety Ratings	Defects à Récalls	Safe Driving Info	ormation	ក្រុមនេះ
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File à Complaint	RECALLS - SEARCE	= = = :: =		
Complaints	Navigate: ODI Figure > Renality >	Seath > Results List		неір [
Defect Investigations	Search Results			
Safety Recoils	Report Date : Decemons SEARCH TYPE : VEHICLE	ber 29, 2007 at <i>03:22 PM</i> .E	}	New Search
Service Sulleins	YEAR: 2005 Make: CHRYS	ELER		
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Sver. micarathon	Manufacturer : DAIMLERCHRYSI NHTSA CAMPAIGN ID Number :		Mfr's Report Date	. MAY 01 2007
Stemap	Component: AIR BAGS:FRONTA	L:SENSOR/CONTROL MODULE	inii 3 Neport Dad	. 1454, 01, 2001
Coldan OBI	Document Search	ted: 270906		
1-888-327-4236	Check to Request Research. S	Submit below.		-
1-800-424-9153	Request Research			
			<u> </u>	

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RECALLS SUMMARY

Make / Models:

Model/Build Years:

CHRYSLER / TOWN AND COUNTRY

2005 2005

DODGE / CARAVAN

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.

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.

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 & VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO HTTP://WWW.SAFERCAR.GOV.

Close Window

Kildeer IL

PALATINE IL 600 31,DEC.2007 PM: ET

Malaladadadladladladladladladla DaimlerChrysler Motors Corporation Customer Care

P.O. Box 21-8004 Auburn Hills, MI 48321-8004 RECEIVED JAN 0 7 2008

From:

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:

Date: Tue Jan 15 12:46:39 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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=KMM5431543I25261L0K

M&

From: customerassist@chrysler.com

To:

Date: Tue Jan 22 14:01:19 EST 2008

Subject: Re: Reply to Chrysler LLC (KMM5431543I25261L0KM)

Dear :

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=KMM5449337I25261L0K

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:

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 Check Screen

01/14/08

Category: P Mail: X

A01TF768

14:48:41 Password:

AC: _____ CAIR: 17117858 83 Check #: St: A Ck 01 OF 01

Vin: 1C4GP45R25B
Payee: HALLMARK CARDS

ATTN:

Address1: Address2:

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

Cust:

 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

Occupant Classification System - Defective

EGR System - Failed Test

Culter Check Total. 430.36

Emotion Amount
3 496.95

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

REPORT: RSSI048

CHRYSLER LLC

PROGRAM: CSSI620Z-v01 PART 01 OF 01

Servicenet 2.0 PROGRAM BILLING MONTH 12/07

PAGE: 6

DATE: 12/29/07 TIME: 12:07

REPAIR INFORMATION

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

MILEAGE REPAIR DATE

88812

294763

W 000753857 1C4GP45R25B

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 NUMBE 04861622AE 04896023AA	}	VMRS CODE	PART DESC. EGR VALVE SENSOR	QTY 1	PRICE 85.00
05281090	•	026001018	SENSOR FILTER	1 1	· 22.00 9.99
04761838		020001018	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 Emisson control Valve, exhaust gas		043-001-023-03		239.95
08142503	3.3-3.8 liter engine Electrical Sensors		002-057-009-03		150.00
27010100	Sensor, air bag imp Front-Right or left Retail Service Lube / Oil / Filter Engine Oil and Filt		045-011-005-03	J	13.96
27170100	Service Net Claims Onl Retail Service Brake System Brake Inspection	Ly	013-000-000-06		128.00
95242424	Servide Net Claims 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

4.46.95

From:

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,

, 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= $^{\circ}$

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•

Title:
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

Date: Wed Jan 30 09:54:48 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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:

Μ&





NA

7966 Hills & Dales Road N.W. P.O. Box 582 Telephone (330) B33-8584 MASSILLON, OHIO 44646 www.progressiveautogroup.com

865-425-1592	1	
FAX	Date:	1/30/08
	Number c	of pages including cover sheet: /Co
Та:	From:	Progressive Cadillac Dodge 7966 Hills & Dales Rd. NW Massillon, OH 44646
From: Tm Chillik Phone 320-833-8585 Fax 330-833-1720	Phone Fax	(330) 833-8585 (330) 833-7280 Office (330) 833-1879 Sales (330) 833-5259 F & I (330) 833-1720 Service
cc.		
Remarks: Urgent For Your Review CG CALAURY Service Ho	Reply.	ASAP Please Comment
If you have Any Quest	Yors	Ploase CAll
me.	&L.	,
Service	e Man	Dodge

If you wish to discontinue receiving future fax messages from Progressive Cadillac, please send an opt-out request to:

optout@progressiveautogroup.com, by phone at 1-877-533-8585, or by fax at 330-833-7280. Specify the phone number(s)
of the fax machine(s) covered by your request. Compliance will be within the shortest reasonable time as prescribed by law.

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CANTON, OH HOME CELL	I	BUS:		 §	DUPLICATE 1 PAGE 1 SERVICE ADVISOR:		966 HILLS & DALES MASSILLON, OH (330) 833-851 DEALER CO JCE WADE	44846 34	
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MAGNESIUM	06 000	GE CARAVA	N	שנו	GP45R66B		9047	/9047	T7956
DEL DATE	PROD. DATE	· · · · · · · · · · · · · · · · · · ·	PROMI		PO NO.	RATE	PAYMENT	INV. D.	
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TSBS FOR C	****	ANN NOT	TND ANY *****	XBNOI	****	DES STOM MDITION	RED AND NO	(11)	C)
1027	GOODWREN 23C CTION .5 AND REAR	ICH MULTI .620 0.50 B ROTATED WINDOWS Q	POINT IN TIRES AN	SPECT D INS	D ROTATE TIRES FION SPECTED REC AQU			12.	95
D ROTATE T 1016 9047 0.0 R	ROTATE 1 23 OTATED 1	TIRËS INN 0.00 TIRES QC 2	3 Y		· * * * * * * * * * * * * * * * * * * *	****	***	(N/	C)
NOTICE: Certain e	equipment, acce	essories or parts	used in repair	of your	REPLACED PARTS WI	LL DES	CRIPTION	TOTA	ALS
vehicle are not sup The warranty for a	iny such equipr	nent, accessories	or parte is provi	ded by	BE RETURNED UNLES SUBJECT TO WARRAN	n.			
the manufacturer questions concern	and not Ger	neral Motors/Dodg	e. If you ha	ve any	EXCHANGE/CORE/REBI	1 (~, 1, 1, 4, 4,			
warranty applicable	le thereto, ple	ease contact the	Service Mane	ger at		SUBLET			
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The warranty for any such equipment, accessories or parts is provided by the manufacturer and not General Motora/Dodge. If you have any questions concerning such aquipment, accessory and parts, or the warranty applicable thereto, please contact the Service Manager at Progressive Cadillac Inc. DBA Progressive Dodge. SUBJECT TO WARRANTY PARTS AMOUNT EXCHANGE/CORE/REBUILT GAS, OIL, LUBE SUBLET AMOUNT ALL PARTS MISC, CHARGES **INSTALLED ARE NEW** 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 TOTAL CHARGES UNLESS SPECIFIED LESS INSURANCE OTHERWISE. SALES TAX CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT THANK YOU

САИТОИ, ОН

106613

88777

INVOICE



DBA. PROGRESSIVE DODGE

DUPLICATE 1 PAGE 3

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

HOME:			BUS:		SER	VICE ADVISOR:	25 <u>2 BRU</u>	ICE WADE			
COLOR	YEAR		MAKE/MODEL			VIN	LICENS	E MIL	EAGE IN/ OUT	TAG	
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10:01 15MAR06 LINE OPCODE TECH TYPE HOURS

LIST

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





NOTICE: Certain equipment, accessories or parts used in repair of your	REPLACED PARTS WILL	DESCRIPTION .	TOTALS
vehicle are not supplied, marketed or warranted by General Motors/Dodge,	BE RETURNED UNLESS	LABOR AMOUNT	12.95
The warrenty for any such equipment, accessories or parts is provided by the manufacturer and not General Motors/Dodge. If you have any	SUBJECT TO WARRANTY	PARTS AMOUNT	0.00
questions concerning such equipment, accessory and parts, or the	EXCHANGE/CORE/REBUILT	GAS, OIL, LUBE	0.00
warranty applicable thereto, please contact the Service Manager at		SUBLET AMOUNT	0.00
Progressive Cadillac Inc. DBA Progressive Dodge.	ALL PARTS	MISC. CHARGES	0.65
ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-	INSTALLED ARE NEW UNLESS SPECIFIED	TOTAL CHARGES	13.60
MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER	OTHERWISE.	LESS INSURANCE	0.00
LIMITED WARRANTY BY THE MANUFACTURER, THE TERMS OF LITTLE THE TERMS OF LITTLE WARRANTY ARE AVAILABLE FOR YOUR INSPECTION		SALES TAX	0.82
THANK YOU	CHALLE DUMAN	PLEASE PAY THIS AMOUNT	14,42

THANK YOU

CADILLAC INC. 90160 106613 *INVOICE* **DBA. PROGRESSIVE DODGE** 7966 HILLS & DALES RO. N.W. MASSILLON, OH 44646 (330) 833-8584 DEALER CODE DUPLICATE 1 PAGE 1 CANTON, OH BUS: HOME: WADE SERVICE ADVISOR: 252 BRUCE CELL: LICENSE MILEAGE IN/ OUT TAG YEAR MAKE/MODEL COLOR 11524/11524 T5466 1D4GP45R66B MAGNESIUM 06 DODGE CARAVAN RATE PAYMENT ĨŇV. DATE PROMISED PO NO. PROD. DATE WARR, EXP. DEL DATE 260CT0\$ IS WAIT 22APR06 **GMLR** 22APR06 260<u>CT0\$</u> DE OPTIONS: STK: D60038 DLR: 20374 AXL: 344 READY R.O. OPENED 1) DAIMLERCHRYSLER 2) MAX CARE 3)84/100 4)100 DED 08:04 22APR06 09:03 22APR06 TOTAL LINE OPCODE TECH TYPE HOURS LIST NET LUBE OIL AND FILTER ****WAITER**** 1001W LUBE OIL AND FILTER ****WAITER**** 8.00 8.00 351 CSCD 0.40 6.95 6.95 6.95 1 5281090 FILTER-ENGINE OIL 16.05 16.05 16.05 1 4761851AD *OIL 11524 LOF' .4 LOF QCB 351 B RRT 05-029 CAUSE: SERVICE ACTION 09550595 RAPID RESPONSE SERVICE ACTION 05-029 (N/C)WD 0.20 (N/C)1 6101793 SCREW... FC: 22 PART#: 6101793 COUNT: 1 CLAIM TYPE: AUTH CODE: REPLACED REPLACED FILTER 11524 RRT-05-029 .2 09-55 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 OCB 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 NOTICE: Centain equipment, accessories or parts used in repair of your vehicle are not supplied, marketed or warranted by General Motors/Dodge. The warranty for any such equipment, accessories or parts is provided by the manufacturer and not General Motors/Dodge. If you have any questions concerning such equipment, accessory and parts, or the warranty applicable thereto, please contact the Service Manager at REPLACED PARTS WILL DESCRIPTION TOTALS **BE RETURNED UNLESS** LABOR AMOUNT SUBJECT TO WARRANTY PARTS AMOUNT EXCHANGE/CORE/REBUILT GAS, OIL, LUBE SUBLET AMOUNT Progressive Cadillac Inc. DBA Progressive Dodge. **ALL PARTS** MISC. CHARGES INSTALLED ARE NEW 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 **TOTAL CHARGES UNLESS SPECIFIED** LESS INSURANCE OTHERWISE. **SALES TAX**

CUSTOMER SIGNATURE

PLEASE PAY

THIS AMOUNT

SHOP SUPPLIES

0.65

21.63

106613

90160

INVOICE

CADILLAC INC.

DBA, PROGRESSIVE DODGE

DUPLICATE 1

7966 HILLS & DALES RD, N.W. MASSILLON, OH 44646

САИТОИ, ОН	I					PAGE 2		MASSILLON, (330) 833		
HOME CELL			BUS:		SEF	RVICE ADVISOR	: 252 BRI	DEALER JCE_WADE	CODE	
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************************************* 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 !!!!!!!





NOTICE: Certain equipment, accessories or parts used in repair of your	REPLACED PARTS WILL	DESCRIPTION	TOTALS
vehicle are not supplied, marketed or warranted by General Motors/Dodge.	BE RETURNED UNLESS	LABOR AMOUNT	20.95
The warranty for any such equipment, accessories or perts is provided by the manufacturer and not General Motors/Dodge. If you have any	SUBJECT TO WARRANTY	. PARTS AMOUNT	23.00
questions concerning such equipment, accessory and parts, or the	EXCHANGE/CORE/REBUILT	GAS, OIL, LUBE	0.00
warranty applicable thereto, please contact the Service Manager at	444 5455	SUBLET AMOUNT	0.00
Progressive Cedillac Inc. DBA Progressive Dodge,	ALL PARTS INSTALLED ARE NEW	MISC, CHARGES	0.65
ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON-	IIMI ESS SPECIFIED	TOTAL CHARGES	44.60
MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER	OTHERWISE.	LESS INSURANCE	25.65
LIMITED WARRANTY BY THE MANUFACTURER, THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION	OWNER CONTROL	SALES TAX	2.68
THANK YOU	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	21 63

CADILLAC INC. 90270 106613 OGRESSIVE *INVOICE*

DBA, PROGRESSIVE DODGE 7966 HILLS & DALES RD. N.W. MASSILLON, OH 44646 (330) 833-8584 DEALER CODE PAGE 1 CANTON, OH HOME BUS: SERVICE ADVISOR: 252 BRUCE WADE CELI MILEAGE IN/ OUT TAG LICENSE COLOR YEAR MAKE/MODEL 11769/11769 WOMT 1D4GP45R66B 06 DODGE CARAVAN MAGNESIUM PROMISED RATE PAYMENT INV. DATE PO NO. PROD, DATE WARR, EXP. DEL DATE 260CT05 IS 26APR06 WAIT 25APR06 260CT05 DI OPTIONS: STK: D60038 DLR: 20374 AXL: 344 READY R.O. OPENED 1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED 16:55 25APR06 08:04 26APR06 NET TOTAL LIST LINE OPCODE TECH TYPE HOURS A ROTATE TIRES 1016 ROTATE TIRES (N/C)348 ISP 0.30 11769 ROTATE TIRES QC BY 348 B JUST DID INSP LAST WEEK, CAR IN AT 4;50 PM. 6058 INFO LINE (N/C)INN 11769 INFO *********** ********************************* 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 YOU MAY RECEIVE A.SERMICE SATISFACTION SURVEY THANK YOU FOR YOUR BUSINESS !!!!!! 1

NOTICE: Certain equipment, accessories or parts used in repair of your vehicle are not supplied, marketed or warranted by General Motors/Dodge, The warranty for any such equipment, accessories or parts is provided by the manufacturer and not General Motors/Dodge. If you have any questions concerning such equipment, accessory and parts, or the 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 INSPECTIONAL HOTIZED

THANK YOU

EXCHANGE/CORE/REBUIL **ALL PARTS** INSTALLED ARE NEW **UNLESS SPECIFIED**

REPLACED PARTS WILL

BE RETURNED UNLESS

SUBJECT TO WARRANTY

Service Manager OTHERWISE.

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

DESCRIPTION

THIS AMOUNT

LABOR AMOUNT 0.00 PARTS AMOUNT 0.00

TOTALS

0.00

106613

103078

PROGRESSIVE

DBA, PROGRESSIVE DODGE

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NOTICE: Consin equipment, accessories	or parts used in repair of	your	REPLACED PARTS W		DESCRI	PTION	TOTA	LS	
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CADILLAC INC. 103078 106613 GRESSIVE *INVOICE* **DBA. PROGRESSIVE DODGE** 7966 HILLS & DALES RD. N.W. MASSILLON, OH 44646 (330) 833-8584 DEALER CODE PAGE 2 CANTON, OH HOME: BUS: SERVICE ADVISOR: 252 BRUCE WADE CELL LICENSE MILEAGE IN/ OUT TAG COLOR MAKE/MODEL LYEARI T9271 25803/25808 1D4GP45R66E DODGE CARAVAN MAGNES IUM 06 RATE PAYMENT INV. DATE PROMISED PO NO PROD. DATE WARR, EXP. DEL DATE 260CT05 IS 17MAY07 10:00 16MAY07 260CTQ5 DD READY STK: D60038 DLR: 20374 AXL: 344 R.O. OPENED OPTIONS: 1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED 08:18 17MAY07 LIST TOTAL LINE OPCODE TECH TYPE HOURS UNBUCKELED. 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. (N/C)INN 0.00 23 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 1037 ADVISE CUSTOMER OF RECOMMENDED MAINTANANCE (N/C)INN.....0..0.0 manus de l'allander a COPTE. 25803 INFO YOU MAY RECEIVE A SERVICE SATISFACTION SURVEY FROM YOUR VEHICLE MANUFACTURER. IF FOR ANY REASON YOU CANNOT GRADE BUR SERVICE DEPT "COMPLETLY SATISFIED" PLEASE CONTACT MYSELF OR OUR SERVICE MANAGER AL STREET THANK YOU FOR YOUR BUSINESS !!!!!!!

NOTICE: Certain equipment, accessories or parts used in repair of your REPLACED PARTS WILL DESCRIPTION TOTALS. vehicle are not supplied, marketed or warranted by General Motors/Dodge. **BE RETURNED UNLESS** LABOR AMOUNT 0.00 The warranty for any such equipment, accessories or parts is provided by the manufacturer and not General Motors/Dodge. If you have any questions concerning such equipment, accessory and parts, or the warranty applicable thereto, pleaso contact the Service Manager at Progressive Cadillac Inc, DBA Progressive Dodge. SUBJECT TO WARRANTY PARTS AMOUNT 0.00 EXCHANGE/CORE/REBUIL GAS, OIL, LUBE 0.00 SUBLET AMOUNT <u>0.00</u> **ALL PARTS** MISC. CHARGES 0.00 **INSTALLED ARE NEW** TOTAL CHARGES ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNISSON UNLESS SPEC MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER. THE TERMS OF THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTIANTER HOUR CUSTOMERSIGNATURE ALL PARTS SOLD OR USED ARE SUBJECT TO THE MAGNUSON 0.00 **UNLESS SPECIFIED** LESS INSURANCE 0.00 OTHERWISE. SALES TAX 0.00 PLEASE PAY THANK YOU THIS AMOUNT 0.00 <u> 16:16 27AUG07</u>

106613

3308331720

106568 *INVOICE*

PROGRESSIVE DBA, PROGRESSIVE DODGE

CADILLAC INC

DUPLICATE 2 PAGE 1

7966 HILLS & DALES RD. N.W MASSILLON, OH 44646 (330) 833-8564 DÉALER CODE

CANTON, OH BUS: HOME SERVICE ADVISOR: 266 RONALD L WARE CELL LICENSE MILEAGE IN OUT ĨĀĠ MAKE/MODEL COLOR YEAR T8168 1D4GP45R66B 29018/29018 06 DODGE CARAVAN <u>MAGNESIUM</u> RATE PAYMENT INV. DATE PROMISED PO NO. PROD. DATE WARR, EXP. DÉL DATE 260CT05 IS 27AUG07 WAIT 27AUG07 260CT05 DE STK: D60038 DLR: 20374 AXL: 344 OPTIONS: R.O. OPENED READY 1) DAIMLERCHRYSLER 2) MAX CARE 3)84/100 4)100 DED 17:30 27AUG07

LINE OPCODE TECH TYPE HOURS A CHECK ENGINE WAS ON AND WENT OFF

2641 TIGHTEN GAS CAP 0.00 1. INN

(N/C)

TOTAL

NET

29018 LOOSE GAS CAP 0.0 TIGHTEN CAP QC BY 146

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

LIST

THANK YOU FOR YOUR BUSINESS LLL!!!!!





NOTICE: Certain equipment, accessories or parts used in repair of your vehicle are not supplied, marketed or warranted by General Motors/Dodge. the manufacturer and not General Motors/Dodge. If you have any questions concerning such equipment, accessories or parts is provided by the manufacturer and not General Motors/Dodge. If you have any questions concerning such equipment, accessory and parts, or the 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 thorized

THANK YOU

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

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE. Service Munager

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

TOTALS

PLEASE PAY THIS AMOUNT 0.00

DESCRIPTION

CADILLAC INC. 106831 106613 *INVOICE* **DBA. PROGRESSIVE DODGE** 7988 HILLS & DALES RD, N,W. MASSILLON, OH 44848 (330) 833-8584 PAGE 1 CANTON, OH BUS: DEALER CODE HOME: L_WARE SERVICE ADVISOR: 266 RONALD LICENSE MILEAGE IN/ OUT TAG YEAR MAKE/MODEL COLOR T8446 29541/29588 1D4GP45R66B MAGNESIUM 06 DODGE CARAVAN RATE PAYMENT INV DATE PROD. DATE WARR, EXP. PROMISED PO NO. DEL DATE 260CT05 IS 06SEP07 WAIT 06SEP07 CASH 260CT05 DD STK: D60038 DLR: 20374 AXL: 344 OPTIONS: READY R.O. OPENED 1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED 11:16 06SEP07 07:31 05SEP<u>07</u> LIST TOTAL LINE OPCODE TECH TYPE HOURS 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) (N/C)0.30 1,42 WD(N/C)4896059AA SENSOR (N/C)1 5175788AB WIRING FC: PART#: 4896059AA COUNT: 1 CLAIM TYPE: W. ની.' ગહું grandstrander AUTH CODE: 0894BEB1 REPLACE IMPACT SENSOR HARNESS 0.30 (N/C)142 WD FC: PART#: COUNT CLAIM TYPE: W AUTH CODE: 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. INN 0.00 142 (N/C)29598 SCAN PCM AND TRANSM CONTROLER NO CODES TRANSM PERFOMAND NORNAL NO PROBLEM FOUND W QCBT 142 REPLACED PARTS WILL NOTICE: Certain equipment, accessories or parts used in repair of your DESCRIPTION TOTALS vehicle are not supplied, marketed or warranted by General Motors/Dodge. the manufacturer and not General Motors/Dodge. If you have any questions concerning such equipment, accessory and parts, or the 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

THANK YOU

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

CANTON, OH

106613

3308331720

106831

INVOICE



PAGE 2

7966 HILLS & DALES RD. N.W. MASSILLON, OH 44646 (330) 833-8584 DEALER CODE

LIST

BUS: HOME: SERVICE ADVISOR: 266 RONALD L WARE CELLLICENSE MILEAGE IN/ OUT TAG MAKE/MODEL COLOR YEAR 1D4GP45R66B 29541/29588 T3446 MAGNESIUM DODGE CARAVAN PO NO. RATE PAYMENT INV. DATE PROMISED PROD. DATE WARR. EXP. DEL DATE 260CT05 IS 260CT05 DD WAIT_06SEP07 CASH 06SEP07 OPTIONS: STK: D60038 DLR: 20374 AXL: 344 R.O. OPENED READY

1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED

07:31 05SEP07 11:16 06SEP07

LINE OPCODE TECH TYPE HOURS FREE 16 POINT INSPECTION 1028 FREE 16 POINT INSPECTION 142C1620 0.00

0.00 0.00

TOTAL

(N/C)

TOTALS

NET

29541 16 PT INSP QCBT 142

D RW CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS 2401 WE CHECKED YOUR VEHICLE FOR OPEN SAFETY RECALLS

INN 0.00 (N/C)1 ****************

E FREE VEHICLE WASH \$7.00 VALUE!

6045 FREE VEHICLE WASH \$7.00 VALUE!

INN; 0.00 (N/C)7 ****

F-+ ON INSPECTION FOUND COCLANT LEAK CAUSE: LEAKS

1: LEAKS 07500111 Pump, engine Water - Pressure test and replace 3.3-3.8 liter engine (B)

ald to his WD 1..50 142 (N/C)4781157AC PUMF (N/C)(N/C)

1 4781172AA GASKETUWATER PUMP TO FRON

l 5066386AA *COOLANT

FC: 65

PART#: 4781157AC

COUNT: 1 CLAIM TYPE: W AUTH CODE:

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

NOTICE: Corlain equipment, accessories or parts used in repair of your vehicle are not supplied, marketed or warranted by General Motors/Dodge. The warranty for any such equipment, accessories or parts is provided by the manufacturer and not General Motors/Dodge, If you have any questions concerning such equipment, accessory and parts, or the warranty applicable thereto, please contact the Service Manager at Progressive Cadillac Inc. DBA Progressive Dodge.

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THANK YOU

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

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.

CUSTOMER SIGNATURE

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

DESCRIPTION

THIS AMOUNT

TOTAL

106613

3308331720

106831

INVOICE



PAGE 3

7866 HILLS & DALES RD. N.W. MASSILLON, OH 44646 (330) 833-8584

NET

CANTON, OH DEALER CODE BUS: HOME L WARE SERVICE ADVISOR: 266 RONALD CELL LICENSE MILEAGE IN/ OUT TAG COLOR YEAR MAKE/MODEL 29541/29588 T8446 1D4GP45R66B MAGNESIUM 06 DODGE CARAVAN INV. DATE RATE PAYMENT PO NO. PROMISED PROD. DATE WARR, EXP. DEL DATE 260CT05 06SEP07 WAIT 06SEP07 260CT05 STK: D60038 DLR: 20374 AXL: 344 R.O. OPENED READY OPTIONS: 1) DAIMLERCHRYSLER 2) MAX CARE 3)84/100 4)100 DED

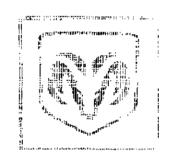
07:31 05SEP07 11:16 065EP<u>07</u> LINE OPCODE TECH TYPE HOURS

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

LIST

OR OUR SERVICE MANAGER AT 833-8585 THANK YOU FOR YOUR BUSINESS !!!!!!!



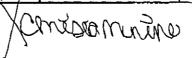


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THANK YOU

REPLACED PARTS WILL	DESCRIPTION	TOTALS
BE RETURNED UNLESS	LABOR AMOUNT	0.00
SUBJECT TO WARRANTY	PARTS AMOUNT	0.00
EXCHANGE/CORE/REBUILT	GAS, OIL, LUBE	0.00
ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE,	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
	SALES TAX	0.00
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00



THANK YOU

CADILLAC INC.

SALES TAX PLEASE PAY THIS AMOUNT

	106613			110955	PRO	GRES	SIVE	
				INVOICE =	= 111			<u> </u>
CANTON, OH HOME:	BUS:			PAGE 1 RVICE ADVISOR:		DBA, PROGRI BE HILLS & DALES MASSILLON, OH (330) 833-858 DEALER COS I P SHORIE	RD. N.W. 44648 4 DE	DGE
CELL: COLOR [YEAR]	MAKE/MODEL		<u> </u>	VIN	LICENSE		E IN/ OUT	TAG
- COECK TEAK	WATE							
MAGNESIUM 06 D	ODGE CARAVA	N	1D4G	P45R66B	<u> </u>	33328	/33334	T2775
DEL DATE PROD. DA	TE WARR, EXP.	PROMIS	ED	PO NO.	RĂTE	PAYMENT	INV, DA	TE
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16:40 22JAN08 1	3:46 23J <u>ANC</u>		ILERCH	KISLER Z)MAX	CARE 3)0.	4/100 M/10	טיייט טיי	
LINE OPCODE TECH			,		LIST	NET	TOTA	L
A CUST STATES LE								
CAUSE: LINE LEAK								
19501712 Ho	se, pump su	pply - Re	place	All others				
(C)		- " -	-					
35	WD 0.40)					$(V \setminus V)$	•
	4AA CLAMP						(N/C	
	1AA HOSE-PO						(N/(
	7AA FLUID-A	UTOMATIC	TRANS	MISS			(N/	J)
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COUNT:	5114531AA							
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33328 WARANTY RE				OSE THAT RUN	EROM P	COOLER		
LINE TO RACK. WA	S LEAKING !	PYS FLUID	BEBTY	CED AND VERIT	TEND MONE	AK QC 35		
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2401 WE CHE	CXED AUTORE (が見れるといって	JA OPE	N SAFETY	Age and Samples.			
RECALL			, , , , , , , , , , , , , , , , , , ,	MA DISTIBLE				
1)					(N/6	2)
33328 INFO							,	•
***	****	*****	****	*****	*****	* * *		
C CUST STATES MI								
CAUSE: CHECK ENG								
25014510 Va	lve, exnaus	st gas rec	circul	ation control	-			
(EGR) 35	- Replace 3		rcer e	ingine (C)			(N/	~ \
	2AE VALVE						(N/)	
FC: ML							(2.7	- /
	4861662AE							
COUNT:								
NOTICE: Certain equipment, a vehicle are not supplied, market				REPLACED PARTS WI		RIPTION	TOTA	LS
The warranty for any such equ	iipment, accessories	or parts is provid	ded by a	BE RETURNED UNLES BUBJECT TO WARRAN	_,			
the manufacturer and not -	General Motors/Dodg	ae. If you hav	е алу 🗀	XCHANGE/CORE/REBI	- I THE CAME			
questions concerning such warranty applicable thereto.	equipment, accesso please contact the	ry and pans, (e Service Manac	n: 1115		SUBLET AN			
Progressive Cadillac Inc. DBA Pr				ALL PARTS	MISC, CHAI			
ALL DARTS SOLLLAD LIGED ADE SUBJECT TO THE MACALLOCAL L			INSTALLED ARE NEV	TOTAL CHA		· · · <u> · · · · · · · · · · · · · · ·</u>	-	
MOSS ACT AND THE MERCHANDISE PURCHASED IS UNDER LIMITED WARRANTY BY THE MANUFACTURER, THE TERMS OF OTHERWISE.								
THIS WARRANTY BY T	THE MANUFACTUR	KER, THE TERM INSPECTION			SALES TAX			
THIS WARRANTY ARE AVAILABLE FOR YOUR INSPECTION								

CUSTOMER SIGNATURE

3308331720

CADILLAC INC. 110955 106613 PROGRESSIVE *INVOICE* DBA, PROGRESSIVE DODGE 7966 HILLS & DALES RD. N.W. MASSILLON, OH 44646 PAGE 2 CANTON. (330) 833-8584 DEALER CODE BUS: HOME: SERVICE ADVISOR: 253 JOHN P SHORIE CELL LICENSE MILEAGE IN/ OUT TAG MAKE/MODEL COLOR YEAR 1D4GP45R66B 33328/333<u>34</u> T2776 MAGNESIUM 06 DODGE CARAVAN PROD. DATE | WARR. EXP. RATE PAYMENT INV. DATE PROMISED PO NO. DEL DATE 260CT05 IS 260CT05 DE 7:00 23JAN08 CASH 23JAN08 R.O. OPENED READY OPTIONS: STK: D60038 DLR: 20374 AXL: 344 1) DAIMLERCHRYSLER 2) MAX CARE 3) 84/100 4) 100 DED 16:40 22JAN08 13:46 23JAN08 LIST NET TOTAL LINE OPCODE TECH TYPE HOURS

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 VEHCILE CHECKE ENGINE LIGHT DID NOT COME BACK ON. QC 35

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

35 INN 0.00

35 INN 0000 AUTH BY TO NORMAL BUGINE NOISE.
33328 CUST CALLED TO ADD, TIME ADDED AUTH BY TO NORMAL BUGINE 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 OC BY 35

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

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

BE RETURNED UNLESS	LABOR AMOUNT		
SUBJECT TO WARRANTY	PARTS AMOUNT		
	ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
	• HIEMIOE,	SALES TAX	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

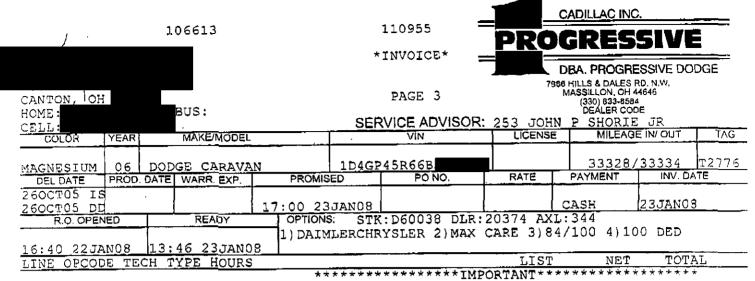
DESCRIPTION

(N/C)

(N/C)

TOTALS

3308331720



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THANK YOU

REPLACED PARTS WILL	DESCRIPTION	TOTALS
BE RETURNED UNLESS	LABOR AMOUNT	0.00
SUBJECT TO WARRANTY EXCHANGE/CORE/REBUILT ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE.	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
CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

From:

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:

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com To: Date: Thu Jan 31 09:47:23 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear

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=KMM5472587I25261L0K

Original Message Follows:

US Customer Service - Chrysler Brand Site

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 Mileage: 43126 Servicing Dealer: Button Dodge Title: Mrs. First Name: Middle Initial: Μ Last Name: Addres Address 2: City: Kokomo State: IN Zip:

Brief Description:

Recalls

Email:

Home Phone:

January 21, 2008 Dear Daimler Chryster, The care number I was gir I can reached during the hours 1:00am to 3:30pm at Manh MD Bassett WI

Martin's Chrysler Dodge

IMPACT

2 WAY

5175788.AB

P.O. Box 85 1422 Main Street (262) 878-1226.

CUSTOMER NAME/ADDRESS

YEAR MAKE

COLOR

RED

DATE

R.O. #

DODGE

133435

01/14/08

MODEL.

CARAVAN

2D4GP44L2 5R

CHRISTAR **Dolog**

Union Grove, WI 53182

Bassett, WI

CUSTOMER NUMBER

PLATE

.07380

HOME TELEPHONE

SERVICE ADVISOR

WORK TELEPHONE ...000 000-0000x

37689

CRD

002

A GE AIR BAG LAMP ON

FAULTY IMPACT SENSOR

REMOVE AND REPLACED LEFT FRONT IMPACT

SENSOR AND WIRING

.5.70

4896023.AA - - 28:85 ·

LINE A TOTAL: \$ 34.55

A. SENSOR

WIRING

DATE: JAH 1-2 COUGLA

11ME: 2:51 PM

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

KK1775#03

SALE

TOTAL

\$79.92

-OTHER-

environmental

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."

ect or receive any components, parts, or accessories replaced or removed by the shop.

CUS!

beint of the above vehicle

FAULTY IMPACT SENSOR REMOVE AND REPLACED LEFT FRONT

IMPACT SENSOR AND WIRING

BRAD

40.00

-A- TOTAL: C \$ 40.00

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

Thank You " " " "

Total Due:

Form (C) 1992, 1996 Jarvis Computer Software SwatDA Services, Inc. • 1-800-236-7672 @2007 WI Auto & Truck

REF #: 10140003

JOAN E VOSLAR

BATCH #: 000405 TERMINAL ID.

SWIPE AUTH #: 041454





RECEIVED FED 0 1 2008

Chrysler Motor Company PO 21.8004

Auburn Hill MI 48321-8004

hlallahadhadhadhadhadhadhadhadhal

From:

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 nissian that can easily last 10 years with no problems.

Sender Information:

m: . . .

Title:
First Name:
Middle Initial:
Last Name:

From: customerassist@chrysler.com

To:

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,

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:

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: First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Thu Feb 07 12:07:07 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear

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

М&

Date: 1/31/08

To: Chrysler/Dodge

From: (consumer)

Portales, NM 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.
- 352.In October/2007 my/passenger:visor/arm.cracked in half...We.don't swing on it welke monkeys and it's rarely used. That will cost-over \$100 to fix.../I/think\that's confidence. If know there is a vanity to light up but Leould care less about it/pages by lighting up. The page to the second confidence is a variety to light up but Leould care less about it/pages by 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.

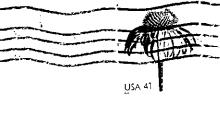
I don't know if there is anything you can do about this but at the very least I wanted you to know that you have a very dissatisfied customer and perhaps the quality control can be improved upon.

Sincerely,



Portales, NM





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

RECEIVED FEB 0 5 2008

37831+4639-23 80%A

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:

m: L3

Title:

First Name: Middle Initial:

raare initial:

From: <u>customerassistre@ch</u>rysler.com

To:

Date: Wed Feb 13 07:20:33 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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 Avc. • Midland, Michigan 48642 Phone (989) 631-8900 • Fax (989) 631-8933 ATTN & Josh @ Pole 6

From

Ph

Cose 172 323 32

For# 865 425 1592

FACILITY REGISTRATION NO. F-142970 FACILITY REGISTRATION NO. F-100394 599TAG:NO. CUSTOMER NO. 02/18/08 NVCHC\$175933 ADVISOR TERRY 5403 LASOR RATE LICENBE NO. °MAGNESIUM/ 49,932 YEAR/MAKE/MODEL
05/CHRYSLER/TOWN + COUNTRY/STATION W 07726705 22 MIDLAND MI BELLING DEALER NO. VEHICLE LD NO. 2 C 4 G P 5 4 L 9 5 R PRODUCTION DATE F.TC. NO. ¹02°7″18/08 TEO & ERECKED BY COMMENTS REPAIRS PROPERTY COMPLE MILEAGE OUT ¥ DIAGNOSIS UNITS: TECH(S): 348 128, 50 DIAGNOSIS

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SELF TEST AND FOUND BY FRONT IMPACT SENSOR FAILED REPLACEDS

IMPACT SENSOR AND TESTED TO VERIFY REPAIR MELOK OTY PP NUMBER DESCRIPTION UNIT ERICES APPROVED BY 1 4896023 AA 308 # 1²³ CLAIM NO. JOB # 1 TOTAL LABOR & PARTS JOB# 1 TOTAL LABOR & PARTS 1

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GUEST DECCINED AT THIS TIME;

OTV FR NUMBER DESCRIPTION UNIT PRICE
JOB # 2 TOTAL PARTS ATTENTION CASHIER CONTROL DEDUCTION OTHER HELFASES AMOUNT SIGNATURES JOB # 2 TOTAL LABOR

DESCRIPTION CONTROL NO
SS SHOP SUPPLIES SERVICE

TOTAL JOB # 2 TOTAL LABOR & PARTS TERMS are cash on delivery, ESTIMATES ARE FOR LABOR ONLY, MATERIAL IS EXTRA. Storage will be charged 48 hours after repairs are completed. No reaponable for loss or damage to dars or articles letting cars in case of fire, theft, freezing, accident or any other TOTAL - MISC 8.00 cause beyond our control. An express mechanic's lier ESTEMATE is hereby acknowledged on above car or truck to secure the amount of repairs thereto. CONTINUE HERERY ACCOMMUNICATE OF \$1788.00 (0+TAX) POWER OF ATTORNEY KNOW ALL MEN THESE PRESENTS That the undersigned does hereby constitute and opening EENY CHRYSTER DOOGS OF MIDLAND INC. my fourture and lawful storney in edge name, sheet at the undersigned on any Insurance Checks or Drafts issues to WAEF IN AREA CALL RUTH 835-5294 Sept. Sept. ALAN ME COY M159H26 CERTIFICATION Insurance Company covering any repairs to my maint accompbile authorized by myself (ourselves) in whater at manner is recessery to place chark or that in a cashable position 348 1 ALAN ARC CUIT 1989 I (we) hereby ratify and confirm whatever action see attorney shall or may take by virtue hercot in the gremists. THE ABOVE WORK HEREOY AUTHORIZED AND CONDITIONS AGREED TO AS OUTLINED ABOVE: 128,50 39 29 0.00 TOTAL LABOR CHECK CENO: TOTAL PARTS
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To whom it may concern,

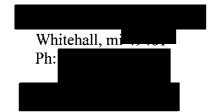
Enclosed in a copy of a paid invoice for work performed on our 2005 Town and Country. The issue was related to the airbag sensor as described on the statement.

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;





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01JAN05 D

PARTS:

Capyright 2000 ADP, Inc. X4SI2.280

Home

Email:

CHRYSLER * JEEP * DODGE

MONTAGUE

4235 Fruitvale Rd.

(231) 893-1945 Toll Free (888) 581-4345

Fax (231) 894-9049

06FEB08

Montague, MI 49437

0.00

www.mylakeshoreonline.com

Cell:

SERVICE ADVISOR: 52 KRISTEN MOUREAU MAKE/MODEL LICENSE MILEAGE IN / OUT TAG COLOR YEAR VIN T560 05 1C4GP45R85B 55961/ 5961 **CHRYSLER TOWN & COUN** DK.BLUE PROD DATE WARR, EXP. PROMISED PO NO. RATE PAYMENT INV. DATE DEL DATE

17:00 06FEB08 R.O. OPENED READY OPTIONS:

Bus:

DLR:68344 ENG:3.3_Liter_SMPI

08:45 06FEB08 16:32 06FEB08

LIST NET TOTAL SECTION **OPCODE** TECH TYPE

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#:

CPM 1.50

2 CBX2G092 WIRING 2 4896023AA SENSOR

78.50

LABOR: OTHER: 114.00

114.00 114.00 4.25 4.25

8.50 35.00 70.00 35.00

CASH

0.00 192.50 TOTAL LINE A:

CUSTOMER PAY ENVIRONMENTAL WASTE/SUPPLIES FOR REPAIR ORDER

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

FEB 0 6 REC'D

ALL PARTS INSTALLED ARE NEW, UNLESS SPECIFIED OTHERWISE	E S	LABOR AMT.	PARTS AMT.	TOTAL	APPROX HRS.	CUST. A	CCEPTANCE	DESCRIPTION TOTALS			
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE	Ť			(SALES TAX ADD.)	I III.			LABOR AMOUNT	\$	114.00	
I hereby authorize the repair work herein set forth to be done	M. A					(INI	TIALS)	PARTS AMOUNT	\$	78,50	
along with the necessary materials and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle	E		REMOVED WILL BE RET		R		ROVAL TIALS)	GAS, OIL, LUBE	\$	0.00	
in case of fire, theft or any other cause beyond your control or for any delays caused by unavariability of parts or delays in parts	0	LABOR AMT.	PARTS AMT.	TOTAL	HRS.	DATE	TIME	SUBLET AMOUNT	Ś	0.00	
shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of	I	,		l ,				DEDUCTIBLE, RENTAL & SUPPLIES	\$	10.00	
testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs	H						AM PM	TOTAL CHARGES	\$	202.50	
thereto. I understand that pursuant to said express mechanic's lian, I have no right of possession to the above vehicle until the	L)	CONTACT NAME	FOR APPROVAL	(INITIALS)		CONTACT HOW?		LESS INSURANCE	\$	0.00	
repairs thereto have been paid in full or until you and/or your employees have voluntarily released the vehicle to me.	P.	ABOR ARTS				BY PHONE All parts and repairs used	SALES TAX	\$	5.31		
*SECURE RELEASE FOR	P.	UBLET AINT & MAT. OWING				were furnish	ed in compliance Michigan Auto A. 300	DIEACEDAY	\$	207.81	
INVOICE TO	S	ALES TAX				registratio	n #140784 Signature:		F	Page 1 of 1	

WHITHAU, MI



CHRYSLER O Box 4639

RECEIVED FEB 1 5 2008

OAKRIDGE, TN 37831

26 I.didadhaladhalladdha.dhlaaddhladd

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:

From: <u>customerassist@chrysler.com</u>

To:

Date: Thu Feb 21 08:17:28 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear

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

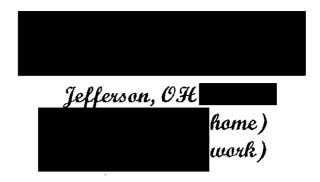
For any future communications related to this email, please refer to the

following information: REFERENCE NUMBER: 17233829 EMAIL CASE NUMBER: 1950931

REPLY LINK:

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

Μ&



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

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ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED LIBRON 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 INSPECTION DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. STATEMENT OF DISCLAIMER LABOR AMOUNT 72.00 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 PARIS AMOUNT. 38.00 MISC. SALES MATERIALS 3.30 TOTAL CHARGE 1-REPRESENTATIVE. 113.30 ALL LABOR CHANGES ARE BILLED ON FLAT RATE HOURS UNLESS OTHERWISE NOTED. ITS ITEM/ITEMS DEDUCHBLE: SATES TAX 7.36 (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE OTHER PAY CUSTOMER PAY.

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 maintanence). ??

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: Date: Fri Feb 22 13:38:12 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear

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.

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:

m: +1

Title:

First Name: Middle Initial:

From: customerassist@chrysler.com

To:

Date: Mon Feb 25 07:56:07 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear

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

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:

m ! . . .

Title: First Name: Middle Initial:

 ${\tt From:} \underline{\quad {\tt customerassistre@chry} sler.com}$

To:

Date: Tue Feb 26 13:17:47 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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&





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

CUSTOMER NO.	39670)			MICHAEL ST	AHL	635 TAG N	^{o.} 371	02/14/08	DOCS 518719
			· · · · · ·			LICENSE NO.	MILEAGE	44,912	WHITE/	STOCK NO.
			Ī		YEAR/MAKE/MODEL 05/CHRYSLE	R/TOWN & CO	DINTRY/4			DELIVERY MILES
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THANK YOU	FOR YOUR BUS	INESS!		الأحداث				:	TLIAN	VVOII
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IF YOU ARE:HAPPY LET YOUR NEIGHBOR KNOW, IF YOU ARE UNHAPPY CALL THE SERVICE ADVISOR AT ONCE.

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

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.

PAGE 1 OF 1

CUSTOMER COPY

[END OF INVOICE] 10:41am

PROOF OF PAYMENT ANDERSON DODGE 5711 E. STATE STREET ROCKFORD, IL 61108

TERMINAL I.D.: MERCHANT # LK510846 800802757849

UTSA

SALE
BATCH: B88562 INV: 000016
DATE: FEB 14, 08 TIME: 16:31
RRN: 804522853603 AUTH: 065055
AUS RESPONSE: 0

TOTAL

\$360.89

THANK YOU

CUSTOMER COPY

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

Dear Sir,

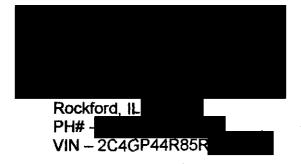
I am writing seeking reimbursement for a recall related repair that was made on my 2005 Chrysler Town & Country. I contacted my local Chrysler dealer 6 months ago concerning the air bag recall on 2005 models and was told that my vehicle's identification number did not come up in the recall. Two weeks 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,



RETURN RECEIPT REQUESTED



7007 1490 0005 0059 8395





RECEIVED Min 3 2008

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

-P 2/25

հոնհերի հանավահաննում և հրանհան մ

From: customerassistre@chrysler.com

To:

Date: Thu Mar 06 13:17:43 EST 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear

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		
Mileage	e:		
	16125		
Servici	ing Dealer:		
	JOE CECCONI'S	CHRYSLER	COMPLEX
Title:			
	Mr.		
First 1	Name:		
Middle	Initial:		
	J		
Last Na	ame:		
Address	s 1:		
Address	s 2:		
Ci +			
City:	NIAGARA FALLS		
State:	NIAGARA FALLS		
state.	NY		
Zip:	1/1		
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Email:			
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To: customerassistre@chrysler.com Date: Thu Mar 06 14:44:50 EST 2008

Subject: Re: Chrysler LLC Customer Assistance (KMM5562966125261L0KM)

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

----Original Message----

From: customerassistre <customerassistre@chrysler.com>

To:

Sent: Thu, 6 Mar 2008 1:18 pm

Subject: Re: Chrysler LLC Customer Assistance (KMM5562966125261L0KM)

Dear :

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:

Μ&

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

Mileage:

16125

Servicing Dealer:

JOE CECCONI'S CHRYSLER COMPLEX

Title:

 ${\tt Mr.}$

First Name:

Middle Initial:

J

Address 1:									
Address 2:									
City: NIAGARA FALLS									
State:									
Zip:									
Email:									
Work Phone:									

From: customerassistre@chrysler.com

To:

Date: Thu Mar 06 15:57:20 EST 2008

Subject: Re: Chrysler LLC Customer Assistance (KMM5562966125261L0KM)

Dear

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=KMM5563655I25261L0K M&

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

----Original Message----

From: customerassistre <customerassistre@chrysler.com>

To:

Sent: Thu, 6 Mar 2008 1:18 pm

Subject: Re: Chrysler LLC Customer Assistance (KMM5562966I25261L0KM)

Dear

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

Μ&

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

Mileage:

16125

Servicing Dealer:

JOE CECCONI'S CHRYSLER COMPLEX

Title:

Mr.

First Name:

Middle Initial:

Last Name

Address 1:

Address 2:

City:

NIAGARA FALLS

State:

Zip:

Email:

Work Phone:

Supercharge your AIM. Get the AIM toolbar for your browser.

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:

First Name:

Middle Initial:

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: First Name: Middle Initial:

From: <u>customerassist@chrysle</u>r.com

To:

Date: Mon Mar 10 13:12:15 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear

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 fee 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

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!

ΜI

VIN:
5F Mileage: 63030
Servicing Dealer: Don Nester/Houghton Lake,
Title: Ms.
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
Higgins Lake State:
Zip:
Email:
Home Phone.

From:

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: First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Tue Mar 11 11:40:11 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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

Μ&

AHN:

6194621734



CAIY # 17330215

Rm: Chais Galleges CArl Burger JeeplChrysler 619-667-8331

pur rive we writted 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 acrossed 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 a hands for warranty repairs. If a defect assiss within the warranty period, the warranty will no 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 be circulmistances beyond the control of the buyer, or if the warranty repairs within 80 days after they were completed. If, after a reasonable number of aftermits, the defect has not been placed, the buyer may return this product for replacement or a return dubject, 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.

116347

Carl Burger's Chrysler Jeep World

8333 Hercules Street Highway 8 at Jackson Drive La Mesa, CA 91942-2921 619-567-8200 www.CARLBURGER.COM

B.A.R. # AC-152696

WINNER OF THE 5 STAR QUALITY OF SERVICE AWARD ** FIVE STAR Dodge Jeep PAGE 2 DESCANSO. CHRYS $A \setminus R : TROS$ HOME SERVICE ADVISOR BUS: CELL: LICENSE | MILEAGE IN / OUT MAKE/MODEL COLOR YEAR CHRYSLER TOWN & COUN MAGNESIUM 2A8GP64L96R 24980/24982 DEL DATE PROD DATE WARR EXP. PROMISED PO NO. RATE: PAYMENT INV DATE 17:00 01NOV07 VISA 11APR08 060CT06 DD OPTIONS: STK:677120 DLR:26354 R O OPENED PEADY 3:02 300CT07 08:10 02NOV07 LINE OPCODE TECH TYPE HOURS TOTAL LIST NET

SUBL RENTAL

PO#81358

AUTH CODE:

WCSCR

0.00 PARTS:

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 OPN UNEVEN ROADS. THINK IT WAY BE ON EXHAUST STEM. CHECK AND REPAIR

CAUSE: REFER TO TECH STORY

11000140 Exhaust system - ALIGN COMMITTEE TO TECH STORY

830 HENRY, ERIC LIC#: EH2348
WN
O REALIGNE AC HOSE

WK

(N/C)

(N/C)

PARTS:

0.00 LABOR:

TOTAL LINE D:

0.00

24980 CONFIRMED NOISE TO BE 2 TIEMS 151-FOUND HEAT SHIELD AROUND SPARE TIRE & EXHAU ST RUBBING & MISALIGHNED CORRECTION-I REALIGHNE D HEAT SHIELD 2ND-FOUND A/C HOSES NOT PROPERLY INSTALLED & BANGING INTO EACH OTHER ON ROUGH ROADS-REALIGNE D HOSES, RETEST DROVE & BOTH NOISES WERE GONE

E CUST STATES THAT LEFT REAR SPEAKER 3RD ROW SEAT IS BUZZING. CHECK AND REPAIR.
INSTALL INSULATION FOR SPECKER

08607000 SPEAKER, INFINITY SOUND

SYSTEM Repair TOTAL AUTHORIZED ADDITIONS MODERA PART A PLE Y ANY CHIEF HOS HEADON WHILE BATTON THESE PART THESE PARTY IN THE PROPERTY ON THESE PARTY HAVE CHIEF THE PARTY HAVE CHIEF THE CH ORIGINAL ESTIMATE DESCRIPTION LABOR AMOUNT ne Service Department is on Monday through Priday 7:00 aun. to 8:00 p.m. PARTS AMOUNT Monday phough Freey GAS, OIL, LUBE SUBLET AMOUNT 7.50 a.m. 10 8:30 p.m. I acknowledge notice and oral approva of any additional customer or warrants work performed and/or increase in the original astimate price. I also MISC. CHARGES PROBER YER OUT WEBSILE OF TOTAL CHARGES LESS INSURANCE prince estimate price. I mak mowiedge and approve all repairs & Mized and/or receipt of vehicle. LIABLE FOR LOSS/DAMAGE TO CARRYER LEFT IN CAR DUE TO FIRE OR THEFT OR CAUSES DEVOND OUR CONTROL... SALES TAX LIMITED WARRANTY ON MOPAR PARTS & LABOR 12 MONTHS OR 17 000 MILES WHICHEVER OCCURS PART LINLESS OTHERWISE SPECIFIED. PLEASE PAY Constitution of the second of

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The setting dealer hereby expressly disclaims all warranties, either expressed or implied, including eny implied warranties of marchantability or fitness for a particular purpose, and neither assumes nor authorizes any other parson to essume 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.

- The dealer to not reasonable for unavailablety of partie
- All pharges for repairs including labor and materials lumished are due and psyable simultaneously with the desirent of the within described variety or prior to delivery upon the expension of three (3) days after notice that the repairs have been completed. Notice and the scend to have been given upon the described in the United States had, postage prepaid, of written notification to that affect addressed to the outsiders are the address great above.
- the vehicle described herein is not called for within three (3) days efter such notice is given a st harge of \$5,00 per day will be made for sech day thereafter.
- - In addition to 20% and all other legal remedias available, I authorise Baid Deplet to here a lian on the vehicle described herein for all charges for mobile, including labor and parts, attrigue end/or towing, and to schooles much ilen. Edd Dealer is hereby expressly sustroited to ped sept evolution street pricing a twerty (20) devention notice by earliested that the legal owner, especially expressly such of the hospital owner, and Department of sectory vehicles of sich into each of the path data; his webridge shall be soot for the highest cape highest and the processes of sele must be used.

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 exprise until the detect has been tixed. The warranty period will say be extended if the warranty repairs have not been performed due to disays caused by circumstences 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 rightine of the repairs within 60 days after they wave 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 return 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."

6194621734

CUSTOMER #: 677120 UNIT# 67.7120

116347

Carl Burger's Chrysler Jeep World 8333 Hercules Street Highway 8 et Jackson Orive La Mess, CA 91942-2921 619-667-8200 www.CARLBURGER.COM

C-152086	.
☆	公
eep	Dodge
RYSLER	Dodgo Truck

INVOICE

CHRIS G SERVICE

	$C\Lambda$		•	.P.	AGE 3	WINNER OF THE QUALITY OF SER	VICE AWARD	Jeep'	Dodgo 1
HOME: BUS:		CONT:N/A		SERVIC	E ADVISOR	336 PA	YMOND AND		
BUS:	YEAR	MAKE/MODEL	economica de la composición de la comp		עוע		MILEAG		TAC
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MAGNESIUM		HRYSLER TOV						/24982	T132
DEL DATE	PROD: DA	TE WARR EXP	РНОМ	<u> </u>	FO No.	HAU	PAYMEN		DATE
OGOCTOG DE		\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	17:00 0	1NOV07		0.00	VISA	11APR	08
	ED I GETTAL	READY			77120 DL	2:26354			
13 83 3000		9.10 0000	\ 						
13:02 300C		8:10 02NOV		·		LIS	r NE	T TO	TAL
	(B) 830	HENRY, ERIC	C LIC#:					(N	/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL :	LINE E:	O	.00
SPEAKER N INSULATIO F CUST STA	OT PRON, & N *** TES TH ING OV ER TO 500 RE	NOISE CAUS DEERLY INSUI HOISE WAS GO WAY WITH A I YER ANY BUMI TECH STORY FER TO TECH HENRY, ERIC	ATED - ** ONE LOAD HUE PS.CHEER	I REMOVED TER THERE THE AND THE STATE OF	REAR PAI	OF L.REAR NELING, IN ************************************	***		(5)
		wn						(N)	/C)
FOR SHOCK WITH WHI G CUST STA	S,CONT TE GRE ***	LABOR: NOISE, I IN ROL ARM; & IN RASE, REINSTA ************************************	LEAF SPRI	OCS VERY	DRY IN RE	UBBER FI	**** Y	O	.00

CAUSE: COULD NOT DUPLICATE

08 INSPECT ELECTRICAL SYSTEM 830 HENRY, ERIC LIC#: EH2348

WN

(N/C)

PARTS:	0.00	LABOR:	0.00	THER:	0.00	TOTAL	LINE	G:0.00
THOSE PARTS ARE WARRAN MILES . WHAT THE EXCEPTION THESE PARTS AND PREFACE NUMBERS ONLY THERE IS CAUTION SHOULD BE TAKEN YOUR CANYSLER VENCIE WIT			The Service Department is open Monday theough Pricay 7:00 a.m. to 8:00 p.m.	ORIGINAL ESTIMATE	TOTAL AUTHORIZED ADDITIONS	LABOR A	MOUNT	TOTACS
LIMITED WARRANTY ON PA	RTS AND LABOR 12 VER OCCURS FIRST BE THE PESULT OF	MONTHS , UNLESS (a) FIRE,	Pents Department Monday through Friday 6:00 3-m. to 6:00 p.m. Body Shop	ŝ	s	GAS, OIL	, LUBE	
ACT OF GOD (NCLUDING) ICE OR FLOOD; (8) FAILURI MAINTAIN THE VEHICLE, OPERATE VEHICLE: (4)	COO IN THE PROPERTY CARE FOR CAR THE PROPERTY CARE FOR CAR THE PROPERTY CARE FOR CAR THE PROPERTY CARE FOR CARE	Monday this US Friday 7:30 s.m. to E.30 s.m. Preser with our wabels at www.CARLELINGER.COM	of any additional of work performed ar	ce and orel approvel ustomer or warrenty od/or increase in the	MISC. CH	ARGES		
THAT EXCEEDS THE RATES (f) TAMPERING WITH THE E DIRTY FLUIDS OR FUELS		VEHICLES I USE OF NOT LI	original estimate price. Tilaste rop LOSS/DAMAGE TO CAR/ITEMS STIM CAN DUE TO FIND OR THEFT STIM CAN DUE TO FIND OR THEFT STIM CAN DUE TO FIND OR CONTROL Itemized and/or receipt of vehicle			SALES T		
MODIFICATIONS NOT APPE THE MANUFACTURER, INITIALS	OVED OR RECOMME	NDFO BY I UMITED	WARRANTY ON MOPAN PARTS & LAI ONTHS OR 12,000 MILES WHICHEVER IS FIRST UNLESS OTHERWISE SPECIFIE	D. CUSTOMEN SIGNA.	TURE	PLEASE THIS AN		

PACAMENT MANUAL PROPERTY OF THE PROPERTY OF TH y warrenties applying to this part(s) are those which may be offered by the menufacturer. The sciling design hereby expressly disclaims all warrenties, either expressed or implied, including any warrenties of merchantability or fitness for a particular purpose, and neither assumes nor extherizes any other person to assume for it any libitity in connection with the sele or this part(s) and/or Buyer still not be entitled to recover from the demages to property. damages for loss of use, loss of time, loss of the horoms, or any other inclined to a contradiction of the selection of

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cosh value thereof, or otherwise, against loop occesioned by theft, the or ventilitath while the property remains with the desire.
- Customer stayes no entities of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

- As charges for repairs including lebor and materials furnished are due and payable simultaneously with the delivery at the writin described varieties or prior to delivery upon the experience (3) days after notice that the repairs have been semplesced. Notice that the deposits been given upon the deposits in the United States mall, possess prepaid, of written notification to that affects additioned to the output.
- 8. In addition to any and all other legal remedies evallable, i suthorize Gold Dealer to have a ken on the vehicle described bariefs for all charges for regains, including labor and perts, storage endlar towing, and to entiable such lists. Gold Dealer is frenchy expressely sutherized to see said vehicle as qualified, evation site may a twenty (20) day written notice by certified ential to the legal owner. (Oplesand owner, and Department of Motor Vehicles of intent to do so.) On the set date, the vehicle after list of the highest cost bidder and the process of said must be used first to apply the list plug storage costs and costs incident to sate, and the balance shall be forwarded to the logist owner, or if more, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

If any such charges remain undered for thirty 190) dave after such request for payment. Said Depler may also refer such charges to its attorneys for collection and the trustomer will pay a reasonable automory's fee.

If the vehicle described herein is not called for within three (3) days after such notion is given a stored 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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116347



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-152686

INVOICE

				ality of Serv			
DESCANSO, CA		PAG	E 4.			Jeep	Dodge
	NT:N/A LL:	SERVICE A	DVISOR			CHRYSLER	Dodge Irucks
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13:02 300CT07 [08:10 LINE OPCODE TECH TYP	02NOV07						
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	*****	*****	*****	******	***		
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COLOR WILL LA	AST FOR A COUPLE	OF HOURS	CHECK/TE	SOT AND	REPATR		
CAUSE: MIRROR TURNING	G BLUE			101 1110			
23042203 Mirror	remote power/he	eated/memor	cy/auto				
folding-out	saide door - Repl	lace Left -	(Ĉ)			-	
830 HENI	RY,ERIC LIC#:					•	
W					•	(N)	(C)
1 4894401AE N	MIRROR-OUTSIDE, F	REARVIEW,				(N/	(C)
1 WPRRL RENE	TINCOLN SECTION					(N/	(C)
			는 현소 현실에 다른 현소를 가지하는 것 같아 때문에 가입니다. 20 보스 선생님에 된 전상을 보는 것이 되는 것이 되었다. 20 보스 선생님에 된 전상을 보는 것이 되었다.				
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	The second secon		MARKET MATERIAL AND	TOTAL D	TME H:	O.	.00
24980 REPLACED L.FRO	ONT HEATED SEAT N	IIRROR - TIR	IING BLUE	!			•
*****	**********	· 大水流 古 大块 **	****	*****	***		
L** EXPRESS SERVICE.I	JUBRICATION. OTHE	THE REPORT OF THE PARTY OF THE	יביזו מנונג כ	TET CITAT			
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DISPOSAL FEE.		**************************************	· · · · · · · · · · · · · · · · · · ·				
2602 EXPRESS SEF	VICE, LUBRICATE						
CHANGE, VISU	JAL INSPECTION	ND FOR GH	Annual Res Just				
FEUIDS, INC	LUDES HAZARIOUS	WALEL DIST	POSAL				
AZO HENE	Y, ERIC LIC#: EH2		National Company of the Company of t				
CE		.740			7.0	^	
	STE COST RECOVER	Y PROGRAM			19.9	5 19.	95
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00 PARTS ONLY	•				*•-		55
. 999IHOME						(N/	′C}
999 II						(N/	'c)
1 5281090BA C				•			
EMOHI II						(N/	
MORAN PARTS ARE WARRANTED FOR 12 MONTHS ON 12,000		ORIGINAL	TOTAL	Incommunication comp ² (CPT = 0		(N/	
MILES WITH THE EXCEPTION OF HIGH PERRORMANCE PARTS. THESE PARTS ARE PREFIXED WITH A "P". ON THESE PART NUMBERS ONLY. THERE IS NO WARRANTY AND EXTREMS	The Service Department is open Monday through Friday	ESTIMATE	AUTHORIZED.	DESCRI	Control of the Contro	TOTAL	(Same in
THIS PART AS ESCAPPION OF HOME IZ MONTHS OF PARTS THESE FARTS ARE PREPIXED WITH A PP. ON THESE PARTS WIMBERS ONLY THESE SON WARRANTY AND EXTREME YOUR CHAYSTON VANICLE WITH THESE PARTS.	Monday through Friday From e.m. to 0:00 p.m. Page Department		ADDITIONS	PARTS AMOU			
LIMITED WARRANTY ON PARTS AND LASOR 12 MONTHS ON 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS	Monday through Friday 8xXV e.m. to 8:00 p.m.	1		GAS, OIL, LU			
PAILURE DETERMINED TO BE THE RESULT OF (A) FINE ACCIDENT, ABUSE VANDALISM NEGLIGENCE OR AN ACT OF GOD INCLUDING BUT NOT LIMITED TO SNOW.	Body Shop Monday through Friday 7:30 s.m. to 5:30 p.m.	ļ\$	\$	SUBLET AMO			
ICE OH FLOOD; (b) FAILURE TO PROPERLY CARE FOR OA MAINTAIN THE VEHICLE, (c) FAILURE TO PROPERLY	7:30 g.m. to 6:30 p.m.	I acknowledge notice	e and oral approval	MISC. CHARG			
TOUR CHAYSLER VENICLE WITH THESE PARTS. LIMITED WARRANTY ON PARTS AND LABOR 12 MONTHS ON 12.000 MILES WHICHSLYH O'CURS FRET, UNLESS COULDED FRETERINSON THE THE REPORT OF THE THE PARTS. ACT OF GOD INCELLING BUT NOT LIMITED TO SHOW, INCE OF FLOOD), 10 FALLURE TO PROPERLY CARE FOR OA MARKAN THE VEHICLE, 10 FALLURE THE PROPERLY MARKAN THE VEHICLE, 10 FALLURE THE PROPERLY COMPETITIVE SPEED EVENTS, 10 FULLING A THALLER THAT EXCEEDS THE PARTS CAPACITY OF THE VEHICLE, THAT EXCEEDS THE PARTS CAPACITY OF THE VEHICLE, THAT THE CONTROL WITH THE SHISSION SYSTEM (USE OF PROPERLY CAPE CONTROL OF THE PARTS CONTROL OF THE PAR	Please vish our without a st www.carlburger.com	I acknowledge notice of any additional or work performed are original estimate acknowledge and a temper and or wool	d/or increase in the	TOTAL CHAR			
TI) TAMPERING WITH THE EMISSION SYSTEM: (0) USE OF DIRTY FLUIDS OR FUELS, OR OTHER FLUIDS NOT	NOT LIABLE FON LOSSIDAMAGE TO CARITEMI LEFT IN CAR DUE TO FIRE OR THOST OR CAUSES BEYOND OUR CONTROL	acknowledge and ap	price. I also	LESS INSURA	NCE		
DIATY FLUIDS OR FUELS, OR OTHER FLUIDS NOT MOTOMENDED BY THE MANUFACTURER; OR (6) MODIFICATIONS NOT APPROVED OR RECOMMENDED BY THE MANUFACTURER.	UMMITED WARRANTY ON MOPAR PARTS & LASC 12 MONTHS OR 12 000 MILES WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED	Transition and to the	DE OF VENICIE.	SALES TAX			
NITIALS	14 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED	. J	~	PLEASE PA	Υ		1000 1000
VARNING Motor wouldbee contain physicises proving to the State of Cable- of not limited to fluid, of perforce, brokes, and valued belancing weights.	I to come more and both defects or other spreaduction. White you service, clear of maintain trust as spreaduction.	harm. These oher walls are contain appropriate	ad \$1 ment Abjust combustan	THIS AMOU	vehicle listes, and palms and soots bring, leach-up paint.	rio provider a la l	
Of notined west. When we specie year yes, we will segun used gomeone a minimum your exposure when servicing, maintaining or manning your minimum on the party which against section of the second of t	vehicle it work it a well middle and to manner on	Cold discontinue known to the Diete of the working; 3)	red in used ell, weste and repl if California to carrie cancer si which your name when when	scament hides, furnes, gro nd blest defecte as other n nd at when laking a break	productive harm all manufacts;	certain replacement carre, e	nd perfect helping.

The only warrantles applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warrantles, either expressed or implied, including any implied warrentles of merchantebility or fitness for a particular purpose, and neither assumes nor enthorizes 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 artified to recover from the damages to property, domages for loss of use, loss of time, loss of profits, or income, or any other instituting damages.

- Customer is hereby notified that the said property is not insured or protected to the amount of the actual cash value (used), or otterwise, spainst loss occasioned by them, fire or vandelism while the property remains with the dealer.
- Customer states no articles or personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
- 3. The dealer is not responsibly for unavailability of parts or delays in parts shipment beyond dealer's control.
- Due to the type of service requested some repairs must be auties.
- All charges for repairs including labor and meterials furnished are due and payable simultaneously with the delivery of the within described vehicle or prof to delivery upon the expiration of three [3] days after notice that the repairs have been gown-leted. Notice shall be deemed to have been given upon the deposit in the United States mall, postage prepaid, of written notification to that effect addressed to the customer at the address given show.
- Said Dealer is authorized to deliver the vehicle described herein or any of its coments to any person presenting this
 receipt.
- In addition to any and all other legal remedies available. I authorize Baid Dealer to have a lign on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or rowing, and to enforce such lies. Said Dealer is hereby expressly authorized to sell adid vehicle at police section sites giving a twenty (20) day written notice by cartifled molt to the legal coviner, represented owners, and Deapartment of Mora Philose of intent to do so. On the said date, the whole of intent to do so. On the said date, they child be dead to be old to the highest cash blocks and the proceeds of sale must be used first by satisfy the Ben pick actings goes and easily middent to said, and the blance shall be daywarded to the legal saverar, or if zone, to the registered owner, or if the addicas is unknown, it shall be forwarded to the Department of Morar Valincies.

Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

If any such charges remain unosit for thirty 100 days after such request for neyment, Seid Dealer mey also refer such charges to its attorneys for collection and the customer wat pay a reasonable attorney's rec.

If the vehicle described having up not called for within three (3) days after such notice is given a atorage
charge of \$5.00 per day will be made for each day thereafter.

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Carl Burger's Chrysler Jeep World 8333 Hercules Street Highway 8 et Jeckeon Drive La Mesa, CA 91942-2921 619-687-8200 www.CARLBURGER.COM

INVOICE

B.A.R. # AC-152686 WINNER OF THE 5 STAR QUALITY OF SERVICE AWARD FIVE STAR Jeep

Dodge

DESCANSO, CA PAGE 5 CHRYS
336 RAYMOND ANDREWS CONT: N/A HOME: CELL: SERVICE ADVISOR BUS: LICENSE MAKE/MODEL MILEAGE IN / DUT COLOR CHRYSLER TOWN & COUN 2A8GP64L96R 24980/24982 DEL DATE PROD DATE WARR EXP PROMISED PO N RATE PAYMENT INV DATE 060CT06 DE 17:00 01NOV07 00 VISA 11APR08 READY OPTIONS: STK:677120 DLR:26354

6194621734

13:02 300CT07 08:10 02NOV07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 5 68026605AA 10W30 IHOME (N/C)ΙP (N/C)

SPLIT FOR LINE I 50/50 LABOR AND PARTS

LABOR: 21.48 OTHER: 0.00 0.00 PARTS: TOTAL LINE T: 21.48

24982 LOF COMPLETE

EST: 0.00

300CT07 13:02. SA: 336

EST: 19.95 01NOV07 CONTACT: MR SMITHSON

CUST AUTH LOF

13:02. DA.

IMPORTANT NOTICE!!!! Soon you may receive a survey from balmlerChrysler Corp. Asking you to evaluate your service visit here. Please return the survey and if for "any" reason was not completely SATISFIED" and TELED FIRST Contact David Cole or Chris balleds prior to mailing your survey

MOPAR PARTS ARE WARRANTED FOR 12 MONTHS OR 12.000 MILES. WITH THE EXCEPTION OF HIGH PERFORMANCE PARTS. THESE PARTS ARE PREFERED WITH A "P". ON THESE PART		ORIGINAL ESTIMATE	TOTAL	DESCRIPTION				
WIMBERS ONLY HERE IS NO WARRANTY AND EXTREMS CAUTION SHOULD BE TAKEN WHEN CONSMERING ALTERNIS YOUR CHATSER VERGLE WITH THESE PARTS.	The Service Department is open Monday through Friday 7:00 A.m. to 8:00 g.m.	ESTIMATE	ADDITIONS	LABOR AMOUNT	21.48			
UMITED WARRANTY ON PARTS AND LABOR 12 MONTHS	Parts Osparament	· 1		PARTS AMOUNT	0.00			
OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS FAILURE DETERMINED TO BE THE RESULT OF 10 FIRE,	8:00 s.m. to 5:00 p.m.	l		GAS, OIL, LUBE	0.00			
ACCIDENT, ABUSE, VANDALISM, NEGLIGENCE OR AN	Monday shoup Priday 7-30 s.m. to 6:30 p.m.	\$	\$	SUBLET AMOUNT	0.00			
ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR OR	Physic viet our website at	I acknowledge notice	notice and oral approval all customer or warranty diend/or increase in the late price. I also	MISC. CHARGES	0.00			
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RECOMMENDED BY THE MANUFACTURER; OR (H)	LIMITED WARRANTY ON MOPAR PARTS & LABOR	CUSTOMER SIGNATUR		SALES TAX	0.00			
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PARTING Print Prin The only warrenties applying to this pertie) 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 authorities any other person to assume for it any liability in connection with the sale of this parties and/or service. Buyer shall not be emitted to recover from the damages to property, damages for loss of time, loss of time, too 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 oash value truncer, or officewise, against loss occasioned by their, the or varidalism while the property remains with the dealer.

- If the vehicle described herein is not called for within three (0) days after such notice is given a storage charge of 85,00 per day will be made for each day thereafter.
- In Arkiting to any and all other MgAI remadies available. I exthative Said Qualet to have a lien on the vahicle described herein for all charges for repairs, including labor and parts, attage end/or towing, and to enforce such fairs. Said Qualet is hereby expressly authorized to sell said voltide at public auction after giving a terminal content of the property (20) day written earlies by certified mall to the legal owner, registered owner, and Department of havour Vehioles of intent to one. On the said date, the vehicle shell be sold to the highest cash bidder and the proceeds of said must be used to the fair to straight the limit of the tomps cover and country of the land owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

laiso include e reasonable attorney's tee, which may be necessarily incurred

If any such charges remain unneid for thirty (30) days after such request for payment, 3sid Dealer may also refer such charges to its atterneys for collection and the customer will pay a reasonable atterney'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 warranty repairs in a defect exists within the warranty period, the warranty 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 not her manufacturar or seller of the fairure of the repairs within 60 days efter they were completed. If, after a reasonable number of extempts, 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 proteotions or remedies the buyer has under other laws."

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

INVOICE

B.A.R. # AC-162686 WINNER OF THE 5 STAR

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YOUR CHAYSLER VEHICLE WIT	TH THESE PARTS.	///	Parts Department			7.20.7.10.113	PARTS AM	OUNT		
OR 12,000 MILES WHICH	EVER OCCURS FIRST.	UNLESS 6.00	Parts Department inday through Fridey (a.m., to 8:00 p.m.)				GAS, OIL, I	UBE		
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The only warrantes applying to this part(s) are those which may be offered by the manufacturer. The selling design 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 calc of this part(s) and/or service. Sugar shall not be artificted to recover from the damages to property, demages for loss of time, loss

- 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, five 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.
- 3. The dealer is not responsible for unavailability of parts or delays in parts shipmant beyond dealer's control.
- Out to the type of service requested some repairs must be sublet.
- All charges for repairs including labor and materials furnished are due and psyable simulteneously with the delivery of the within described vahicle or prior to delivery upon the application of three [3] days after notice that the repairs have been completed. Notice shall be desired to have been given upon the deposit in the United Esster mail, postage prepaid, of written natification to that effect addressed to the outcomer 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 at \$5,00 per day will be made for each day thereafter.
- 8. In addition to any and all other legal remadler available.) Suthorite Sald Elegies to have a fign on the value described herein for all charges for repairs, including labor and perts, storage and/or rowing, and to enforce such law. Said bealer is hereby expressly authorited to sell said vehicles of public such arts gloting a twenty (20) day written natice by certified mail to the legal overtier, engistered owner, and Department of Motor Vehicles of intent to do so. On the said date, the vehicle shall be sold to the highest to said hidder and the proceeds of said must be small first to saidsfy the lang plus storage costs and costs incident to said the belance shall be forwarded to the lagrant entire to the registered owner, or if the eddiness is whenown, it shall be forwarded to the Department of Motor Vehicles.

Said expenses for said shall also include a reasonable attorney's fee, which may be necessarily incurred.

If any much charges remain unpaid for thirty (30) days after such request for payment, Seld Devier may also refer such charges to its attorney's last.

STATEMENT CONCERNING AMENDMENTS TO THE BONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repoired during the warranty period. The warranty period will be extended for the number of whole days that the product hes 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 within 50 days after they were completed. If, after a resonable number of attempts, the defect has not been faced, the buyer may return this product for replicement 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 noted other laws.

117217



Carl Burger's Chrysler Jeep World 8333 Hercules Street Jackson Orive 91942-2921 7-8200

URGER, COM C-152686

INVOICE

	La Mesa, CA
	619-66
PORIV	www.CARLB
	B.A:R. # A
WINNER OF THE 5	STAR E AWARD

DESCANSO, OHOME:	CA	CONT:N/A		SERVIÇE	GE 2 EADVISOR		TAR OND AND		Dodge DodgeTivitks
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MILES, WITH THE EXCEPTION OF HIGH PERFORMANCE PARTS.		UNIGINAL	TOTAL	DESCRIPTION	A STATE OF TAKES
THESE PARTS ARE PREMISED WITH A PP. ON THESE PART MIMBERS ONLY, THERE IS NO WARRANTY AND EXTREME CAUTION SHOULD BE TAKEN WHEN CONSIDERING ALTERING	The Service Department is open Monday through Fridgy 7:00 e.m. to 6:00 p m.	ESTIMATE	AUTHORIZED	LABOR AMOUNT	
YOUR CHRYSLER VEHICLE WITH THESE PARTS,	. Parts Department	,		PARTS AMOUNT	
LIMITED WARRANTY ON PARTS AND LABOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS FAILURE DETERMINED TO BE THE REBULT OF (8) FIRE,	8:00 a.m. to 6:00 p.m.			GAS, OIL, LUBE	
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ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR OR MAINTAIN THE VEHICLE, (c) FAILURE TO PROPERLY	1	i ecknowledge notic	ce and oral approval	MISC. CHARGES	
OPERATE VEHICLE; (d) USING THE VEHICLE FOR COMPETITIVE SPEED EVENTS; (a) PULLING A TRAILER	www.carlbunger.com	of any additional customer or warral work performed and/or increase in			
THAT EXCEEDS THE RATED CAPACITY OF THE VEHICLE;	NOT LIABLE FOR LOSS/DAMAGE TO CAR/ITEMS	original estimate acknowledge and a	oprove all repairs as	LESS INSURANCE	
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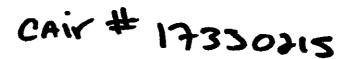
Out not finded to, (use, oil berreires, brigate, and whale lightforder weights. When you are server, clean or maintain your per you was be exposed to first distance in the control of the The only warranties applying to this partis) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including any implied warranties of marchantability of fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sele of this particle 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 shert, fire or vandsliem while the property
 remains with the dosier.
- Customs: states no articles of personal preparty have been left in the vehicle and dealer is not responsible for inspection thereof.
- 3. The dealer is not responsible for unevallability of parts or delays in parts shipment beyond dealer's control.
- 4. Due to the type of service requested some repairs must be aublet.
- 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 multi-postage prepaid, of written netification 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 45.00 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
 receion.
- 9. In addition to any and all other legal remediar available, I authorize Said Design to have a lign on the vehicle described herein for all charges for repeirs, including labor and parts, storage and/or rewing, and to enforce such lem. Said Design to nextoo expression and the enforce such lem. Said Design to nextoo expression and the enforce such lem. Said Design to such the expression of the end of

Said expenses for sale shall also include a reasonable ettomey's fee, which may be necessarily incurred

If any such charges remain unpaid for thirty (30) days after such request for payment. Saig Dester may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.

AHN.



FRM: Chais Galleges CArl Burger Jeef Chrysler 619-667-8331

loss of time, loss of profite, or income, or any other incidental demages.

- Customer is hereby notified that the said property is not insured or protected to the emount of the economic value thereof, or otherwise, against loss occasioned by theft, fire or vandelism while the property rathers with the dealer.

If any such charges remain unpaid for thirty (30) days after such request the payment, date Depler may also rate such charges to its attempts for collection and the customer will pay a responsible attempt'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 sellar of the repairs within 80 days after they were completed. If, gifter a reasonable number of attempts, the defect has not been thad, the buyer may return this product for a replacement or a return 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."

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INVOICE

Carl Burger's Chrysler Jeep World 8333 Heroules Street Highway 8 at Jackson Drive La Meas, CA 91942-2921 619-667-8200 www.CARLBURGER.COM

B.A.R. # AC-152686

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DESCANSO;	CA					PAGE 2		FIVE			өөр	Dodge	
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SUBL RENTAL

PARTS:

PO#81358

WCSCR

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0.00

TOTAL LINE C:

(N/C)0.00

D CUST STATES THAT THERE IS A RATELL TROM UNDER CAR WHEN DRIVING OPN UNEVEN ROADS. THINK IT MAY BE ON EXHAUST STEM. CHECK AND REPAIR

CAUSE: REFER TO TECH STORY

11000140 Exhaust system - MIT

11000140 Exhaust system - Ali 830 HENRY, ERIC LIC#:

WN

24461000 REALIGNE AC HOSE

830 HENRY, ERIC LIC#: WN

SOTHER E TE STOO

(N/C)(N/C)

PARTS:

LABOR: 0.00

TOTAL LINE D:

0.00

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E CUST STATES THAT LEFT REAR SPEAKER 3RD ROW SEAT IS BUZZING, CHECK AND REPAIR.

CAUSE: INSTALL INSULATION FOR SPECKER

SYSTEM Repair 08607000 SPEAKER, INFINITY SOUND TOTAL AUTHORIZED ADDITIONS INDIAN PARTIE ARE MATTANTE THAT WERENTIAN OF LETTE THESE PARTS ARE PREFIXED WITH A PP. ON THESE PART NUMBERS ONLY THESE IN OW WARRITTY AND EXTREMS CAUTION SHOULD BE TAKEN WHEN CONSCIOUND ALTERNS TOOK CHRISTER VEHICLES WITH THESE PARTS. ORIGINAL ESTIMATE DESCRIPTION ha Service Department is open Monday through Friday 7:00 a.m. to 5:00 p.m. LABOR AMOUNT TOUR PURYSER VENTLE WITH THESE STATES THAT ALTERNAY ALTERNAY ON PARTY AND LABOR 12 MONTHS PROGRAMMY ON PARTY AND LABOR 12 MONTHS PALLIPE OF STEMMIND TO BE THE REBULT OF MY PIRE, ACCIDENT. ABUSE, VANDALISM, NEGLIGENCE, OR AN ACC OS GOO, INCLUDION OF MY PERSUATED TO SHOWN OF THE WORLD TO SHOW OF THE WORLD TO SHOW OF THE WORLD PARTS AMOUNT Monday through Friday 9:00 a.m. to 8:00 p.m. GAS, OIL, LUBE SUBLET AMOUNT Marchay terresch Friday 130 a.m. 10 6:30 p.m. I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approve all repairs as itemized and/or receipt of volucie. MISC, CHARGES Please VIST OUT WEDSING HT TOTAL CHARGES LESS INSURANCE NOT LIABLE FOR LOSS/DAMACS TO CARATEMS LEFT IN CAR UNE TO FIRE OR THEFT OR CAUSES SEYOND OUR CONTROL... SALES TAX CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT INITIALS Winding proof venture contain of enture in the state of California to the state of the state of California to the state of Califo and paints one meterials used to maintain vehicles, including,

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 not eather as a contraction with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to proporty, demages for loss of time, loss of time, loss of time, loss of the notice of the incidental damages.

- Customer is hereby notified that the sale property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss oppositioned by shell, fire or vandalism while the property remains with the dealer.
- Currenter states no articles of persons) property have been test in the vehicle and dealer is not responsible for inspection thereof.
- The dealer is not reaponable for unavailability of parts or delays in parts akipment beyond dealers commit.
- Due to the type of service requested some repairs must be subi
- 5. All charges for repairs including labor and materials furnished are due and psychia simultaneously with the censery or the within described variety or prior to self-very upon the segments of three (3) days after hotics that the repairs have been considered. Notice shall be desired to have been given upon the deposit in the United States mail, postage prepaid, of written notification to that affect addressed to the outprometers are not address given above.
- 7. Said Dealer to authorized to deliver the vehicle described have nor any of its contents to any person presenting this receipt.
- In addition to any and all other legal remedies available. I authorize Bald Declar to have a lien on the vertice described herein for all charges for repolits, including labor and parts, attorage and/or towing, and to enforce such the Bald value of the Bald value of the laboration after giving a twenty (20) workton notice by exhibited max to the legal ornize; esphants owner, and Department of Motor Valueles of inte dead. On the Bald value of the legal ornize; esphants owner, and Department of Motor Valueles of inte dead. On the Bald value, the which shall be so that highest ceah older and the Drockedge of sale must be so. On the Bald value of the Bald

id expenses for sale shall also include a ressonable attorney's fee, which may be necessarily incurred.

9. If any such charges remain unpaid for thirty (30) days after such requires for payment, field Dozlor may also refer such charges to its attempts for collection and the outtomer will pay a reasonable attempt's tee.

If the vehicle gesoribed herein is not called for within three (3) days after such notice is given a storage charge of 35,00 per day will be made for each day thereafter.

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 gaused by circumstences beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notifies the manufacturer or saller of the repairs within 80 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."

116347



Carl Burger's Chrysler Jeep World 8333 Hercules Street Highway 8 at Jackson Drive La Mesa, CA 91942-2921 619-667-8200

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TNX

WINNER OF THE 5 STAR QUALITY OF SERVICE AWARD FIVE STAR

仌 Dodge Dodge Trocks

****** Jeep DESCANSO, CA PAGE 3 CHRYS
336 RAYMOND ANDREWS HOME: CONT: N/A CHRYSLER BUS: CELL: SERVICE ADVISOR COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT CHRYSLER TOWN & COUN 2A8GP64L96R MAGNESTUM 0.6 24980/24982 T1329 DEL DATE PROD DATE WARR EXP PAYMENT INV. DATE PATE DD 7:00 01NOV07 0.0 VISA 11APR08 OPTIONS: R.O. OPENED SEADY STK: 677120 DLR: 26354 13:02 300CT07 08:10 02NOV07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL (B) 830 HENRY, ERIC LIC#: WN (N/C)LABOR: PARTS: 0.00 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 TO FEAR THERE THE STORY THERE TO STORY

CAUSE: REFER TO TECH STORY

02151500 REFER TO TECH STORY 830 HENRY, ERIC LIC#: EH2348 WN (N/C)PARTS: 0.00 LABOR: TOTAL LINE F. 0.00 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)

		HER:	0.00	TOTAL LINE G	: 0.00
"MOPAR PARTS ARE WARRANTED FOR 12 MONTHS OB 12 000 MILES WITH THE ENCEPTION OF HIGH PERFORMANCE PARTS THESE PARTS ARE PARTS ON THESE PARTS	The Service Department is open	ORIGINAL ESTIMATE	TOTAL AUTHORIZED	DESCRIPTION	TOTALS
THESE PANTS ARE PREFIXED WITH A TAT ON THESE PART NUMBERS ONLY THESE IS NO WARANTY AND EXTREMS CAUTION SHOULD BE TAKEN WHEN CONSIDERING ALTERING YOUR CHAYSLER YARDLE WITH THESE PARTS.	Monday through Friday	4311111716	ADDITIONS	LABOR AMOUNT	
LIMITED WARRANTY ON PARTS AND CARON 12 MONTHS		1	•	PARTS AMOUNT	
OR 12,000 MILES WHICHEVER OCCUMS PIRST, UNLESS FAILURE DETERMINED TO BE THE RESULT OF (a) FIRE.	e:00 a.m. to 6:00 p.m.			GAS, OIL, LUBE	
ACCIDENT, ABUSE, VANDALISM, NEGLIGENCE OR AN ACT OF GOD INCLUDING BUT NOT LIMITED TO SNOW,	Body Shop Monday through Friday 7/30 p.m. to 8.00 p.m.	\$	\$	SUBLET AMOUNT	
MAINTAIN THE VEHICLE, ICI RAILURE TO PROPERLY	Philade valt our website at	I acknowledge notice of any additional ou	e and oral approval	MISC. CHARGES	
OPERATE VEHICLE IN USING THE VEHICLE FOR COMPETITIVE SPEED EVENTS; IA) PULLING A TRAILER THAT EXCEEDS THE SATED CAPACITY OF THE VEHICLE;	1 "	work performed an	d/or increase in the	TOTAL CHARGES	
(1) TAMPERING WITH THE EMISSION SYSTEM: 19 USE OF DIRTY FLUIDS OF FUELS. OR OTHER FLUIDS NOT	NOT LIABLE FOR LOSS/DAMAGE TO CAR/ITEMS	acknowledge and a	price. I ziso porove ali repeire es	LESS INSURANCE	
RECOMMENDED BY THE MANUFACTURER: OR (H)	UMITED WARRANTY ON MOPAR PARTS & LABOR	itemized and/or rece		SALES TAX	
THE MANUFACTURER.	12 MONTHS OR 12 COOMILES WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED.	CUSTOMER SIGNAT	URE	PLEASE PAY	STOREST CONTROL AND THE
INITIALE				THIS AMOUNT	
WARNING have withdes on the strongers are no a street it delited but not included to state of the strates but not included to state of bastes, and warning weighter. Companies when we shallow your one, we will return uses companies to sent the source warning weighter and another than the source warning with an articles, makes and personal year melylerance of restor vehicles and weighte programment. From a new companie with proceedings of the state in a Safety Cycle 67.	The device cancer and bett detects of behalf reproductive the which you asknow, dock or contrality your car, you will be and not by your request. Used parts and combonests control which it went in a will wendered error to see not ample.	m. There of onlock are contain contain contain on the contain contain contain of the contain of	and in many withinks are many ner and in mand ell, wante and real of Cattornia to sause company ar	to and reptendenent parts, while funds on deement flying, turnes, grass, grins, lake it bits befores a star repository from the or when wing a bandly and differen-	d paints and materials used to monitor validity. Including the man and materials replacement there, and nation less than the formatter than the man and particularly man and manufacturer increases the riding to proper use and

The only warrenties 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 shell not be entitled to recover from the demages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

- Customer is hareby notified that the said property is not insured or protected to the amount of the acts cash value thereof, or otherwise, against loss cocasioned by theft, fire ar versisistin while the property cereins with the dealer.
- Customer states $n\rho$ emicles of personal property have been left in the vehicle and dealer is magnificant inspection thereof.

- All charges for repells including labor and materials furnished are due and dayable simultaneously wit delivery of the width described vehicle or prior to delivery too the expiration of three (3) days after notice that the repelie have been completed. Notice shall be deemed to have been given upon the dint be United States mail, possage prepaid, of wristen notification to that effect addressed to the cue at the addresse given above.
- In addition to any and all other legal remedies available. I authorize Sald Dealer to have a lien on the vehicle described hersin for all charges for repairs, including labor and derre, storage endor towing, and to entropy each feet, Sald Dealer is hersely approached, without the control of the second of the

ness for sale shall also include a responsble attorney's fee, which may be necessarily incurred.

- If any such charges (emain ungeid for thirty ISO) days after such request for payment, Said Dealer may also refer such charges to its atterneys for collection and the customer will pay a reasonable atterney's fee.
- the vehicle described herein is not called for within three (3) days after such nation is gh harge of \$5,00 per day will be made for each day thereafter.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

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 defact sylets within the warranty period, the warranty period will also be extended if the warranty repairs have not been performed due to delays caused by repairs within 60 days after they were completed. If, efter a ressonable number of attempts, the defect and the buyer motifies 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 remadles the buyer has under other lews."

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-152686

INVOICE

WINNER OF THE 5 STAR QUALITY OF SERVICE AWARD FIVE STAR Jeep Dodge DESCANSO, CA PAGE 4 336 RAYMOND ANDREWS CONT: N/A HOME ! BUS: CELL: SERVICE ADVISOR COLOR YEAR MILEAGE IN YOUT TAG MAKE/MODEL LICENSE MAGNESTIM 06 CHRYSLER TOWN & COUN 2A8GP64L96R 24980/24982 T1329 PROD DATE WARE EXP. PROMISED RATE PAYMENT INV DATE DEL DATE PO No 060CT06 DI 17:00 01NOV07 00 VISA 11APR08 R:O: OPENED READY OPTIONS: STK: 677120 DLR: 26354 13:02 300CT07 08:10 02NOV07 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 24980 COULDN'T CONFIRM AT THIS TIME 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) 630 HENRY, ERIC LIC#: EH2348 MN (N/C)1 4894401AE MIRROR-OUTSIDE, REARVIEW, (N/C)1 WPRRL RENE' LINCOLN (N/C)PARTS: 0.00 LABOR: TOTAL LINE H: 0.00 DISPOSAL FEE.
2602 EXPRESS SERVICE, LUBRICATION. OTE AND FOURER
CHANGE, VISUAL INSPECTION. AND TOP THE
FLUIDS. INCLUDES HAZARDOUS WASTE DISPOSAL. 830 HENRY, ERIC LIC#: EH2348 CP 19.95 19.95 HZ1 HAZARDOUS WASTE COST RECOVERY PROGRAM 999 CPZ1.53 1 53 00 PARTS ONLY. 999IHOME (N/C)999 ΙP (N/C)1 5281090BA O/FILTER IHOME (N/C)(N/C)ORIGINAL ESTIMATE TOTAL TOTALS DESCRIPTION AUTHORIZED. The Service Department is open Monday through Friday 7:00 à.m. to 6:00 g.m. LABOR AMOUNT ADDITIONS UMITED WARRANTY ON PASTE AND LABOR 12 MONTHS ON 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS FAILURE DETERMINED TO BE THE RESULT OF (a) FIRS, ACCIDENT, ABUSE, VANDALISM, MEGIGENCE OR AN ACT OF GOO INCLUDING BUT NOT LIMITED TO SNOW. Parts Department Manday through Friday 8:00 s.m. to 8:00 p.m. GAS, OIL, LUBE ACT OF GOD INCLUDING BY NOT LIMITED TO SHOW.

ACT OF GOD INCLUDING BY NOT LIMITED TO SHOW.

ACT OF GOD INCLUDING BY NOT LIMITED TO SHOW.

AND FALL OF BY LIMITED TO SHOW THE FORM OF THE PROPERTY OF THE MANUFACTURES. AND THE MANUFACTURES AND THE MANUFACTURES AND THE MANUFACTURES. SUBLET AMOUNT I acknowledge notice and oral approval of any additional customer or warranty work parformed and/or increase in the original estimate price. I also acknowledge and approve oil repeirs as itemized end/or receipt of vehicle. MISC. CHARGES Places visit our website et TOTAL CHARGES NOT LIABLE POR LOSSIDAMAGE TO CARITEMB LEFT IN CAR DUE TO FIRE OR THEFT OR CAUSES SEYOND OUR CONTROL... LESS INSURANCE SALES TAX Limited Warranty on Mopar Parts & Labo 12 Months or 12 000 Miles Whichever Occurs first Unless Otherwise Specified SUSTOMER SIGNATURE PLEASE PAY INITIALS THIS AMOUNT Withhullis Marco uniforg combing programs and the pasts of California in State of Californi and paints and meeting used to meeting whicles including,

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling degler 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 antitled to recover from the damages to property, domoges for loss of use, loss of time, loss of profits, or income, or any other includence includence includence.

- Customer to hereby norified that the said property is not insured or protected to the smount of the actual cash value thereor, or otherwise, against loss occasioned by their, fire or vangaism while the property femaliar with the dealer.

- Due to the type of service requested some repairs must be autoset.
- All charges for repairs including labor and materials furnished are due and payable simultaneausly with the delivery or the within described vehicle or once to delivery upon the explication of three [3] days after notice that the repairs have been exampled. Notice shall be deposit in the United States mail, Postage prepaid, of written notification to that effect addressed to the customer at the address given books.
- If the vehicle described hardin is not called for within three 131 days after such notice is given a a charge of 25.00 per day will be made for each day thereafter.
- B. In addition to any and all other legal remedies available. I authorize Baid Dealar to have a lien on the valual described herein for all charges for regalize, including lebor and parts, storage entire towing, and to enforce such including lebor and parts, storage entire towing, and to enforce such written notice by optimizing a twenty (20) day written notice by optified mail to the legal owner, registered swins, and Department of Notor Validies of intent of a.c. On the spile date, the validie shall be oold to the highest dash bidder and the proceeds of sale must be use first to early the last plus activities casts and costs incident to sale, and the balance shall be forwarded to the legionwers, or if runs, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Validies.

If any such charges remain unoald for thirty 1901 days after such fequest for payment, Said Ossier may also refer such charges to its attainable for collection and the outtomer will pay a reasonable attorney's fee.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

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DESCANSO

HOME:

BUS:

116347

Carl Burger's Chrysler Jeep World

8333 Hercules Street
Highway 8 et Jackson Drive
Le Mess, 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 CHRYS
336 RAYMOND ANDREWS

Jeep Dodge

PAGE 5

CONT: N/A SERVICE ADVISOR CELL: MAKE/MODEL LICENSE MILEAGE IN / OUT

COLOR 2A8GP64L96R CHRYSLER TOWN & COUN 24980/24982 T1329 MAGNESIUM - 06 DEL DATE PROD DATE WARE EXP. 1 RATE PAYMENT INV. DATE PROMISED 00 VISA 11APR08

060CT06 DE 17:00 01NOV07 PEADY OPTIONS: STK: 677120 DLR: 26354

13:02 300CT07 08:10 02NOV07

6194621734

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL 68026605AA 10W30 IHOME (N/C)ΙP (N/C)

SPLIT FOR LINE I 50/50 LABOR AND PARTS

0.00 21.48 OTHER: LABOR: 0.00 TOTAL LINE T: 21.48 PARTS:

24982 LOF COMPLETE ***********

EST: 0.00

13:02. 300CT07 SA: 336

EST: 19.95 01NOV07 CONTACT: MR SMITHSON

CUST AUTH LOF



IMPERTANT MOTICE!!!! 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 we not to a red "COMPLETELY SATISFIED" and "VIXED FIRST VISITY contact David Cole or Chris Tallers Drior to mailing your survey

THOPAR PARTE ARE WARRANTED ERR 12 MONTHS OR 1 ARE MILES WITH THE EXCEPTION OF HIGH PERFORMANCE AT THE MEDICAL PROPERTY OF THE PARTY AND EXTERNAL PROPERTY
UMITED WARRANTY ON PARTS AND LABOR 12 OR 12,000 MILES WHICHEVER OCCURS FIRST. ON 15 CONTACT TO THE TATE AND LABUR 13 MONITES FALLINE DETERMINED TO SEE THE REBILLT OF ONLY IN ACT OF GOOD INCLUDING BUT NOT LIMITED TO SHOW, ACCIDENT, ABUSE, VANDALISM, NESILIGENCE OR AN ACT OF GOOD INCLUDING BUT NOT LIMITED TO SNOW, ICE OR FLOOD ON PALLINE TO AFFORD THE TATE OF THE TATE EXCELLED THE RATED CAPACITY OF THE YENCE OF THE TATE EXCELLED THE RATED CAPACITY OF THE YENCE OF THE TATE OF TH

INITIALS

The Service Department is open Monday through Friday 7:00 s.M. to 8:00 p.m. Parts Department Monday through Friday 8:00 s.m. to 5:00 p.m. Monday through Friday 7:30 e.m. to 5:30 p.m. Please Vielt our website at

NOT LIAM F FOR LOSSICAMAGE TO CARAT LEFT IN CAR DUE TO FIRE OR THEFT OR CAUSES BEYOND OUR CONTROL... LIMITED WARRANTY ON MOPAR PARTS & LABO 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS MAST VINLESS OTHERWISE SPECIAED.

TOTAL AUTHORIZED ADDITIONS ORIGINAL ESTIMATE TISTOMER SIGNATURE

DESCRIPTION TOTALS LABOR AMOUNT 21.48 PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 0.00 SUBLET AMOUNT MISC. CHARGES 0.00 TOTAL CHARGES 21.48 LESS INSURANCE 0.00 SALES TAX 0.00 PLEASE PAY THIS AMOUNT 21 48

Watching Indian years and adaptions to the Sound of California and an analysis of the California of th The only warrenties applying to this part(s) are those which may be offered by the manufacturer. The selling desier hereby expressly disclaims all warrenties, either expressed or implied, including any implied warrenties of merchantability or fitness for a particular purpose, and neither essumes nor authorizes any other person to assume for it any liability in connection with the select of this part(s) and/oservice. Buyer shall not be entitled to recover from the demages to property, damages for loss of use, loss of furnit, loss of profits, or incomes, or many the incidental damages.

- Customer is hereby notified that the said property is not insured or protected to the smouth of the zot cash value thereof, or otherwise, against loss occasioned by their, fire or vandalism while the property

- Due to the type of service cart/fested some repairs must be subjet.
- 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 regains have been completed. Notice shall be deemed to have been given upon the deposit in the United Breace mail, possess prepaid, of written notification to that effect addressed to the sustainers at the address given above.
- if the vehicle described herein ¹² not called for within three (3) days after such notice is given a storage charge of 65,00 per day will be made for sech day th*ereafter.*
- In Addition to any and all other legal remedian available. I suthinize Said Geeler to have a firm on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such item. Said Design is hereby expressly authorized to sail said vehicle at public auction after glying a vivenity (20) day written notice by certified mail to the legal owner, resistance ones, and Department of Mounty Vehicles of intent to do so. On the said date, the vehicle shall be sold to the highest cash blader and the proceeds of said must be used first to satisfy the time loss storage costs and costs and door labor and the proceeds of said must be used owner, or if none, to the registered owner, or if the Address is unknown, it shall be forwarded to the Department or Motor Vehicles.

so for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

If any such charges remain unpaid for thirty (30) that after such request for payment, Said Dealer may sign refer such charges to its attorneys for collection and the customer will pay a reasonable arromaging (eq.

STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

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Carl Burger's Chrysler Jeep World 8333 Hercules Streat Highway 8 at Jackson Drive La Mess, CA 91942-2921 619-667-8200 www.CARLBURGER.COM

8.A.R. # AC-162686

INVOICE

DESCANSO. CA HOME: BUS:	CONT:N/A		PAGE 1	FIVE	STAR SERVICE AWARD STAR AND AND RAYMOND AND	Jeep CHRYSLER DREWS	Dodge Dodge trucks
COLOR	MAKE/MÖDEL		VIN	LICEN	SE MILEA	BEIN / OUT	TAG
MAGNESIUM 06	CHRYSLER TOW			RATE		8/25691 NV	T1750
					300000000000000000000000000000000000000		· - · · · · · · · · · · · · · · · · · ·
060CT06 DD	BEACY	17:00 23 OPTIONS	3NOV07 5: STK:677120	DLR:26354	OO CASH	11APR	808
	REAGY				<u> </u>		\ <u> </u>

16:24 20NOV07 13:40 23NOV07 LINE OPCODE TECH TYPE HOURS

TOTAL CUSTOMER STATES THE DRIVERS MIRRIOR 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#: ΜN

6194621734

(N/C)1 4894401AE MIRROR-OUTSIDE, REARVIEW, 1 4717557AA COVER (N/C)(N/C)(N/C)

1 WPRRL RENE' LINCOLN FC: PART#: COUNT: CLAIM TYPE: AUTH CODE:



PARTS:

0.00 LABOR:

0.00

TOTAL LINE A:

0.00

25678 MIRRIOR CRACKED AND HAS BLUE TINES WEREPLACED MIRRIOR *****

B CUSTOMER STATES AIRBAG LIGHT CAUSE: COULD NOT DUPLICATE 23 BODY/TRIM CONCERNS

830 HENRY, ERIC LICH WN

S da, charcand abyise

(N/C)

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 INTERMITANTLY

COULD NOT DUPLICATE

MISSAN, VANTA RESEXVATION OF THE TOTAL PERSON AND THESE PARTS AND THESE PARTS AND THESE PARTS AND THE TAKEN TO THE TOTAL THESE PARTS AND THE TAKEN TO THE TAKEN THE ORIGINAL ESTIMATE TOTAL AUTHORIZED ADDITIONS THE STOTACE OF THE PARTY OF THE Peschiption The Service Department is agent Monday through Friday 7:00 a.m. to 6:00 p.m. LABOR AMOUNT PARTS AMOUNT LIMITED WARRANTY ON PAPTS AND LABOR 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS FALUME DETERMINED TO SET THE RESULT OF BEHIEL ACCIDENT. ABUSE VANDALISM, NEGLIGENCE OR AN ACT OF GOD INCLUDING BUT NOT LIMITED TO SHOW. Monday through Friday 8:00 a.m. to 8:00 p.m. GAS, OIL, LUBE SUBLET AMOUNT Motdey through Friday 7:30 a.m. to 5:30 p.m. ACT OF GOD INCLUDING BUT NOT LIMITED TO SNOW.
ICE OR FLOOD, ID FAILURE TO PROPERLY CARE FOR OR
MAINTAIN THE VEHICLE, IGH FAILURE TO PROPERLY
COMPETED SHEELE FOR CARE
COMPETED SHEELE
OR OTHER SHEELE
OR OTHER SHEELE
OR OTHER FLUIDS NOT
MODIFICATIONS NOT APPROVED ON RECOMMENDED BY
THE MANUFACTURER, OR (I)
MODIFICATIONS NOT APPROVED ON RECOMMENDED BY
THE MANUFACTURER, I scknowledge notice and oral approval of any additional customer or warranty work performed end/or increase in the original entimets price. I also acknowledge and approve all repairs as itemized and/or (acellor of vehicle. MISC. CHARGES Please visit our website as TOTAL CHARGES LESS INSURANCE LIABLE FOR LOGS/DAMAGE TO CARATE
LEFT IN CAR DUE TO FIRE OR THEFT
OR CAUSES SEYOND OUR CONTROL SALES TAX CUSTOMER SIGNATURE PLEASE PAY THIS AMOUNT

with and replacement parts, which fulds, and pain epistemant fulds, tunks, graves, grove, touch up a word birth deforms or entire representables become stated or when taking a breat; and it pollow all you 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 euthorizes 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, demages for loss of use, loss of time, loss of time, or income, or any other incidental damages.

- Customer eteras no anticles of personal property have been jett in the vehicle and dealer is not responsible for inspection thereof.

- All charges for receipt including labor and materials furnished are due and payable simultaneously with the delivery of the within described values or prior to delivery upon the expiration of three [3] days after notice that the repairs have been completed. Notice shall be desired to have been given upon the deposit in the United States mail. Perspectively, of written netification to that effoct oddressed to the outstands at the addressed given above.

- In addition to any and all other legal remedies available. I authorite Said Gester to have a lion on the uphicle described herein for all charges for repairs, including labor and percs, atorage and/or solving, and to anforce such feet. Said Dealer is hareby expressly authorized to sell said vehicle at public aution after giving a twenty (20) day without restricts by certifical web to the logal territor, repartered ovirior, and Department of Notor Vehicle of Intent to do so. On the said attach, the Vehicle shall be sold to the lightest cash believe and the proceeds of said must be used for so. On the said attach, the Vehicle shall be sold to the lightest cash believe and the proceeds of said must be used for so. On the said state to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles.

Bold 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, Sald Design may a co refer such charges to life accomes a for collection and the customer will pay a reasonable atternay's lies.

vehicle described H^{ame}in is not called for within three (3) days after such notice is given a etongo is of \$5.00 per day will be made for each day thereafter. 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 settle 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 safer of the repairs within 60 days after they were completed. If, ofter 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."

117217



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-152686

INVOICE

WINNER OF THE 5 STAR JALITY OF SERVICE AWARD IVE STAR PAGE 2

1 **deef** Dodge

DESCANSO. CHRYSTER

336 RAYMOND ANDREWS

LICENSE MILEAGE IN FOUT HOME: $A \setminus M : TMOD$ CELL: SERVICE ADVISOR BUS: COLOR YEAR MAKE/MODEL CHRYSLER TOWN & COUN 2A8GP64L96R 25678/25691 MAGNESIUM 06 T1750 DEL DATE PROD DATE WARR EXP. PROMISED PO NO BATE PAYMENT INV. DATE 060CT06 DD 17:00 23NOV07 CASH 11APR08 READY OPTIONS: STK:677120 DLR:26354 A O OPENED

20NOV07 13:40 23NOV07 OPCODE TECH TYPE HOURS
08 INSPECT ELECTRICAL SYSTEM LINE OPCODE

830 HENRY, ERIC LIC#: EH2348

NET

PARTS:

0.00 LABOR:

0.00 OTHER: 0.00 TOTAL LINE C:

LIST

0.00

TOTAL

(N/C)

25678 TESTED ALL DVD PLAYER WITH KNOWEN GOOD DVD N/C PROBLEM IS IN THE CUST DVD

******* D CUSTOMER STATES THERE IS A RATTIFULDER CAR WISH ERIVING ON A SEMI ROUGH ROAD, CHECK HEAT SHIERD CAUSE: ADJUST FUEL LINE

23 BODY/TRIM CONCERNS

830 HENRY, ERIC LICH EMESSES

WN

(N/C)

PARTS:

0.00 LABOR:

TOTAL LINE D:

0.00

25678 FOUND FUEL LINE RATTLING ACAIRST FROM NO. ALJUSTED FUEL LINES

E CUSTOMER STATES THE REAR HATCH STD SET WERE MOTE, ONE TIME CAUSE: COULD NOT DUPLICATE

AUTH CODE:

08 INSPECT ELECTRICAL SYSTEM

830 HENRY, ERIC LIC#: EH2348

FC; PART#: COUNT: CLAIM TYPE:

ORIGINAL ESTIMATE

(N/C)

MOPAN PANTS AND WANHANTED FOR THE MONTHS ON 12 DOX THESE PARTS ARE PREPIATED WITH A "P". ON THESE PARTS NUMBERS ONLY THERE IS NO WARRANTY AND EXPREME CAUTION SHOULD SE TAKEN WHEN CONSIDERING ALTERNACY YOUR CHAPTER VEHICLE WITH THESE PARTS. YOUR CHRYSTER VEHICLE WITH TUESE PARTYS.

DITED WARRANTY ON PARTÉ AND LADOR 12 MONTHE
DITED WARRANTY ON PARTÉ AND LADOR 13 MONTHE
DITED WARRANTY ON PARTÉ AND LADOR 14 MONTHE
DITED WARRANTY ON THE THE REBULT OF GIFTER
ACCIDENT, ARUBE, VANDALISM, NEGLIGENCE OF AN
CCT OF GOO INCLUDING BUT MOT IMPTED TO SNOW.
ICE OR FLOOD, BID FAILURE TO PROPERLY CAREFORD OR
PERMATE VEHICLE: OU DING THE VEHICLE FOR
COMPETITIVE SPEED EVENTS, GI PULLING A THATEACH
THAT EXCEEDS THE RATED CAPACITY OF THE VEHICLE
HISTORY OF THE CAPACITY OF THE VEHICLE
HISTORY OF THE SAUSEON STATEMENT BUT OR THE
RECOMMENDED BY THE MANUFACTURER OR (I)

The Service Department is open Monday through Prigary 7:00 e.m. to 6:00 p.m. Parts Department Monday through Frigay 8.00 a.m. to 6:00 p.m. Body Shop Monday through Friday 7:30 4.m. to 5:30 A.m. Please yiek our website at

LIABLE FOR LOSS/DAMAGE TO CARITER LEFT IN CAR DUE TO FIRE OR THEFT OR CAUSES BEYOND OUR CONTROL...

JMITED WARRANTY ON MOPAR PARTS & LABO 12 MONTHS OR 12.000 MILES WHICHEVER OCCURS FIRST UNLESS OTHERWISE SPECIFIED.

acknowledge notice and oral approva of any additional customer or warranty work performed and/or increase in the original estimate price. alact acknowledge and approve all repairs as temized and/or receipt of vehicles. USTOMER SIGNATURE

DESCRIPTION TOTAL AUTHORIZED ADDITIONS TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX DI EASE DAY THIS AMOUNT

Control of the second s de, and meinte and materials used to maintain valuable, and particulars, troit not up paint, cartain replacement care, and particulars, troit

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 euthorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or sall not be smitted 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 solutionship value thereof, or otherwise, against loss bookstoned 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.
- 3. The dealer is not responsible for unavailability of parts or dalays in parts shipment beyond dealer's cont
- 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 Seator mail, postage arreade, of written natification to that effect addressed to the suprement
- 7. Said Dealer is authorized to deliver the vehicle described herein or any of its contents to any person presenting this
- 9. In addition to any and all other legal remedias available, i sushering Said Dealer to have a lise on the vehicle described herein for all charges for repolts, including labor and parts, storage analyst rowing, and to entroire such liter. Said Dealer is breathy expressly extherized to sell said vehicle at public suction state plving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles or insent to the long of the light said to the legal owner, and the part of the long of the light said the light of the light owner, or if none, to the registered owner, or if none, to the registered owner, or if none, to the registered owner, or if the saidness is unknown, it shall be forwarded to the Department of Motor Vehicles.

. # Amy auch charges remain unpaid for thiny (30) days after such request for payment. Sals Ocesier may also refer such charges to its actomeya for collection and the customer will pay a reasonable stromey'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 exist within the warranty period, the warranty period will also be extended if the warranty repairs have not been performed due to delays caused by repairs within 60 days fair they were completed. If, after a reasonable number of attempts, the defect has not been fixed. The warranty period the fair of the fair of the fair of the product of the fair of th

117217



Carl Burger's Chrysler Jeep World 9333 Hercules Street Highway 8 at Jackson Drive Lo Mosa, CA 91942-2921 619-687-8200 www.CARLBURGER.COM

B.A.R. # AC-152686

INVOICE

		-		•				QUALITY OF	SERVICE	AWARD		<u>◆</u>	**	l
DESCANSO.	CA				•	PAGE	3	FIVE		AH	_	Jeep	Dodge	
HOME		CONT : N	1/A			_	•		S 6	7 W	•	HRYSLER	Dodge Truck:	į
BUS:		CELL:	·		SER	VICE A	<u>DVISOF</u>		RAYM		NDR.			
COLON	YEAR	MAKEM	ODEL	38 (31 (31 (32 (32 (32 (32 (32 (32 (32 (32 (32 (32		VIN		HCE	18 E	Mille	AGE	N/OUT	TAS	:
MAGNESIUM	06	CHRYSLER	TOWN 8	coun	2A8GI	264L9 <u>6</u>	R			256		25691	T1750	
DEL DATE	PROD. I	DATE WARR E	XΡ	PROMIS	ED	PO	NO.	RATE		PAYMEN	T	SVM	DATE	
060CT06 DD				7:00 23		•			-,-1	CASH		11APR	08	_
R.O. OPEN	ED HE S	READ	Y	OPTIONS	S: STI	K:6771	20 DLF	R: 26354						
16:24 20NO	V07	13:40 231	10007									· 		
LINE OPCOD	E TEC	CH TYPE HO	OURS						IST		NET		ral	
PARTS:	0.0	00 LABOR	:	0.00	OTHER	:	0.00	TOTA	T LI	NE E:		0	.00	
25678 FOU	ND NO	PROBLEM	WITH I	REAR HA	ATCH .	****	***	*****	***	* *				
F RENTAL C	AR DI	JRING REPA	AIR											
	TAL (
R REN	TAL (CAR DURING	3 REPA	I.R.										

FC: PART#: COUNT: CLAIM TYPE: AUTH CODE:

SUBL RENTAL

PARTS:

PO#81634 WCSCR

0.00 LABOR:

999WCSCR

TOTAL LINE F:

(N/C)0.00

(N/C)

G** CUST STATES THAT LEVER FOR HEALERST IN THE CALL TEST AND REPAIR.

CAUSE: BROKE OFF

3: BROKE OFF 23204702 Guide/sleeve, headfest - Rediade Rear seat-One seat-One or Hills 1881 830 HENRY, ERIC LICH: EH2348

MIN

1 1AL821D5AA SLEEVE 1 WPRRL RENE' LINCOLN

FC: PART#: COUNT: CLAIM TYPE:

AUTH CODE:

(N/C) (N/C)

(N/C)

MODAL BOTTS ARE WEMPASTED FOR "2 MONTHS OR 12 000 MINES PARTS MILES PARTS MILES PARTS MINES MINE		ORIGINAL ESTIMATE	TOTAL AUTHORIZED	DESCRIPTION	TOTALS
MURBERG ONLY, THERE IS NO WARRANTY AND EXTREME	The Service Department is open Honday thypigh Friday 7:00 a.m. to 6:00 c.m.	ESTIMATE	ADDITIONS	LABOR AMOUNT	
	Perts Department Monday through Friday			PARTS AMOUNT	
OR 12 000 MILES WHICHEVER OCCURE FIRST, UNLESS	6:00 e.m. to 6:00 p.m.			GAS, OIL, LUBE	
FAILURE DETERMINED TO BE THE RESULT OF (a) FIRE, ACCIDENT, ADUSE, VANDALISM, MEDITEDED TO SNOW, ACT OF GOD INCLUDING BUT NOT LIMITED TO SNOW,	Body Shop Monday through Friday 7:30 A.m. to 5:30 p.m	\$	\$	SUBLET AMOUNT	
ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR OR MAINTAIN THE VEHICLE IN FAILURE TO PROPERLY			se and oral approval		
OPERATE VEHICLE; (d) USING THE VEHICLE FOR COMPETITIVE SPEED EVENTS; (w) PULLING A TRAILER	WAYNOW WED WAS LOCALLE	or any additional on	d/or increase in the	TOTAL CHARGES	
THAT EXCEEDS THE RATED CAPACITY OF THE VEHICLE:	NOT LIABLE FOR LOSS/DAMAGE TO CARATEMS	original estimate acknowledge and ar		LESS INSURANCE	
DIRTY FLUIDS OR FUELS OR OTHER FLUIDS NOT HECOMMENDED BY THE MANUFACTURER OR IN MODIFICATIONS NOT APPROVED OR RECOMMENDED BY	OR CAUSES BEYOND OUR CONTROL	itemized end/or recei		SALES TAX	
THE MANUFACTURES.	LIMITED WARRANTY ON MOPAR PARTS & LABOR 12 MONTHS OR 12 DOD MILES WHICHEVER OCCUMS MAST UNLESS OTHERWISE SPECIFIED.	CUSTOMER SIGNAT	URE	PLEASE PAY	
INITIALB		•		THIS AMOUNT	

and wheel betanning weights. When you service, then a partial region of the components and telephoremic supplies white the components and telephoremic supplies. Annal, stated, then, of the components and telephoremic supplies, then, of the components and the components and telephoremic supplies, then, of the components and the co in Cal. Health & Safety Code 123249.8 of acc.) For further information about Proposition 85: https://www.vohho.on/device. only warranties applying to this pert(all are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed or implied, including envited warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorized any other person to assume for it any liability in connection with the sale of this part(s) and/or rice. 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.

- ustomer is hereby notified that the said property is not insured or protected to the amount of the octualism while the property immers and value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property immers with the dealer.
- Customer states no anicles or paraonal 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 detays in parts shipment beyond dealer's control,
- 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 exposition of three (3) days after notice that the rappin have been completed. Notice shall be desired to have been given upon the deposit in the United Blace mad, postage propeld, of written notification to that effect eddressed to the customer as the address given above.
- If the vehicle described harsin is not called for within three (3) days after such notice is given charge of 95.00 per day will be made for each day thereafter.

Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.

charge of \$8.00 per day will be made for each day therester.

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 heads for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect lies been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs add not remady the defect and the buyer motifies the menufacturer or seller of the failure of the repair of the state of the product for a return of the product for a return of a period abliect, 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.

6194621734

CUSTOMER #: 677120 UNIT# 677120

117217

Carl Burger's Chrysler Jeep World 8333 Heroules Street Highway 8 at Jackson Drive Le Mess, CA 91942-2921 619-667-8200 www.CARLBURGER.COM

INVOICE

B.A.R. # AC-152686 WINNER OF THE 5 STAR

$PA(\pm 0.4)$	ටodge
	Dodge Trucks
HOME:	
505;	TAG .
COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT	*
MACNESTIM OF CHRYSLER TOWN & COUN 2A8GP64L96R 25678/25691	T1750
PAGNESION 00 CITETURE 2012.	ATESSA
DEL DATE PROP DATE WARR EXP PROMISED POINO RATE PAYMENT INV. D	M. Table colores (see
0.00 CASH 11APRO	
080C108 DL	8
R.O. OPENED READY OPTIONS: STK: 677120 DLR: 26354	
16:24 20NOV07 13:40 23NOV07	
LINE OPCODE TECH TYPE HOURS LIST NET TOT	
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

16:24 SA: 336 20NOV07

> IMPORTANT NOTICE!!!! Soon you may receive a survey from DaimlerChrysler corp. Asking you Table the structure of the structure of the structure and if for "any" reason not explain completely satisfied and in the structure of the str



LMITED WARRANTY ON MOPAR PARTS & LABO 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS OTHERWISE BPECIFIED

he Service Department is open Monday shough Friday 7:00 s.m. to 6:00 p.m. Farta Department Monday persons Friday 8:00 3,m, to 9:00 p.m. Please visit our website at NOT LIABLE FOR LOSSIDAMAGE TO CARATEMS LEFT IN CAR DUE TO FIRE OR THEFT OR CAUSES REVOND OUR CONTROL...

i acknowledge notice and oral approve of any additional customer or warrant work performed and/or increase in the original estimate price, also acknowledge and approve all repairs at itemized and/or receipt of vehicles. CUSTOMER SIGNATURE

TOTAL AUTHORIZED ADDITIONS

TOTALS DESCRIPTION LABOR AMOUNT 0.00 PARTS AMOUNT 0.00 GAS, OIL, LUBE SUBLET AMOUNT 0.00 MISC. CHARGES 0.00 TOTAL CHARGES 0.00 LESS INSURANCE 0 00 SALES TAX 0.00 THIS AMOUNT

TO A TRAINING AND THE PROPERTY OF THE PROPERTY North of Annual Parket has a granted to the course of the The only warranties applying to this part(s) are those which may be offered by the menufacturer. The selling dealer hereby expressly discissins all warranties, either expressed or implied, including any implied warranties of marchantability of fitness to a particular purpose, and neither seasones nor authorizes any other parson to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be artitized to recover from the damages to property, damages for loss of turn, loss of thronts, or income, or any other incidental damages.

ORIGINAL ESTIMATE

- Customer is hereby notified that the seld property is not insured or protected so the amount of the situal cash valve thereof, or otherwise, against loss occasioned by theft, fire or vendalism with the dealer.
- 3. The dealer to not responsible for unaveilability of parts of delays in parts shipment beyond dealer's control
- 4. Due to the type of service equipated some require must be sublet.
- All charges for repairs including labor and matcrials 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 repair have been completed. Notice shall be deemed to have been given upon the depair in the United Storce mail, posteds prepaid, of written notification to that effect addressed to the customar at the addresse given above.
- In addition to any and all other legal remedias available, I authorize Sold Depler to hove a lien on the vehicle described healsh for all charges for repairs, including legar and persa, attrages end/or towing, and to enfrow excellent. Sold Desler is needly expressly such toxicated as fuell experience attraction after giving a twenty (20) day and the sold person an

Bold 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 Coaler may also refer such charges to its attorneys for collection and the customer will pay a resentable attorney's fac.

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:

"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 werranty 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 period will also be extended if the warranty repairs have not been performed due to delays caused by the period of the period will be control of the buyer, or if the warranty period the control of the buyer, or if the warranty period 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 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."

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-152686

INVOICE

WINNER OF THE 5 STAR QUALITY OF SERVICE AWARD FIVE STAR

会 Jeep Dodge

DESCANSO, CA PAGE 1 CHRYSLER

Dodge Tracks

CHRYSLER

Dodge Tracks

CHRYSLER

DOGGE Tracks

CHRYSLER

DOGGE Tracks

CHRYSLER

DOGGE Tracks

DOGG Tracks

DOGGE Tra CONT: N/A HOME SERVICE ADVISOR: BUS: CELL: MAKEMOBEL CHRYSLER TOWN & COUN 2A8GP64L96R 26236/26236 T122DEL DATE PROD DATE WARK EXP. PROMISED PO NO. BATE PAYMENT INV. DATE | 17:00 04DEC07 060CT06 DD 0.00 CASH 11APR08 STK:677120 DLR:26354 R.O. OPENED 17:40 03DEC07 10:53 06DEC0 LINE OPCODE TECH TYPE HOURS 10:53 06DEC07 TOTAL NET 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#: WN (N/C)4894401AE MIRROR-OUTSIDE, REARVIEW, 5102969AC BLOCK (N/C)(N/C)WPRRL RENE: LINCOLN (N/C) PARTS: 0.00 LABOR: 0.00 DEBERGE 10.00 TOTAL LINE A:

26236 CONFIRMED PROBLEM, I CALLED THAK TWICE WITHEN SAID TO CHECK
GROUND AT G200FOR HIGH RESISTANCE IT FOUND, NOTHING SO THEY SUGGESTED A
PROBLEM WITH IPM SO I REPLACED THE ENTWERS STOR MIRROR & NOW THEY PARTS: 0.00 BOTH WORK AS DESIGNED B PERFORM 16PT INSPECTION ON FLUID LEVELS,

2600 PERFORM 16PT INSPECTION ON FLUID LEVELS,

BELTS, HOSES, EXHAUST ECT. TS, HOSES, EXHAUST ECT 830 HENRY, ERIC LIC E E 2348 F. C. CP o co order de o o o 0.00 0.00 LABOR: PARTS: 0.00 TOTAL LINE B: 0.00 26236 **** C RENTAL CAR DURING REPAIR CAUSE: RENTAL R RENTAL CAR DURING REPAIR 999WCSCR (N/C)FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE: ORIGINAL ESTIMATE TOTAL AUTHORIZED ADDITIONS DESCRIPTION TOTALS

MULE, WITH THE EXCEPTION OF MICH PERFORMANCE PARTS. THESE PARTS AND PRERIXED WITH A "P. ON THESE PART NUMBERS ON THESE PARTS NO WARRANTY AND EXTREME CAUTION SHOULD BE TAKEN WHEN CONSIDERING ALTERNAS YOUR CHRYSLER VEHICLE WITH THESE PARTS.	
LIMITED WARRANTY ON PARTS AND LASON 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS FAILURE DETERMINED TO BE THE RESULT OF (a) FIRST FAILURE DETERMINED TO BE THE RESULT OF (a) FIRST ACT OF GOD INCLUDING BUT NOT LIMITED TO SHOW, ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR ON ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR ON ICE OR FLOOD; (b) FAILURE TO PROPERLY CARE FOR OTHER TO SHOW THE THE THE TENTO COMPETITIVE SPEED EVENTS: (a) FULLING A TRAILER THAT EXCEOS WIFE MYSEC CAPACITY OF THE YOUGHE THAT EXCEOS WIFE MYSEC CAPACITY OF THE YOUGHE BOTH FLUIDS OR FUELS, OR DITHER FLUIDS NOT RECOMMENDED BY THE MANUFACTURER; OR (h) MODIFICATIONS NOT APPROVED ON RECOMMENDED BY THE MANUFACTURER.	
MITIALS	

The Service Department is open Monday through Friday 7:00 A.M. to 6:00 p.m. Parts Department Monday through Filday 8:00 a.m. to 8:00 p.m. Monday Brough Friday 7:30 a.m. to 5:30 p.m. Please visit our website at LIABLE FOR LOBS/DAMAGE TO CAR/TEMB LEFT IN CAR DUB TO FIRE OR THEST OR CAUSES BEYOND OUR CONTROL...

MITED WARRANTY ON MOFAR PARTS & LABO 12 MONTHS OR 12 000 MILES WHICHEVER OCCURS PIRST UNLESS OTHERWISS SPECIFIED.

i acknowledge notice and oral approval of any additional customer or warranty work performed end/or increase in the original estimate price. I also acknowledge and approve ell repeirs est itemized and/or receipt of vehicle. CUSTOMER SIGNATURE

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

s and painty and majories uses to maintain ventiles including

WANTING Large with the content of project in the project in the project in the content of the project in the content of the project in the pr only warrenties applying to this part(s) are those which may be offered by the manufacturer. The selling design hereby expressly discisins ell warranties, either expressed or implied, including envised 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/ice. Buyer shall not be entitled to recover from the damages to property, demage for loss of use, loss of profits, or incorner, or any other insiderated damages.

- Customer is hereby notified that the said property is not insured or protected to the amount of the sol cash value thereof, or otherwise, against loss occasioned by theft, fire or vandelism while the property rements with the dealer.
- Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof

- to the type of service requested some repairs must be subjet.
- All pharges for repairs including labor and meterials furnished size due and payable almustaneously with the delivery of the within described valuable or prior to delivery bloom the expiration of three (3) days after motion that the repairs have been completed. Notice shall be deemed to have been given upon the deposit in the United States mail, payable prepaid, at written netilization to that affect addressed to the customer at the address given above.
- If the venicle described herein is not called for within three (3) days after such notice is given a use charge of \$5,00 per day will be made for each day thereafter.
- 7. Said Depley is authorized to deliver the vehicle described herein of any of its contents to any person precenting this receipt
- In addition to any and all other legal remarks available, I authorise Said Cealer to have a lien on the vehicle desorbed herian for all charges for repairs, including labor and parts, storage and/or towing, and to enviror usual lab. Said Declar is hereby expressly subthorized to sell said vehicle at public suction after giving a twenty (20) day written resided by certified mail to the legal owner, registered owner, and Department of Notice Vehicles of intent to do 50. On the said date, the vehicle shall be soft to the highest cash bidder and the proceeds of said must be used first to estainly the lies plus alorage costs and costs incident to take, and the basince shall be drivereded to the legal owner, or if none, or the registered owner, or if the address is unknown, it empt be forwarded to the Department of Motor Vehicles.

If any such charges remain unusel for thirty (30) days after such request for payment. Said Desiar may also miss such charges to its attentions and the customer will pay a reasonable attorney's fac.

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117656

INVOICE

PAGE 2



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www.CARLBURGER.COM B.A.R. # AC-152686

NET

WINNER OF THE 5 STAR ALITY OF SERVICE AWARD FIVE STAR

LIST

 \leftrightarrow Jeep Dodge

CHRYSLER Dadgo Inucka B: 336 RAYMOND ANDREWS CICENSE MILEAGE IN // GUT INSE HOME: CONT: N/A SERVICE ADVISOR CELL: BUS: VIN MAKE/MODEL YEAR COLOR CHRYSLER TOWN & COUN 2A8GP64L96R 26236/26236 |T1つつ MAGNESIUM DEL DATE PRODIDATE WARE EXP. PROMISED PO NO RATE PAYMENT INV DATE OGOCTOG DE 17:00 04DEC07 CASH 0.0011APR08 A.O. OPENED OPTIONS: STK:677120 DLR:26354 READY

SUBL RENTAL

7:40 03DEC07

EST: 0.00

DESCANSO.

PO#81838

LINE OPCODE TECH TYPE HOURS

WCSCR

0.00 LABOR:

10:53 06DEC07

03DEC07

6194621734

0.00 OTHER: 0.00 TOTAL LINE C: (N/C)0.00

TOTAL

17:40

CALLED STARCENTER FOR ASSISTANCE CASE#9271638. CHECKED ALL GROUNDS AND R&R IPM PER THEIR DIRECTION.

IMPORTANT NOTICE:: ! Soon you may receive a survey from Daimier Chrysler Corp. Asking you to realize your Service visit here. Please return the survey and if for "any" reason we've not earned "COMPLETELY SATISFIED" and "FIREM FIRST VISIT" contact David Cole or Chris Gailegos prior to mailing your survey



SA: 336

MISSA PARTS ARE VARIANTED DOS 12 MONTHS OF 1 OFIGINAL ESTIMATE TOTAL TOTALS DESCRIPTION AUTHORIZED ne Service Department is op Monday through Friday 7:00 s.m. to 6:00 p.m. LABOR AMOUNT 0.00 YOUR CHAYSLER VEHICLE WITH THESE PAINTS.

UNITED WARRANTY ON PARTS AND LABOR 12 MONTHS
OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS
FALLINE DETERMINED TO BE THE REBULT OF LOS FIRST,
ACCIDENTS OF SHEED WANDALISM. NEGLIGIBLE OF SHEAR
ACCIDENTS OF SHEED WANDALISM. TO PROPERLY
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OFFIRST SHEAR
O PARTS AMOUNT 0.00 Parts Department Monday through Friday 8:00 s.m. to 5:00 p.m. GAS, OIL, LUBE 0.00 Body Shop Monday through Pricay 7:30 a.m. to 5:30 p.m. SUBLET AMOUNT 0.00 I scknowledge notice and oral approva of any additional customer or warrants work performed and/or Increase in the original estimate price. I also acknowledge and approve all repairs MISC. CHARGES 0.00 Please visit our wabains at www.CARLBURGER.COM TOTAL CHARGES 0.00 original estimate price. I a scknowledge and approve all repairs itemized and/or receipt of vehicle. LESS INSURANCE 0.00 LIABLE FOR LOSS/DAMAGE TO CARM LEFT IN CAR DUE TO FIRE OR THEFT OR CAUSES BEYOND OUR CONTROL. SALES TAX .00 GUSTUMER SIGNATURE PLEASE PA THIS AMOUNT 0.00

minists from the true of Californ to assure cancer and birth streets or other reproductive harm. These chemicals are constituted in many vehicle companients and replacement parts, vehicle faults, as well believed by the constitution of the consti which components of dentity your whicher 13 were to a were which components of the state of the nation about Proposition 86: http://www.sv/hhe.org/prop86.html

The only warrenties epplying to this pertie) are those which may be offered by the manufacturer. The selling dealer hereby expressly discisims all warranties, either expressed or implied, including an implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor outhorizes any other person to assume for it any liability in connection with the sale of this particl and/or service. Buyer shall not be entitled to recover from the demages to property, demages for loss of use, loss of trine, loss of profits, or income, or any other incidental demages.

- Customer is hereby notified that the said property is not insured or protected to the empurit of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property names with the dates.
- Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.

- All charges for repairs including labor and materials furnished are due and poveble simultaneously with 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 ship be deemed to have been given upon the de in the University force addressed so the best in the University force addressed so the basis
- in addition to any and all other legst remedies available. Lauthorize Seld Dealer to have a lien on the vehicle described herein for all charges for repeirs, including labor and parts, enough and/or towing, and to enforce such lien. Said Dealer is hereby expressely authorized to sell said vehicle at public auction after giving a twenty 120-100 written notice by certified may to the legal owner, replicated owner, and Dealer end for the More Vehicle of from the control of the late, the vehicle shall be sold to the highest cash bidder and the proceeds of said must be use to the said the limit of the legal owner, or if the address is unknown, it shall be forwarded to the Department of More Vehicles.

Said expenses for sale shall also include a reasonable attorney's fee, which may be recassarily incl

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 fellows of the product for a replacement or a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not effect the protections or remedies the buyer has under other laws."

UNIT# 677120

CUSTOMER #: 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

TNVOTCE

WINNER OF THE 5 STAR QUALITY OF SERVICE AWARD ***** FIVE STAR Dodge Jeep PAGE 1 DESCANSO, CA CHRYS HOME CONT:N/A SERVICE ADVISOR: BUS: CELL: LICENSE MILEAGE IN CUT COLOR MAKE/MODEL CHRYSLER TOWN & COUN 2A8GP64L96R 30231/30231 T385 MAGNESIUM 06 DEL DATE PROD. DATE WARR EXP. | PROMISED RATE PAYMENT INV. DATE POND 17:00 06MAR08 이이 CASH 11APR08 060CT06 DI STK:677120 DLR:26354 R.O. OPENED READY OPTIONS: 16:22 27FEB08 10:49 06MAR08 LINE OPCODE TECH TYPE HOURS LIST NA CUSTOMER STATES DRIVER MIRROR TURNS BLUE A FEW DAYS AFTER REPLACING NET TOTAL FOR SAME CONCERN CAUSE: SHORTED 08190201 Module, body control 830 HENRY, ERIC LIC#: - Replace (A) WN (N/C)1 5026062AC MODULE-BODY CONTROLLER 1 4894401AE MIRROR-OUTSIDE, REARVIEW, (N/C)(N/C)1 WPRRL RENE' LINCOLN
23042103 Mirror, remote power outside door Replace Left (C)
830 HENRY, ERIC LICHURHESTE (N/C)o oo ofher: WN (N/C)PARTS: 0.00 LABOR: TOTAL LINE A. 0.00 30231 BCM SHORTED OUT CAUSING DRIVERS MIRROR TO SHORT, REPLACED BOTH ITEMS CALLED STAR & THEY SAID TO CHECK GROUND O, P112 & P114 WIRES
BETWEEN C200 & C302 ALSO AT .VIEW MIRROR FIDE 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# FH2545 FT.
WN
FC: PART#: COUNT: (N/C)FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: PARTS: 0.00 30231 WINDOW AND CHANEL RUN STICKY - CLEANED CHANEL RUN FOR WINDOW WINDOW NOW WORKS EVERYTIME THOPAR PARTY ARE WARRANTED TOR US MONTHS ON 12 NOO
MILES WITH A PERSON OF THE PROPERTY OF THE PROPERTY OF THE PROPERTY OF THE PARTY OF ORIGINAL ESTIMATE TOTAL: AUTHORIZED ADDITIONS DESCRIPTION The Service Department is each Manday through *riday 7:00 a.m. to 8:00 a.m. LARGE AMOUNT PARTS AMOUNT Parts Department Montay shrough Priday 8:00 a.m. to 8:00 p.m. GAS, OIL, LUBE

COUNTIES ENGINE THE SERVICE OF THE S

Body Shop Monday decouple Friday 7:30 a.m. to 5:30 p.m. WAYN CARL BURGER COM NOT LIABLE FOR LOSE/DAMAGE TO CARATEN LEFT IN CAR DUE TO FIRE OR THIST OR CAUSES BEYOND OUR CONTROL...

MITED WARRANTY ON MOPAN PARTS & LABO 12 MONTHS OR 12,000 MILES WHECHEVER OGGURS FIRST UNLESS OTHERWISE SPECIFIED.

I acknowledge notice and oral approva of any additional customer or warrenty work performed and/or korcese in the original estimate price. I also acknowledge and approve oil repairs at itemized and/or receipt of vehicle. USTOMER SIGNATURE

SUBLET AMOUNT MISC. CHARGES TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT e, and painte and responds used to maintain whiteles, incalding.

Withhild force without contain all principles for the first State of California to course propose and blot detects or phase reproductive horm. These chamiles are contained to many white components and reproductive horm. The chamiles are a contained to many white components and reproductive horse. The course of the course o The only werrantise applying to this part(s) are those which may be offered by the manufacturar. The selling dealer hereby expressly discislina 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 lisibility in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the demages to property, damages for loss of tues, loss of timelity, or income, or eny other incidental demages.

- Customer is hereby notified that the said property is not insured or protected to the smount of the actual oash value thorour, or otherwise, against loss pocasioned by theft, fire or vandalism while the property remains with the dealer.
- customer atsets no articles of parabhel property have been left in the vehicle and depler is not repos or inspection thereof.
- dealer is not responsible for unavailability of parts or delays in parts shipment beyond dealer's contro
- 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 expination of three (3) days after notice that the repairs have been compliated. Notice shall be deemed to have been given upon the deposit of the United States mail, scratege areased, of written notification to that effect addressed to the customar at the defined given flows.
- If the vehicle descriped herein is not called for within three (9) days after such notice is given a storage charge of \$5.00 per day will be made for each day thereafter.
- in addition to any and set often legal igamedies available. I authorize Said Dester to have a lien on the vehicle described height for all thorque for repeating, including labor and parts, storage end/or tenting, and to onfolos auch sen. Said Dester is height of the parts of the said set of the said labor and the said set of the sai

Said expenses for eals stall also include a reasonable attorney's fee, which may be necessarily incurred.

If any such charges remain unpaid for Initry (30) days after such request for payment, Beid Deslet may also retar 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:

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; hands for warranty repairs. If a defect oxists 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 of seller of the fallier of the tepsirs within 80 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 return disject, 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 #: 677120

UNIT# 677120

DESCANSO, CA

HOME !

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

Jeep

* Dodge **Dodgo** Trackx

PAGE 2

CHRYSLER SERVICE ADVISOR 336

RAYMOND ANDREWS

BUS: CELL: LICENSE MILEAGE IN / OUT WAKEWODEL DAT COLOR YEAR CHRYSLER TOWN & COUN 2A8GP64L96R MAGNESIUM 06 30231/30231 T385 RATE PROD DATE WARE EXP. PROMISED PO NO. PAYMENT INV DATE DEL DATE 0.00 CASH 17:00 06MAR08 11APR08 060CT06 DD

R.O ÖPENED OPTIONS: STK: 677120 DLR: 26354 READY

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)

CONT:N/A

830 HENRY, ERIC LIC#:

(N/C)WN (N/C)1 4717553AF GRILLE

(N/C)1 WPRRL RENE' LINCOLN

LABOR: PARTS: 0.00 TOTAL LINE C: 0.00

30231 FOUND COWL CRACKED REPLACED NO.

From:

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 deal to have them look at but I $\,$ do not want to have them charge me 95.00 to diagnose

Sender Information:

Title:

First Name:

Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Wed Mar 19 15:43:54 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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@chrvsler.com

To:

Date: Thu Mar 20 18:19:08 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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

Μ&

From:

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:

Quuestion 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 gettig power to the radio. They said possible causes could 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,

Sender Information:

Title:

First Name: Middle Initial: Last Name:

11705 Valley Blvd. El Monte, CA 91732 Phone: (626) 444-0322 Fax: (626) 444-5608 Prairie Evel



Fax

□ Urgent	□ For Review	☐ Please 0	omment	☐ Please Reply	☐ Please Recycle
Re;			CC:		
Phone: V	210 444-03	322	Date:	3/21/0	8
Fax: SU	5) 425-1	1592	Pages	25	
To:	Tasha.		From:	PhILL	<u></u>

, J.

Pase:1/29

MAR-21-2008 21:51 From:

11705 Valley Blvd. El Monte, CA 91732

DOCS517685
(626) 444-0322

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 EPA # CAL 000315908

CUSTOMEN NO.	ADVIROR	TAG NO.	INVOICE DATE	INVOICE NO
7514	PHILLIP R TARIN 9:	L2894 279G	02/09/08 color	DOCS517685
		20,838	INFERNO RED	624010
LA VERNE, CA	06/CHRYSLER/TOWN & CO	DUNTRY/VAN FWD T		42
and the second second	2 A 4 G P 5 4 L X 6	R	GELLING OCALER NO 10	PRODUCTION DATE
	F.T E NO.	R.O. NO	#.o.date 02/02/08	
BESIDENCE QUANC	COMMENTS			MO: 20844
JOB# 1 CHARGES	***************************************		-	
LABOR	************************			
J# 1 12DOZ STEERING/SUSPENSION CUSTOMER STATES STEERING WHEEL SHA	TECH(S):910800 EEE	WARRANTY		
JOE# I TOTALS				
J08# 1 v	JOURNAL PREFIX DOCS JOB# 1	TOTAL 0.00		
JOB# 2 CHARGES	***************************************			
LABOR J# 2-13DOZZ2	2023 - 11 27 TECHTS 1/2930800.2004000	WARRANTY		
CUSTOMER STATES WHILE BRAKING THE I	BRAKE PEDAL WILL GO TO	Wildy and Carlotte and an inventor of the property of the first		
?				
ROAD TESTED VEHICLE PERFORMED AS 1. DID NOT FADE BUT ROTORS NEED RESUR				
JOB# 2 TOTALS				
JOB# 3 CHARGES JOB# 2	JOURNAL PREFIX DOCS JOB# 2	TOTAL 0.00		
	•••••••••••			
LABOR 3# 3 04DOZ CUSTOMER STATES TIRE MONITOR LIGHT	SECONDECTECHES :910800	THE THE PERSON NAMED AND THE P		
ADJUSTED TIRE PRESSURE TO SPECS. PE	RESSURE WERE TO LOW.	Į		
JOB# 3 TOTALS	*******			
JOB# 4 CHARGES JOB# 3	JOURNAL PREFIX DOCS JOB# 3	TOTAL 0.00		
ABOR				
J# 4 0900ZZ TRANSMISSION CUSTOMER STATES WHILE DRIVING SLOW	TECH(S):910800	SEED RESTRECTED WARRANTY		
THE CAR WILL HAVE A HARD SHIFT. INSPECTED FOR CONCERN FOUND TRANS S		l		
TRANS CONCERNS PRESENT, 0.00			Do you perfer to	be contacted at
JOB# 4 TOTALS				WORK
"		TOTAL	What is the best	
JOB# 5 CHARGES	JOURNAL PREFIX DOCS JOB# 4	TOTAL 0.00	☐ A.M.	☐ P.M.
LABOR - TO ADDATE TO ACCUPANCE TO THE RESIDENCE TO THE RE	THE ALL PARTS AND A REAL PROPERTY AND A REAL P	Maria de la California		
J# 5 04DOZZ1 PASSENGER DOME LIGHT ABOVE DRIVERS PLEASE CHECK	SIDE REAR TIRE INOP.	**************************************	INVOICED	
			CASHIERED	
			Annual Company Company	
DAOF 4 OF 6				
PAGE 1 OF 3 ACCOUNTING COPY * IMPORTANT CONSUMER INF	CONTINUED ON (CONTINUED ON CORMATION ON REVERSE SI	NEXT PAGE) 12:54pm DE*	Reynolds and Reynolds f	RAINTINVE SF633640 Q (05/06

11705 Valley Blvd. El Monte, CA 91732

DOCS517685
(626) 444-0322

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 EPA # CAL 000315908

CUSTOME!! NO.	ADVISOR			TAG NO.	INVOIGE DATE	INVOICE NO
7514	PHILLIP R		91289	4 279G	02/09/08	DOCS517685
	LABOH RATE	LICENSE NO.		20,838	INFERNO RED	624010
LA VERNE CA	06/CHRYSL		COUNT	RY/VAN FWD T	01/28/07	DELIVERY MILES
LA VERNE, CA	VEMICLET B. NO. 2 A 4 G F				SELLING DEALER NO 10	PRODUCTION DATE
	HIEND		- Jea.		R.O. DATE	
FIGURESC SUCNE	COMMENTS				02/02/08	
DOOR DOOY DATE NO DESCRIPTION		***			·	MO: 20844
DRB3 BODY DIAG NO DTCS PRESENT LAMPS LEFT REAR LAMP (INTERIOR) LAMP ASSEMBLY FROM HEAD LINER TO DRIVER WAS SHORTED TO GROUND, REMOVED HEADLINER COMPLETLY REN OVERHEAD CONSOLE TO GAIN ACCESS TO GAIN ACCESS TO INTERIOR LAMP ED SHORT TO GROUND, COURTESY LA) WOULD NOT ILUMIN TESTED CIRCUIT DIS MOVED OVER HEAD DV S TO INTERIOR LAMP POVER HEAD WIRING AMP DRIVER WIRE CU	ATE.2 REMOVE COVERED LAME D PLAYER AND OVER CONSOLE HARNESS TRAC T AND GROUND	· •			
OUT ON SHEET METAL. REPAIRED WI OVER HEAD DVD CONSOLE ASSEMBLY AND ALL LAMPS WORK AS DESIGNED.	. RETEST INTERIOR	ADLINER AND LAMP CIRCUIT				
JOB# 5 TOTALS			•			
JOB# 6 CHARGES	5 JOURNAL PREFIX	DOCS JOB	5 TOTA	AL 0.00		
	• • • • • • • • • • • • • • • • • • • •					
LABOR- J# 6 17DOZ CAR HAS STATIED FOR 7 TO TEN MI OCCASIONS. DR83 DIAG DTC P0461 PRESENT FUE NCE TSB FLASH ERONEOUS DTC	INUTES ON TWO DIFF	ERENT		SELECTION WARRANTY		
FLASH UPDATE PCM ROAD TESTED PF DID NOT STALL AND PERFORMED AS	LIKE VEHICLE.					
JOB# 6 TOTALS			-			
JOB# 7 CHARGES	6 JOURNAL PREFIX	DOCS JOBA	6 TOTA	L 0.00		
LABOR J# 7 17DOZZO4 CONTROL DRIVABILITY CONCERN CUSTOMER HEARS MOAN IN REAR OF	CAR WHILE DRIVING	S):910800;"=#		WARRANTY		
ROAD TESTED VEHICLE NO NOISE PR	RESENT.	•				
JOB# 7 TOTALS	• • • • • • • • • • • • • • • • • • • •		-			
JOB#	7 JOURNAL PREFIX	DOCS JOB#	7 TOTA	L 0.00		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TA					Do you perfer to HOME	be contacted at ☑ WORK
COMMENTSVEHICLE READY FOR PICK UP ON 2-9-08					What is the best	time to call?
VEHICLE READY FUR PICK UP ON 2-9-08					□ A.M.	□ P.M.
				İ		
					INVOICED	
					CASHIERED	
PAGE 2 OF 3 ACCOUNTING COF		(CONTINUED N REVERSE	ON NEXT I	PAGE] 12:54pm	Consensals and Responsible ("PAINTING" (SPECEMAGO) (SANS

DOCS517685
(626) 444-0322

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

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

EPA # CAL 000315908 CUSTOMER NO. ADVISOR TAG NO. INVOICE DATE INVOICE NO.

/314	PHILLIP R T			02/09/08	DOCS517685
	LABOTTHATE	DOENSE NO.	20,838	INFERNO RED	624010
	YEAR / MAKE / MODEL		20,030	DECIVERY DATE	DELIVERY MILER
LA VERNE, CA	06/CHRYSLER	<u> TOWN & COUNT</u>	RY/VAN FWD T	01/28/07	42
	2 A 4 G P 5	5 4 L X 6 R		SELLING OF ALER NO. 10	PRODUCTION DATE
	FTENO	P.O. NO	λ	R. Q. DATE	
RESIDENCE PHONE	COMMENTS			02/02/08	
					MO: 20844
TOTALS					
		TOTAL LABOR	0.00		
		TÓTAL PARTS	0.00		
**************************************	. ★	TOTAL SUBLET	0.00		
I* CORPORATION REGARDING THE LEVEL OF SERVICE YOU	*	TOTAL MISC CHO	9.00		
* RECEIVED FROM OUR SERVICE DEPARTMENT. THE * INFORMATION WE RECEIVE FROM THIS SURVEY HELPS	*	TOTAL MISC DIS			
I* 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	* . *	TOTAL INVOICE	CE\$ 0.00		
1* SERVICE ADVISOR OR SERVICE MANAGER REFORE YOU.	*				
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR EXPECTATIONS !!!	声 者				ļ
************************************	***				
CUSTOMER SIGNATURE					
**************************************	INVOICE	******	**************************************		
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	•			Do you perfer to	be contacted at
				☐ HOME [J WORK
•				What is the best	time to call?
					□ P.M.
			[☐ A.M.	→ C.IVI.
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				INVOICED	
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			1	CASHIERED	
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PAGE 3 OF 3 ACCOUNTING COPY		END OF INVO	ICE 12:54am		
* IMPORTANT CONSUMER INFO	RMATION ON F	REVERSE SIDE*	1000 j (2.04pm 1	Reynolds and Roynolds E	HAINTINVE SEEDS640 (4 (05/04)

11705 Valley Blvd. El Monte, CA 91732

DOCS517683
(626) 444-0322

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 EPA # CAL 000315908

7514	ADVISOR PHILLIP R	TARYN (12894	AG NO.	02/09/08	DOCS 517683
7 MF ME. 1	LABOR PATE	LICENSE NO.	MILE		COLOR	STOCK NO
	YCAR / MAKE / MODEL			20,838	INFERNO RED	624010
LA VERNE, CA	06/CHRYSLE	R/TOWN &	COUNTRY	VAN FWD T	01/28/07 SELLING DEALER NO.	PRODUCTION DATE
· . ——	2 A 4 G P	5 4 L X	6 R		10	PRODUCTION DATE
	ET C.NO		N.O.NO.		FLO. DATE 02/02/08	
P QUOINTER SUPPLY	COMMENTS				, , , , , , , , , , , , , , , , , , , ,	MO: 20844
JOB# 1 CHARGES	********					
LABOR. J# 1 00D0Z-1 PERFORM ENGINE OIL AND FILTER: Oil & Filter Change W/ Lube 3.8L PARTS: OTY: FP. NUMBER: 1 5281090 FILTE 6 68026603.AA OIL E MISC: DESCRIPTION: HWO HAZARDOUS WASTE OIL COL COUPON DISCOUNT LABOR COP COUPON DISCOUNT PARTS JOB# 1 TOTALS:	INGE AND LUBE CHA 05/06 RIPTIONL R EN 9057006 W20 1081090	D: 910800 SSIS IST PRICE UN: 5.33 3.15 YOTAL CONTROL NO	T PRICE- 5.00 3.15 - PARTS			
· ·		LABOR PARTS MISC		7.70 23.90 -7.89		
JOB# 2 CHARGESJOB# 1	JOURNAL PREFIX	DOCS JOB#	1 TOTAL	23.71	E	
LABOR J# 2 00DOZCHECKUP MULTI-POINT INSP PERFORM MULTI-POINT INSPECTION DO ATTACHED FORM. X	CUMENT ALL INFORI	MATION ON		: 1 \$ 2 7 : 2 1 1 1 2 4 0 . 100 1		
JOB# 2 TOTALS JOB# 2	JOURNAL PREFIX		2 TOTAL	0.00		
ESTIMATECUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$25.00 (+TAY)	*************	• • • • • • • • • • • • • • • • • • • •				
COMMENTS. VEHICLE READY FOR PICK UP ON 2-9-08					Do you perfer to LI HOME What is the best LI A.M. INVOICED CASHIERED	■ WORK time to call?
PAGE 1 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER IN		[CONTINUED O	NEXT PAG	GEJ 12:54pm	-	RAINTINVE SPEJS640 Q (05/00

DOCS517683
(626) 444-0322

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

El Monte Chrysler Jeep Dodge

11705 Valley Bivd. El Monte, CA 91732

EPA # CAL 000315908

	ADVISOR PHILLIP R	TARIN	912894	7/45 NO. 279G	02/09/08	DOCS517683
	LABOR RATE	LICENSE NO.		20,838	INFERNO RED	STOCK NO. 624010
	VEAR / MAKE / MODEL	D /TOUR P			DELIVERY DATE	DELIVERY MILES
LA VERNE, CA	06/CHRYSLE.			Y/VAN FWD T	01/28/07 OFILING DEALER NO	PRODUCTION DATE
·	2 A 4 G P	<u>5 4 L X</u>	6 R		10 B. O. DATE	
					02/02/08	
PERIOENAL BUONE	COMMENTS					MO: 20844
TOTALS					-	
		TOTAL	LABOR	7.70		
**************************************	+++	TOTAL .	PARTS	23.90		
* YOU MAY RECEIVE A SURVEY FROM DATMLER CHRYSLER	*	TOTAL	SUBLET G.O.G	0.00		
* CORPORATION REGARDING THE LEVEL OF SERVICE YOU * RECEIVED FROM OUR SERVICE DEPARTMENT. THE	* *		MISC CHG. MISC DISC	1.77 9.66		
* INFORMATION WE RECEIVE FROM THIS SURVEY HELPS	*	TOTAL	TAX	1.98		
* US TO SERVE YOU BE'ITER. IF FOR ANY REASON YOU * ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON	* *	TOTAL	NVOICE	\$ 25.69		
* ANY OF THE QUESTIONS, PLEASE CONTACT YOUR * SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU	*	_				
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR	*					
*	* ***					
CHCTONES & TONATHON						
CUSTOMER SIGNATURE ***********************************	INVOIC	E ****	******	*******		
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				ĺ	Do you perfer to	be contacted at
					☐ HOME 〔	⊒ WORK
)	What is the best	time to call?
				J	□ A.M.	□ P.M.
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11705 Valley Blvd. El Monte, CA 91732

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

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908 EPA # CAL 000315908

CUSTOMER NO.	HORIVOA		- I fac	NO.	INVOICE DATE	INVOIGE NO.
1 77714	RUDOLPH PE		915098	092	11/20/07	DOCS515764
	LABOR PATE	LICENSE NO.	MILEAG	17,058	COLOR INFERNO RED	624010
LA VERNE CA	YEAR/MAKE/MODEL 06/CHRYSLE	R/TOWN &	COUNTRY/	VAN EWD T	01/28/07	DELIVERY MILES 42
LA VERNE, CA	VEHICLE LO. NO.			7 7 7 7 7 7	SELLING DEALER NO.	PRODUCTION DATE
	F.T. E.NO.	<u> </u>	FO.NO.		H. O. DATE	
RESIDENCE MONE	COMMENTS				11/20/07	17059
JOB# 1 CHARGES						MO: 17058
LABOR J# 1 0000Z0 PERFORM LUBE, OIL AND FILTER CHANGE INCLUDES 23 POINT INSPECTION AND TO Additional charges may be applied to V8, fluid disposal, scmi-synthetic OIL AND FILTER CHANGE, TECH PERFORMED OIL AND FILTER CHANGE NEEDED.	(up to 50rts of P OF ALL FLUID or diesel, VIO: & synthetic oi	of oil) LEVELS. 5, Hemi 18.	Maria de Caración	(**) (**) 8:00		
PARTS·····QTY···FP-NUMBERDESCRIF 1 5281090 FILTER 6 68026603-AA 0IL 5W2		IGIVI	- PARIS	5.00 18.90 23.90		
MISCCODEDESCRIPTION	• • • • • • • • • • • • • • • • • • • •			1.77		
JOB# 1 TOTALS			- MISC	1,77		
JUD# 1 101ALS		LABOI PARTS MISC	l	8.00 23.90 1.77		
JOB# 2 CHARGES JOB# 1 J	OURNAL PREFIX	DOCS JOB#	1 TOTAL	33.67		
LABOR J# 2-20002-EPI - FUEL INJECTION SERV - FUEL INJECTION SERV - FUEL INJECTOR FLUSH SERVI CLEANING THE FUEL INJECTOR TIPS & I IMPROVE THE SPRAY PATTERN AND ATOMI IS SPRAYED INTO THE COMBUSTION CHAM DRIVABILITY. THROTTLE RESPONSE, IDLE PERFORM SERVICE AS DISCRIBED ABOVE.	CE, NTERNAL MECHANI ZATION OF THE F BER TO IMPROVE	SM TO UEL AS IT OVERALL		74.38		
PARTS·····QTY··-FP-NUMBER·····DESCRIP 1 10891 FI ING	FL	35.00 Total	TT PRICE. 35.00 PARTS	35.00 35.00	Da you perfer to !	be contacted at
JOB# 2 TOTALS		LABUR PARTS		74.38 35.00) WORK
JOB# 3 CHARGES	OURNAL PREFIX	DOCS JOB#	2 TOTAL	109.38	☐ A.M.	☐ P.M.
LABOR J# 3 2000Z-123_ROINT INSPECTION28 PERFORM 23 POINT VEHICLE CHECK UP A	T NO LABOR COST	912063 (TO			INVOICED	
CUSTOMER 23 POINT INSPECTION				}	CASHIERED	
PAGE 1 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER INFO			N NEXT PAGE	12:51pm	Reprokts and Reynolds E	RAINTINVE 6F63::6400 (06/56)

11705 Valley Blvd. El Monte, CA 91732

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

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS

FPA # CAL 000315908 EPA # CAL 000315908

CUSTOMER NO.	ADVISOR			TAG NO.	INVOICE DATE	INVOICE NO.
7514	RUDOLPH	PETERSEN		8 092	11/20/07	DOCS\$15764
	LABOR HATE	LICENSE N). — h	17,058	COLOR INFERNO RED	624010
	YEAR/MAKE/MC		& COUNT	RY/VAN FWD T	01/28/07	DELIVERY MILES 42
LA VERNE, CA	VEHICLE I.D. NO.			KT/VAN PWD I	SELLING DEALER NO.	PRODUCTION DATE
	LILENO.	P 5 4 L	X 6 R		10 A.O.DATE	
) (q	COMMENTS			HE & COLUMN TO THE STREET OF T	11/20/07]
						MO: 17058
TECH PERFORMED 23 POINT INSPECTION BRAKES 4MM.TECH RECOMENDED AT NEXT BRAKES.AIR FILTER.THROTTLE BODY SVS	SVS POSSIBI				i:	
JOB# 3 TOTALS						:
	iour n al prei	IX DOCS JO)B# 3 TOTA	L 0.00		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$157.00 (+TAX)				• •		
COMMENTS				•		
TOTALS						
		T017	AL LABOR			ĺ
**************************************	***	TOTA	L PARTS	. 0.00		
* YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLEF * CORPORATION REGARDING THE LEVEL OF SERVICE YOU	; # *	TOTA	L G.O.G L MISC CHG	. 1,77		
* RECEIVED FROM OUR SERVICE DEPARTMENT, THE * INFORMATION WE RECEIVE FROM THIS SURVEY HELPS	*		NL MISC DIS NL TAX			
* US TO SERVE YOU BETTER, IF FOR ANY REASON YOU * ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON	*	TOTA	L INVOICE	\$ 147.91		
* 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 !!!	*					
**************************************	***			:		
CUSTOMER SIGNATURE	* * N V A	************************************	وطور فلوملي فلوملي والدروي وارداره	والمراز والمراز والمراز والمراز والمراز والمراز والمراز والمراز والمراز والمراز والمراز والمراز والمراز والمراز		
****** DUPLICATE	. 1 N V O	1 (t **	*****	**************************************		
					Da you perfer to	be contacted at
						D WORK
					What is the best	time to call?
	•				□ A.M.	山 P.M.
					INVOICED	
				ļ	CASHIERED	
PAGE 2 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER INF	ORMATION	ON REVER	ND OF INVO	ICE] 12:54pm	Repools and Reynolds	ERAINTINVE SIYEGRAO (108/08)

11705 Valley Blvd. El Monte, CA 91732

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

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS

EPA # CAL 000315908

EPA # CAL 000315908

CUSTOMEN NO.	ADVISOR		1700	i NO.	INVOICE DATE	INVOIGE NO
7514	PHILLIP R T		9128 9 4	4248	10/11/07	DOCS514507
	LABOR PATE	LÍCENSE NO.	MILEAG	13,790	COLOR INFERNO RED	624010
	YEAR/MAKE/MODEL 06/CHRYSLEI	Z/TOWN &	COUNTRY /	-	01/28/07	DELIVERY MILES 42
LA VERNE, CA	VEHICLE LD, NO.			VAN FWD I	SELLING DEALER NO.	PRODUCTION DATE
	ZA4GP	5 4 L X	6 R		10	
5	COMMENTS			. , ,,,,,,	10/03/07	
	COMMERTO					MO: 13889
JOP# 1 CHARGES	*********			***********		
JABOR J# 1 1500Z CUST. STS. MOANING NOISE COMING FR BEFORE. ROAD TEST NO NOISE PRESENT SAME AS	OM VEHICLE SAME	:910800 : NOISE AS		### WARRANTY		
JOB# 1 TOTALS						
JOB# 1	JOURNAL PREFIX	DOCS JOB#	1 TOTAL	0.00		
JOB# 2 CHARGES			• • • • • • • • • • • • • • • • • • • •			
LABOR J# 2 13DOZ CUST, STS. BRAKES PEDAL WILL GO DO INSPECTED FOR CONCERN TRANS SHIFT BEFORE.	WN WHILE DRIVING	i	Elemente de Lade	WARRANTY		
JOB# 2 TOTALS						
JOB# 2	JOURNAL PREFIX	DOCS JOB#	2 TOTAL	0.00		
JOB# 3 CHARGES						
LABOR J# 3 0900Z CUST. STS. TRANSWILL HAVE A HARSH IT HAPPEN IT SEEMS VERY HARD TO AC REAR HATCH PERFORMS AS LIKE VEHICL	CFL.		Name of the one of the orange	WARRANTY		
JOB# 3 TOTALS	* * *					
JOB# 3 JOB# 3	JOURNAL PREFIX	DOCS JOB#	3 TOTAL	0.00		
LABOR						
J# 4 04DOZZ CUST. STS. REAR TAIL GATE WILL HAV. CLOSING AT TIMES.	E A POPING NOISE	:910800; WHEN	ร เมษาย บาสเษารูร์ชอบ	*****WARRANTY		
7					Do you perfer to	be contacted at
JOB# 4 TOTALS					_	J WORK
JOB# 4.	JOURNAL PREFIX	DOCS JOB#	4 TOTAL	0.00	What is the best	
ESTIMATE					☐ A.M.	□ P.M.
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)						
COMMENTSASAP VEHICLE READY FOR PICK UP ON 10-11-07	•••••	•••••••			INVOICED	
					CASHIERED	
				Ì		
PAGE 1 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER INF		CONTINUED OF] 12:55pm	Bayanda mul Regorda 6	RAINTINVE: SF633640 C (06/06)

11705 Valley Blvd. El Monte, CA 91732

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

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908 EPA # CAL 000315908

CUSTOMER NO 7 E 1 A	ADVISOR		TAG NO		INVOICE DATE	INVOICE NO
7514	CABON RATE	TARIN 9	12894	4248	10/11/07 COLOR	DOCS 514507
	YEAR / MAKE / MODEL			13,790	INFERNO RED	624010
LA VERNE, CA S		ER/TOWN & C	COUNTRY/VA	N FWD T	A4 (AA (AA	42
	2 A 4 G 1	P 5 4 L X 6			10	
	RT, E. NO.		P. O. NO.		10/03/07	
FI THE PROPERTY OF THE PROPERT	COMMENTS				_	мо: 13889
TOTALS						-
************** * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLE! * CORPORATION REGARDING THE LEVEL OF SERVICE YOU * RECEIVED FROM OUR SERVICE DEPARTMENT. 1HE * 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 !!!	\	TOTAL LA TOTAL PA TOTAL SU TOTAL G. TOTAL MI TOTAL IA TOTAL IA	RTS BLET O.G SC CHG. SC DISC	0.00 0.00 0.00 0.00 0.00 0.00		
CUSTOMER SIGNATURE						
******* DUPLICATE	INVOI	CE ****	**************************************	** ****		
		·			Do you perfer to HOME What is the best A.M.	⊒ WORK
•					INVOICED	·
					CASHIERED	· · · · · · · · · · · · · · · · · · ·
PAGE 2 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER INF	ons4474011 o	[END C	of invoice]1	2;5 5pm	Reynolds and Reynolds I	RAINTINVC SP638610 Q (00,006

11705 Valley Blvd. El Monte, CA 91732

DOCS513811
(626) 444-0322

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

COSTOMERNO			ANVIROR		-		TAG NO		INVIKE DATE	INVOIGE NO
7:	514	j	PHILLIP R			9128 <u>9</u>	4 295	5	09/27/07	DOCS513811
			LAUCH HATL	LICENSU	NQ.		13,	334	INFERNO RED	624010
			YEAR/MAKE/MODEL 06/CHRYSLE	P/TOW	n R	COUNT	PY/VAN F	WD T	01/28/07	DELIVERY MILES
LA VERNE,	CA	F	VCHIČ <u>LE I D. NO.</u>				INT / VAIN	י עוויי	SELLING DEALER NO.	PRODUCTION DATE
			2 A 4 G P	5 4	LX	D R),		R.O. DATE	
B									09/08/07	REPRINT# 1
P			COMMENTS							MO: 13395
JOB# 1 CHARGES										
I NO Ado	LUBE OIL AND FILT FORM LUBE. OIL AND FIL LUDES 23 POINT INSPECT Ditional charges may be fluid disposal, semi	ion and to applied fo	P OF ALL FLUID or diesel. V10	s. Hemi	Š.	34 STOCK (III) Sa majegica (Geografia	8,200		
1 2	FP-NUMBER 5281090 HOSE	Filter (Heater	EN 9057006	5. 5.	.33 .00 TOTAL	5. 5. • PARI	.00 .00 1 IS 1	5.00 10.00 15.00		
	MOTOR OIL				TOTAL	- GOG	1	12.25 12.25		
MISCCODE	HWO HAZARDOUS WASTE COL COUPON DISCOUNT COP COUPON DISCOUNT	OIL LABOR	· · · · · · · · · · · · · · · · · · ·	CONTF		- MISC	,	1.77 4.25 4.25 6.73		
JOB# 1 TOTALS	***	• • • • • • • • • • • • • • • • • • • •								
					LABOR PARTS			8.00 15.00		
					G.O.G MISC]	6.73		
		70ft# 4 7/	NIDNE DOCTIV	DOCC		1 TOTA				
JOB# 2 CHARGES		JUB# 1 J0	DURNAL PREFIX	DOC 5	JUB#	1 1017	NL 2	28.52		
RO1 RO1	F-144 ROTATE-TIRES AND SET TIRE TARES AND SET TIRE AND SET TIRE ATE TIRES.	PSI TO MAI	TECH(S NUFACTURERS SP):91080 ECIFICA	OTION	Tigging and the		16.35		
JOB# 2 TOTALS-		* * *			LABOR		,	4 05		
		י ג #פחר	אווסאואו ההכרדע	DOCC		4 TAT		16.95	Do you perfer to	
			DURNAL PREFIX	DUCS	JUB#	2 1018	IL]	رو. وي	□ HOME	⊒) WORK
CUSTOMER HEREBY	ACKNOWLEDGES RECEIVING			••••••	••••	• • • • • •	••		What is the best A.M.	time to call?
COMMENTS	********	· (· i/in,	• • • • • • • • • • • • • • • • • • • •	<i>-</i>	<i>-</i>	· · · <i>•</i>			Cal M.IVI.	☐ F.W.
VEHICLE READT FO	R PICK UP ON 9-15-07								INVOICED	**************************************
									CASHIERED	
PAGE 1 OF 2	ACCOUNTI		DIMINAL ON	CONTI	IUED O	N NEXT	PAGE] 12:55p	m	liornelds and lievnokis	ERAINTINUE SF6538460 (050

11705 Valley Blvd. El Monte, CA 91732

DOCS513811
(626) 444-0322

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 EPA II CAL 000315908

CURTOMES NO	HUBIVUA		- Tr.	AG NO	INVOICE DATE	INVOICE NO.
7514	PHILLIP R		912894	29 <u>55</u>	09/27/07	DOCS513811
	LASON NATE	LICENSE NO.	MILE	13,334	INFERNO RED	624010
	YEAR / MAKE / MODEL				OELIVERY DATE	DELIVERY MILES 42
LA VERNE, CA	VEHICLE LD. NO.			VAN FWD T	SELLING DEALER NO.	PRODUCTION DATE
	2 A 4 G P	5 4 L >	(6 R		1.0	
	DOMESTICAL PROPERTY OF THE PRO		<u>l</u> _	· · · · · · · · · · · · · · · · · · ·	09/08/07	REPRINT# 1
	COMMENTS			_		мо: 13395
TOTALS		• • • • • • • • • • • • • • • • • • • •			710	
****************************** * YOU MAY RECEIVE A SURVEY FROM DAIMLER (* CORPORATION REGARDING "HE LEVEL OF SER! * RECEIVED FROM OUR SERVICE DEPARTMENT." * INFORMATION WE RECEIVE FROM THIS SURVE * US TO SERVE YOU BETTER. IF FOR ANY REA! * ARE UNABLE TO ANSWER "EXCELLENT" AND "NOW ANY OF THE QUESTIONS, PLEASE CONTACT YOU SERVICE ADVISOR OR SERVICE MANAGER BEFOR SERVICE ADVISOR OR SERVICE MANAGER BEFOR ANY AND ALLOW US TO ME! * EXPECTATIONS!!! *********************************	CHRYSLER * VICE YOU * THE	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. MISC DISC TAX INVOICE	**************************************	Do you perfer to HOME What is the best A.M.	☑ WORK t time to call? ☑ P.M.
				ľ	1144010ED	
					CASHIERED	
PAGE 2 OF 2 ACCOUNTING * IMPORTANT CONSUM		[EN N REVERSI	D OF INVOICE	É]12:55pm	Naynokis and Hotholds	eraintinve spojo40 q (050

11705 Valley Blvd. El Monte, CA 91732

DOCS513810
(626) 444-0322

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 EPA # CAL 000315908

CUSTOMER NO. 7 C 1 A	• • • • • • • • • • • • • • • • • • • •	ADVISOR		- -		9 NO.	INVOICE DATE	INVOICE NO.
7514		PHILLIP LABOR BATE			.2894	<u>29</u> 55	09/27/07	DOCS 513810
		}					INFERNO RED	624010
VERNE CA		06/CHRYS		& co	UNTRY	VAN FWD T	01/28/07	OELIVERY MILES 42
LA VERNE, CA		VEHICLE I.D. NO.					SELLING DEALFRING.	PRODUCTION DATE
		2 A 4 G	P 3 4 L		P.O. NO.		H. O. DAIE	
RESIDENCE SHONE		COMMENTS				-	09/08/07	REPRINT# 1
								MO: 13395
JOB# 1 CHARGES								
LABOR J# 1-15DOZ CUST. STS. WHILE DRIVING HO OF VEHICLE DRIVER SIDE. (VI INSPECTED VEHICLE FOR CONCE REPLACED P/S PUMP AND ROAD DESIGNED.	DWLING NO ICTOR SOI ERN FOUND	DISE FROM MIC LTEL KNOWS AL D P/S PUMP SI	D-TO REAR A BOUT VEHICL EAL LEAK.	REA E)		WARRANTY		
PARTS/QTYFP-NUMBER	-DESCRIE PUMP PO FLUID I	PTION		E-UNIT		WARRANTY WARRANTY 0,00		
JOB# 1 TOTALS								
JOB# 2 CHARGESJ	JOB# 1.	JOURNAL PREF	IX DOCS J	08# 1	TOTAL	0.00		
JOB# 2 CHARGES		• • • • • • • • • • • • • • • • • • • •	• • •					
J# 2-09DOZ AUTO TRANSMISSTON CUST. STS. TRANS WILL AT TI LOWER GEAR SO THAT MORE POW ROAD TESTED AND COMAPRED SH YEAR. VEHICLE TRANS SHIFTS	VER IS AL	VAILABLE. FERN TO SAME	MODEL AND	Col Sabada in	namer i merce Til ivi i sere ili serasi	ELLEWARRANTY		
PARTSQTYFP-NUMBER	OIL TRA	ANS 1081018	ľ	TAL .		INTERNAL 0.00		
JOB# 2 TOTALS								
JOB# 3 CHARGES	10B# 2 3	JOURNAL PREFI	IX DOCS J	OB# 2	TOTAL	0.00		
LABOR J# 3 13DOZ CUST. STS. WHILE BRAKING COL DROP DOWN 1 INCH WHILE BRAK BRAKES PERFORMING AS LIKE VI	MING TO (ING AT T	A STOP BRAKE FIMES.	PEDAL WIL		ue i To	: WARRANTY		
COMPARED TO SAME YEAR AND M OPERATION.	ODULE VE	HICLE NORMAL	BRAKE				Do you perfer to	be contacted at WORK
JOB# 3 TOTALS							What is the best	
,	NUB# 3.	OURNAL PREFI	ያ በሰኖሩ ነ	OΒ# 3	TOTAL	0.00		P.M.
				•	IVIAL	0.00	□ A.M.	'⊒ F.IVI.
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00							INVOICED	
COMMENTSVEHICLE READY FOR PICK UP ON 9-15-07	*******				,		CASHIERED	
PAGE 1 OF 2 ACCOUNTING * IMPORTANT CONSUM						Ē] 12:55pm	theymolds and Reynolds	eraiytinve spajs640 q 102/06

11705 Valley Blvd. El Monte, CA 91732

DOCS513810
(626) 444-0322

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 HOURB
EPA # CAL 000315908

CUSTOMEN NO	ADVISOR		······································	NA AUS	INVOIGE DATE	TINVOIGI: NO
7514	PHILLIP R		912894	2955	09/27/07	DOCS513810
	LABOR PATE	LICENSE NO.	MILE	13,334	INFERNO RED	624010
	YEAR/MAKE/MODI		& COUNTRY	/VAN FWD T	DELIVERY DATE	DELIVERY MILES
LA VERNE, CA	VEHICLE ID NO			YAN PWD I	SELLING DEALER NO.	PRODUCTION DATE
	ETENO	P 5 4 L.	E O. NO.		10	
DECIDENCE PROVIS	COMMENTS			,	09/08/07	REPRINT# 1
						MO: 13395
TOTALS			**			
**************************************	RYSLER	TOTAL TOTAL TOTAL TOTAL TOTAL TOTAL	LABOR PARTS SUBLET G.O.G MISC CHG. TAX LINVOICE	******	Do you perfer to ☐ HOME ☐ What is the best ☐ A.M. INVOICED	□ WORK time to call? □ P.M.
					CASHIERED	
PAGE 2 OF 2 ACCOUNTING C		[ENI	D OF INVOICE] 12:55pm	Reynolds and Reynolds L	(AAINTINVE SF633640 Q (05/06)

DOCS512326
(626) 444-0322

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 # GAL 000315908

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

CHISTOMEP NO.	ADVISOR		TAG NO	INVOICE DATE	INVOICENO
7514	HENRY JENZE			07/18/07	DOCS512326
	LABOR RATE	LICENSE NO.	10,408	INFERNO RED	624010
La Manuel Ca	06/CHRYSLER	TOWN & COUNT	RY/VAN FWD T	01/28/07	OCLIVERY MILES
LA VERNE, CA	VEHICLE I.D. NO.		,	SELLING DEALER NO.	PRODUCTION DATE
	ET.E.NO.	5 4 L X 6 R I),	A. O. DATE	<u> </u>
RESIDENCE PHONE SUBJECT PHONE	COMMENTS			07/17/07	
					MO: 10412
JOB# 1 CHARGES					
LABOR J# 1 0000Z0 LUBE OTL AND FILTER PERFORM LUBE, OTL AND FILTER CHAN INCLUDES 23 POINT INSPECTION AND Additional charges may be applied V8. fluid disposal, semi-syntheti	GE (up to 50rts o TOP OF ALL FLUID for diese], V10s	f 011) LEVELS. . Hemi			
PARTSDESCR	ĮPTIONLI	ST PRICE-UNIT PRICE	Œ-		
1 5281090 FTLTE		5.33 5 TOTAL - PAR			
G.O.G. & SUPPLIES	2.250 /UNI	T			
· · · · ·	37347	701'AL - GOG			
MISC CODE DESCRIPTION		-CONTROL NO			
HWO HAZARDOUS WASTE OIL CDL COUPON DISCOUNT LABOR			1.77 -2.15		
CDP COUPON DISCOUNT PARTS		TOTAL · MISO	·2.15 ·2.53		
JOB# 1 TOTALS	4.4.4.				
oody 1 (dirigo		1,ABOR	8.00 l 5.00	l	
		PARTS G.D.G.	1125		
		MISC	-2.53		
JOB# 1 JOB# 2 CHARGES	JOURNAL PREFIX	DOCS JOB# 1 TOT/	AL 21.72		
J# 2 1300771 BRAKE CONCERN 1 CUSTOMER STATES WHEN COMING TO A PEDAL WILL GO TO THE FLOOR-LOSING VIBRATION WHEN APPLYING BRAKES ROAD TESTED INSPECTED BRAKES SYSTI OPERATION PERFORMED AS LIKE VEHIC NG OFF FREEWAY FELT SEVERE B/PEDA	COMPLETE STOP.THE PRESSURE EM FOR LEAKS AND I LE. WHILE ROAD TE	MASTER CYL STED COMI-	LEEST WARRANTY		
FRT RIGHT AND LEFT AND REPLACED F	RT BRAKE PADS.	TON DOTT	İ	Do you perfer to	be contacted at
PARTSDTYFP-NUMBERDESCR 1 5019804-AA PAD K	1PT10NLIS IT 5003004	ST PRICE-UNIT PRIC	WARRANTY I	• •	3 WORK
JOB# 2 TOTALS			0.00	☐ A.M.	Ū P.M.
,					
JOB# 3 CHARGES	JOURNAL PREFTX (DOCS JOB# 2 TOT/	AL 0.00	INVOICED	
1 ABOR	*****				
J# 3 09D0ZZ0 TRANS CONCERN	TECH(S)	:910800	MARRANTY	CASHIERED	
					_
			F	·	
PAGE 1 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER IN		CONTINUED ON NEXT	PAGE] 12:55pm	Reynolds and Reynolds	CRAINTINVÉ SPEJ2640 Q (05/06

11705 Valley Blvd. El Monte, CA 91732

DOCS512326
(626) 444-0322

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 7 7 1	ADVISOR		TAG NO.		INVOICE BATE	INVOICE NO.
7514	HENRY JENZEN	I 91	.5105	608	07/18/07	DOCS512326
			F	10,408	INFERNO RED	624010
LA VERNE, CA	76AR/MAKE/MODEL 06/CHRYSLER/	TOWN & CO	UNTRY/VAI		01/28/07	42
	ZA4GP5	4 L X 6	R		SELLING DEALER NO	PRODUITTION DATE
	ET E NO		P. D. NO		P.O.DATE 07/17/07	
	COMMENTS	78.74	<u> </u>			MO: 10412
TRANSMISSION CONCERN						7,10,1 10,111
FEELS LIKE IT'S SHIFTING ROUGHLY						
NO WORK PERFORMED. COULD NOT DUPLIC		ERN.		Ì		,
JOB# 3 TOTALS	***	,,,,,,,,		ļ		
JOB# 4 CHARGES JOB# 3	JOURNAL PREFIX D	OCS JOB# 3	TOTAL	0.00		
LABOR						
J# 4 2200ZZI DIFFERINTIAL CONCERN INSPECT VEHICLE FOR CONCERN AND ALL HUMMING NOISE COMING FROM TIRES OF	DVICE			WARRANTY		
? NO WORK PERFORMED COULD NOT DUPLIC	CATE CUSTOMER CONC	ERN,		į		
JOB# 4 TOTALS		• • • • • • • • • •				
JOR# 4	JOURNAL PREFIX D	OCS JOB# 4	TOTAL.	0.00		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$23.00 (+TAX) TOTALS			· · · · · · · · · · · · · · · · · · ·			
******************************** * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLE * CORPORATION REGARDING THE LEVEL OF SERVICE YO * 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 !!! *********************************	ER * DU * 6	TOTAL LABG TOTAL PART TOTAL SUBI TOTAL G.O. TOTAL MISC TOTAL MISC TOTAL TAX.	S ET G CHG. DISC	8.00 5.00 0.00 11.25 1.77 -4.30 1.35		
					Do you perfer to	be contacted at
CUSTOMER SIGNATURE	E INVOICE	*****	*****	.	=	J WORK
				1	INVOICED	
	÷				CASHIERED	
PAGE 2 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER IN	FORMATION ON F		INVOICE] 12	:55pm	Megnolds and Neynobla (DAINTINNE SEKURAGO (ILMON

11705 Valley Blvd. El Monté, CA 91732

DOCS510748
(626) 444-0322

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 EPA # CAL 000315908

7514	JONATHAN	NELSON	915096	1093	05/19/07	DOCS510748
	LABOH HAIL	LICENSE NO.		7,686	COLOR	STOOK NO. 624010
	YEAR / MAKE / MODE				DELIVERY DATE	DELIVERY MILES
LA VERNE, CA	VEHICLE I.D. NO.			Y/VAN FWD T	01/28/07 SELLING DEALER NO.	PRODUCTION DATE
	ZA4GI	P 5 4 L X	6 R		TI O DATE	
BUSINESS PHONE	COMMENTS				05/19/07	
						мо: 7689
JOB# 1 CHARGES			· • • • • • • • • • • • • • • • • • • •			
LABOR J# 1 00DORT ROTATE TIRES. ROTATE TIRES AND SET TIRE PSI TO ROTATE TIRES.	MANUFACTURERS S	S) 915075	100 120 1 100 9 100 120 1 100 100 100 100 100 100 100 10	7888860 N 16095		
JOB# 1 TOTALS		LABO	?	16.95		
JOB# 2 CHARGES JOB# :	1 JOURNAL PREFIX	C DOCS JOB#	1 10 TAL	16.95		
LABOR .# 2 0000Z 12	TECH ANGE AND LUBE CH	(S):915075 ASSIS	Andrew Control	8.80		
PARTS······QTY···FP-NUMBERDESCI 1 5281090 FILT	ER EN 9057006	5.33 TOTA	NIT PRICE 5.0 - PARTS	0 5.00		
G.O.G. & SUPPLIES		TOTAL	- 60G	11.25 11.25		
MISCCODEDESCRIPTION		TOTA	- MISC	- 1.77 1.77		
JOB# 2 TOTALS	- • • • • • •	LABOI PARTS G.O.I MISC	}	8.80 5.00 11.25 1.77		
JOB# 3 CHARGES JOB# 2	2 JOURNAL PREFI	DOCS JOB#	2 TOTAL	26.82		
LABOR J# 3 1500Z BODY PLEASE ATTACH LIC PLATES ON VEHIC	en assenter W ec ht Cle	S):\915075'***	(a)(a)	TNTERNAL	Do you perfer to	he contented at
JOB# 3 TOTALS				ţ		J WORK
JOB# :	3 JOURNAL PREFIX	DOCS JOB#	3 TOTAL	0.00	What is the best	
JDB# 4 CHARGES	••••••••	*********		*******	A.M.	□ P.M.
LABOR J# 4 00DOZCHECKUP MULTI-POINT INSPECTION DO PERFORM MULTI-POINT INSPECTION DO ATTACHED FORM. X	CUMENT ALL INFO	S):915075:33 RMATION ON	-19 #85 fra 194 Q	- - 24:48339440400000	INVOICED	
					CASHIERED	
PAGE 1 OF 2 ACCOUNTING COPY		[CONTINUED		AGE] 12:56pm	Heynolds and Heynolds	ERAINTINVE 8F623640 C (05/05

DOCS510748
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Moriday thru Friday 8:00 AM to 5:00 PM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOUR&
EPA # CAL 000315908

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

7514	JONATHAN	NEL SON	915096	6 NO. 1093	05/19/07	DOCS510748
, , , , , , , , , , , , , , , , , , , ,	LYBOU UNIA	LICENSE NO.	MILLY	GC GC	COLOR	624010
	YEAR / MAKE / MODE	i.		7,686	DELIVERY DATE	DOLIVERY MILES
LA VERNE, ÇA	06/CHRYSI	ER/TOWN &	COUNTRY,	VAN FWD T	01/28/07 SELLING DEALER NO.	PRODUCTION DATE
	2 A 4 G	P 5 4 L >			10	
	H. I. E. NO.		P.Q.NQ.		05/19/07	
R DISINESS PHONE	COMMENTS	•				MO: 7689
JOB# 4 TOTALS						
JOB# 4	JOURNAL PREFI	X DOCS JOB	# 4 TOTAL	0.00		
ESTIMATE						
CÚSTOMER HEREBY ACKNOWLEDGES RECETVING ORIGINAL ESTIMATE OF \$45.00 (+TAX)						
COMMENTS						
TOTALS						
101AL3						
			LABOR PARTS	25.75 5.00		
******************* PLEASE READ *********** * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSL	ዸ ዕ * *** *		SUBLET	0.00 11.25		
* CORPORATION REGARDING THE LEVEL OF SERVICE Y * RECEIVED FROM OUR SERVICE DEPARTMENT. THE	ÖÜ *	TOTAL	MISC CHG.	1.77		
 * INFORMATION WE RECEIVE FROM THIS SURVEY HELP 	S *		MISC DISC	0.00 1.35		
* US TO SERVE YOU BETTER. IF FOR ANY REASON YO * ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" O	U ★ N ★	TOTAL	INVOICE	45.12		
* ANY OF THE QUESTIONS, PLEASE CONTACT YOUR * SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU	* ! *					
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOU! * EXPECTATIONS !!!	Ř *			ļ		
**************************************	****					
•				į		
CUSTOMER SIGNATURE						
**************************************	E INAOI	C E ***	******	*****		
				l		
				l		
)	Do you perfer to	
					I HOME	」 WORK
					What is the best	
					☐ A.M.	☐ P.M.
					INVOICED	
				ľ	CASHIERED	
				1		

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

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS

EPA # CAL 000915808

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

CUSTOMER NO	ADVI6OR		_	TAG NÖ	INVOICE DATE	INVOICE NO
7514	JULIE		15068	3756	04/11/07	DOCS509567
	LABOR RATE	UCENSE NO.	MILE	5,588	COLOR INFERNO RED	624010
	VEAR/MAKE/MODEL 06/CHRYSLET	TOWN 8.	~^IINTDV	/VAN EMD T		DELIVERY MILES
LA VERNE, CA	VEHICLE I.D. NO.			/VAN FWD I	RELLING DEALER NO	PRODUCTION DATE
	2 A 4 G P	5 4 L X	R R		H.O.DATE	
	7. I. ECHO!		1.5.145		04/11/07	
RESIDENCE PHONE	COMMENTS				-	MO: 5594
.JOB#] CHARGES					_	
LABOR						
J# 1 09DOZ , AUTO-TRANSMISSION TRANS STICKS AND HOLDS BACK ACCELE JERKING CAR, SHIFTS TO PARK/REVERS INSPECTED TRANS OPERATION FOR CUST OROVE VEHICLE 6 MILES AND I COULD CUSTOMER'S CONCERNS. CHECKED FOR DUPDATES OR TSB'S, PERFORMED SHIFT SLIPPAGE TEST BOTH TESTS PASSED. CALL READINGS ARE WITHIN FACTORY SP	RATION THEN LETS E AND DRIVE EXTR OMER'S CONCERNS. NOT DUPLICATE AN TC'S APPLICABLE LEVER TEST AND (HECKED THE CVI N	GO REMELY SLOW TEST IY OF THE SOFTWARE CLUTCH	<u> </u>	PYPP開始MARRANTY		
JOR# 1 TOTALS					!	
JOB# 1	JOURNAL PREFIX	DOCS JOB#	1 TOTAL	0.00		
JOB# 2 CHARGES						
J#.2.04D0Z CUST STATES THAT CAR WOULDN'T STAR FAST AND SHOOK WHOLE CAR. PREVIOS INSPECTED STARTER SYSTEM OPERATION CUSTOMERS NO START CONDITION. LOAD STARTER TERMINAL CONNECTIONS. NO F. SYSTEM AT THIS TIME.	T, STARTER CRANK OCCURANCE WINDOW , COULD NOT DUPL TESTED BATTERY.	ED EXTRA I FOGGED ICATE CHECKED	(T04005 P00 0 0 3)	a a a a a a a a a a a a a a a a a a a		
JOB# 2 TOTALS				i		
JOB# 2 JOB# 2	JOURNAL PREFIX	DOCS J08#	2 TOTAL	0.00		
INOB# 3 CHARGES	,					
LABOR J# 3 1300Z BRAKES BRAKES BRAKE PEDAL MOVES DOWN DURING BRAK NOTE	ING AT TIMES PLE	ASE SEE	and the BR design of the second of the secon	WARRANTY		
INSPECTED BRAKING OPERATION AND I OF FAULTS WITH THE BRAKING SYSTEM. TE: BRKAES ARE OPERATING AS DESIGNED.	COULD NOT DUPLIC ST DROVE VEHICLE	ATE ANY AND THE				
JOB# 3 TOTALS	- <i></i>	*******			Do you perfer to	he contacted at
JO6# 3 .	JOURNAL PREFIX	DOCS JOB#	3 TOTAL	0.00		□ WORK
ESTIMATE		**********			What is the best	
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (4-TAX)					A,M.	☐ P.M.
COMMENTS				- '	□ Mayı	' ∓ 15, VI,
VEHICLE READY FOR PICK UP ON 4-11-07						
				}	INVOICED	
				1		
					CASHIERED	
PAGE 1 OF 2 ACCOUNTING COPY		CONTINUED OF		GE) 12:56pm	Heganolds and Roymolds (ERAINTINNE SF633840 Q (98)06

EPA # CAL 000315908

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

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

CUSTOMER NO ADVIGOR 7514 915068 DOCS 509567 DULIE 04/11/07 3756 LICENCE NO CANCOL STOCK NO 624010 5.588 INFERNO RED DELIVERY DATE DELIVERY MILES 06/CHRYSLER/TOWN & COUNTRY/VAN FWD T 01/28/07 42 LA VERNE, CA VEHICLE ID NO SCLUNG DEALER NO PRODUCTION DATE 2 A 4 G P 5 4 L X 6 R 10 04/11/07 COMMENTS MO: 5594 TOTAL LABOR.... 0.00 0.00 TUTAL SUBLET... 0.00 TOTAL G.O.G... 0.00 TOTAL MISC CHG. TOTAL MISC DISC 0.00 0.00 TOTAL TAX..... 0.00 TOTAL INVOICE \$ 0.00 CUSTOMER SIGNATURE DUPLICATE INVOICE Do you perfer to be contacted at ☐ HOME □ WORK What is the best time to call? □ A,M. ☐ P.M. INVOICED CASHIERED

Pase: 20/29

PAGE 2 OF 2

10:918654521292

* IMPORTANT CONSUMER INFORMATION ON REVERSE SIDE*

ACCOUNTING COPY

:woa⊣

[END OF INVOICE] 12:56pm

WAR-21-2008 21:56

Roynolds and Reviolds ERAINTINVE 8F639840 Q (05/00)

DOCS509568
(626) 444-0322

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

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

CUSTOMER NO	ADVEGR		TAG	NO.	INVOICE DATE	I INVOICE NO.
7514	DULIE		915068	3756	04/11/07	DOCS509568
	LABORITATE	LICENSE NO.	MIL FAC	5,588	INFERNO RED	5100K NO. 624010
	YEAR / MAKE / MODEL				DELIVERY DATE	DCLIVERY MILES
LA VERNE, CA	06/CHRYSLET	Y/TOWN &	COUNTRY/	VAN FWD T	01/28/07	PRODUCTION DATE
	2 A 4 G P	5 4 L X	6 R		10	ENOUGH ON DAIL
	ETENO.		P. Q. NQ.		04/11/07	[
t and the same of	COMMENTE		L		Q-7, 11/O/	10. 550:
JODIL 1 CHAPTER					,	MO: 5594
JOB# 1 CHARGES	***************************************		- • • • • • • • • • • • • • • • • • • •			
LABOR J# 1 17DOZZO4 CUSTOMER STATES THAT WHILE ACCELER AND GOOD COOD AT OTHER THES. PLEAR TEST DROVE VEHICLE AND THE MINIVAN DESIGNED TO CHECKED FOR DTC'S, TSB NO FAULTS FOUND AT THIS TIME. ? ?	LATION VERY POOR LSE SEE NOTE ATTA I ACCELERATES AS	AT TIMES CHED IT WAS		WARRANTY		
JOB# 1 TOTALS			•			
*	JOURNAL PREFIX			0.00		
	JUURNAL PREFIX	NOC3 JUB#	1 IUIAL	0.00		
ESTIMATE		*********	********			
ORIGINAL ESTIMATE OF \$0.00 (+TAX)						
VEHICLE READY FOR PICK UP ON 4-11-07						
TOTALS				i		
		ΤΩΤΔΙ	LABOR	0.00		
**************************************		TOTAL	PARTS	0.00	li:	
* YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLE	R *	TOTAL	SUBLET G.O.G	0.00 0.00		
* CORPORATION REGARDING THE LEVEL OF SERVICE YO * RECEIVED FROM OUR SERVICE DEPARTMENT. THE	U ★ *	TOTAL	MISC CHG. MISC DISC	0.00		
* INFORMATION WE RECEIVE FROM THIS SURVEY HELPS * US TO SERVE YOU BETTER. IF FOR ANY REASON YOU	*		TAX	0.00		
* ARE UNABLE TO ANSWER "EXCELLENT" AND "YES" ON	*	TOTAL	INVOICE \$	0.00		
* 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 !!! **********************************	# AAAX					
CINTENATE EXCHANGE				·	Da van aartas ta	
CUSTOMER SIGNATURE	E INVOIC	E ***	女女女女女女女女女女	****	Do you perfer to	
= 2 0						⊒ WORK
				ľ	What is the best	
				Ì	☐ A.M.	Ü P.M∶
				j	INVOICED	
					CASHIERED	
PAGE 1 OF 1 ACCOUNTING COPY * IMPORTANT CONSUMER INF	ORMATION ON	I END	OF INVOICE] 12:56pm	Hernokh and Reynelds I	ERABITINVE SP500640 O 100/01

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
NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908

El Monte Chrysler Jeep Dodge

11705 Valley Blvd. El Monte, CA 91732

7514		ADVISOR JULIE		315068	1959	03/24/07	DOCS509024
		CAUCH HAIL	LICENSE NO.		4,204	COLOB	624010
		YEAR / MAKE / MODEL	<u> </u>			DELIVERY DATE	DELIVERY MILLER
LA VERNE, CA		VEHICLE I.D. NO.	/TOWN &	COUNTE	RY/VAN FWD T	01/28/07 Schung dealer no.	PRODUCTION DATE
		2 A 4 G P !	5 4 L X			10	
		F.T.E.NO.		LÚ NO		03/24/07	
A LANGE CONTRACTOR OF THE CONT		COMMENTS					мо: 4206
JOB# 1 CHARGES							
LABOR J# 1 00DOZ-1 PERFORM ENGINE OIL AND FILTER PERFORM ENGINE OIL AND FILT	30	TECH(S)	915075				
	FILTER	R EN 9057006	5.33	IT PRICE 5.0 - PARTS	5.00		
	6	2.250 /UNII	TOTAL	- GOG	11.25 11.25		
MISCCODEDESCRIPTION HWO HAZARDOUS WASTE OI CDP COUPON DISCOUNT PA CDL COUPON DISCOUNT LA	L RTS			- MISC	1.77 -2.00 -2.00 -2.23		
JOB# 1 TQTALS							
			LABOR PARTS G.O.G. MISC		7.70 5.00 11.25 -2.23		
JOB# 2 CHARGES	OB# 1	JOURNAL PREFIX [OOCS JOB#	1 TOTAL	21.72		
LABOR J# 2 00DOZ AIR REPLACE AIR FILTER. REPLACE ENGINE AIR FILTER. ITEM THAY KEEPS THE ENGINE I DEBRIS AND ROAD GRIME FROM I AIR FILTER IS CLEAN.	THIS IS BREATHI	AN IMPORTANT MAI NG FREELY, PREVEN	INTENANCE ITING	. et elevisitet en e	ক্ষরিকর্মের্ডরের্ডরের্ডর ির্জ∂ 00 •		
OOB# 2 TOTALS							
J	OB# 2	JOURNAL PREFIX E	OCS JOB#	2 TOTAL	0.00		
STIMATE USTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$23.00 (COMMENTS VAITER	(+TAX)			•••••			⊒ work
EHICLE READY FOR PICK UP ON 3-24-07						What is the best	time to call?
						INVOICED	
						CASHIERED	
PAGE 1 OF 2 ACCOUNTING * IMPORTANT CONSUM		Įc	CONTINUED OF	NEXT P.	AGEJ 12:58pm		:RAINTINVC SP033640 () 405/0

11705 Valley Blvd. El Monte, CA 91732

DOCS509024
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Monday thru Friday 8:00 AM to 5:00 FM
Saturday 7:00 AM to 7:00 PM

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS

EPA # GAL 000315908

SUSTOMER NO	I ADVISON		TAG NO	INVOICE DATE	INVOICE NO.
7514	DULIE	91500	68 <u>1959</u>	03/24/07	DOCS509024
	LABOR RATE	LICENSE NO.	4,204	INFERNO RED	624010
	DE/CHRASTE	R/TOWN & COUN	TRY/VAN EWD T	01/28/07	octivery wices 42
LA VERNE, CA	VEMICLE I.D. NO.	1	TRITTAN THE T	SCLUNG DEALER NO.	PRODUCTION DATE
	FTENO	5 4 L X 6 R	ia	10 R. Q. DATE	
DOCUMENTS OF COME	COMMENTS			03/24/07	
				<u>-</u>	мо: 4206
************************************ * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLE * CORPORATION REGARDING THE LEVEL OF SERVICE YO * 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 !!! *********************************	<pre> *</pre>	TOTAL LABOR. TOTAL PARTS. TOTAL SUBLET. TOTAL G.O.G TOTAL MISC CH TOTAL MISC DI TOTAL TAX TOTAL INVOK	5.00 0.00 11.25 1.77 SC 4.00 1.35	Do you perfer to □ HOME What is the best □ A.M.) WORK
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				114401050	
				CASHIERED	
PAGE 2 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER INF	ORMATION ON	[END OF INV	OICE] 12:56pm	Beyreelda und Buynolda (RAINTINVE SF633646 Q (RS/06)

11705 Valley Blvd. El Monte, CA 91732

DOCS507951
(626) 444-0322

SERVICE DEPARTMENT HOURS:
Moriday 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 EPA # CAL 000315908

CUSTOMEN NO.	ADVISOR		[IAG I	10.	INVOICE DATE	INVOICE NO
7514	JULIE		15068	1537	02/23/07	DOCS507951
	CABOR RATE	LICENSE NO.	MILEAGE	1,938	INFERNO RED	
A AMERINE GA	VEAR/MAKE/MODEL 06/CHRYSLE	R/TOWN & C	OUNTRY/V	AN FWD T	01/28/07	DELIVERY MILES
LA VERNE, CA	VEHICLE ID NO.			74(V 1 4)EP (SELLING DEALER NO.	PRODUCTION DATE
	T,T E.NO.		H O. NO.		02/21/07	
	COMMENTS				02/21/07	1000
JOB# 1 CHARGES						MO: 1990

LAEOR. # 1 16D0Z RG: CAR RENTAL CAR REFER TO RO 507837, 507838, 507839 HAVE SERVICE CONTRACT COVERAGES			wiicht a	; , INTERNAL		
SUBLETPO#VEND INV#-INV.DATE-DESCRI 2189 3-3013780 02/22/07 RENTAL	IPTION CAR		- SUBLET	INTERNAL 0.00		·
JOB# 1 TOTALS		••••••				
<i>3</i> 08# 1	JOURNAL PREFIX	DOCS JOB#	1 TOTAL	0.00		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX) TOTALS.	· · · · · · · · · · · · · · · · · · ·	•••••				
		TOTAL LA	DAD.	0.00		
************************ * YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLE * CORPORATION REGARDING THE LEVEL OF SERVICE YO * 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 YOUR * FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR * EXPECTATIONS !!! *********************************	:R * DU *	TOTAL PA TOTAL SU TOTAL G. TOTAL MI TOTAL MI TOTAL TA	RTS BLET O.G SC CHG. SC DISC X	0.00 0.00 0.00 0.00 0.00 0.00		
	<u>-</u>					
CUSTOMER SIGNATURE ************************************	FINVOIC	F *****	*** ***	******		
	- - v	·			Do you perfer to HOME What is the best A.M.	J WORK
	•				INVOICED	
					CASHIERED	_
PAGE 1 OF 1 ACCOUNTING COPY * IMPORTANT CONSUMER IN	FORMATION ON		F INVOICE]	12:56pm	Krynolds and Krynolds - F	RAINTINVE SF633640 O (05.06)

11705 Valley Blvd. El Monte, CA 91732

DOCS507839
(626) 444-0322

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 EPA # CAL 000315908

оцятомея NO. 7514	ALVISOR DULIE	91	5068 TAG NO.	37	02/23/07	DOCS 507839
	LABOR FATE	LICENSE NO	MILEAGE	1,985	COLOR	610CK NO. 624010
	YEAR/MAKE/MIDDEL	R/TOWN & CO	<u>L</u> =		DELIVERY DATE	DELIVERY MILES
LA VERNE, CA	VEHICLE I.D. NO.	54LX6		1 110 1,	SELLING DEALER NO.	PHODUCTION DATE
	FLT. E. NO.		P.O. NO.		R.C. IMTE 02/17/07	REPRINT# 1
RESIDENCE PRONE	COMMENTS				02/11/01	MO: 1990
JOT# 1 CHARGES	•••••	***				
LABOR						
J# 1 04007 CUSTOMER STATES THAT THE AIR BAG CONTINES. PLEASE CHECK AND ADVISE INSPECTED AIR BAG SYSTEM FOR FAULTS PRESENT. AIRBAG LIGHT COMES ON AT SORDER TO CALIBRATE ITSELF.	OMES ON AND GOE S AND NO DTC'S START UP EVERYT	S OFF ,AT WERE IME IN	or me or be-talled M	J KKWNI Y		
JOB# 1 TOTALS		•••••				
	JOURNAL PREFIX			0,00		
LABOR J# 2 1700Z CUSTOMER STATES THAT WHILE STARTING ONE TIME). WINDSHIELD FLOOGED UP. O WOULD NOT START FOR 5 MINUTES. INSPECTED OPERATION OF ENGINE STAR WERE PRESENT. COULD NOT NOT DUPLICE.	G. VEHICLE STAL CHECK AND ADVIS TING SYSTEM. NO	LED OUT, (E DTC'S		arranty (
JOB# 2 TOTALS						
JOB# 2.	JOURNAL PREFIX	DOCS JOB# 2	TOTAL	0.00		
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING						
COMMENTS						
TOTALS				· · · · · ·		
**************************************	R * U * * *	TOTAL LABO TOTAL PART TOTAL SUBL TOTAL G.O. TOTAL MISO TOTAL MISO TOTAL TAX.	S ET G CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00	Do you perfer to	be contacted at ☑ WORK
* ANY OF THE QUESTIONS. PLEASE CONTACT YOUR * SERVICE ADVISOR OR SERVICE MANAGER BEFORE YOU	*	IOIAL III	, OIOE #	0.00	What is the best	time to call?
* FILL OUT THE SURVEY AND ALLOW US TO MEET YOUR * EXPECTATIONS !!!	*				↓ A.M.	Ľi P.M.
**************************************	*****					
					INVOICED	
CUSTOMER SIGNATURE ************************************	E INVOIC	E *****	*****	******	CASHIERED	
PAGE 1 OF 1 ACCOUNTING COPY * IMPORTANT CONSUMER INF	CODMATION OF		INVOICE] 12:5	i6pm	ticynolds and Neynolds	eraintinve speijskają (odob

11705 Valley Blvd. El Monte, CA 91732

DOCS507838
(626) 444-0322

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 EPA # CAL 000315908

75 14	ADVISOR JULIE	0	15068 TAG	1537	INVOICE DATE 02/23/07	DOCS507838
	LABOR RATE	LICENSE NO.	T 20 OP	E .	COLOR	STOCK NO
	YEAR / MAKE / MODEL		l	1,985	INFERNO RED	624010
LA VERNE, CA	06/CHRYSLE	R/TOWN & C	OUNTRY/	VAN FWD T	01/28/07	42
	2 A 4 G P	5 4 L X 6	S R		SELLING DEALER NO.	PRODUCTION DATE
•	F.T. E. NO.		A O. NO		R O. DATE 02/17/07	
	COMMENTS				02/1//0/	1000
JOB# 1 CHARGES	<u> </u>					MO: 1990
1 000						
LABOR J# 1:04DOZ CUSTOMER STATES THAT THE SLIDING DI OPEN AT TIMES W/ REMOTE AND BUTTOM INSPECTED OPERATION OF SLIDING DOOL ATING PROPERLY AT THIS TIME.	RIVERSIDE DOOR D , PLEASE CK AND	DOES NOT ADV	स्तर्भाविके स्थानस्थानस्थानस्थानस्थान	: Warranty		
30B# 1 TOTALS						
.10ft# 1	JOURNAL PREFIX	DOCS JOR#	ו מדחד נ	0.00		
JOB# 2 CHARGES	**************************************					
LABOR J# 2 04DOZZ CUSTOMER STATES THAT THE REAR LIFT MOTE AT TIMES AND MAKES A LOUD CLUI INSPECTED REAR LIFTGATE OPERATION AN NOISE WHICH IS NORMAL OPERATION FRO ? ?	GATE DOE NOT OPE NKING NOISE, CK ND NOTICED A CLI	EN W/ RE- / ADV ICKING	Kara Fiddar.	∰ }; WARRANTY		
JOB# 2 TOTALS	• • • • • • • • • • • • • • • • • • • •					
JOB# 3 CHARGES	JOURNAL PREFIX	DOCS JOB#	2 TOTAL	0.00		
LABOR- J# 3 09D0ZZ1 TRANS CONCERN 1 CUSTOMER STATES THAT WHILE SHIFTING OR IN TRANS, DELAYS SUIFTING IN TR CHECK TRANSMISSION CONCERN AND ADV	ANS, PLEASE CK/A	7912185 AR INDICAT DV		WARRANTY		
JOB# 3 TOTALS	• • • • • • • • • • • • • • • • • • • •					
JOR# 3.	JOURNAL PREFIX	DOCS .108# :	3 TOTAL	0.00		
ESTIMATE CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0,00 (+TAX)						
COMMENTSVEHICLE READY FOR PICK UP ON 2-21-07	•••••		••••		Do you perfer to HOME What is the best A.M.	⊒ work
					INVOICED	.a.)) gg an diff to idde do executive money.
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PAGE 1 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER INF	ORMATION ON	CONTINUED ON	I NEXT PAGE] 12:56pm	Mcynolds and Acynolds [ERAINTINVE SF633610 O (0866)

11705 Valley Blvd. El Monte, CA 91732

DOCS507838
(626) 444-0322

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.		ADVICOR		TAC NO.		INVOICE DATE	INVOICE NO.
7514		JULIE LABOR RATE	915	068 1.	537	02/23/07	DOCS 507838
	į		esche nu.		1,985	INFERNO RED	624010
LA VERNE, ÇA		YEAR/MAKE/MODEL 06/CHRYSLER	Z/TOWN & COU	INTRY/VAN	FWD T		DELIVERY MILES 42
E. TEMPE, UN		VEHICLE I.D. NO.	5 4 L X 6 F			SELLING DEALER NO.	PRODUCTION DATE
	İ	F.T. E.NO.		a No.		R.O. DATC 02/17/07	
A Section of the sect		COMMENTS		<u>, , , , , , , , , , , , , , , , , , , </u>		//	MO: 1990
TOTALS							MO. 1930
********************************** * YOU MAY RECEIVE A SURVEY FROM INCORPORATION REGARDING THE LEVE RECEIVED FROM OUR SERVICE DEPARTMENT OF THE LEVE FROM THE UNS TO SERVE YOU BETTER. IF FOR ARE UNABLE TO ANSWER "EXCELLEN" ANY OF THE QUESTIONS, PLEASE COMMAN SERVICE ADVISOR OR SERVICE MAN FILL OUT THE SURVEY AND ALLOW INCOME.	DAIMLER CHRYSLER L OF SERVICE YOU RIMENT. THE IS SURVEY HELPS ANY REASON YOU T" AND "YES" ON ONTACT YOUR OUT BEFORE YOU US TO MEET YOUR !!!	* * * * * * * * * * * * * * * * * * *	TOTAL LABOR TOTAL SUBLE TOTAL SUBLE TOTAL GLO.G TOTAL MISC TOTAL MISC TOTAL TAX	CHG. DISC	0.00 0.00 0.00 0.00 0.00 0.00	·	
CUSTOMER SIGNATURE ***********************************	UPLICATE	INVOIC	E ******	******	*****		
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						What is the best	
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PAGE 2 OF 2 ACC * IMPORTANT C	COUNTING COPY	DRMATION ON	END OF IT	NVOICE] 12:5	6pm	Beyrinlda and Beyrinlda E	RAINTINVE SF633640 Q 103.00

11705 Valley Blvd. El Monte, CA 91732

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

NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS

EPA # CAL 000315908 EPA # CAL 000315908

CUSTOMERNO. 7514	AUVICON			INO	INVOICE DATE	INVOICE NO
7514	JULIE LABOR BATE	1 LICENSE NO.	L5068	1537	02/23/07 color	DOCS 507837
				1,938		624010
LA VEDNIC CA	06/CHRYSLER	/TOWN & C	OUNTRY/	VAN FWD T	01/28/07	42
LA VERNE, CA	VEHICLE I.O. NO.				RELLING DEALER NO.	PRODIICTION DATE
	ZA4GP	3 4 L X 0	P. O. NO.		H. C. DAIL	
RESIDENCE PHONE	COMMENTS				02/17/07	
						MO: 1990
JOB# 1 CHARGES						
LABOR J# 1 1700ZZO4 CASC PORIVABILITY CONCERN CUSTOMER STATES THAT WHILE ON ACCEL POWER, PLEASE CHECK AND ADVISE TNSPECT ENGINE OPERATION FOR FAULTS DROVE VEHICLE AND DETERMINED ENGINE ?	LRATION, VEHICLE S OF ANY KIND, TI	LACKS EST		WARRANTY		
JOB# 1 TOTALS						
! .ነሰዩ# 1 .	JOURNAL PREFIX (DOCS ,10R# 1	TOTAL	0.00		
JOB# 2 CHARGES		••••••				
LABOR CUSTOMER STATES THAT WHILE ON DECEL FURWARD, PLEASE CHECK AND ADVISE TEST DROVE VEHICLE AND FELT THE TRA THE WAY IT WAS DESIGNED TO DOWNSHIP MODULE FOR ANY DTC'S, CHECK FOR APP SERVICE BULLETINS OR SOFTWARE UPDAT ?	LLRATION, VEHICLI NNS 1S DOWNSHIFT FT, CHECKED TRAN PLICABLE TECHNICA	E JERKS 1NG S AL		::: WARRANTY		
JOB# 2 TOTALS						
JOB# 3 CHARGES	OURNAL PREFIX (DOCS JOB# 2	TOTAL	0.00		
LASOR	RATION, AND DRIY CINTO GEAR AT T	VING, TRAN IMES		EN WARRANTY		
JOB# 3 TOTALS						
	DUDLE PRETA	1000 100 U 0	TOTAL			
ESTIMATECUSTOMÉR HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)	JOURNAL PREFIX [JOCS JOB# 3	IOIAL	0.00	Do you perfer to II HOME I What is the best II A.M.	■ WORK
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PACE 1 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER INC		CONTINUED ON		E) 12:57pm	Hopsotila and Unymalda	FRAINTINVE AFICKIRAGO (OSADE

11705 Valley Blvd. El Monte, CA 91732

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
NO CARS RELEASED AFTER SERVICE DEPARTMENT HOURS
EPA # CAL 000315908 EPA # CAL 000315908

	/18 meze			I INVOIGE DATE	luurare la
7514	JULIE	91500	68 1537	02/23/07	DOCS 507837
	LABOR RATE	LICENSE NO.	1,93	B INFERNO RED	5TOCK NO. 624010
	VEAR/MAKE/MODEL	TOWN & COUNT		DELIVERY DATE	DELIVERY MILES 42
LA VERNE, CA	VEHICLE I.D. NO.	TOWN & COUNT	RY/VAN FWD	RELLING DEALER NO	PRODUCTION DATE
	ZA4GP	5 4 L X 6 R	φ.	10 R. O. DATC	'
100000 100 00 000	COMMENTS			02/17/07	
TOTALS					MO: 1990
*YOU MAY RECEIVE A SURVEY FROM DAIMLER CHRYSLER * 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 * IUS TO SERVE YOU BETTER. IF FOR ANY REASON YOU * ANE 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 III *********************************	* * * * * * * * * * * * * * * * * * *	TOTAL LABOR TOTAL SUBLET. TOTAL G.O.G TOTAL MISC CH TOTAL MISC DI TOTAL TAX TOTAL INVOI	0.0 0.0 0.0 0.0 SC 0.0 0.0	Do you perfer to	□ WORK t time to call? □ P.M.
PAGE 2 OF 2 ACCOUNTING COPY * IMPORTANT CONSUMER INFO	ORMATION ON	END OF INV *REVERSE SIDE	QIÇE] 12:57pm) Roynakis and Roynakis	ERAINTINVE SF6336444 C (05/06)

Pase:29<29

From: customerassistre@chrysler.com

To:

Date: Fri Mar 21 18:46:54 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear ,

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=KMM5597407I25261L0K M&

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=KMM5597407I25261L0K M&

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:

Mileage: 67700
Servicing Dealer:
Title: Mr.
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City: Webster
State:
Zip:
Email:
Home Phone:

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:

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

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.

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Thu Apr 03 16:45:26 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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
- \cdot 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:
6В
Mileage:
44250
Servicing Dealer:
Family Auto - Muskegon, MI
Title:
Mrs.
First Name:
Middle Initial:
S
Last Name:
nabe name:
Address 1:
Address 2:
City:
Holton
State:
MI
Zip:
Dec - 4.3
Email:
Home Phone:
none mone.

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 owuld like to know if recall steps have begun and if my minivan falls into this catrgory as I just had to have my sensors replaced and was told that they were cracked and may not be of benifit 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 Dealershp is not aware of this and when I spoke to a customer representive 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 you time in this matter.

Caryn Whipkey

Sender Information:

Title:
First Name:
Middle Initial:
Last Name:

From: customerassistre@chrvsler.com

To:

Date: Fri Apr 04 15:15:17 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear 🗐

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 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.qov/acms/docservlet/Artemis/Public/Pursuits/20 06/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:

Comments:

M&

Original Message Follows:

Recall Information - Dodge Brand Site Brief Description: air bag sensor recall

I found an article regarding NHTSA campaign #: 07V192000 stating a recall of the air bag sensors of DaimlerChrysler minivans. I owuld like to know if recall steps have begun and if my minivan falls into this catrgory as I just had to have my sensors replaced and was told that they were cracked and may not be of benifit 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 Dealershp is not aware of this and when I spoke to a customer representive 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 you time in this matter. Caryn Whipkey

VIN:

5B

Mileage:

38197

Servicing Dealer:

Great Northern Dodge

Title:

Mrs.

First Name:

Middle Initial:

Last Name:

Address 1:

Address 1.

Address 2:

City:

Cleveland

State:

ОН

Zip:

Email:
Home Phone:

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: Middle Initial:

Last Name:

From: customerassist@chrysler.com

To:

Date: Wed Apr 09 13:33:02 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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 you 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.

5R5
Mileage:
55000
Servicing Dealer:
Title:
First Name:
Middle Initial:
Last Name:
Address 1:
Address 2:
City:
Franklin
State:
WI
Zip:
Email:
Work Phone:

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 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

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassistre@chrysler.com

To:

Date: Mon Apr 14 16:14:47 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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

Μ&

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 Mileage: 45122 Servicing Dealer: Don Miller Dodge Title: First Name: Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI Zip:	
Mileage: 45122 Servicing Dealer: Don Miller Dodge Title: First Name: Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	VIN:
Mileage: 45122 Servicing Dealer: Don Miller Dodge Title: First Name: Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	5R
A5122 Servicing Dealer: Don Miller Dodge Title: First Name: Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	
Servicing Dealer: Don Miller Dodge Title: First Name: Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	
Don Miller Dodge Title: First Name: Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	
Title: First Name: Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	
First Name: Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	
Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	Title:
Middle Initial: N Last Name: Address 1: Address 2: City: Verona State: WI	
N Last Name: Address 1: Address 2: City: Verona State: WI	First Name:
N Last Name: Address 1: Address 2: City: Verona State: WI	
Last Name: Address 1: Address 2: City: Verona State: WI	Middle Initial:
Address 1: Address 2: City: Verona State:	N
Address 1: Address 2: City: Verona State:	Last Name:
Address 2: City: Verona State:	
Address 2: City: Verona State:	Address 1:
City:	indicase i.
City:	Addraga 2:
Verona State: WI	Addless 2.
Verona State: WI	Q' bass
State: WI	
WI	
	State:
Zip:	WI
	Zip:
Email:	Email:
Home Phone:	Home Phone:

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 senors 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 senors for my family's safety. If you can help in any way I'd appreciate it. Thank you.

Sender Information:

Title:

First Name: Middle Initial:

Last Name:

From: customerassist@chrvsler.com

To:

Date: Tue Apr 15 10:31:32 EDT 2008

Subject: Re: Chrysler LLC Customer Assistance

Dear :

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 senors 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 senors for my family's safety. If you can help in any way I'd appreciate it. Thank you.

VIN:
6B.
Mileage:
40500
Servicing Dealer:
West Herr Dodge
Title:
Mr.
First Name:
Middle Initial:
A
Last Name:
Address 1:
Address 2:
City:
Lake View
State:
NY
Zip:
Email:
Home Phone: