

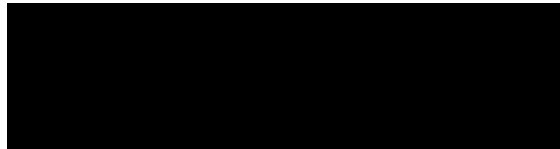
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



RECEIVED DATE:

9/18/13

POSTED DATE:

9.12.13

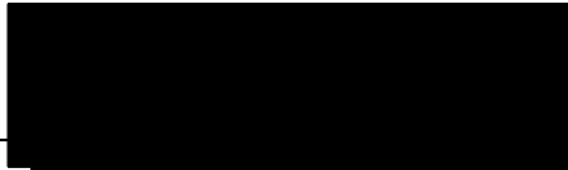
VIN (FIRST 9 DIGITS)

2C3CDXBG2

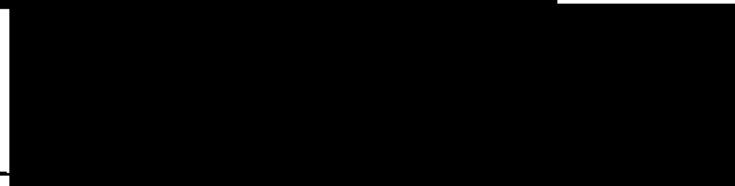
VIN (LAST 8 DIGITS)

CH 

FIRST NAME:



LAST NAME:



CAIR:



NON - SCANABLE ITEMS : CIRCLE ONE

NO

YES

Case #

To Whom it may concern,

Enclosed are paperwork on the car rental and work orders for the 2012 Dodge charger.

These are things that are going wrong with the car it is listed on the work order. The dealership changed names so the coupons we got when the car was purchased are no longer being taken there for it is going to be out of pocket cost to us. Which is unfair. We do appreciate the 245.00 on the rental and the oil changes that we have been offered.

Thank you,

[Redacted]
[Redacted]
Houston Texas
[Redacted]

EAN HOLDINGS, LLC, 6311 GARTH RD, BAYTOWN, TX 775219686 (281) 421-2825

RENTAL AGREEMENT REF# 329619 5VX6SK SUMMARY OF CHARGES

RENTER
DATE & TIME OUT
08/30/2013 08:36 AM
DATE & TIME IN
09/05/2013 04:52 PM

BILLING CYCLE
24 HOUR
VEH #1 2013 DODG AVEN 1SE
VIN# 1C3CDZAB7DN
LIC
MILES DRIVEN 2784

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	08/30 - 09/05	1	WEEK	\$144.64	\$144.64
DW	08/30 - 09/05	7	DAY	\$19.99	\$139.93
PAI	08/30 - 09/05	7	DAY	\$3.00	\$21.00
REFUELING CHARGE	08/30 - 09/05				\$0.00
Subtotal:					\$305.57
Taxes & Surcharges					
SPORT AUTHORITY TAX	08/30 - 09/05			5%	\$14.82
TEXAS REIMBURSEMENT	08/30 - 09/05	7	DAY	\$1.70	\$11.90
TX MTR VHCLC RNTL TAX	08/30 - 09/05			10%	\$29.65
Total Charges:					\$361.94

Bill-To / Deposits	
DEPOSITS	(\$361.94)
Total Amount Due	\$0.00

PAYMENT INFORMATION
AMOUNT PAID \$361.94
TYPE Visa

CREDIT CARD NUMBER

Case #

SEP 05 2013
BY: CFIMB



Scan with your smart phone to schedule service.

18555 HWY 59 N • HUMBLE, TEXAS 77338

CELL: [REDACTED]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	JETTA PENROD	103 2927	09/05/13	[REDACTED]
[REDACTED]	LABOR RATE	MILEAGE	COLOR	STOCK NO.
[REDACTED]	[REDACTED]	34,801	BRIGHT WHT/	[REDACTED]
HOUSTON, TX	YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	12/DODGE/CHARGER/4DR SDN RWD		47	
[REDACTED]	VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE	
[REDACTED]	2 C 3 C D X B G 2 C H [REDACTED]	100		
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE	
[REDACTED]	[REDACTED]	[REDACTED]	08/28/13	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 34806	

JOB# 1 CHARGES

LABOR
 J# 1 09DOZ DRIVEABILITY UNITS: 3.50 TECH(S): 121
 CK CUST STATES WHINING NOISE FROM ENG AND MESSAGE READS BATTERY SAVE MODE
 NOW HAS MULTIPLE WARNING LIGHTS ON DASH PERFORMED DIAG CK'ED FOUND P0562, P063A IN MULTIPLE MODULES CHARGED AND TESTED BATTERY AND CK'ED FOUND ALTERNATOR NOT CHARGING INSPECTED SYSTEM AND FOUND ALTERNATOR AND HARNESS MELT ED ALSO FOUND VEH AND TRANS SOFTWARE UPDATES AVAIL NO S/B OR. RRT FOR PCM AND 21-005-13 FOR TCM
 REPLACED ALTERNATOR ASSEMBLY AND RELATED HARNESS R&R RT FRT FENDER LINER PCM INTAKE MANIFOLD COWL PANEL AND SUPPORT BRACE S AND TRANS FILLER TUBE FOR ACCESS HARNESS WIRING INCLUDES A LL O/2 SENSOR WIRING PCM PHASERS A/C SYSTEM CHARGING AND ST ARTER SYSTEMS TRANSMISSION WIRING CRANK SENSOR TPS INTAKE AI R MAP SENSORS ECT ALSO REPROGRAMMED PCM AND TCM SOFWEAR VERS IONS PER BULLETINS RESET VALUES AND ROAD TESTED VERIFIED REP AIR Q/C TRJ

WARRANTY
 NOTICE PURSUANT TO PROPERTY CODE, §76.001 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
	1	RL801779-AG	ALTERNATO 8028003	
	1	68084310-AE	WIRING EN 8015002	
TOTAL - PARTS				0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
 J# 2 99DOZZQMP1 QUICK LN MULTI POINT UNITS: 2.00 TECH(S): 121
 QUICK LANE MULTIPOINT INSPECTION
 QUICK LANE MULTIPOINT INSPECTION
 QUICK LANE MULTIPOINT INSPECTION

Signature of the Person Responsible for Payment
 Responsible for Payment
 Any warranties on the product sold hereby are those made by the manufacturer, purchaser accepts the sold products "As Is" and the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3 52DOZTRIM TRIM UNITS: 2.00 TECH(S): 121
 N07 SEAT WIRING HARNESS CONNECTORS
 INSPECTED AND INSTALLED OVERLAY HRNESS BOTH SIDES PER RECALL

NOTICE
 All Special Orders Must Be Prepaid, All Claims And Returned Goods Must Be In Original, Undamaged Container And Accompanied By This Invoice. There Will Be A Restocking Charge On All Returned Parts.
 No Refunds On Special Order And Electrical Parts.
 No Refunds After 10 Days. We Are Not Responsible For Any Labor On Parts Not Installed By Our Shop.

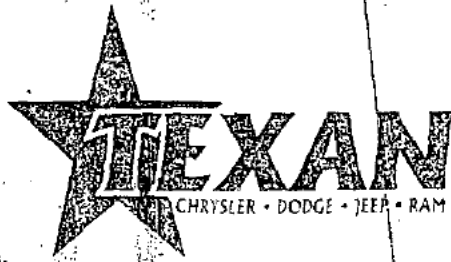
JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL 0.00

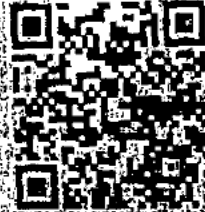
JOB# 4 CHARGES

LABOR
 J# 4 45DOZ *STEERING/SUSPENSION UNITS: 2.00 TECH(S): 121
 CK CUST STATES SHIMMY IN RT FRT AT 45MPH

Reynolds and Reynolds Company, ERMartine, CC711714 0 (1/1/12)



18555 HWY 59 N • HUMBLE, TEXAS 77338



Scan with your
smart phone
to schedule service.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[REDACTED]	JETTA PENROD	103 2927	09/05/13
LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[REDACTED]	[REDACTED]	34,801	BRIGHT WHT/
YEAR/MAKE/MODEL	VEHICLE I.D. NO.	DELIVERY DATE	DELIVERY MILES
12/DODGE/CHARGER/4DR SDN RWD	2 C 3 C D X B G 2 C H		47
RESIDENCE PHONE	BUSINESS PHONE	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	100	
		R.O. DATE	
		08/28/13	

MO: 34806

COMMENTS
 PNC
 MS DECLINED RESURFACE ROTORS 280.00, BRAKE FLUSH 99.95, 4 TIRES
 AND 1 RIM 864.00, ALIGNMENT 89.95, THROTTLE BODY & CARBON COMBUSTION
 CHAMBER 287.90, INJECTOR FLUSH 139.95, REAR DIFFERENTIAL SERV 159.95
 PHONE 9-5 10:38

TOTALS

 * NEXT RECOMMENDED SERVICE:
 * 10/16/2013 / 37806 MI 00DOZ2 *RAPID LUBE *

Thank you for allowing Texan Dodge Chrysler Jeep & Ram
 To service your vehicle. You may receive a manufacturer survey
 and if for any reason you feel you can not rate us a 9 or 10
 please give me a call.
 Rodney Skipper Service Director
 Office 281-312-2331
 Cell 281-450-7709

TOTAL LABOR....	132.83
TOTAL PARTS....	29.00
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG....	0.00
TOTAL MISC DISC....	-42.95
TOTAL TAX.....	0.00
TOTAL INVOICE \$	118.88

I HEREBY WARRANT TO PROPERTY CODE, §70.001
 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE
 REPAIRER WHO IS OBLIGATED TO PAY FOR THE REPAIR OF
 THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT
 UNDERSTANDING THAT THE VEHICLE IS SUBJECT
 TO REPOSSESSION IN ACCORDANCE WITH BUSINESS &
 COMMERCE CODE §24.001. MY PAYMENT FOR THE REPAIR
 OF THE MOTOR VEHICLE BY CREDIT MONEY ORDER,
 OR A CREDIT CARD, DOES NOT CONSTITUTE A
 DISCHARGE OF MY OBLIGATION TO PAY FOR THE REPAIRS,
 OR BECAUSE I AM THE CREDIT CARD HOLDER OR THE
 ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT
 CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible or Agent for Person
 Responsible for Payment

Any warranties on the product sold hereby are those
 made by the manufacturer, purchaser accepts the
 sold products "As Is" and the seller, hereby expressly
 disclaims all warranties, either express or implied,
 including any implied warranty of merchantability
 or fitness for a particular purpose, and the seller
 neither assumes nor authorizes any other person to
 assume for it any liability in connection with the sale
 of said products.

NOTICE
 All Special Orders Must Be Prepaid. All Claims
 And Returned Goods Must Be In Original, Un-
 damaged Container And Accompanied By This
 Invoice. There Will Be A Restocking Charge On All
 Returned Parts.
 No Refunds On Special Order And Electrical Parts.
 No Refunds After 10 Days. We Are Not Respon-
 sible For Any Labor On Parts Not Installed By Our
 Shop.

CUSTOMER SIGNATURE



18555 HWY 59 N • HUMBLE, TEXAS 77338



Scan with your smart phone to schedule service.

CELL: [REDACTED]

CUSTOMER NO.	[REDACTED]	ADVISOR	JETTA PENROD	TAG NO.	103 2927	INVOICE DATE	09/05/13	INVOICE NO.	[REDACTED]
[REDACTED]	[REDACTED]	LABOR RATE	[REDACTED]	MILEAGE	34,801	COLOR	BRIGHT WHT/	STOCK NO.	[REDACTED]
HOUSTON, TX	[REDACTED]	YEAR / MAKE / MODEL	12/DODGE/CHARGER/4DR SDN	RWD		DELIVERY DATE		DELIVERY MILES	47
[REDACTED]	[REDACTED]	VEHICLE I.D. NO.	2 C 3 C D X B G 2 C H	[REDACTED]		SELLING DEALER NO.	100	PRODUCTION DATE	
[REDACTED]	[REDACTED]	F.T.E. NO.		P.O. NO.		R.O. DATE	08/28/13		
RESIDENCE PHONE	[REDACTED]	BUSINESS PHONE	[REDACTED]	COMMENTS					

MO: 34806

DAMAGED AND WORN TIRES AND WHEEL		
JOB# 4 TOTALS		
JOB# 5 CHARGES	JOB# 4 JOURNAL PREFIX DOCS	JOB# 4 TOTAL 0.00
LABOR		
J# 5:40DOZ	*BRAKES UNITS: 1.00 TECH(S):121	118.88
CK CUST STATES BUMPY SENSATION WHEN APPLYING BRAKES ROAD TESTED VERIFIED CONCERN AND FOUND FRT AND REAR ROTORS W ARPED AND GLAZED Brake System Diagnosis All		
JOB# 5 TOTALS		LABOR 118.88
JOB# 6 CHARGES	JOB# 5 JOURNAL PREFIX DOCS	JOB# 5 TOTAL 118.88
LABOR		
J# 6:00DOZADVQCONV	*ADV CARE LUBE CONV UNITS: TECH(S):104	13.95
CONVENTIONAL OIL AND FILTER CHANGE CUSTOMER HAS PREPAID MAINTENANCE TECHNICIAN HAS PERFORMED CONVENTIONAL LUBE,OIL AND FILTER CHANGE		
PARTS		
QTY	FP-NUMBER	DESCRIPTION
1	68079744-AC	FILTER EN 9057006
6	68055890-AA	OIL 5W20 1081090
		UNIT PRICE
		9.20
		19.80
		29.00
		TOTAL - PARTS
MISC		
CODE	DESCRIPTION	CONTROL NO.
QA	ADVANTAGE LOF DISCOUNT	23075
QF	ADVANTAGE LOF DISCOUNT L	
QG	ADVANTAGE LOF DISCOUNT P	
SSR	SHOP SUPPLY REVERSE	
		TOTAL - MISC
		-20.00
		-2.00
		-3.00
		-42.95
JOB# 6 TOTALS		LABOR 13.95
		PARTS 29.00
		MISC -42.95
JOB# 7 CHARGES	JOB# 6 JOURNAL PREFIX DOCS	JOB# 6 TOTAL 0.00
LABOR		
J# 7:05DOZ	*WASH/DETAIL UNITS: TECH(S):104	0.00
WASH AND VACD		
JOB# 7 TOTALS		
		JOB# 7 JOURNAL PREFIX DOCS
		JOB# 7 TOTAL 0.00

NOTICE PURSUANT TO PROPERTY CODE §70.001 I AM THE PERSON OR AGENT ACTING ON BEHALF OF THE PERSON WHO IS OBLIGATED TO PAY FOR THE REPAIR OF THE MOTOR VEHICLE SUBJECT TO THE REPAIR AGREEMENT. I UNDERSTAND THAT THE VEHICLE IS SUBJECT TO REPOSSESSION, IN ACCORDANCE WITH BUSINESS & COMMERCE CODE §9.609, IF PAYMENT FOR THE REPAIR OF THE MOTOR VEHICLE BY A CHECK, MONEY ORDER, OR A CREDIT CARD TRANSACTION IS STOPPED, DISHONORED BECAUSE OF INSUFFICIENT FUNDS, NO FUNDS, OR BECAUSE THE MAKER OR DRAWER OF THE ORDER OR THE CREDIT CARD HOLDER HAS NO ACCOUNT OR THE ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED.

Signature of the Person Responsible or Approved Person Responsible for Payment

Any warranties on the product sold hereby are those made by the manufacturer, purchaser accepts the sold products "As Is" and the seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

NOTICE
All Special Orders Must Be Prepaid. All Claims And Returned Goods Must Be In Original, Undamaged Condition And Accompanied By This Invoice. There Will Be A Restocking Charge On All Returned Parts.
We Do Not Honor Special Order And Electrical Parts. We Do Not Honor Returns On Special Order And Electrical Parts. We Are Not Responsible For Any Labor Or Parts Not Installed By Our Technicians.



Houston Tex



NORTH HOUSTON TX 773

12 SEP 2013 PM 9 L



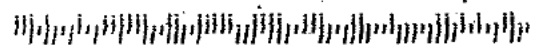
RECEIVED
SEP 18
BY

*Chrysler Customer service center
Po. Box 21-8004
Auburn Hills Michigan*

48321

Case

48321800404



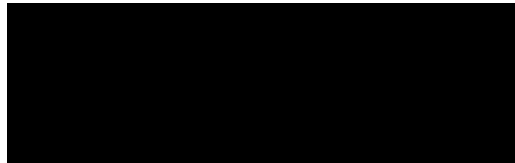
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS

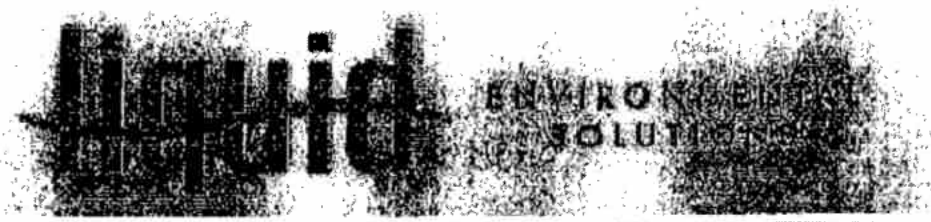


Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-09-24 17:24:43.912801

Files Not Recieved: 0



-FACSIMILE TRANSMITTAL SHEET -

TO: Mark FROM: [REDACTED]

COMPANY: _____ DATE: 9-24-13

FAX NUMBER: 801-736-3929 TOTAL NO. OF PAGES INCLUDING COVER: 2

RE: _____

- URGENT
- FOR REVIEW
- PLEASE COMMENT
- PLEASE REPLY
- PLEASE RECYCLE

NOTES/COMMENTS:

Case # [REDACTED]

Attn: Mark

[REDACTED] Mobile, Alabama [REDACTED] Telephone# [REDACTED] Fax# [REDACTED]

[REDACTED]

Welcome to Santander Consumer USA MyAccount

View statements, payment history, and more account info below. You can also manage your accounts

Tip: Did you know you could add Reference Contacts and approve them to speak on your behalf, right from your account?

[Click here to manage references](#)

ACCOUNT NUMBER [REDACTED] ACCOUNT TYPE Retail ACCOUNT STATUS Current

Insurance - Insurance information is missing. Please update insurance. X

2011 DODGE CHARGER-V6 [REDACTED]
VIN: 2B3CL3CG4BH [REDACTED]

Most Recent Payment
--
Received On
9/19/2013

Next Payment
\$520.68
Due On
10/12/2013

Account Balance
--
This is not your payoff amount
[Request Payoff Quote](#)

- View Online Statements
- View Pending Payments
- View Payment History
- View Insurance Claims

[Make a Payment](#)

Total Payment Due
--

Due On
10/12/2013

[Make Payment Online](#)

[View other payment options](#)

Case# [REDACTED]

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-09-27 12:02:58.780357

Files Not Recieved: 0



P.O.Box 961245
Fort Worth, TX 76161-1245

Account Number: [REDACTED]

Primary Name: [REDACTED]

Good Through	Total Payoff	Principal	Interest	Late Fees	Misc. Fees
Oct 12, 2013	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Effective Date	Amount	Principal	Interest	Late Fees	Misc. Fees	Principal Balance
Sep 19, 2013	\$-22,919.95	\$-22,697.05	\$-63.38	\$0.00	\$-159.52	\$0.00
System allocated payoff Lockbox Payment BTCH# 00001494 SEQ# 0009 CK# 000000						
Sep 19, 2013	\$-30.00	\$0.00	\$0.00	\$0.00	\$-30.00	\$22,697.05
Miscellaneous fee payment Lockbox Payment						
Sep 11, 2013	\$-460.00	\$-109.74	\$-350.26	\$0.00	\$0.00	\$22,697.05
System allocated payment Lockbox Payment BTCH# 00001421 SEQ# 0039 CK# 000000						
Aug 23, 2013	\$13.75	\$0.00	\$0.00	\$13.75	\$0.00	\$22,806.79
Late charge assessment System Generated Transaction						
Jul 29, 2013	\$-400.00	\$-119.92	\$-280.08	\$0.00	\$0.00	\$22,806.79
System allocated payment Lockbox Payment BTCH# 00000617 SEQ# 0057 CK# 000003						
Jun 24, 2013	\$-330.00	\$-136.79	\$-193.21	\$0.00	\$0.00	\$22,926.71
System allocated payment Lockbox Payment BTCH# 00000006 SEQ# 0177 CK# 000000						
Jun 23, 2013	\$10.00	\$0.00	\$0.00	\$10.00	\$0.00	\$23,063.50
Late charge assessment System Generated Transaction						
May 31, 2013	\$-400.00	\$-112.08	\$-287.92	\$0.00	\$0.00	\$23,063.50
System allocated payment Lockbox Payment BTCH# 00001447 SEQ# 0050 CK# 000000						
May 23, 2013	\$12.98	\$0.00	\$0.00	\$12.98	\$0.00	\$23,175.58
Late charge assessment System Generated Transaction						
May 3, 2013	\$-330.00	\$0.00	\$-330.00	\$0.00	\$0.00	\$23,175.58
System allocated payment Lockbox Payment BTCH# 00000632 SEQ# 0034 CK# 000000						
Apr 23, 2013	\$13.86	\$0.00	\$0.00	\$13.86	\$0.00	\$23,175.58
Late charge assessment System Generated Transaction						

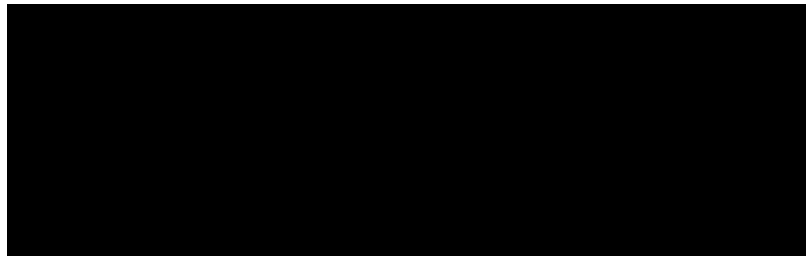
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2013-11-06 15:32:00.936797

Files Not Recieved: 0

FAX

To: «Sierra» **From:** [REDACTED]
Fax: 801-736-3929 **Pages:** 3
Phone: «Business Phone» **Date:** 11.6.2013
Re: #24116133 **CC:** [Type text]

Urgent For Review Please Comment Please Reply Please Recycle

Comments:

[Type comments]



DARCARS

Automotive Excellence Since 1977

DARCARS CHRYSLER JEEP DODGE OF MARLOW HEIGHTS

5060 Auth Way
MARLOW HEIGHTS, MARYLAND 20746
(301) 423-5111
www.darcars.com

SERVICE HOURS

MONDAY e FRIDAY 7 A.M. e 7:30 P.M.
SATURDAY 8 A.M. e 4 P.M.

PARTS HOURS

MONDAY e FRIDAY 8 A.M. e 5 P.M.
SATURDAY 8 A.M. e 4 P.M.

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	CELL
	AARON	3212	10/24/13	
	LICENSE NO.	46,913	COLOR	
	YEAR / MAKE / MODEL	11/DODGE/CHARGER/4DR SDN SE RWD	DELIVERY MILES	
WASHINGTON, DC	2 E B 3 C L 3 C G O B H		SELLING DEALER NO.	PRODUCTION DATE
	COMMENTS		R. O. DATE	
			10/22/13	

MO: 46916

LABOR & PARTS
JOB # 1 10CHZ05 REPLACE ALTERNATOR TECH(S):1120 364.95
C/S THE VEHICLE WILL NOT CRANK
INTERNAL SHORT
DIAGNOSED, REPLACED ALTERNATOR

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 1	1	RLB01779-AG	ALTERNATO 8028003	621.00	621.00
JOB # 1	-1	RLB01779-AG	CORE RETURN	40.00	-40.00
				JOB # 1 TOTAL PARTS	581.00
				JOB # 1 TOTAL LABOR & PARTS	945.95

JOB # 2 03CHZ01 FREE 23 PT INSPECT TECH(S):1120 0.00
CUSTOMER REQUESTS 23 POINT INSPECTION BE PERFORMED
23 POINT INSPECTION A11

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

JOB # 3+10CHZ03 REPLACE BATTERY TECH(S):1120 57.95
CUSTOMER REQUESTS TO REPLACE BATTERY
BATTERY NOT HOLDING A CHARGE
REPLACED BATTERY
190011

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3	1	BB94R750-AA	BATTERY S 1083001	224.00	224.00
				JOB # 3 TOTAL PARTS	224.00
				JOB # 3 TOTAL LABOR & PARTS	281.95

MISC	CODE	DESCRIPTION	CONTROL NO		
JOB # A	DRC	DOCUMENT RETENTION CHARGE		1.99	
JOB # A	MSS	SHOP SUPPLIES		42.29	
JOB # A	MHZM	ENVIRONMENTAL FEE		4.00	
				TOTAL - MISC	48.28

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$136.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$1425.00 (+TAX) ON 10/24/13 AT 07:00pm
BY KEITH MACKELL COMMENTS

10-DP008 www.darcars.com 1-800-344-0288 fax 1-800-531-9055
 E:\HAL270504M



PAID

DARCARS CHRYSLER JEEP DODGE OF MARLOW HEIGHTS

5060 Auth Way
MARLOW HEIGHTS, MARYLAND 20746
(301) 423-5111
www.darcars.com

SERVICE HOURS

MONDAY e FRIDAY 7 A.M. e 7:30 P.M.
SATURDAY 8 A.M. e 4 P.M.

PARTS HOURS

MONDAY e FRIDAY 8 A.M. e 5 P.M.
SATURDAY 8 A.M. e 4 P.M.

Customer information table including fields for CUSTOMER NO., ADVISOR (AARON), TAG NO. (3212), INVOICE DATE (10/24/13), YEAR/MAKE/MODEL (11/DODGE/CHARGER/4DR SDN SE RWD), and VIN (2E B 3 C L 3 C G 0 B H).

TOTALS section with payment options (CASH, CHECK, MASTERCARD, VISA, DISCOVER, AMEX), labor and parts breakdown, and total invoice amount of \$1327.02.

Vertical text on the left margin: ... and Reynolds ...

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS







ENGINE SEAT
TORQUE BOLTS TO SPEC 489 (4V)

























































MFD BY CHRYSLER GROUP LLC

GAW: 02314 KG

GAW: 01275 KG

DATE OF MFR: 12-11

GAW: 01275 KG

05100 LB

FRONT: 02010 LB

REAR: 02010 LB



VIN: 2C3CDK0050 [REDACTED]

TYPE: PASSENGER CAR

WAW: 121017 00400

PAINT: F00

TRD: 000

VEHICLE MADE IN CHINA

4000043

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY,
BUMPER AND THEFT PREVENTION STANDARDS IN EFFECT ON
THE DATE OF MANUFACTURE SHOWN ABOVE.

45313mi

91°

Press Brake
and
Push Button
to Start































CALEB
10/20/11

DODGE



This vehicle may include mercury -- added devices installed by the manufacturer:

- VIDEO DISPLAY
- NAVIGATION/CAMERA DISPLAY
- H.I.D. HEADLAMPS

Remove devices before vehicle disposal.
Upon removal of devices please reuse,
recycle or dispose as hazardous waste.



TIRE AND LOADING INFORMATION

SEATING CAPACITY -- TOTAL 5 FRONT 2 REAR 3

THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED
300 KG OR 660 LB

TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	P215/65R17	P215/65R17	T135/90D17
CO. 2 TIRE INFORMATION PRESSURE	240 kPa / 35 PSI	240 kPa / 35 PSI	420 kPa / 60 PSI

SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION



CH185462

WARNING

EVEN WITH ADVANCED AIRBAGS

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.

05/09/11/44



MISE EN GARDE

- NEVER METTRE UN SIÈGE ENFANT À L'AVANT**
- LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS GRAVEMENT PAR L'AIRBAG.
 - LE SIÈGE ENFANT DOIT ÊTRE À L'ARRIÈRE.
 - NE PAS METTRE UN SIÈGE ENFANT À L'AVANT.
 - TOUJOURS PORTER SA CEINTURE DE SÉCURITÉ ET UTILISER UN SIÈGE ENFANT.
 - VOIR LE MANUEL D'UTILISATION POUR PLUS D'INFORMATIONS SUR LES AIRBAGS.

05/09/11/44

WARNING

EVEN WITH ADVANCED AIRBAGS

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE OWNER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.



05108 114AA



MÊM

- LES
- UN
- LA
- POU
- NE J
- L'ARR
- TOUJ
- DE RE
- CONS
- DE RE







































2G3CDXBG5CH

ATTENTION
READ THIS INFORMATION
FIRST.
WARNING & USE INSTRUCTIONS ARE PROVIDED.
FOR YOUR SAFETY AND PROTECTIVE DEVICES.
AND TO AVOID ACCIDENTS, DAMAGE TO PROPERTY,
OR INJURY TO PERSONS, READ THE INSTRUCTIONS
THAT ACCOMPANY THE EQUIPMENT. ALWAYS USE
THE EQUIPMENT IN ACCORDANCE WITH THE
INSTRUCTIONS AND LABELS.
SAFETY INFORMATION:
DO NOT OPERATE THE EQUIPMENT IF YOU ARE
DRIVING OR OPERATING ANY OTHER VEHICLE.
DO NOT OPERATE THE EQUIPMENT IF YOU ARE
DRIVING OR OPERATING ANY OTHER VEHICLE.
DO NOT OPERATE THE EQUIPMENT IF YOU ARE
DRIVING OR OPERATING ANY OTHER VEHICLE.

Chrysler Group LLC / SAFETY EMISSION CONTROL INFORMATION

<small>2014</small>	<small>SAFETY EMISSION CONTROL INFORMATION</small>	<small>2014</small>
<small>SAFETY EMISSION CONTROL INFORMATION</small>		
<small>SAFETY EMISSION CONTROL INFORMATION</small>		
<small>SAFETY EMISSION CONTROL INFORMATION</small>		

3074A 861AA





3.6L
VVT





3.6L
VVT

MOTUL













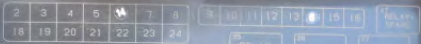













 FORD
 F100
 Y1 Z

- 1- 100A FUSE-SPARE
- 2- 100A FUSE-SPARE
- 3- 100A FUSE-SPARE
- 4- 25A ANTI-LOCK BRAKES
- 5- 25A TRANSMISSION
- 6- 25A FUSE-SPARE
- 7- 50A RAD FAN #2
- 8- 50A POWER STEERING #2
- 9- 20A WIPER MOTOR
- 10- 20A HEADLAMP WASHERS
- 11- FUSE-SPARE
- 12- FUSE-SPARE
- 13- FUSE-SPARE
- 14- 25A FUEL PUMP
- 15- 15A TRANS-SHIFTER
- 16- FUSE-SPARE
- 17- 25A ENGINE MODULE
- 18- FUSE-SPARE
- 19- 100A FUSE-SPARE
- 20- 100A FUSE-SPARE
- 21- 100A FUSE-SPARE
- 22- 100A FUSE-SPARE
- 23- 100A FUSE-SPARE
- 24- 100A FUSE-SPARE
- 25- 100A FUSE-SPARE
- 26- 100A FUSE-SPARE
- 27- 100A FUSE-SPARE
- 28- 100A FUSE-SPARE
- 29- 100A FUSE-SPARE
- 30- 100A FUSE-SPARE
- 31- 100A FUSE-SPARE
- 32- 100A FUSE-SPARE
- 33- 100A FUSE-SPARE
- 34- 25A ASD FEED #1
- 35- 20A ASD FEED #2
- 36- 10A ANTI-LOCK BRAKE MODULE
- 37- 10A ENGINE CONT/RAD FAN RLY
- 38- 10A AIRBAG MODULE
- 39- 10A PWR STEERING MOD/AC CLUTCH RLY
- 40- 15A AWD MOD/FRT AXLE DISCONNECT
- 41- FUSE-SPARE
- 42- FUSE-SPARE
- 43- FUSE-SPARE
- 44- 20A VACUUM PUMP
- 45- FUSE-SPARE
- 46- FUSE-SPARE
- 47- FUSE-SPARE
- 48- FUSE-SPARE
- 49- FUSE-SPARE
- 50- FUSE-SPARE
- 51- 20A VACUUM PUMP
- 52- FUSE-SPARE
- 53- FUSE-SPARE

YAZM1 P/N 7171-3418-30











46310mi 95°

The PG: SEPV

Vehicle Info

Messages:

Turn Menu Off

P
R
N
D

...dom of God. ...
... You must be born ...
... Jesus said into ...
... her. ... the ...
... and the ...
... with ...





45313mi 85°
The Pressure

A digital display showing a red car icon with a pressure gauge needle. The needle is positioned between two yellow bars. Below the car icon is the text 'PSI' and a '1'.

P
R
N
D



...dom of God.
...e must be born
...rain.
Jesus said unto
her, I am the res-
... and the believ-
... of all who such
... that I...





Freedom of God. —Jn. 8:32
...Ye must be born
again. —Jn. 3:7
Jesus said unto
her, I am the res-
urrection and the
life: whoso believ-
eth in me, though
he were dead, yet shall
he live: and whoso
liveth and believeth
not in me, he shall
perish. —Jn. 11:25-26



2372 GD 3.8L
VIN: 2C3C009G5CH [REDACTED]
Battery 12.36 volts

Legend

- Active ECUs
- Non-responsive ECUs
- ECU Present



#/ECUs: **Diagnostic Procedures** **Calibration Procedures** **Vehicle Preparation**

Diagnostic data can also flow to [datacollector.mercedes-benz.com](#) if you are ready to opt-in.

23 1000 113 0017 10000

ECU Status Pending

ECU	Code	Status	Description
481	22129-10	Steady	System Voltage-Circuit Voltage Below Threshold
482	22129-10	Steady	Battery Voltage-Low Circuit Voltage Below Threshold
483	42129-14	Steady	Battery Voltage-Circuit Voltage Below Threshold
484	2312A06	Steady	System Voltage-Signal Range Allowable Range
485	50129-08	Steady	System Voltage-Signal Range Allowable Range
486	20120-10	Steady	Ignition/Start Input-Circuit Voltage Below Threshold
487	20120-10	Steady	Ignition/Start Input-Circuit Voltage Below Threshold
488	20120-10	Steady	System Voltage-Circuit Voltage Below Threshold
489	27120-20	Steady	ESU/ECM Communication
490	42129-14	Steady	Battery Voltage-Check Voltage Below Threshold
491	42129-14	Steady	System Voltage-Signal Below Allowable Range
492	42129-14	Steady	Battery Voltage-Circuit Voltage Below Threshold
493	42129-14	Steady	System Voltage-Signal Below Allowable Range
494	00120-00	Active	Tire Pressure Sensor Acquisition Status
495	77120-00	Active	Tire Pressure Sensor Configuration Status



ECU	Code	Status	Description
ABS	C212A-16	Stored	System Voltage-Circuit Voltage Below Threshold
ABS	C2193-16	Stored	Battery Voltage Low-Circuit Voltage Below Threshold
BCM	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
EPS	C212A-84	Stored	System Voltage-Signal Below Allowable Range
IPC	B2100-84	Stored	System Voltage-Signal Below Allowable Range
DMC	B212C-16	Stored	Ignition Run/Start Input-Circuit Voltage Below Threshold
DMC	B212D-16	Stored	Ignition Run Duty Input-Circuit Voltage Below Threshold
CRS	B2100-16	Stored	System Voltage-Circuit Voltage Below Threshold
BSH	M100C-80	Stored	KNUGNM Communication
BSH	B2189-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
BSH	B2100-84	Stored	System Voltage-Signal Below Allowable Range
TPM	B2189-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
TPM	B2100-84	Stored	System Voltage-Signal Below Allowable Range
TPM	C1104-86	Active	Tire Pressure Sensor 4-Component Internal Failure
TPM	C1105-86	Active	Tire Pressure Sensor 3-Component Internal Failure
TPM	C1102-86	Active	Tire Pressure Sensor 2-Component Internal Failure
TPM	C1101-86	Active	Tire Pressure Sensor 1-Component Internal Failure
TCM	B218C-16	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
UBR	B2100-84	Stored	System Voltage-Signal Below Allowable Range
MSAC	B218D-16	Stored	Battery Voltage Low-Signal Below Allowable Range
MSAC	B218A-84	Stored	System Voltage Low-Signal Below Allowable Range
ICU	B218D-16	Stored	Battery Voltage Low-Circuit Voltage Below Threshold
MSAB	B218C-16	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
MSAB	B218D-84	Stored	System Voltage-Signal Below Allowable Range
MSAB	C212D-16	Stored	Battery Voltage Circuit Voltage Below Threshold
MSAB	C212A-16	Stored	System Voltage Circuit Voltage Below Threshold
MSAB	C212A-16	Stored	System Voltage Circuit Voltage Below Threshold
MSAB	B218A-16	Stored	System Voltage Low-Circuit Voltage Below Threshold

ECU	Code	Status	Description
ARS	C212A-16	Stored	System Voltage-Circuit Voltage Below Threshold
ABS	C2106-16	Stored	Battery Voltage-Low-Circuit Voltage Below Threshold
BCM	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
EPS	C212A-84	Stored	System Voltage-Signal Below Allowable Range
EC	B0100-84	Stored	System Voltage-Signal Below Allowable Range
ORC	B212C-16	Stored	Ignition Run/Start Input-Circuit Voltage Below Threshold
ORC	B212D-16	Stored	Ignition Run Only Input-Circuit Voltage Below Threshold
ORC	B210D-16	Stored	System Voltage-Circuit Voltage Below Threshold
RFH	U103C-00	Stored	KANONM Communication
RFH	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
RFH	B210D-84	Stored	System Voltage-Signal Below Allowable Range
TPM	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
TPM	B210D-84	Stored	System Voltage-Signal Below Allowable Range
TPM	C1504-96	Active	Tire Pressure Sensor 4-Component Internal Failure
TPM	C1503-96	Active	Tire Pressure Sensor 3-Component Internal Failure
TPM	C1502-96	Active	Tire Pressure Sensor 2-Component Internal Failure
TPM	C1501-96	Active	Tire Pressure Sensor 1-Component Internal Failure
CLM	B219C-16	Stored	Battery Voltage-Input-Circuit Voltage Below Threshold
DSM	B210D-84	Stored	System Voltage-Signal Below Allowable Range
HVAC	B219D-84	Stored	Battery Voltage-Low-Signal Below Allowable Range
HVAC	B219A-84	Stored	System Voltage-Low-Signal Below Allowable Range
ICA	B219D-16	Stored	Battery Voltage-Low-Circuit Voltage Below Threshold
PEB	B219C-16	Stored	Battery Voltage-Input-Circuit Voltage Below Threshold
ROM	B010D-84	Stored	System Voltage-Signal Below Allowable Range
SCDA	C2129-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
SCDM	C2128-16	Stored	System Voltage-Circuit Voltage Below Threshold
TUV	B250A-16	Stored	System Voltage-Low-Circuit Voltage Below Threshold

ABS	C212A-16	Stored
ABS	C2100-16	Stored
BCM	B2199-16	Stored
EPS	C212A-84	Stored
IPC	B21DD-84	Stored
ORC	B212C-16	Stored
ORC	B212D-16	Stored
ORC	B21DD-16	Stored
RFH	U103C-00	Stored
RFH	B2199-16	Stored
RFH	B21DD-84	Stored
TPM	B2199-16	Stored
TPM	B21DD-84	Stored
TPM	C1504-96	Active
TPM	C1503-96	Active
TPM	C1502-96	Active
TPM	C1501-96	Active
DDM	B210C-16	Stored
DDM	B21DD-84	Stored
HVAC	B210D-84	Stored
HVAC	B210A-84	Stored
ICS	B210D-16	Stored
PDM	B210C-16	Stored
PDM	B21DD-84	Stored
SCCM	C2129-16	Stored
SCCM	C212A-16	Stored
TGW	B210A-16	Stored

14.01.20

Utilities Reports Monitors Preferences About Help



Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2012 LD 3.6L

VIN: 2C3CDXBG5CH [REDACTED]

Battery: 11.87 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present

All DTCs Diagnostic Procedures Customer Preferences Vehicle Preparation

Double-click row selection to view environmental data. Click on column heading to sort table.

All Active Stored Pending

	ECU	Code
	ABS	C212A-15
	ABS	C2100-16
	BCM	B2149-16



Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete details.

2012 LD 3.6L

VIN: 2C3CDXBG5CH [REDACTED]

Battery: 13.08 volts

Legend

- Active ECU
- Non-responsive ECU
- DTCs Present

All DTCs

Diagnostic Procedures

Customer Preferences

Vehicle Preparation

Double-click row selection to view environmental data. Click on column heading to sort.

All Active Stored Pending

ECU	Code
ABS	C212A-16
ABS	C2100-16
BCM	B2100-16

14.01.20

Utilities Reports Monitors Preferences About



Vehicle View

Roll over an ECU to see full name. Click on an ECU for complete data.

2012 LD 3.6L

VIN: 2C3CDXBG5C- [REDACTED]

Battery: 12.80 volts

Legend

- Active ECU
- Non-responsive ECU
- DTC Present

All DTCs Diagnostic Procedures Customer Preferences Vehicle P...

Double-click row selection to view associated data. Click on column heading to...

All Active Stored Pending

	ECU	Code
	JBS	C1125-74
	JBS	E2143-05
	ICN	80188-10
	EPS	C2124-04
	PC	80182-04
	ESC	80122-74
	CMC	87140-15
	CMC	87140-15
	ABS	80182-04
	ABS	80182-04
	ABS	80182-04
	ABS	80182-04
	ABS	80182-04

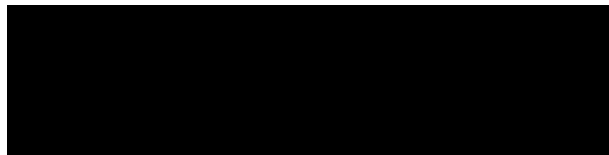
PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS





2011 LD 3.6L | VIN: 2B3CL3CG9BH [REDACTED]

ECU	Code	Status	Description
PCM	P0622	Active	Generator Field Control Circuit/Open
ABS	C2101-17	Stored	Battery Voltage High-Circuit Voltage Above Threshold
ABS	C212A-17	Stored	System Voltage-Circuit Voltage Above Threshold
EPS	C2128-00	Stored	Unknown
ORC	B21DD-16	Stored	System Voltage-Circuit Voltage Below Threshold
TPM	U0001-00	Stored	CAN C Bus-
TPM	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
TPM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
DDM	B21A1-00	Stored	ECU Reset/Recovery Occurred-
DDM	B210C-16	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
DDM	B21DD-84	Stored	System Voltage-Signal

Device Serial Number: WVP-04181

Page 1

Device Software Version: 4.1.0

Tue Nov 19 2013



2011 LD 3.6L | VIN: 2B3CL3CG9BH [REDACTED]

ECU	Code	Status	Description
DDM	B1672-11	Stored	Driver Courtesy Lamp Control-Circuit Short to Ground
DDM	B1672-15	Stored	Driver Courtesy Lamp Control-Circuit Short to Battery or Open
HSM	B1EB1-1B	Active	Front Left Seat Heater Sensor-Circuit Resistance Above Threshold
HSM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
HVAC	B210D-84	Stored	Battery Voltage Low-Signal Below Allowable Range
HVAC	B210E-85	Stored	Battery Voltage High-Signal Above Allowable Range
HVAC	B210B-85	Stored	System Voltage High-Signal Above Allowable Range
HVAC	B210A-84	Stored	System Voltage Low-Signal Below Allowable Range

Device Serial Number: WVP-04181

Page 2

Device Software Version: 4.1.0

Tue Nov 19 2013



2011 LD 3.6L | VIN: 2B3CL3CG9BH [REDACTED]

ECU	Code	Status	Description
PDM	B21A1-00	Active	ECU Reset/Recovery Occurred-
PDM	B210C-16	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
PDM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
PDM	B1676-11	Stored	Passenger Courtesy Lamp Control-Circuit Short to Ground
SCCM	C2129-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
SCCM	C212A-16	Stored	System Voltage-Circuit Voltage Below Threshold
TGW	B210A-16	Stored	System Voltage Low-Circuit Voltage Below Threshold
TGW	B1570-00	Stored	USB Communication-
TGW	B157C-00	Active	Satellite Region Mismatch - Rest of World-
AMP	B21DD-84	Stored	System Voltage-Signal

Device Serial Number: WVP-04181

Page 3

Device Software Version: 4.1.0

Tue Nov 19 2013



2011 LD 3.6L | VIN: 2B3CL3CG9BH [REDACTED]

ECU	Code	Status	Description
AMP	B1479-13	Stored	Channel 6 Audio Speaker Output-Circuit Open
AMP	B1474-13	Stored	Channel 5 Audio Speaker Output-Circuit Open
HFM	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold

Device Serial Number: WVP-04181

Page 4

Device Software Version: 4.1.0

Tue Nov 19 2013

MADE BY CHRYSLER GROUP LLC

GWR: 02314 KG

05100 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY,

BUMPER AND THEFT PREVENTION STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.

DATE OF MFR: 1-11

GWR: 01275 KG

FRONT: 02810 LB

REAR: 02810 LB



VIN: 2B3CL3C699

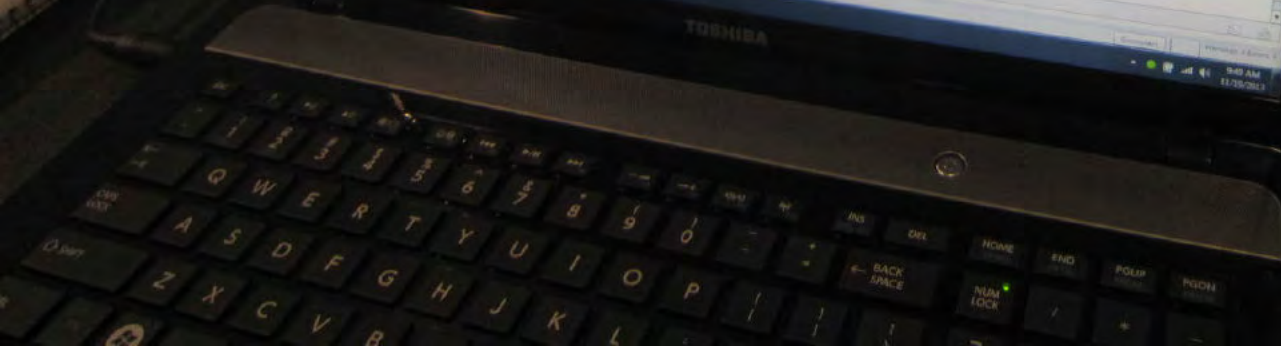
MDN: 012707 13599

VEHICLE MADE IN CANADA

PLANT: PSC

TYPE: PASSENGER CAR
TRAIL: 8718

4308843



Vehicle View

Get view on ECU by use full name. Click on an ECU for complete details.

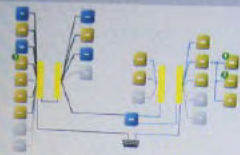
VW 1.4I B&L

VW 2B01320201

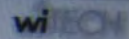
Battery: 12.30 volts

Legend

- Active ECU
- Nonresponsive ECU
- ECU Present



Search Service Information



All DTCs **Diagnostic Procedures** Customer Preferences Vehicle Preparation

Feedback how we search to view environmental data. Click on search heading to sort table.

All Action Stored Reading

ECU	Code	Status	Description
4000	P0422	Active	
4001	C2101-03	Active	
4002	C2124-03	Stored	Generator Field Control Circuit/Open
4003	C2128-00	Stored	Battery Voltage High-Circuit Voltage Above Threshold
4004	C2128-00	Stored	System Voltage-Circuit Voltage Above Threshold
4005	B2100-14	Stored	Unknown
4006	U2005-00	Stored	System Voltage-Circuit Voltage Below Threshold
4007	B2104-06	Stored	CAN C Bus
4008	B2105-04	Stored	Battery Voltage-Circuit Voltage Below Threshold
4009	B2106-14	Stored	System Voltage-Signal Below Allowable Range
4010	B2100-00	Stored	ECU Reset/Recovery Occurred
4011	B2102-01	Stored	Battery Voltage-Input-Circuit Voltage Below Threshold
4012	B2103-10	Stored	System Voltage-Signal Below Allowable Range
4013	B1001-00	Stored	Driver Courtesy Lamp Control-Circuit Short to Ground
4014	B2100-00	Active	Driver Courtesy Lamp Control-Circuit Short to Battery or Open
4015	B2100-00	Stored	Front Left Seat Heater Sensor-Circuit Resistance Above Threshold
4016	B2100-00	Stored	System Voltage-Signal Below Allowable Range

View Freeze Frame View Event Data Clear Stored DTCs

TOSHIBA

9:50 AM
11/29/2011



Coca-Cola
Vanilla

KENWOOD



100% NATURAL
GRAPEFRUIT
SPARKLING WATER

100% NATURAL
GRAPEFRUIT
SPARKLING WATER
oil

100% NATURAL
GRAPEFRUIT
SPARKLING WATER

Free
12
CANS



KENWOOD

KENWOOD

SHAWY T
Pouch

KENWOOD

KAC 2100B1
Class D Mono Power Amplifier

1000W
MAXIMUM POWER
300W
RMS
4 Ohm Load
12VDC



KENWOOD


CLASS BOOST CONTROL SYSTEM KAC-8105D
Class D Mono Power Amplifier

KAC-8105D
MAXIMUM POWER **1000W**
300W
[RMS x1 at 4 ohms and $\leq 1\%$ THD+N]





SE 48°F
Key has Left Vehicle
47327 mi



 P R N D 





2301

Leng



2307

VTEC

ENGINE OIL SERVICE INTERVAL
CHECK OIL LEVEL WITH ADF

ENGINE OIL SERVICE INTERVAL
CHECK OIL LEVEL WITH ADF

1.6L 16V



Challe











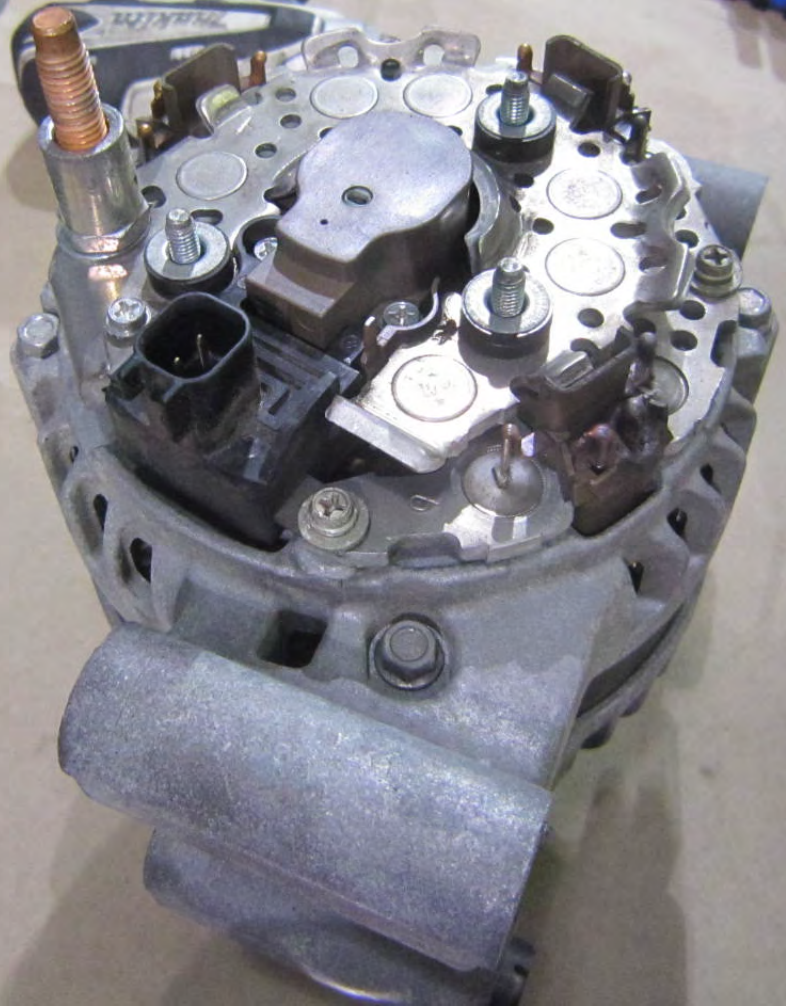


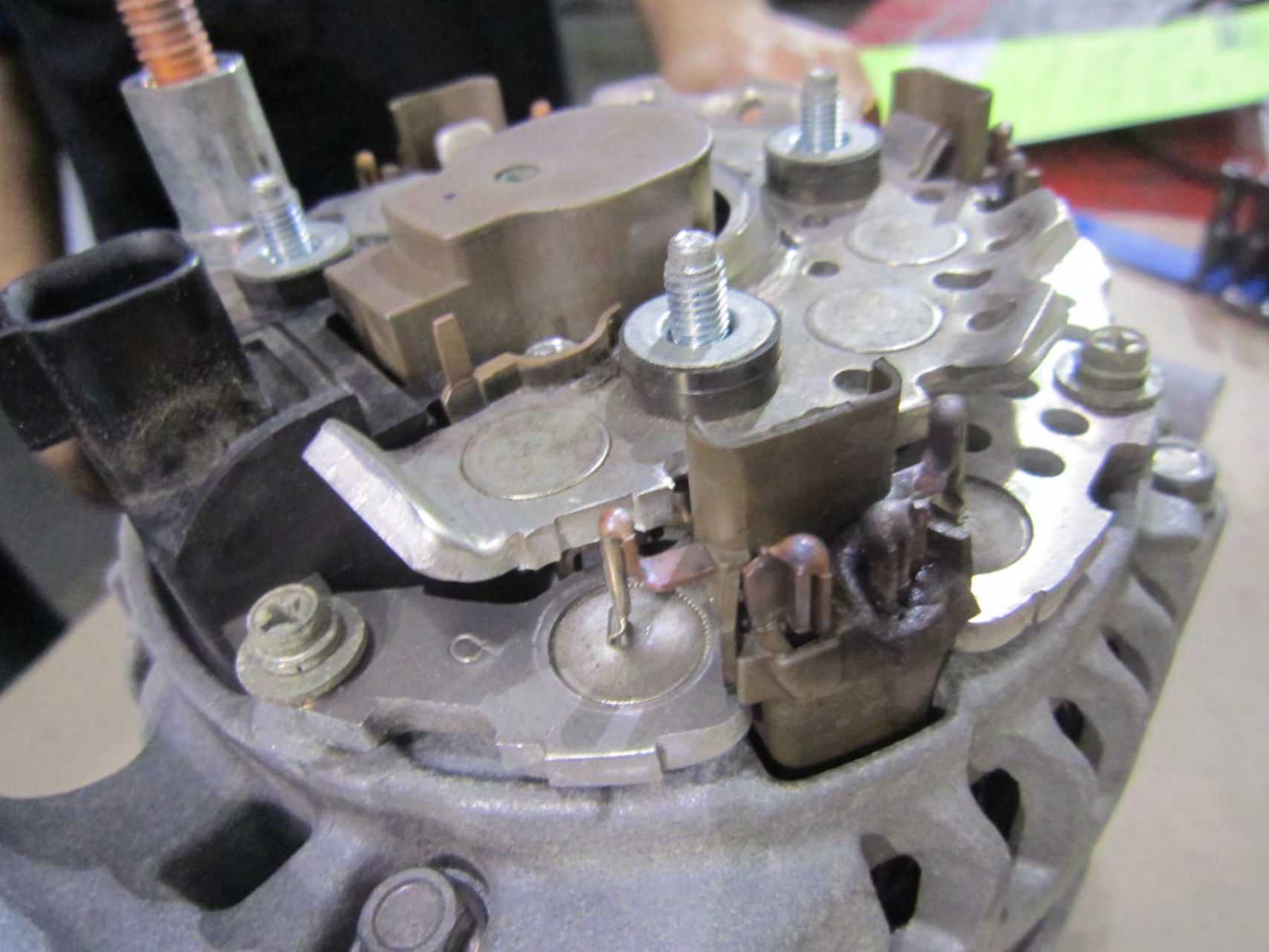


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DENSO

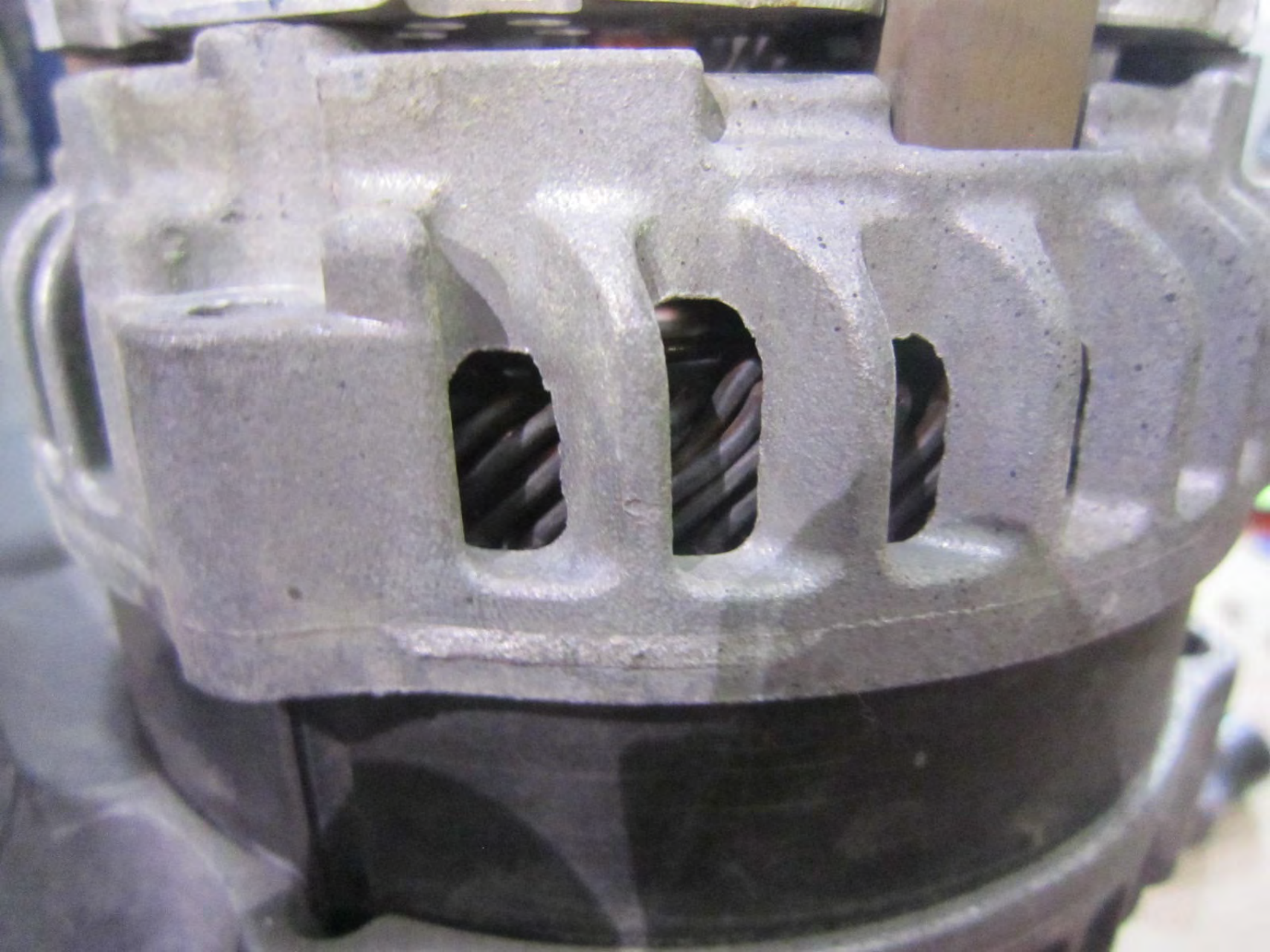
170

























CHARGER

WARNING

EVEN WITH ADVANCED AIRBAGS

- CHILDREN CAN BE KILLED OR SERIOUSLY INJURED BY THE AIRBAG.
- THE BACK SEAT IS THE SAFEST PLACE FOR CHILDREN.
- NEVER PUT A REAR-FACING CHILD SEAT IN THE FRONT.
- ALWAYS USE SEATBELTS AND CHILD RESTRAINTS.
- SEE DRIVER'S MANUAL FOR MORE INFORMATION ABOUT AIRBAGS.

05108114AA



MÊME AVEC LES AIRBAGS AVANCÉS

- LES ENFANTS PEUVENT ÊTRE TUÉS OU BLESSÉS GRAVEMENT PAR UN SAC GONFLABLE.
- LA BANQUETTE ARRIÈRE EST LA PLUS SÛRE POUR LES ENFANTS.
- NE JAMAIS PLACER UN SIÈGE POUR ENFANT À L'ARRIÈRE À L'AVANT DU VÉHICULE.
- TOUJOURS UTILISER LES CEINTURES DE SÉCURITÉ ET LES SIÈGES ENFANT.
- DE RETENUE POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.



RES
SET
CANCEL
OFF

START
STOP
ENGINE
NOISE

A/C
FRONT
REAR
OFF
VOL
OFF
AUTO
ENTER
BROWSE
SCROLL

Jeep




Please see your dealer for more information.
Call 1-800-4ADODGE for more information.


STICK W
DODGE
RAM
Mopar



2011 LD 3.6L | VIN: 2B3CL3CG9BH [REDACTED]

ECU	Code	Status	Description
PCM	P0622	Active	Generator Field Control Circuit/Open
ABS	C2101-17	Stored	Battery Voltage High-Circuit Voltage Above Threshold
ABS	C212A-17	Stored	System Voltage-Circuit Voltage Above Threshold
EPS	C2128-00	Stored	Unknown
ORC	B21DD-16	Stored	System Voltage-Circuit Voltage Below Threshold
TPM	U0001-00	Stored	CAN C Bus-
TPM	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
TPM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
DDM	B21A1-00	Stored	ECU Reset/Recovery Occurred-
DDM	B210C-16	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
DDM	B21DD-84	Stored	System Voltage-Signal

Device Serial Number: WVP-04181

Page 1

Device Software Version: 4.1.0

Tue Nov 19 2013



2011 LD 3.6L | VIN: 2B3CL3CG9BH [REDACTED]

ECU	Code	Status	Description
DDM	B1672-11	Stored	Driver Courtesy Lamp Control-Circuit Short to Ground
DDM	B1672-15	Stored	Driver Courtesy Lamp Control-Circuit Short to Battery or Open
HSM	B1EB1-1B	Active	Front Left Seat Heater Sensor-Circuit Resistance Above Threshold
HSM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
HVAC	B210D-84	Stored	Battery Voltage Low-Signal Below Allowable Range
HVAC	B210E-85	Stored	Battery Voltage High-Signal Above Allowable Range
HVAC	B210B-85	Stored	System Voltage High-Signal Above Allowable Range
HVAC	B210A-84	Stored	System Voltage Low-Signal Below Allowable Range

Device Serial Number: WVP-04181

Page 2

Device Software Version: 4.1.0

Tue Nov 19 2013



2011 LD 3.6L | VIN: 2B3CL3CG9BH [REDACTED]

ECU	Code	Status	Description
PDM	B21A1-00	Active	ECU Reset/Recovery Occurred-
PDM	B210C-16	Stored	Battery Voltage Input-Circuit Voltage Below Threshold
PDM	B21DD-84	Stored	System Voltage-Signal Below Allowable Range
PDM	B1676-11	Stored	Passenger Courtesy Lamp Control-Circuit Short to Ground
SCCM	C2129-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
SCCM	C212A-16	Stored	System Voltage-Circuit Voltage Below Threshold
TGW	B210A-16	Stored	System Voltage Low-Circuit Voltage Below Threshold
TGW	B1570-00	Stored	USB Communication-
TGW	B157C-00	Active	Satellite Region Mismatch - Rest of World-
AMP	B21DD-84	Stored	System Voltage-Signal

Device Serial Number: WVP-04181

Page 3

Device Software Version: 4.1.0

Tue Nov 19 2013



2011 LD 3.6L | VIN: 2B3CL3CG9BH [REDACTED]

ECU	Code	Status	Description
AMP	B1479-13	Stored	Channel 6 Audio Speaker Output-Circuit Open
AMP	B1474-13	Stored	Channel 5 Audio Speaker Output-Circuit Open
HFM	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold

Device Serial Number: WVP-04181

Page 4

Device Software Version: 4.1.0

Tue Nov 19 2013

MADE BY CHRYSLER GROUP LLC

GWR: 02314 KG

05100 LB

THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR VEHICLE SAFETY,

BUMPER AND THEFT PREVENTION STANDARDS IN EFFECT ON

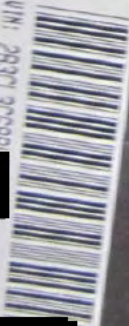
THE DATE OF MANUFACTURE SHOWN ABOVE.

DATE OF MFR: 1-11

GWR: 01275 KG

FRONT: 02810 LB

REAR: 02810 LB

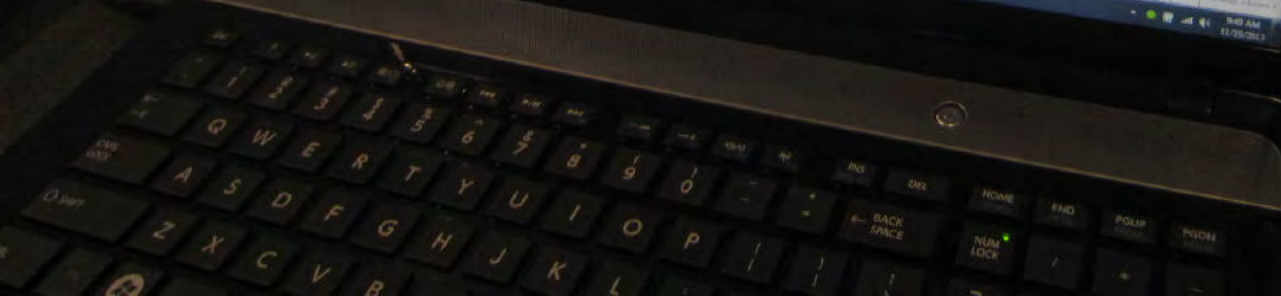
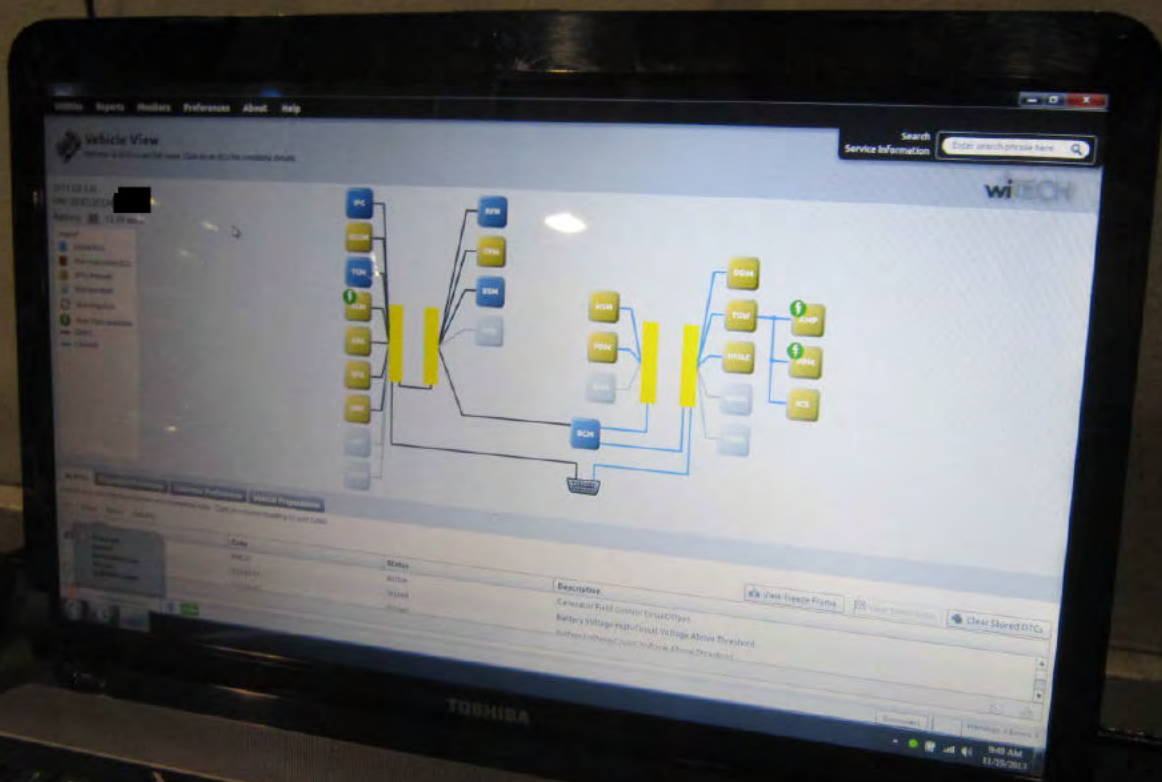


VIN: 2B3C13C699
MDN: 012707 13599
VEHICLE MADE IN CANADA

PLANT: PSC

TYPE: PASSENGER CAR
TRAIL: 8718

4308843



Vehicle View

Test view an ECU to view full name. Click on an ECU for complete details.

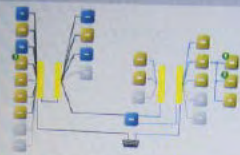
VW 1.6I B&L

VIN VB0CL32091

Battery: 12.30 volts

Legend

- Active ECU
- Nonresponsive ECU
- ECU Present



Search Service Information



All DTCs **Diagnostic Procedures** Customer Preferences Vehicle Preparation

Feedback how we can improve the user interface. Click on specific heading to sort table.

All Action Stored Reading

ID#	Code	Status	Description
4038	P0422	Active	
4039	C2101-47	Stored	Generator Field Control Circuit/Open
4040	C2124-17	Stored	Battery Voltage High-Circuit Voltage Above Threshold
4041	C2124-80	Stored	System Voltage-Circuit Voltage Above Threshold
4042	B0100-14	Stored	Unknown
4043	U2005-6C	Stored	System Voltage-Circuit Voltage Below Threshold
4044	B2104-16	Stored	CAN C Bus
4045	B2105-64	Stored	Battery Voltage-Circuit Voltage Below Threshold
4046	B23A1-60	Stored	System Voltage-Signal Below Allowable Range
4047	B210C-14	Stored	ECU Reset/Recovery Occurred
4048	B210D-80	Stored	Battery Voltage-Input-Circuit Voltage Below Threshold
4049	B10C2-11	Stored	System Voltage-Signal Below Allowable Range
4050	B10C3-12	Stored	Driver Courtesy Lamp Control-Circuit Short to Ground
4051	B10C4-18	Stored	Driver Courtesy Lamp Control-Circuit Short to Battery or Open
4052	B0100-66	Active	Front Left Seat Heater Sensor-Circuit Resistance Above Threshold
4053		Stored	System Voltage-Signal Below Allowable Range

View Freeze Frame View Event Data Clear Stored DTCs

TOSHIBA

9:50 AM
11/29/2011



KENWOOD

Coca-Cola
Vanilla



100% NATURAL
GRAPEFRUIT
JUICE
12 CANS

100% NATURAL
GRAPEFRUIT
JUICE
12 CANS





RECYCLE
DANGER
POISON
CORROSIVE
Pb
DO NOT OPEN VENTS
CHARGE IN VENTILATED AREA
Charger Power Group LLC
11000 W. 10th Ave
Denver, CO 80202



KENWOOD

KENWOOD

SHAWY T
Pouch

KENWOOD

KAC 2100B1
Class D Mono Power Amplifier

1000W
MAXIMUM POWER
300W
RMS



KENWOOD

CLASS BOOST CONTROL SYSTEM KAC-B1050
Class D Mono Power Amplifier

KAC-B1050
MAXIMUM POWER **1000W**
300W
[RMS x1 at 4 ohms and $\leq 1\%$ THD+N]





SE 48°F

Key has Left Vehicle

47327 mi



A small red icon of a car is displayed at the bottom of the central display.

 P R N D 

A gear indicator with the letters P, R, N, and D illuminated in green. A red car icon is visible to the left and right of the indicator.





2301

lengo



2307

VTEC

ENGINE OIL SERVICE INTERVAL
CHECK OIL LEVEL WITH THE OIL
DIPSTICK

ENGINE OIL SERVICE INTERVAL

1.6L 16V
16V



Challe











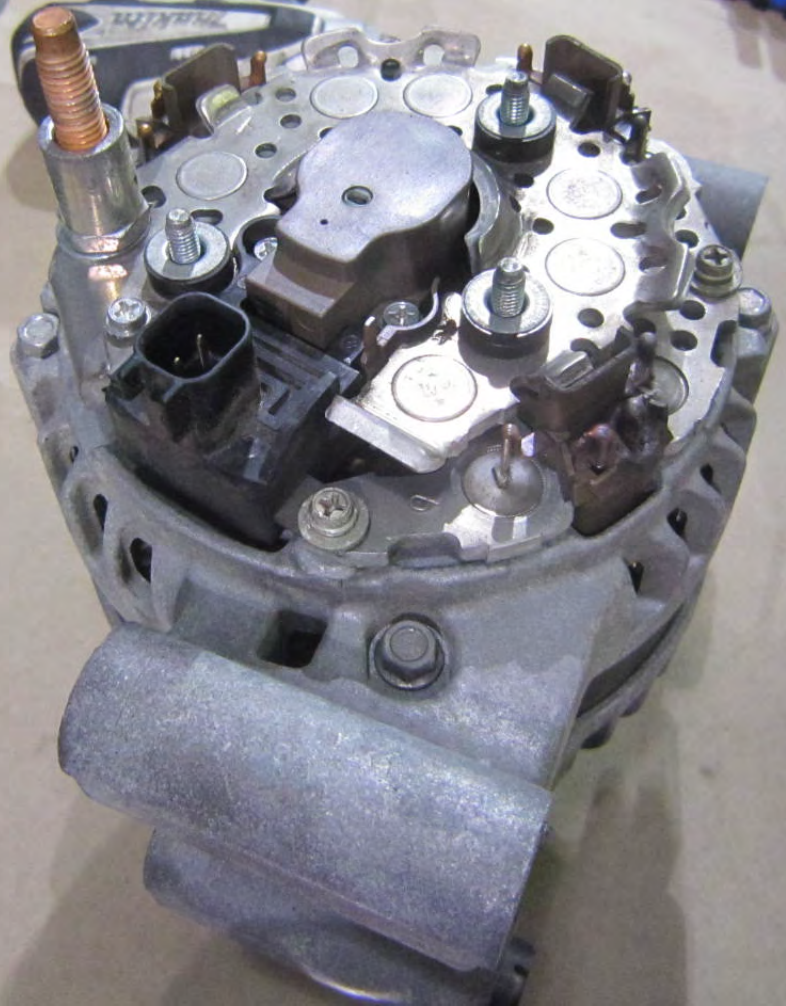




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DENSO

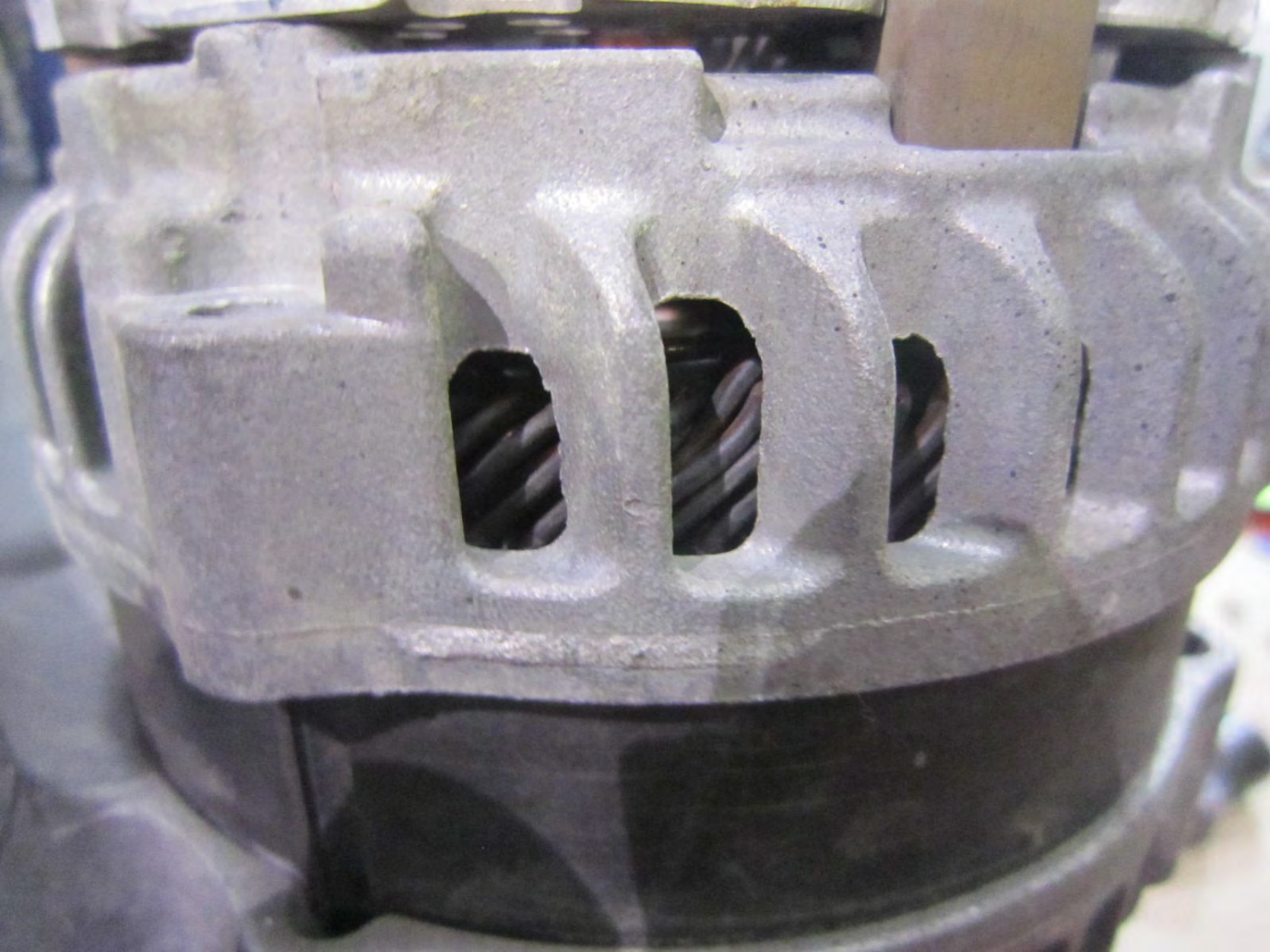
170

























CHARGER

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05108114AA



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- DE RETENUE POUR ENFANT.
- CONSULTER LE GUIDE DE L'AUTOMOBILISTE POUR OBTENIR PLUS DE RENSEIGNEMENTS SUR LES SACS GONFLABLES.



RES
SET
CANCEL
OFF

START
STOP
ENGINE
E-Noise

A/C
FRONT
REAR
OFF
VOL
OFF
AUTO
ENTER
BROWSE
SCROLL

Jeep



Small sign on the dashboard, partially obscured, featuring a red car image and text.

STICK W
Dodge
Mopar

PE14-022

CHRYSLER

10-3-2014

ENCLOSURE 4

CAIRS



Tax: 877-768-5076

2011 DODGE CHARGER

DR

CASE #: [REDACTED] SUMMARY OF COMPLAINTS

Date	Mileage	Description	Resolved
4/21/2012		Purchased 2011 Dodge Charger from DCH Chrysler/Jeep/Dodge; While test driving vehicle, noticed rattling inside cabin near driver's a/c vent and grinding sound when pushing brake pedal; trunk liner was missing; items were noted and was told to bring vehicle back for call order	No- Brakes / vent rattling
4/25/2012	21,864	Took vehicle to DCH for repair of items noted on due slip, as noted above; and advised service advisor that key fob was not working and that the doors/trunk would not open/shut by pushing the button on door handle; was told that this was on recall and that the door handles would be replaced and battery in fob was replaced; trunk liner parts ordered and rattling sound from vent repaired.	No- brakes, key fob; door handles Yes- Vent repaired
5/2/2012	22,343	Took vehicle to DCH for trunk liner, grinding noise from brakes, and noise when turning; drove with Service Advisor to listen to grinding sound, could not hear anything. Asked advisor to check brakes and was told there was no reason to check them because he could not "reproduce the problem"	YES- trunk liner only No- Brakes
6/22/2012	25,612	Took vehicle to DCH for free oil change and advised that brakes were still grinding; again, drove with advisor down street and couldn't hear problem; again advised that because they could not reproduce the problem in their presence that the only way they would remove the tires and check for problems was if I paid to get the tires rotated, at which time the tires would be off the vehicle and they could see brakes.	No- Brakes
8/23/2012	29,680	Oil Change at Vavoline	
8/26/2012	Unknown	While at Lake Mead, Nevada on vacation, key fob would not open door; called Dodge and was advised to have vehicle towed to nearest dealership, which was very far. Door finally opened and then vehicle would not start; Message "Key not detected"; then car started and Message "Key has left vehicle". Also noted while driving that grinding sound from brakes was getting worse;	No- FOB / Brakes

Date	Mileage	Description	Resolved
Sept 2012	30,970	While driving 40mph down road, message: "Key has left Vehicle"; (See attached image)	
9/17/2012	31,068	Took vehicle to DCH regarding key fob and brakes again; dealership advised that they previously replaced battery in fob and now would replace the key fob itself; was advised again that they would check the brakes only if I paid for a tire rotation; I paid for the rotation was told brakes were fine and that "no abnormal noise was present at this time"; was told by advisor that the computer had been "flashed" and to bring vehicle back if problem continued	NO- Fob / Brakes
October 2012	Unknown	Continuous problems with message errors while driving and continuous grinding noises from brake; spoke to service advisor on the telephone multiple times and was advised that because they could not "reproduce the problem" while the vehicle was not in their presence, they could not do anything; expressed concern about factory warranty expiring soon (See attached images)	
11/23/2012	34,846	Took vehicle to DCH for key fob problem, grinding brake sound and parking brake not holding vehicle in driveway; car was "jamming" into gear while parked on driveway; again told no problems with brakes or parking brake; when picking up vehicle, I demanded that advisor ride in car to back parking lot of dealership where there was a hill and set the parking brake; when set, car rolled right down hill; advisor went to check with mechanic and they made an adjustment and told me that I was not pushing the parking brake all the way down; I was also told that the parking brake might need to be replaced if adjustment did not hold; I requested that the brake just be replaced at that time because I knew the warranty would soon expire and was told they could NOT replace until they knew whether or not adjustment fixed the problem; Again, they "could not duplicate" key fob problem	NO- Fob, Brakes YES – Parking brake worked for about 3 months after adjustment and not holding vehicle again.
12/7/2012	35,769	Took vehicle to DCH for oil change and grinding in brakes and key fob issues; concerned because factory warranty was expiring; again told no problems could be reproduced	NO- Fob / Brakes

Date	Mileage	Description	Resolved
Jan – Present	Various	Called DCH multiple times regarding key fob problems, grinding brakes and parking brake not working again; also, air conditioning vent, previously "fixed" had fallen down into dashboard; was told that they would be happy to inspect, but I would have to pay hourly rate because vehicle was out of warranty. Spoke with service manager and was told nothing he could do without me paying for inspection. (See attached)	No- Fob / Brakes, Parking brake; air vent;
3/16/2013	42,218	Oil change at Valvoline	
5/24/2013	47,693	Oil change at Valvoline	
9/8/2013	55,217	Oil change at Valvoline	
9/10/2013	55,593	<p>Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc.</p> <p>Called DCH 9/11/2013 and was told I could have vehicle towed to dealership for diagnosis at their hourly rate; I also mentioned continuous key fob, brakes and parking brake issues and was again told that they would be happy to investigate, subject to their hourly rate.</p> <p>I took car to personal mechanic and was advised that the alternator had burnt up because the ground wire had come into contact with the motor mount causing alternator to burn itself up (\$721.36)</p>	NO- Fob / Brakes, Parking Brake
November 2013		<p>Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.</p> <p>Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.</p>	

DCH AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # AR000249803

MURRIETA, CA
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	21864/21864	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 25APR12		0.00	CASH	25APR12

R.O. OPENED READY OPTIONS: STK:CTR0398 DLR:45189

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	FACTORY	RECALL	#L 28			

CAUSE:
23L28182 Replace both front exterior door handles
363 W (N/C)
1 CEB1L282AA HANDLE-FRONT DOOR EXTERIOR (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE BOTH FRONT EXTERIOR DOOR HANDLES IN CONJUNCTION WITH RECALL # L 28

B. TRUNK LINER IS LOOSE IN THE TRUNK
CAUSE:

01 -ACCESSORIES 363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

*also fixed vent up front
rattling sound*

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

CONFIRM TRUNK LINER IS LOOSE. ORDER NEEDED PARTS IN CONJUNCTION WITH TSB #23-008-12.

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO

Original Estimate (Part & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time:	Authorization Obtained By:
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE

HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD. TEMECULA, CA 92591-5586
(951) 676-0000
Service Direct (951) 491-2150
EPA # CAR 000146647 BAR # AR000249903

MURRIETA, CA
HOME:
BUS:

CONT:N/A
CELL:

PAGE 2

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		21864 / 21864		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DC			17:00 25APR12		0.00	CASH	25APR12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
07:34 25APR12	13:00 25APR12						

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

CAUSE: CALIFORNIA AIR RESOURCES BOARD (CARB) RULE.
TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

363 ISA (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** PERFORM RAPID REPOSENSE TRANSMITTAL #11-082

CAUSE: 18190294 Flash Program Body Control Module and Reconfigure Vehicle
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

UPDATE BCM IN ACCORDANCE WITH RET # 11-082

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate						LABOR AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						GAS, OIL, LUBE	0.00
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

DCH AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 876-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000148847 BAR # ARD00249903

MURRIETA CA

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	22343/22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DE			17:00 02MAY12		0.00	CASH	02MAY12
R.O. OPENED		READY		OPTIONS: STK:CTR0398 DLR:45189			
07:15 02MAY12		13:11 02MAY12					

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

A INSTALL SPECIAL ORDER PARTS FOR THE TRUNK

CAUSE:

01 -ACCESSORIES
363 W (N/C)
1 6508563AA PIN-PUSH (N/C)
1 55315153AD SILENCER-REAR SHELF (N/C)
PC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE TRUNK SILENCER PAD AND ALL NEEDED RETAINERS.

B CHECK FOR POWER STEERING NOISE

CAUSE:

01 -ACCESSORIES
363 W (N/C)
PC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

TEST DRIVE VEHICLE BY TECH AND SERVICE ADVISOR AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. LIFT VEHICLE AND INSPECT STEERING SYSTEM... OK AT THIS TIME.

C CHECK BRAKES MAKE A GRINDING NOISE AND FEEL FROM THE FRONT LEFT

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)	<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

DCH AUTO GROUP

CUSTOMER #:
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-8688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAF 000148647 BAR # ARD00249903

MURRIETA CA
HOME:
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

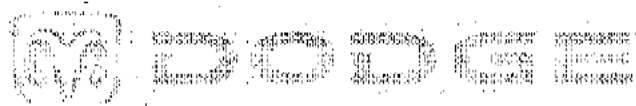
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		22343/22344		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 02MAY12		0.00	CASH	02MAY12

R.O. OPENED	READY	OPTIONS
07:15 02MAY12	13:11 02MAY12	STK:CTR0398 DLR:45189

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
01							(N/C)
01 -ACCESSORIES							
				363	W		
					FC: PART#: COUNT:		
					CLAIM TYPE: W		
					AUTH CODE:		

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

TEST DRIVE VEHICLE AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. CHECK FRONT BRAKES AND FOUND NO ABNORMAL WEAR.



[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		GAS, OIL, LUBE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SUBLET AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		WASTE DISPOSAL COSTS *	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		TOTAL CHARGES	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LESS INSURANCE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SALES TAX	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PLEASE PAY THIS AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)			



CUSTOMER # [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146847 BAR # ARD00249903

MURRIETA, CA

HOME [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	25612/25612	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

07:56 22JUN12 09:50 22JUN12

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

A GUEST STATES: "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE. INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE V.I.N. NUMBER. PLEASE ADVISE

FIRSTLOF "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE.

INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO

INVOICE AND MATCH VEHICLE V.I.N. NUMBER.

1151 CPO						11.00	11.00
1 68079744AA	FILTER-ENGINE OIL			8.50	8.50	8.50	8.50
6 68055891AA	*OIL-5W30			3.35	2.60	15.60	15.60
PARTS:	24.10	LABOR:	11.00	OTHER:	0.00	TOTAL LINE A:	35.10

B MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK.

1151 ISA						(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS	
5	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT		
Revised Estimate	9			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		PARTS AMOUNT		
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.							GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.							SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE					WASTE DISPOSAL COSTS *	
						TOTAL CHARGES		
						LESS INSURANCE		
						SALES TAX		
						PLEASE PAY THIS AMOUNT		



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
1951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

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

PRESSURE AS INDICATED ON THE VEHICLES TIRE
PRESSURE LABEL. ADJUSTED TO _____

3181 ISA (N/C)

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

D** PERFORM FLAT REPAIR LEFT REAR TIRE

CAUSE: NAIL IN TIRE

01 - ACCESSORIES

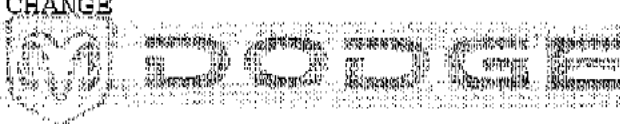
3164 CPQ 25.00 25.00

PARTS: 0.00 LABOR: 25.00 OTHER: 0.00 TOTAL LINE D: 25.00

INSECTED TIRE FROM OUTSIDE FOUND REPAIR IS IN REPAIRABLE POSITION
IN TIRE DISMOUNTED TIRE FOUND NO TIRE DAMAGE TO SIDE WALLS OR LINER IN
TIRE PERFORMED A 2 PIECE REPAIR (PLUS PLUS PATCH) RESEALED LINER,
MOUNTED AND BALANCED TIRE AND WHEEL ROAD TEST OK

EST: 0.00 22JUN12 07:56 SA: 544

CONTACT WILL WAIT. TOTAL IS
\$25.00 BAL IS FREE OIL CHANGE



JUN 22 2012
[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-Mail (See Attached)		LABOR AMOUNT	36.00
				<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-Mail (See Attached)		PARTS AMOUNT	24.10
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	60.10
						LESS INSURANCE	0.00
						SALES TAX	1.87
						PLEASE PAY THIS AMOUNT	61.97

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

\$25.00

DCH Chrysler Jeep Dodge
9514912140
26845 Ynez Road
Temecula CA

VEHICLE
CHECKUP



EXPRESS LANE
FAST OIL CHANGES & MORE

Customer Name

Grid for Customer Name

VIN Number

R.O. Number

Phone

Vehicle Year/Model

Mileage

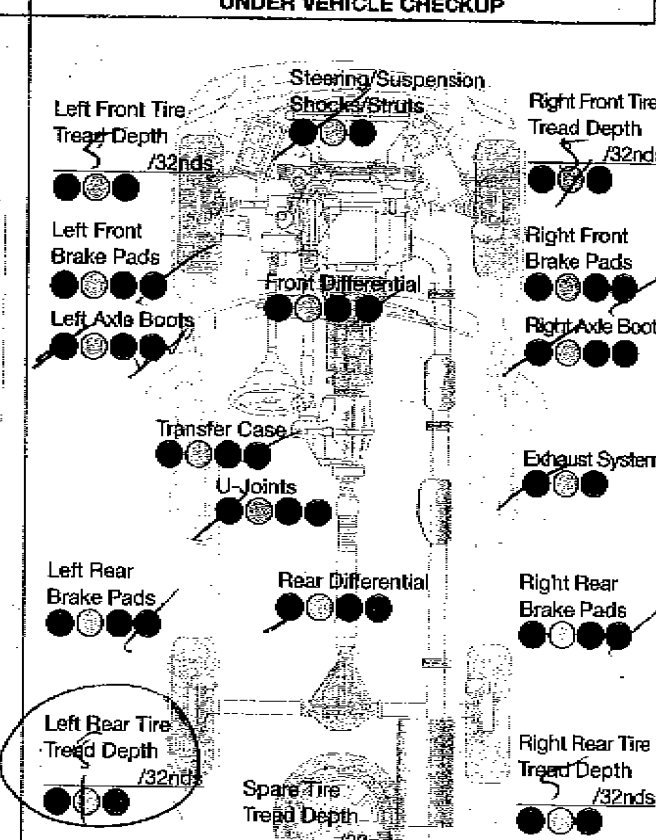
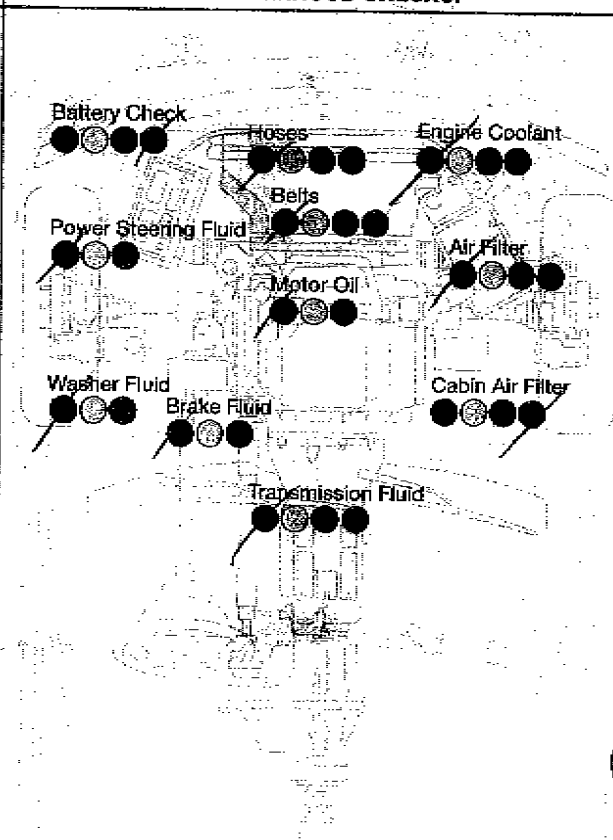
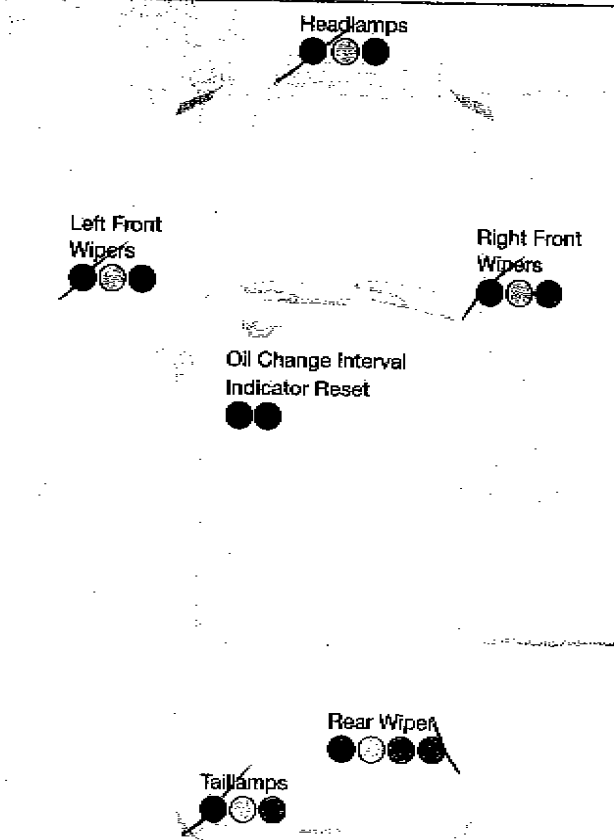
Date

- Checked and OK
- ⊙ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



Notes

Notes

Notes *hall keys in patchette side*
Repaired

ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE



100 Years Under the Hood



Invoice: 5156 7U3L-DIVE 08/23/2012 4:41:27 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION		
[REDACTED] Murrieta, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI (IG) ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Trevor Sodja 40430 California Oaks Rd. AFD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882		
MAINTENANCE CHECKS		SERVICES PERFORMED				
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			18.00	21.99
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110	1.00	EA		
Battery	Not Checked	Valvoline 5W30 Conventional Motor Oil	5.90	QT		
Windshield Wash Fluid Level	Added	Discount (KEEP)				-10.00
Coolant Reservoir Level	Checked-OK	Extra Oil Charge				4.49
Tire Pressure	Checked-OK Front 30 Rear 30					
Transmission Fluid Level	Sealed					
A/C Refrigerant	Not Checked					

YOUR SERVICE TEAM: CSR: javier TOPSIDE: Johnny, Cody BOTTOMSIDE: Brandon

NEXT VISIT RECOMMENDATIONS
SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES
Rear Differential
Fuel Filter
Oil Change
Tire Rotation
Power Steering

COMMENTS
WE RECOMMEND TIRE ROTATION EVERY 7,500 MILES
RECOMMEND REAR DIFFERENTIAL CHANGE
RECOMMEND CABIN AIR FILTER

Subtotal	34.48
Parts Subtotal	17.49
Labor Subtotal	16.99
Tax	1.36
Total	35.84
Visa [REDACTED]	35.84
Change Due	0.00

Sign [REDACTED]
 Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

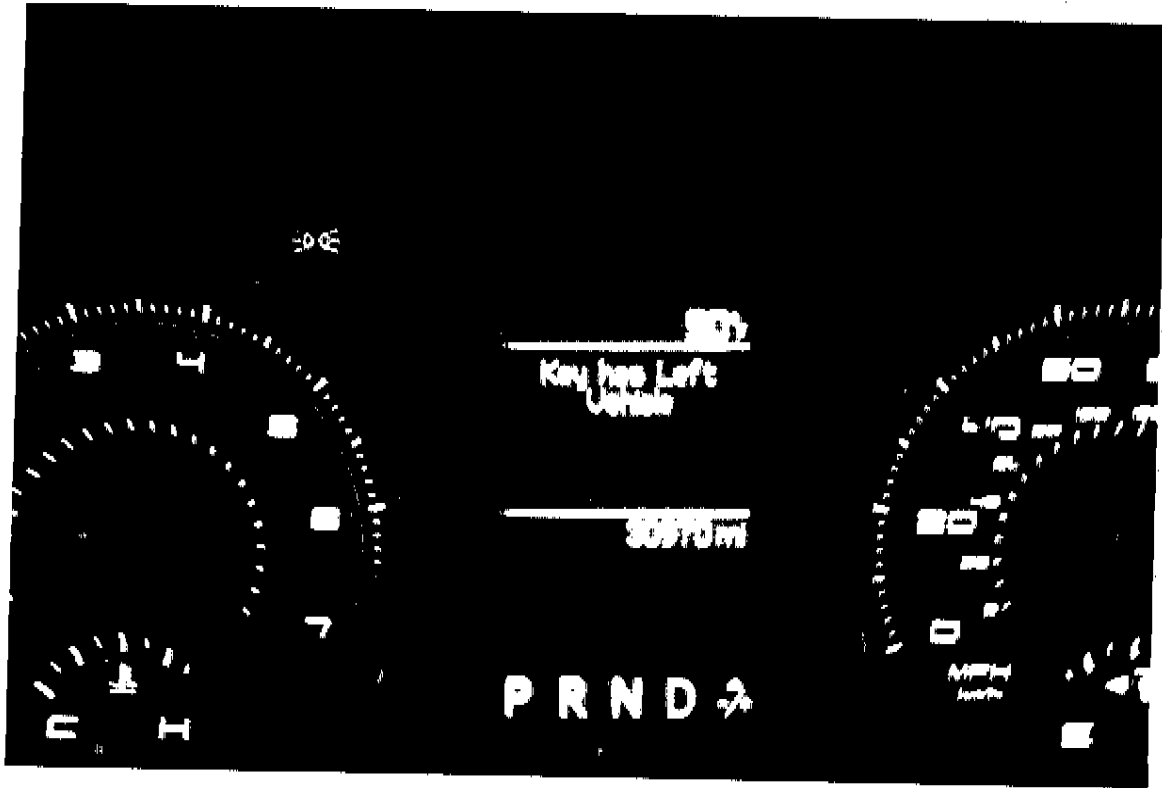
\$10 OFF an oil change for your 2nd car!

*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.

Code: INV2 CSR: [REDACTED] EXPIRES 90-DAYS FROM DATE OF INVOICE

mileage: 30,970

Sept 2012



CUSTOMER # [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 878-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # ARD00248903

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT:N/A
CELL:

SERVICE ADVISOR: 3230 Randy Folds

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12

R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189
08:18 17SEP12	14:54 17SEP12	

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

A AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS: 6000 ISA	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:	(N/C) 0.00
-----------------	-------------	-------------	---------------	------------

B AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS: 6000 ISA	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:	(N/C) 0.00
-----------------	-------------	-------------	---------------	------------

C CUST STATES INTERMITTENTLY EVIC DISPLAY READS KEY NOT DETECTED AND ONE TIME RKE WOULD NOT OPEN DOOR OR START VEHICLE CHECK AND ADVISE (BATTERY HAS BEEN REPLACE)

08 -ELECTRICAL SYSTEM	6000 W	1:68051387AE KEY FOB-INTEGRATED KEY FOB	FC: PART#: COUNT:	(N/C)
-----------------------	--------	---	-------------------	-------

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)
Revised Estimate	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____

HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. <input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	DESCRIPTION	TOTALS
	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	WASTE DISPOSAL COSTS *	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER # [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge

of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5088
(951) 678-0010
Service Direct (951) 491-2150

EPA # CAR 000146647 BAR # ARD00249903

3230 Randy Folds

LICENSE	MILEAGE IN / OUT	TAG
[REDACTED]	31068/31069	[REDACTED]
RATE	PAYMENT	INV. DATE
0.00	CASH	17SEP12
:45189		

DCH
Refused to
check grinding
unless I paid for
tire rotation. They
would not take off
tire and check for free

MURRIETA, CA
HOME [REDACTED] CONT
BUS: [REDACTED] CELL

COLOR	YEAR	MAKE
TUNGSTEN M	11	DODGE C
DEL. DATE	PROD. DATE	WARR
22APR12 DD		
P.O. OPENED		REA

08:18 17SEP12 14:54 I
LINE OPCODE TECH TYPE I
CLAIM TYPE:
AUTH CODE:

LIST	NET	TOTAL
------	-----	-------

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

NO DTC NO TSB NO FLASH REPLAC E KEY AND PROGRAM

D PERFORM M10 RECALL

CAUSE: RECALL

35 CAMPAIGNS

6000 W

1 68183960AA WIRING KI

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:



Jeep

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MODIFIED TIEM ABS WIRING OK

E PERFORM BRAKE INSPECTION GUST HEARS A GRINDING TYPE NOISE ALSO ROTATE TIRES

CAUSE: MANTANCE

BRAKE PERFORM BRAKE INSPECTION

6000 CP

PARTS: 0.00 LABOR: 26.95 OTHER: 0.00 TOTAL LINE E: 26.95

ROTATED TIRES AND PERFORM BRAKE INSPECTION FRONT AND REAR BRAKES

HAVE 9MM REMAINING TYEST DROVE NO ABNORMAL NOISE PRESENT AT IS TIME

Original Estimate Parts & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5888
(951) 676-0010
Service Direct (951) 491-2150
EPA # CAR 000148847 BAR # AFD00249903

INVOICE

PAGE 3

SERVICE ADVISOR: 3230 Randy Folds

MURRIETA CA
HOME: [REDACTED]
BUS: [REDACTED]
CONT: N/A
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
08:18	17SEP12	14:54	17SEP12				
BST:	26.95		17SEP12	08:18	SA: 3230		

CHRYSLER



Jeep



DODGE

SEP 17 2012

[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
0	1			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		LABOR AMOUNT	26.95
Revised Estimate	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						GAS, OIL, LUBE	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	26.95
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	26.95

Customer Name _____

RO# _____



Year/Make/Model _____

Color _____

Driven by a better way™

Mileage 31068

Service Consultant _____

2122 VIN # _____

The DCH Experience

INSPECTION RESULT - OK


WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Inspect Each Service

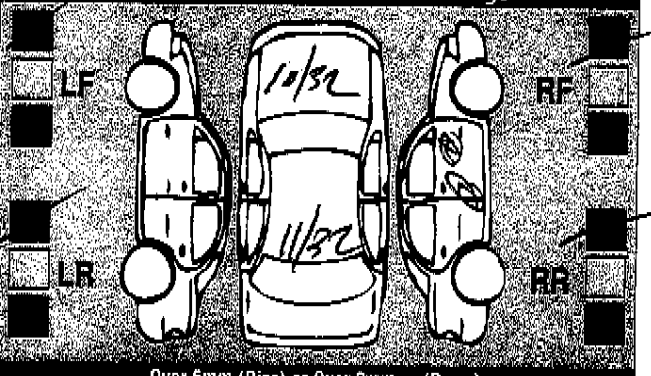
Check Tires/Measure Tire Tread Depth

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Window washer fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Automatic transmission fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Power steering fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Operation of horn, interior and exterior lights
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield washer spray and wiper operation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cooling system for visible leaks and damage
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Oil and/or fluid leaks (Specify _____)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (If equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Exhaust system (leaks, visible damage, loose parts)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Drive belt(s)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Steering, steering linkages/wheel bearing play
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake lines, hoses, parking brake
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Battery terminals (clean, if necessary)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clutch operation (if equipped) <i>M/A</i>

Tire Pressure % of Factory Recommendation		PSI Front <u>32</u>	Rear <u>32</u>
<input checked="" type="checkbox"/>	7/32 or greater		7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32		4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less		3/32 or less
<input checked="" type="checkbox"/>	7/32 or greater		7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32		4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less		3/32 or less

State Inspection Due Date: _____

Measure Front / Rear Brake Linings



Over 5mm (Disc) or Over 2mm or (Drum)
Less than 3mm (Disc) or 1mm or less (Drum)

Brake Measurements Not Taken This Service Visit

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rotate Tires
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Wiper Inserts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Repair
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brakes (Specify)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Other

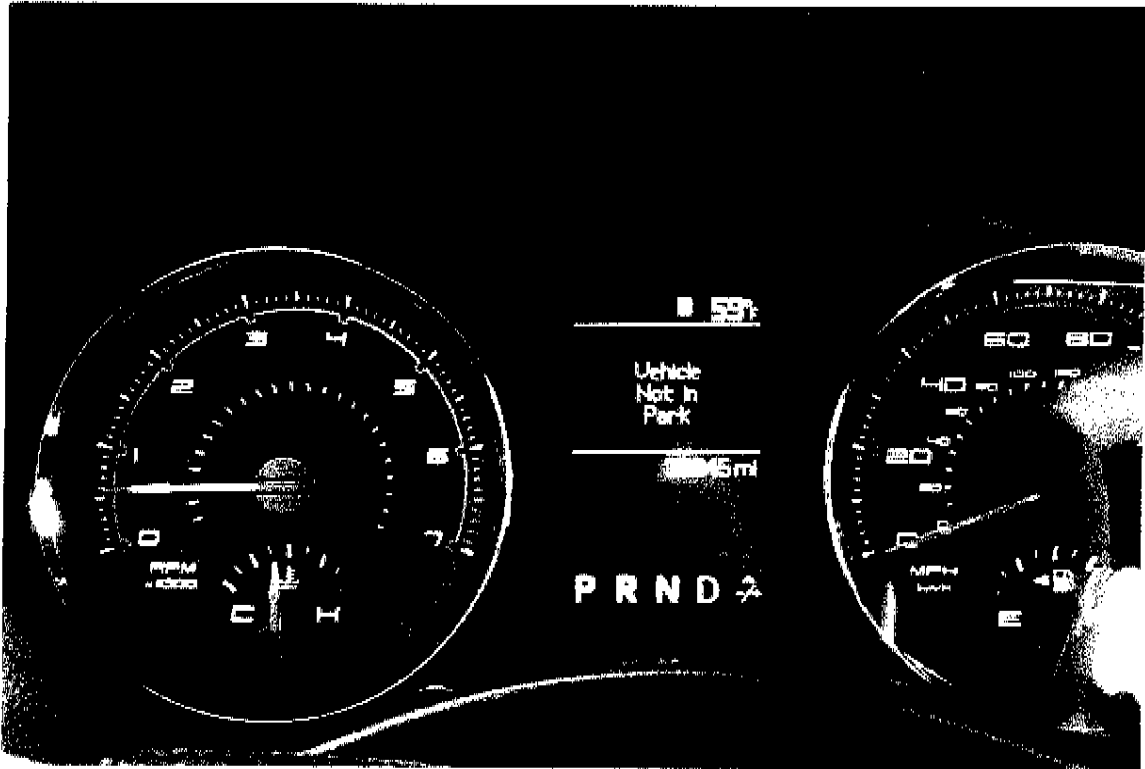
Check Battery



Pass
Fail



Driven by a better way™



Car
is in
Drive.
Color photo
shows "D"
green



mileage -
33,912

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 678-0010
Service Direct (951) 491-2150

EPA # CAR 000146647 BAR # AR000249903

PAGE 1

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	34846/34852	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22APR12 DD			17:00 23NOV12		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189				
10:19 23NOV12	15:50 23NOV12					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THE PARKING BRAKE WILL NOT HOLD THE CAR. IF SHE SETS THE BRAKE AND PUTS THE CAR INTO NEUTRAL, THE CAR WILL ROLL.

CAUSE: CHECKED BRAKE FOR PROPER OPERATION. ALL WORKING AS DESIGNED.

01 -ACCESSORIES

8000 W						(N/C)
2 4778570 SLEEVE-HEAT SHRINK						(N/C)
1 SOLDER ROLL						(N/C)

FC: PART#: COUNT: **CHRYSLER**

CLAIM TYPE: W

AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT WHEN DRIVING ON SEVERAL OCCASIONS THAT SHE WILL GET A WARNING IN THE DASH THAT POPS UP AND SAYS "VEHICLE NOT IN PARK". IT USUALLY COMES ON WHEN THE CAR IS DRIVING AROUND 40 MPH OR SO.

CAUSE: CHECKED COMPUTER FOR FAULTS, NONE STORED. COULD NOT DUPLICATE.

01 -ACCESSORIES

8000 W						(N/C)
--------	--	--	--	--	--	-------

FC: PART#: COUNT: **DODGE**

CLAIM TYPE: W

AUTH CODE:



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

C PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	
						WASTE DISPOSAL COSTS *	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						TOTAL CHARGES	
						LESS INSURANCE	
DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146847 BAR # ARD00248903

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

HOME: [REDACTED]

BUS: [REDACTED]

CONT: [REDACTED]

CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				

10:19 23NOV12 15:50 23NOV12

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

CAUSE: CODES B0028 REPAIRED SEAT WIRING AS NEEDED

01 - ACCESSORIES

8000 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

CHRYSLER

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

D CUSTOMER STATES THAT AT TIMES WHEN TRYING TO TAKE THE CAR OUT OF PARK, IT IS HARD TO GET IT OUT AND IT SEEMS TO TAKE A LOT OF EFFORT OR TIME

CAUSE: CAR IS SHIFTING INTO AND OUT OF GEAR AS DESIGNED.

21 - TRANSMISSION

8000 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

Jeep

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION:	TOTALS
\$	\$			<input type="checkbox"/> TRM Above <input type="checkbox"/> Pw (See Attached) <input type="checkbox"/> Emek (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> TRM Above <input type="checkbox"/> Pw (See Attached) <input type="checkbox"/> Emek (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.					PLEASE PAY THIS AMOUNT	GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE						WASTE DISPOSAL COSTS *	
CUSTOMER SIGNATURE						TOTAL CHARGES	
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE					LESS INSURANCE		
					SALES TAX		

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 876-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # AR000249903

PAGE 3

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	34846/34852	[REDACTED]	
DEL. DATE	PRODX. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				

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

INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO

8000 ISA

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 (N/C)

CHRYSLER



Jeep



DODGE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

***HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

28845 YNEZ RD., TEMECULA, CA 92591-8686
(951) 676-0010
Service Direct (951) 481-2150

INVOICE

PAGE 1

EPA # CAR 000148647 BAR # ARD00249903

MURR [REDACTED] CA
HOME [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3234 Christopher Lawson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				

11:53 07DEC12 13:46 07DEC12

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.
TP PRESSURE CODE
3244 ISA (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

CHRYSLER

B GUEST STATES: OIL & FILTER CHANGE SPECIAL (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE. PLEASE ADVISE
1795 OIL & FILTER CHANGE SPECIAL, (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE.
3244 IFO (N/C)
1 68079744AB FILTER-ENGINE OIL (N/C)
6 68055891AA *OIL-5W30 (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

JEOP

DONE CUSTOMER HAS COMPLIMENTARY OIL CHANGE CARD
C MULTIPPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK.
INSPECT MULTIPPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK.
3244 ISA (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	LABOR AMOUNT	
Revised Estimate	\$					PARTS AMOUNT	
					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
					SALES TAX		
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 676-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # ARD00249903

INVOICE

PAGE 2

SERVICE ADVISOR: 3234 Christopher Lawson

MURRIETA, CA
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

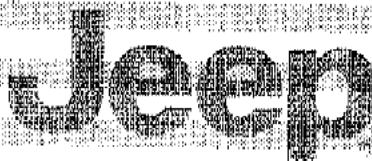
11:53 07DEC12	13:46 07DEC12	LIST	NET	TOTAL
D. I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X				
CALL I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X				

PARTS: 3244 TSA	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D:	(N/C) 0.00
-----------------	-------------	-------------	---------------	------------

*****CHRYSLER*****

EST: 0.00 07DEC12

CONTACT: MAIN: 951-252-3218



Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				<input type="checkbox"/> Tinspon <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate						PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT WASTE DISPOSAL COSTS * TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	0.00 0.00 0.00 0.00 0.00 0.00 0.00
By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.					NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.		
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				

CHRIS

DCH Chrysler Jeep Dodge
9514912150
26845 Ynez Road
TEMECULA, CA 92589

1.00
#343

VEHICLE CHECKED

EXPRESS LANE

FAST OIL CHANGES & MORE

Customer Name

Photo Number

Phone

11 CHARGER

Vehicle Year/Model

VIN Number

35769
Mileage

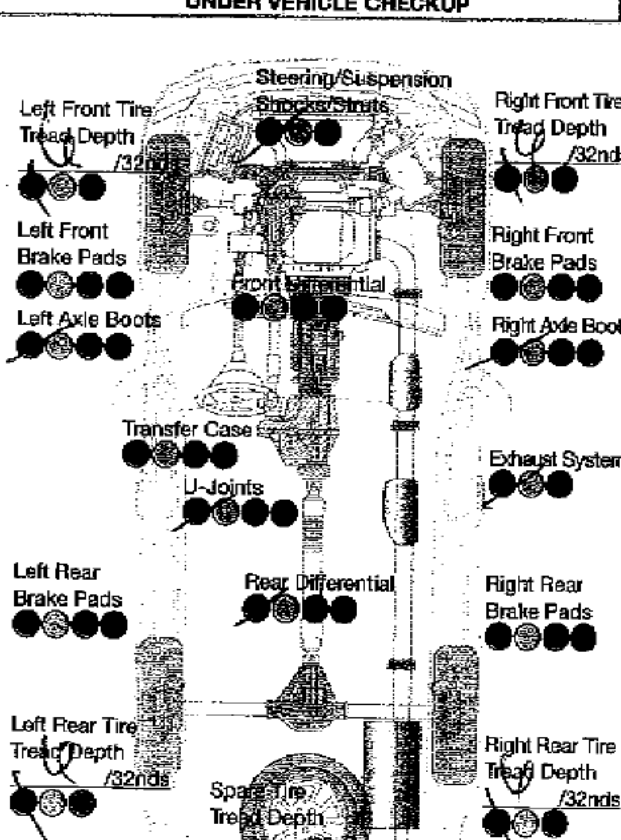
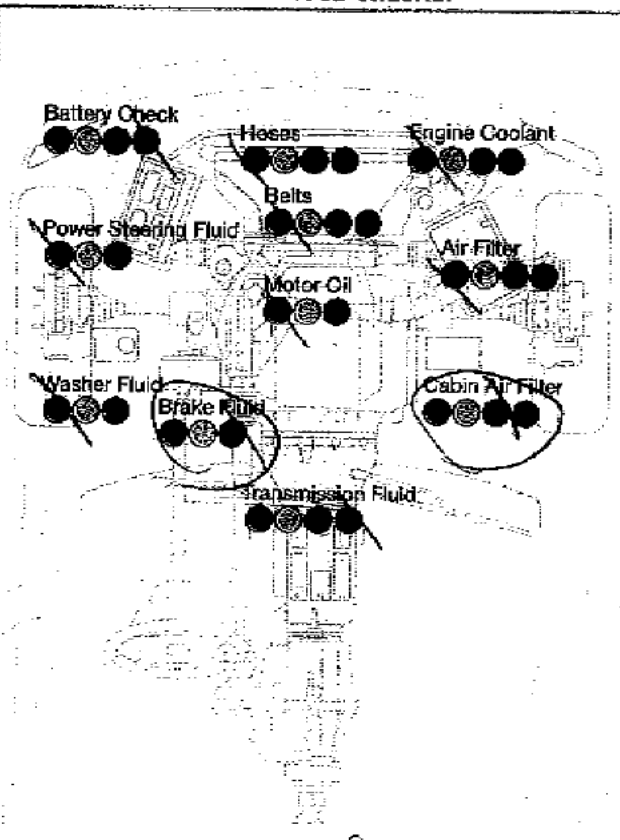
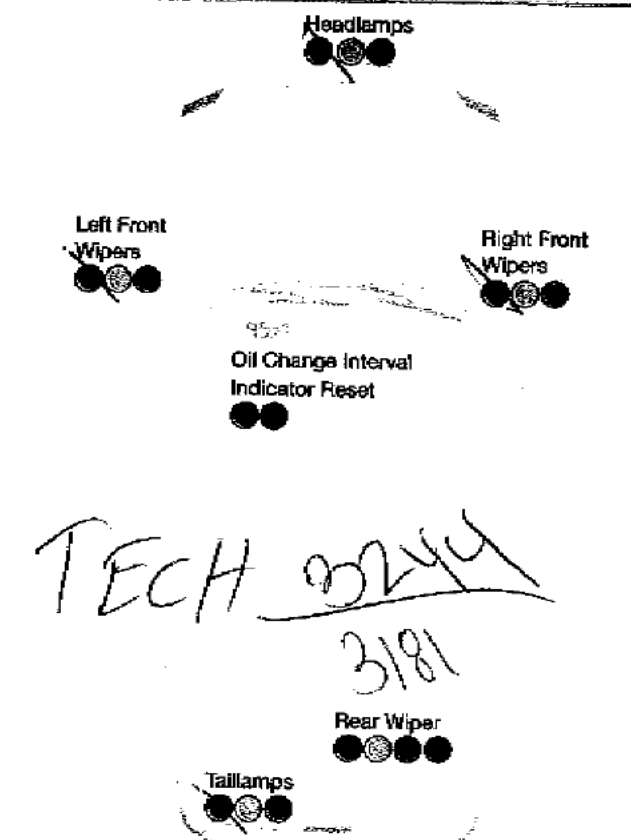
12/7/12
Date

- Checked and OK
- ⊗ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



TECH 0244
3181

Notes: New Cabin Filter Done
Brake Pads \$60.00



100 Years Under the Hood



Invoice: 12385 7U3L-DIVE 03/16/2013 12:35:24 R

CUSTOMER INFORMATION	VEHICLE INFORMATION	SERVICE CENTER INFORMATION
[REDACTED] Murrieta, CA	VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L Z20 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218	VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882

MAINTENANCE CHECKS	SERVICES PERFORMED																																																																										
<table border="0"> <tr> <td>Lubrication Points</td> <td>Sealed</td> </tr> <tr> <td>Oil Drain Plug & Gasket</td> <td>Checked-OK</td> </tr> <tr> <td>Brake Fluid Level</td> <td>Checked-OK</td> </tr> <tr> <td>Power Steering Fluid Level</td> <td>Not Checked</td> </tr> <tr> <td>Battery</td> <td>Checked-OK</td> </tr> <tr> <td>Windshield Wash Fluid Level</td> <td>Added</td> </tr> <tr> <td>Coolant Reservoir Level</td> <td>Checked-OK</td> </tr> <tr> <td>Tire Pressure</td> <td>Checked-OK Front 34 Rear 34</td> </tr> <tr> <td>Transmission Fluid Level</td> <td>Sealed</td> </tr> <tr> <td>A/C Refrigerant</td> <td>Not Checked</td> </tr> </table>	Lubrication Points	Sealed	Oil Drain Plug & Gasket	Checked-OK	Brake Fluid Level	Checked-OK	Power Steering Fluid Level	Not Checked	Battery	Checked-OK	Windshield Wash Fluid Level	Added	Coolant Reservoir Level	Checked-OK	Tire Pressure	Checked-OK Front 34 Rear 34	Transmission Fluid Level	Sealed	A/C Refrigerant	Not Checked	<table border="0"> <thead> <tr> <th>ITEM DESCRIPTION</th> <th>QTY</th> <th>UNIT</th> <th>PARTS</th> <th>LABOR</th> <th>AMOUNT(\$)</th> </tr> </thead> <tbody> <tr> <td>Conventional Oil Change</td> <td></td> <td></td> <td>16.51</td> <td>23.48</td> <td>39.99</td> </tr> <tr> <td>Valvoline Oil Filter VO110</td> <td>1.00</td> <td>EA</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Valvoline 5W30 Conventional Motor Oil</td> <td>5.90</td> <td>QT</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Discount (HALF)</td> <td></td> <td></td> <td></td> <td></td> <td>-20.00</td> </tr> <tr> <td>Hazardous Waste Fee</td> <td>1.00</td> <td>EA</td> <td></td> <td></td> <td>1.49</td> </tr> <tr> <td>Discount (HALF)</td> <td></td> <td></td> <td></td> <td></td> <td>-0.75</td> </tr> <tr> <td>Extra Oil Charge</td> <td></td> <td></td> <td></td> <td></td> <td>4.49</td> </tr> <tr> <td>Discount (HALF)</td> <td></td> <td></td> <td></td> <td></td> <td>-2.25</td> </tr> </tbody> </table>	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(\$)	Conventional Oil Change			16.51	23.48	39.99	Valvoline Oil Filter VO110	1.00	EA				Valvoline 5W30 Conventional Motor Oil	5.90	QT				Discount (HALF)					-20.00	Hazardous Waste Fee	1.00	EA			1.49	Discount (HALF)					-0.75	Extra Oil Charge					4.49	Discount (HALF)					-2.25
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OUR SERVICE TEAM: CSR: Johnny TOPSIDE: Todd BOTTOMSIDE: Christopher

NEXT VISIT
Tire Rotation
Rear Differential
Fuel System
Fuel Filter
Power Steering

Subtotal	22.97
Parts Subtotal	11.23
Labor Subtotal	11.74
Tax	0.90
Total	23.87
Visa (*5329)	23.87
Change Due	0.00

COMMENTS

[REDACTED]

[REDACTED]

Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

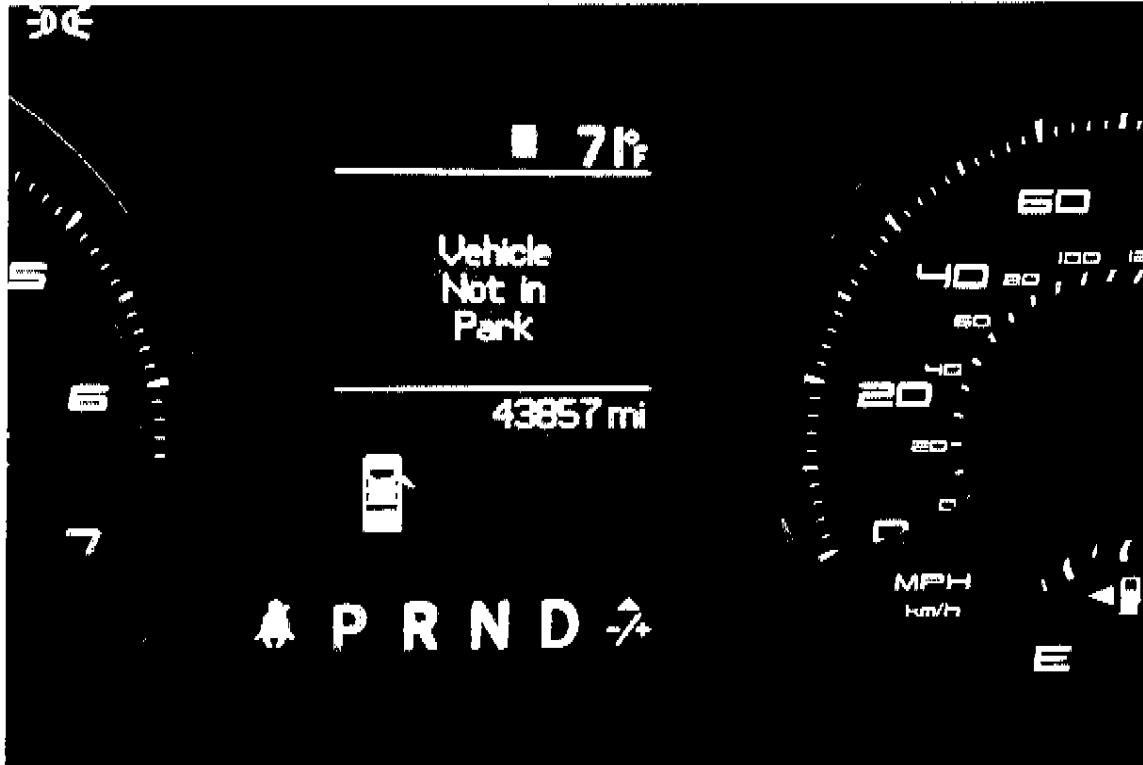
\$10 OFF an oil change for your 2nd car!

* Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discount.

Code: INV2 CSR: / / EXPIRES 30 DAYS FROM DATE OF INVOICE

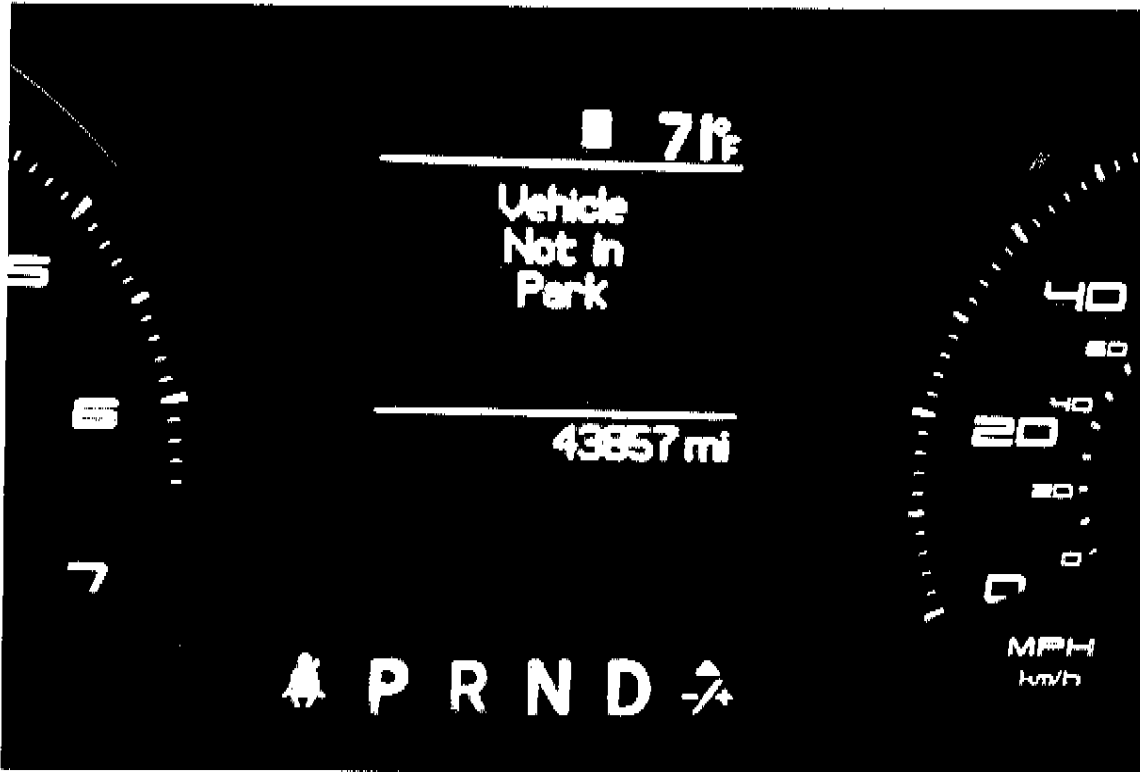
Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Hazardous waste fee may apply. **Increase in the original estimated

Thank you for your business
www.vloc.com



↑
"P" lit

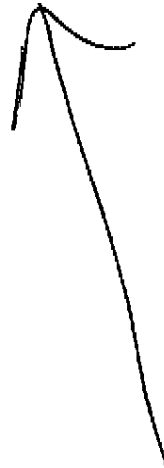
Vehicle IS in Park



↑
"R"
Reverse



Key fob



Invoice: 14923 7U3K-DIVE 05/24/2013 6:31:16 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION	
[REDACTED] MURRIETA, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 Ft ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218 CURRENT MILEAGE: 47,693		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882	
MAINTENANCE CHECKS		SERVICES PERFORMED			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Tire Rotation			0.00 21.99 21.99
Brake Fluid Level	Checked-OK	Conventional Oil Change			16.51 23.48 39.99
Battery	Sealed	Valvoline Oil Filter VO110	1.00	EA	
Windshield Wash Fluid Level	Added	Valvoline 5W30 Conventional Motor Oil	5.90	QT	
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	EA	1.49
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oil Charge			4.49
Transmission Fluid Level	Sealed				
A/C Refrigerant	Not Checked				

YOUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle

NEXT VISIT
Fuel System
Fuel Filter
Rear Differential
Power Steering

COMMENTS
[REDACTED]

Subtotal	67.96
Discount (CNB13)	-10.00
Amt After Discount	57.96
<i>Parts Subtotal</i>	22.49
<i>Labor Subtotal</i>	35.47
Tax	1.80
Total	59.76
Visa (*5329)	59.76
Change Due	0.00

[REDACTED]

agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts
 Code: INV2 CSR: / / EXPIRES 30 DAYS FROM DATE OF INVOICE

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Haz Waste Fee \$1.49 applies to labor (non tax)
 [REDACTED] of an increase in the original estimated

Automotive Specialties
41175 AVENIDA ALVARADO
TEMECULA CA 92590
(951) 296-5574
MIDWESTERN 1991

Automotive Specialties
1976 AVENIDA ALVARADO TEMECULA, CA 92590
15-35 * BAR #:ARD00271613-EPA #:CAL000062330
WWW.AUTOSPECIALTIES.ORG

INVOICE #: 20132010

Entry Method: Swiped

09/11/2013 13:14:52
Job#: 021416
Approvd: Online
Batch#: 000025

Vehicle Information Page 1 of 1
Year: 2011 License: [REDACTED]
Make: DODGE Color: [REDACTED]
Model: CHARGER Size: [REDACTED]
Code: 53593
VIN: 203CL3C688 [REDACTED]
Invoice Date: 09/11/2013
Finished Date: 09/12/2013
Original Est. of: 721.36
Additional Cost of: 0.00
Revised Estimate of: 721.36

Customer Copy
THANK YOU!
COME AGAIN!

Description	List Price	Selling Price	Ext. Price
REBUILD (REQUIRED)			
ALTERNATOR	738.00	492.00	492.00

Work Completed	Labor Price
CHECK ENGINE (WORK)	
DIAGNOSED, REMOVE AND REPLACE ALTERNATOR. FRONT BEARING SEIZED AND MELTED. BOUND WIRE MELTED TO ENGINE MOUNT SHORTED? (AS REQUESTED !!)	190.00
	0.00

ALL PARTS LISTED ABOVE ARE NEW, UNLESS OTHERWISE INDICATED. INTEREST WILL BE CHARGED AT THE RATE OF 18% PER MONTH (ANNUAL PERCENTAGE RATE OF 18%) ON THE UNPAID BALANCE OF ALL INVOICES OVER 30 DAYS. IF REVISED ESTIMATE IS GREATER THAN ORIGINAL ESTIMATE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. THE STANDARD LABOR WARRANTY PERIOD IS 6 MONTHS OR 6,000 MILES. CHECK WITH THE MANUFACTURER OF ANY EQUIPMENT YOU MAY PURCHASE TO DETERMINE YOUR SPECIFIC WARRANTY. NOTE: ALL USED EQUIPMENT CARRIES A 30 DAY WARRANTY.

PAYMENT TERMS:
C.O.D.
TAXABLE PARTS: 492.00
NON-TAXABLE PARTS:
LABOR: 190.00
SALE TAX:

Customer's Receipt: [REDACTED]

Date Signed: / /

Check #: / / 10% Amount Paid: \$

SUBTOTAL: 682.00
SALES TAX: 39.36
TOTAL TICKET #: 721.36

THANK YOU FOR YOUR BUSINESS

Business Hours 7:30-5:30pm MON-FRI

Tax: 877-768-5076

2011 DODGE CHARGER

DR

CASE #: [REDACTED] SUMMARY OF COMPLAINTS

Date	Mileage	Description	Resolved
4/21/2012		Purchased 2011 Dodge Charger from DCH Chrysler/Jeep/Dodge; While test driving vehicle, noticed rattling inside cabin near driver's a/c vent and grinding sound when pushing brake pedal; trunk liner was missing; items were noted and was told to bring vehicle back for call order	No- Brakes / vent rattling
4/25/2012	21,864	Took vehicle to DCH for repair of items noted on due slip, as noted above; and advised service advisor that key fob was not working and that the doors/trunk would not open/shut by pushing the button on door handle; was told that this was on recall and that the door handles would be replaced and battery in fob was replaced; trunk liner parts ordered and rattling sound from vent repaired.	No- brakes, key fob; door handles Yes- Vent repaired
5/2/2012	22,343	Took vehicle to DCH for trunk liner, grinding noise from brakes, and noise when turning; drove with Service Advisor to listen to grinding sound, could not hear anything. Asked advisor to check brakes and was told there was no reason to check them because he could not "reproduce the problem"	YES- trunk liner only No- Brakes
6/22/2012	25,612	Took vehicle to DCH for free oil change and advised that brakes were still grinding; again, drove with advisor down street and couldn't hear problem; again advised that because they could not reproduce the problem in their presence that the only way they would remove the tires and check for problems was if I paid to get the tires rotated, at which time the tires would be off the vehicle and they could see brakes.	No- Brakes
8/23/2012	29,680	Oil Change at Vavoline	
8/26/2012	Unknown	While at Lake Mead, Nevada on vacation, key fob would not open door; called Dodge and was advised to have vehicle towed to nearest dealership, which was very far. Door finally opened and then vehicle would not start; Message "Key not detected"; then car started and Message "Key has left vehicle". Also noted while driving that grinding sound from brakes was getting worse;	No- FOB / Brakes

Date	Mileage	Description	Resolved
Sept 2012	30,970	While driving 40mph down road, message: "Key has left Vehicle"; (See attached image)	
9/17/2012	31,068	Took vehicle to DCH regarding key fob and brakes again; dealership advised that they previously replaced battery in fob and now would replace the key fob itself; was advised again that they would check the brakes only if I paid for a tire rotation; I paid for the rotation was told brakes were fine and that "no abnormal noise was present at this time"; was told by advisor that the computer had been "flashed" and to bring vehicle back if problem continued	NO- Fob / Brakes
October 2012	Unknown	Continuous problems with message errors while driving and continuous grinding noises from brake; spoke to service advisor on the telephone multiple times and was advised that because they could not "reproduce the problem" while the vehicle was not in their presence, they could not do anything; expressed concern about factory warranty expiring soon (See attached images)	
11/23/2012	34,846	Took vehicle to DCH for key fob problem, grinding brake sound and parking brake not holding vehicle in driveway; car was "jamming" into gear while parked on driveway; again told no problems with brakes or parking brake; when picking up vehicle, I demanded that advisor ride in car to back parking lot of dealership where there was a hill and set the parking brake; when set, car rolled right down hill; advisor went to check with mechanic and they made an adjustment and told me that I was not pushing the parking brake all the way down; I was also told that the parking brake might need to be replaced if adjustment did not hold; I requested that the brake just be replaced at that time because I knew the warranty would soon expire and was told they could NOT replace until they knew whether or not adjustment fixed the problem; Again, they "could not duplicate" key fob problem	NO- Fob, Brakes YES – Parking brake worked for about 3 months after adjustment and not holding vehicle again.
12/7/2012	35,769	Took vehicle to DCH for oil change and grinding in brakes and key fob issues; concerned because factory warranty was expiring; again told no problems could be reproduced	NO- Fob / Brakes

Date	Mileage	Description	Resolved
Jan – Present	Various	Called DCH multiple times regarding key fob problems, grinding brakes and parking brake not working again; also, air conditioning vent, previously "fixed" had fallen down into dashboard; was told that they would be happy to inspect, but I would have to pay hourly rate because vehicle was out of warranty. Spoke with service manager and was told nothing he could do without me paying for inspection. (See attached)	No- Fob / Brakes, Parking brake; air vent;
3/16/2013	42,218	Oil change at Valvoline	
5/24/2013	47,693	Oil change at Valvoline	
9/8/2013	55,217	Oil change at Valvoline	
9/10/2013	55,593	<p>Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc.</p> <p>Called DCH 9/11/2013 and was told I could have vehicle towed to dealership for diagnosis at their hourly rate; I also mentioned continuous key fob, brakes and parking brake issues and was again told that they would be happy to investigate, subject to their hourly rate.</p> <p>I took car to personal mechanic and was advised that the alternator had burnt up because the ground wire had come into contact with the motor mount causing alternator to burn itself up (\$721.36)</p>	NO- Fob / Brakes, Parking Brake
November 2013		<p>Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.</p> <p>Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.</p>	

DCH AUTO GROUP

CUSTOMER #:

UNIT# CTR0398

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688 (951) 676-0010 Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # AR000249803

MURRIETA, CA

HOME: CONT: N/A

BUS: CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		21864/21864		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 25APR12		0.00	CASH	25APR12

R.O. OPENED READY OPTIONS: STK:CTR0398 DLR:45189

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

A PERFORM FACTORY RECALL #L 28

CAUSE:

23L28182 Replace both front exterior door handles

363 W

1 CEB1L282AA HANDLE-FRONT DOOR EXTERIOR

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE BOTH FRONT EXTERIOR DOOR HANDLES IN CONJUNCTION WITH RECALL # L 28

B. TRUNK LINER IS LOOSE IN THE TRUNK

CAUSE:

01 -ACCESSORIES

363 W

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

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

CONFIRM TRUNK LINER IS LOOSE. ORDER NEEDED PARTS IN CONJUNCTION WITH TSB #23-008-12.

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO

Original Estimate (Part & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time:	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD. TEMECULA, CA 92591-5586
(951) 676-0000
Service Direct (951) 491-2150
EPA # CAR 000146647 BAR # AR000249903

INVOICE

PAGE 2

MURRIETA, CA
HOME:
BUS:

CONT:N/A
CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		21864 / 21864		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DC			17:00 25APR12		0.00	CASH	25APR12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
07:34 25APR12	13:00 25APR12						

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

CAUSE: CALIFORNIA AIR RESOURCES BOARD (CARB) RULE.
TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

363 ISA (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** PERFORM RAPID REPOSENSE TRANSMITTAL #11-082

CAUSE: 18190294 Flash Program Body Control Module and Reconfigure Vehicle
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

UPDATE BCM IN ACCORDANCE WITH RET # 11-082

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> E-mail (See Attachment)	<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> E-mail (See Attachment)	LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
Revised Estimate						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						WASTE DISPOSAL COSTS *	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						TOTAL CHARGES	0.00
					<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LESS INSURANCE	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

DCH AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 876-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000148847 BAR # ARD00249903

MURRIETA CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	22343/22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DE			17:00 02MAY12		0.00	CASH	02MAY12
R.O. OPENED		READY		OPTIONS: STK:CTR0398 DLR:45189			
07:15 02MAY12		13:11 02MAY12					

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

A INSTALL SPECIAL ORDER PARTS FOR THE TRUNK

CAUSE:

01 -ACCESSORIES
363 W (N/C)
1 6508563AA PIN-PUSH (N/C)
1 55315153AD SILENCER-REAR SHELF (N/C)
PC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE: CHRYSLER

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE TRUNK SILENCER PAD AND ALL NEEDED RETAINERS.

B CHECK FOR POWER STEERING NOISE

CAUSE:

01 -ACCESSORIES
363 W (N/C)
PC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE: DODGE

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

TEST DRIVE VEHICLE BY TECH AND SERVICE ADVISOR AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. LIFT VEHICLE AND INSPECT STEERING SYSTEM... OK AT THIS TIME.

C CHECK BRAKES MAKE A GRINDING NOISE AND FEEL FROM THE FRONT LEFT

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)	<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DCH AUTO GROUP

CUSTOMER # [REDACTED]
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD, TEMECULA, CA 92591-8688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAF 000148647 BAR # ARD00249903

MURRIETA, CA
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

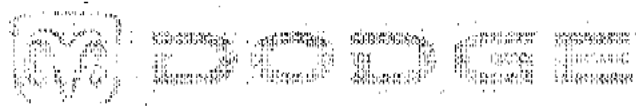
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	22343 / 22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 02MAY12		0.00	CASH	02MAY12

R.O. OPENED	READY	OPTIONS
07:15 02MAY12	13:11 02MAY12	STK:CTR0398 DLR:45189

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
01			-ACCESSORIES				(N/C)
			363 W				
			FC: PART#: COUNT:				
			CLAIM TYPE: W				
			AUTH CODE:				

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

TEST DRIVE VEHICLE AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. CHECK FRONT BRAKES AND FOUND NO ABNORMAL WEAR.



[Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		GAS, OIL, LUBE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SUBLET AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		WASTE DISPOSAL COSTS *	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		TOTAL CHARGES	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LESS INSURANCE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SALES TAX	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PLEASE PAY THIS AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)			

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #:
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146847 BAR # ARD00249903

MURRIETA, CA

HOME CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PD NO	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

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

A GUEST STATES: "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE. INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE V.I.N. NUMBER. PLEASE ADVISE

FIRSTLOF "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE.

INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO

INVOICE AND MATCH VEHICLE V.I.N. NUMBER

1151 CPO					11.00	11.00	
1 68079744AA	FILTER-ENGINE OIL			8.50	8.50	8.50	
6 68055891AA	*OIL-5W30			3.35	2.60	15.60	
PARTS:	24.10	LABOR:	11.00	OTHER:	0.00	TOTAL LINE A:	35.10

B MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK.

1151 ISA							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
5	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
					SALES TAX		
					PLEASE PAY THIS AMOUNT		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
1951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

07:56 22JUN12	09:50 22JUN12	LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
---------------	---------------	------	--------	------	------	-------	------	-----	-------

PRESSURE AS INDICATED ON THE VEHICLES TIRE
PRESSURE LABEL. ADJUSTED TO _____

3181 ISA (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** PERFORM FLAT REPAIR LEFT REAR TIRE

CAUSE: NAIL IN TIRE

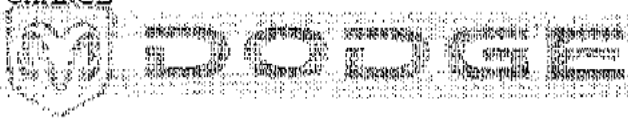
01 - ACCESSORIES

3164 CPQ 25.00 25.00
PARTS: 0.00 LABOR: 25.00 OTHER: 0.00 TOTAL LINE D: 25.00

INSECTED TIRE FROM OUTSIDE FOUND REPAIR IS IN REPAIRABLE POSITION
IN TIRE DISMOUNTED TIRE FOUND NO TIRE DAMAGE TO SIDE WALLS OR LINER IN
TIREPERFORMED A 2 PIECE REPAIR (PLUS PLUS PATCH) RESEALED LINER,
MOUNTED AND BALANCED TIRE AND WHEEL ROAD TEST OK

EST: 0.00 22JUN12 07:56 SA: 544

CONTACT WILL WAIT. TOTAL IS \$25.00 BAL IS FREE OIL CHANGE



JUN 22 2012
[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
5	5			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	36.00
Revised Estimate	5			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	24.10
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.							SUBLET AMOUNT
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	60.10
						LESS INSURANCE	0.00
						SALES TAX	1.87
						PLEASE PAY THIS AMOUNT	61.97

~~\$25.00~~

DCH Chrysler Jeep Dodge
9514912140
26845 Ynez Road
Temecula CA

VEHICLE
CHECKUP



EXPRESS LANE
FAST OIL CHANGES & MORE

Customer Name

Grid for Customer Name

VIN Number

R.O. Number

Phone

Vehicle Year/Model

Mileage

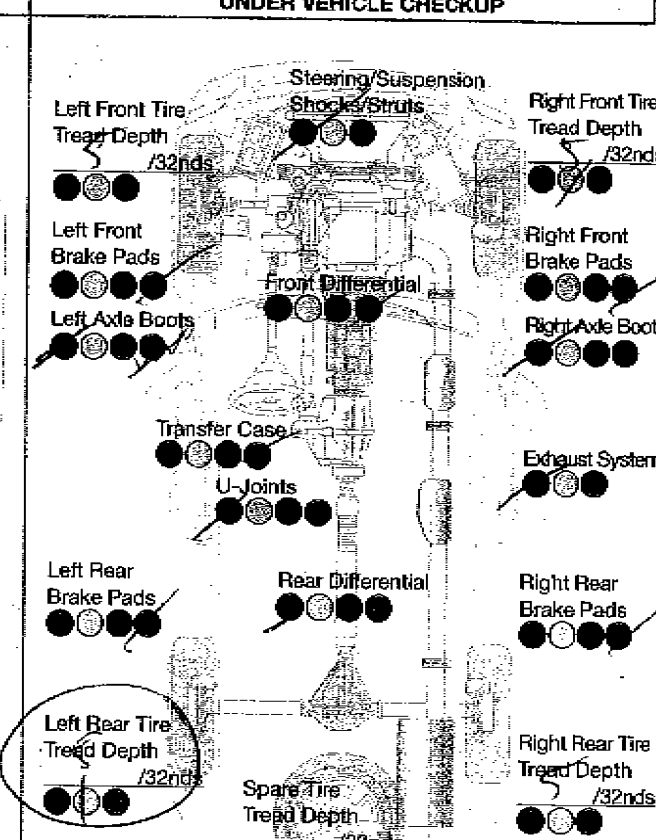
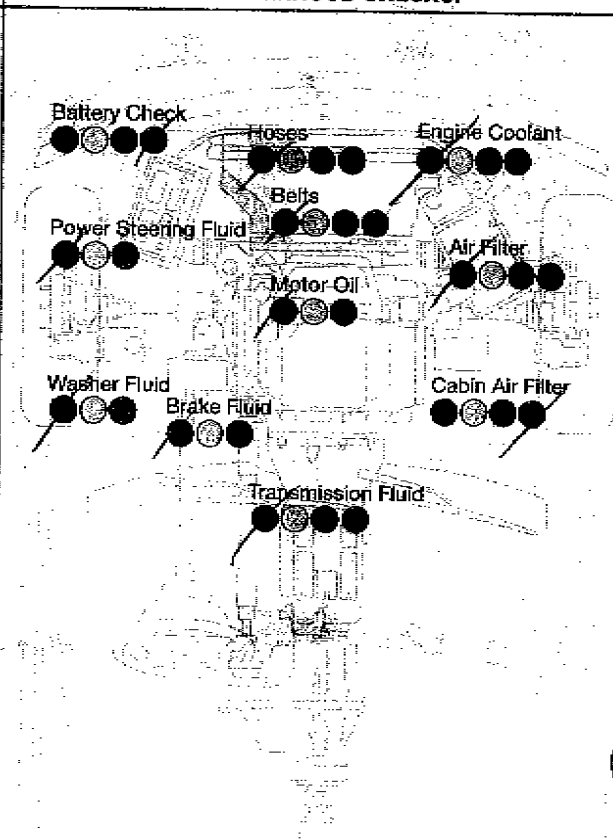
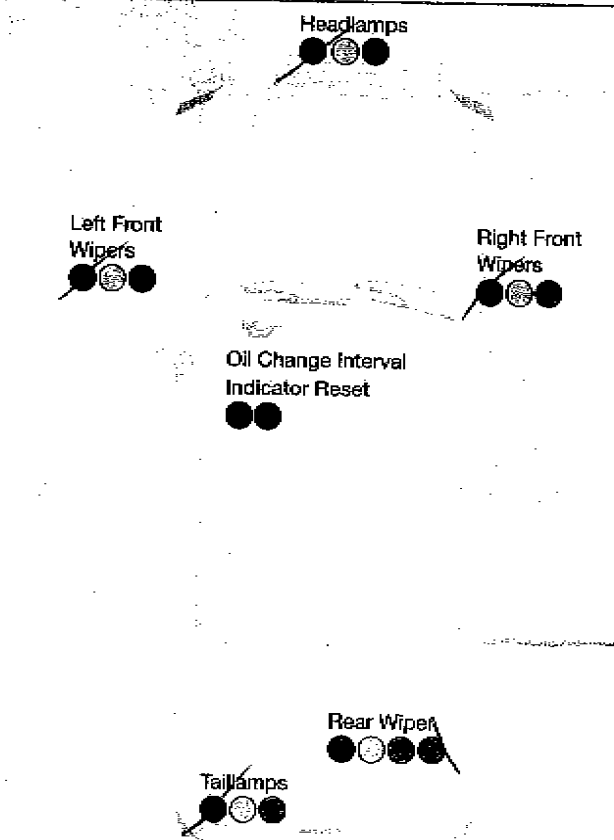
Date

- Checked and OK
- ⊙ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



Notes

Notes

Notes *hall left rim patch the side*
Repair

ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE



100 Years Under the Hood



Invoice: 5156 7U3L-DIVE 08/23/2012 4:41:27 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION		
[REDACTED] Murrieta, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI (IG) ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Trevor Sodja 40430 California Oaks Rd. AFD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882		
MAINTENANCE CHECKS		SERVICES PERFORMED				
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			18.00	21.99
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110	1.00	EA		
Battery	Not Checked	Valvoline 5W30 Conventional Motor Oil	5.90	QT		
Windshield Wash Fluid Level	Added	Discount (KEEP)				-10.00
Coolant Reservoir Level	Checked-OK	Extra Oil Charge				4.49
Tire Pressure	Checked-OK Front 30 Rear 30					
Transmission Fluid Level	Sealed					
A/C Refrigerant	Not Checked					

YOUR SERVICE TEAM: CSR: javier TOPSIDE: Johnny, Cody BOTTOMSIDE: Brandon

NEXT VISIT RECOMMENDATIONS
SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES
Rear Differential
Fuel Filter
Oil Change
Tire Rotation
Power Steering

COMMENTS
WE RECOMMEND TIRE ROTATION EVERY 7,500 MILES
RECOMMEND REAR DIFFERENTIAL CHANGE
RECOMMEND CABIN AIR FILTER

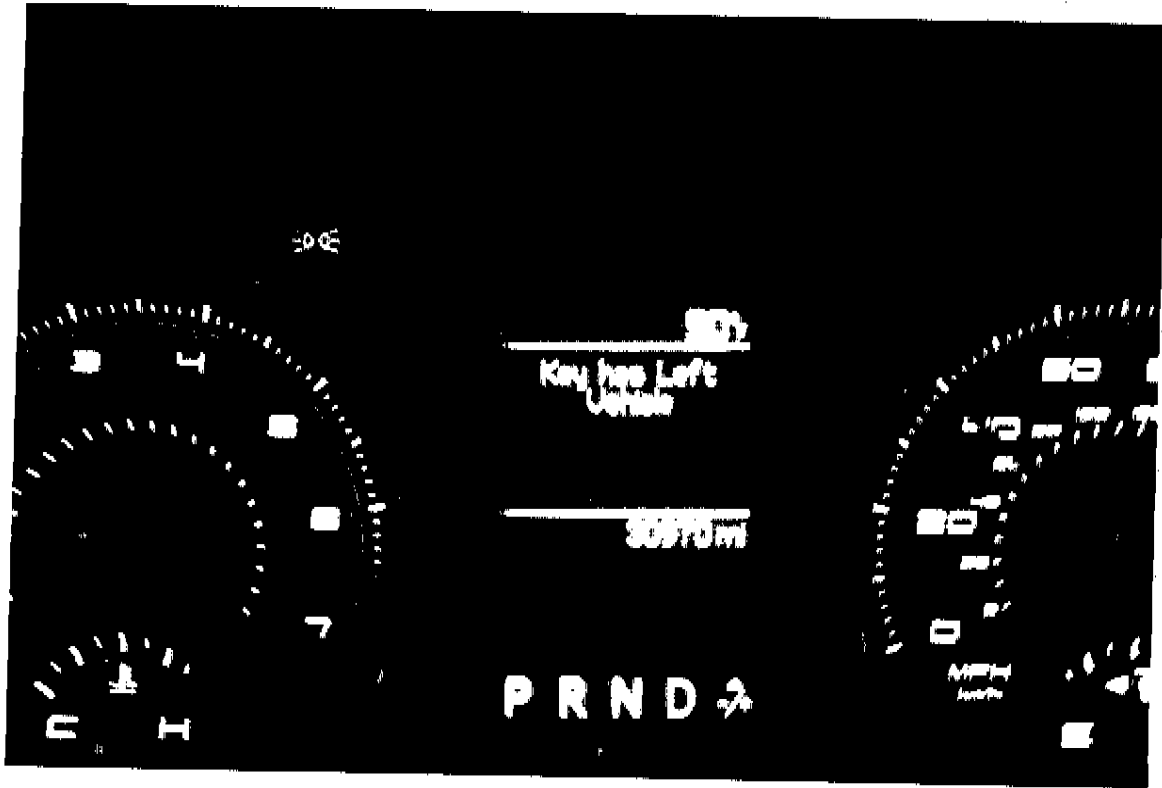
Subtotal	34.48
Parts Subtotal	17.49
Labor Subtotal	16.99
Tax	1.36
Total	35.84
Visa [REDACTED]	35.84
Change Due	0.00

Sign [REDACTED]
 Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.
 Code: INV2 CSR: _____ EXPIRES 90-DAYS FROM DATE OF INVOICE

mileage: 30,970

Sept 2012



CUSTOMER # [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 878-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # ARD00248903

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT:N/A
CELL:

SERVICE ADVISOR: 3230 Randy Folds

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	31068/31069	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:CTR0398 DLR:45189

08:18 17SEP12 14:54 17SEP12

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

A AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS: 6000 ISA (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS: 6000 ISA (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUST STATES INTERMITTENTLY EVIC DISPLAY READS KEY NOT DETECTED AND ONE TIME RKE WOULD NOT OPEN DOOR OR START VEHICLE CHECK AND ADVISE (BATTERY HAS BEEN REPLACE)

CAUSE: KEY PHOBE
08 -ELECTRICAL SYSTEM
6000 W (N/C)

1:68051387AE KEY FOB-INTEGRATED KEY FOB (N/C)
FC: PART#: COUNT:

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)
Revised Estimate	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS:
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	WASTE DISPOSAL COSTS *	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
PLEASE PAY THIS AMOUNT		

DATE: [REDACTED] CUSTOMER SIGNATURE: [REDACTED] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: [REDACTED]

CUSTOMER # [REDACTED]
 UNIT# CTR0398

DCH AUTO GROUP

DCH Chrysler/Jeep/Dodge

of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5088
 (951) 678-0010
 Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # ARD00249903

3230 Randy Folds

LICENSE	MILEAGE IN / OUT	TAG
[REDACTED]	31068/31069	[REDACTED]
RATE	PAYMENT	INV. DATE
0.00	CASH	17SEP12
:45189		

DCH
 Refused to
 check grinding
 unless I paid for
 tire rotation. They
 would not take off
 tire and check for free

MURRIETA, CA [REDACTED]
 HOME [REDACTED] CONT
 BUS: [REDACTED] CELL

COLOR YEAR MAKE
 TUNGSTEN M 11 DODGE C
 DEL. DATE PROD. DATE WARR

22APR12 DD
 P.O. OPENED REA

08:18 17SEP12 14:54 I
 LINE OPCODE TECH TYPE I
 CLAIM TYPE:
 AUTH CODE:

LIST	NET	TOTAL
------	-----	-------

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

NO DTC NO TSB NO FLASH REPLAC E KEY AND PROGRAM

D PERFORM M10 RECALL

CAUSE: RECALL

35 CAMPAIGNS

6000 W

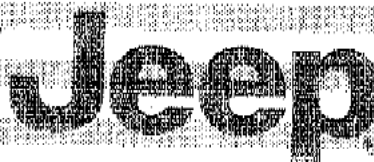
1 68183960AA WIRING KI

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)
(N/C)



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MODIFIED TIEM ABS WIRING OK

E PERFORM BRAKE INSPECTION GUST HEARS A GRINDING TYPE NOISE ALSO ROTATE TIRES

CAUSE: MANTANCE

BRAKE PERFORM BRAKE INSPECTION

6000 CP

PARTS: 0.00 LABOR: 26.95 OTHER: 0.00 TOTAL LINE E: 26.95

ROTATED TIRES AND PERFORM BRAKE INSPECTION FRONT AND REAR BRAKES

HAVE 9MM REMAINING TYEST DROVE NO ABNORMAL NOISE PRESENT AT IS TIME

Original Estimate Parts & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached) <input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5888
(951) 696-0010
Service Direct (951) 491-2150
EPA # CAR 000148847 BAR # AFD00249903

INVOICE

PAGE 3

CONT:N/A
CELL:

SERVICE ADVISOR: 3230 Randy Folds

MURRIETA CA
HOME:
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		31068/31069		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12
R.O. OPENED		READY	OPTIONS: STK:CTR0398 DLR:45189				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
08:18	17SEP12	14:54	17SEP12				
BST:	26.95		17SEP12	08:18	SA: 3230		

CHRYSLER



Jeep



DODGE

SEP 17 2012

[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
0	1			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		LABOR AMOUNT	26.95
Revised Estimate	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						GAS, OIL, LUBE	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	26.95
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	26.95

Customer Name _____

RO# _____



Year/Make/Model _____

Color _____

Driven by a better way™

Mileage 31068

Service Consultant _____

2122 VIN # _____

The DCH Experience

INSPECTION RESULT - OK

WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION


Inspect Each Service

Check Tires/Measure Tire Tread Depth

<input checked="" type="checkbox"/>	C	<input checked="" type="checkbox"/>	Window washer fluid level
<input checked="" type="checkbox"/>	H	<input checked="" type="checkbox"/>	Automatic transmission fluid level/condition
<input checked="" type="checkbox"/>	E	<input checked="" type="checkbox"/>	Brake fluid level/condition
<input checked="" type="checkbox"/>	C	<input checked="" type="checkbox"/>	Power steering fluid level/condition
<input checked="" type="checkbox"/>	K	<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level/condition
<input checked="" type="checkbox"/>	&	<input checked="" type="checkbox"/>	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)
<input checked="" type="checkbox"/>	F	<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	I	<input checked="" type="checkbox"/>	Operation of horn, interior and exterior lights
<input checked="" type="checkbox"/>	L	<input checked="" type="checkbox"/>	Windshield washer spray and wiper operation
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Cooling system for visible leaks and damage
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Oil and/or fluid leaks (Specify _____)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (If equipped)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Exhaust system (leaks, visible damage, loose parts)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Drive belt(s)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Steering, steering linkages/wheel bearing play
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Brake lines, hoses, parking brake
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Battery terminals (clean, if necessary)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Clutch operation (if equipped) <i>M/A</i>

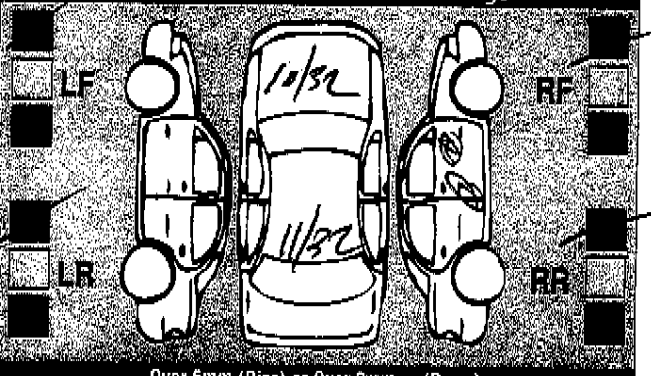
Tire Pressure (5% to Factory Recommendation) PSI Front 32 Rear 32

<input checked="" type="checkbox"/>	7/32 or greater	7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32	4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less	3/32 or less



State Inspection Due Date: _____

Measure Front / Rear Brake Linings




Over 5mm (Disc) or Over 2mm or (Drum)
 3/32 (Disc) or 1/16 (Drum)
 Less than 3mm (Disc) or 1mm or less (Drum)

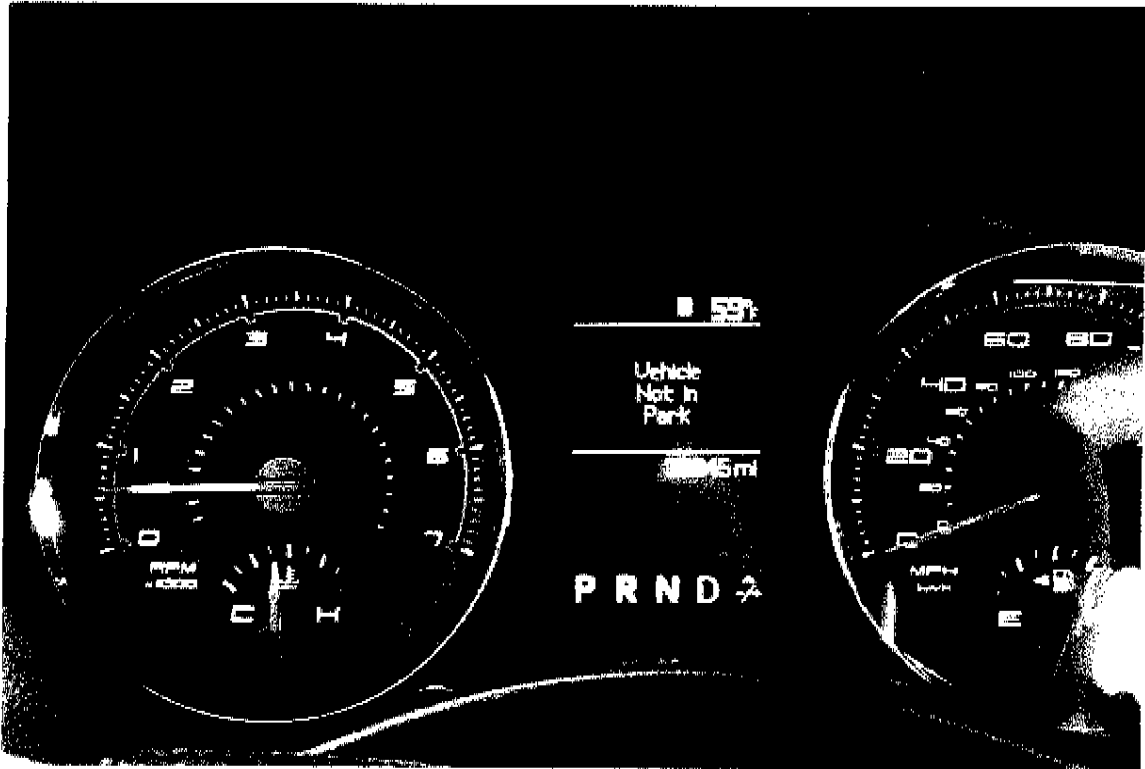
Brake Measurements Not Taken This Service Visit

Recommended Additional Service

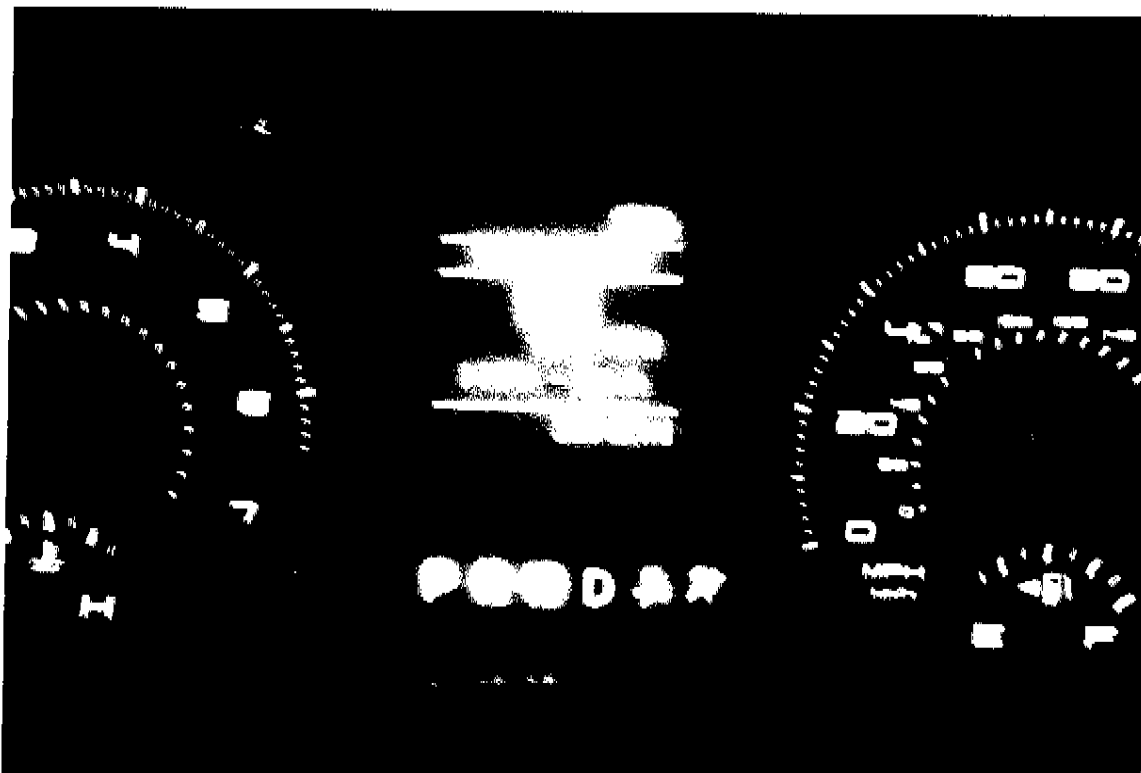
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rotate Tires
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Wiper Inserts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Repair
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brakes (Specify)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Other

Check Battery  Pass Fail





↑
Car
is in
Drive.
Color photo
shows "D"
green



Mileage -
33,912

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 678-0010
Service Direct (951) 491-2150

EPA # CAR 000146647 BAR # AR000249903

MURRIETA, CA [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 3232 Steve Hudson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22APR12 DD			17:00 23NOV12		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189				
10:19 23NOV12	15:50 23NOV12					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THE PARKING BRAKE WILL NOT HOLD THE CAR. IF SHE SETS THE BRAKE AND PUTS THE CAR INTO NEUTRAL, THE CAR WILL ROLL.

CAUSE: CHECKED BRAKE FOR PROPER OPERATION. ALL WORKING AS DESIGNED.

01 -ACCESSORIES

8000 W (N/C)

2 4778570 SLEEVE-HEAT SHRINK (N/C)

1 SOLDER ROLL (N/C)

FC: PART#: COUNT: **CHRYSLER**

CLAIM TYPE: W

AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT WHEN DRIVING ON SEVERAL OCCASIONS THAT SHE WILL GET A WARNING IN THE DASH THAT POPS UP AND SAYS "VEHICLE NOT IN PARK". IT USUALLY COMES ON WHEN THE CAR IS DRIVING AROUND 40 MPH OR SO.

CAUSE: CHECKED COMPUTER FOR FAULTS, NONE STORED. COULD NOT DUPLICATE.

01 -ACCESSORIES

8000 W (N/C)

FC: PART#: COUNT: **DODGE**

CLAIM TYPE: W

AUTH CODE:



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

C PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						GAS, OIL, LUBE	
DATE						SUBLET AMOUNT	
CUSTOMER SIGNATURE						WASTE DISPOSAL COSTS *	
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146847 BAR # ARD00248903

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT
22APR12 DD			17:00 23NOV12		0.00	CASH
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189			

10:19 23NOV12	15:50 23NOV12					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: CODES B0028 REPAIRED SEAT WIRING AS NEEDED						
01 - ACCESSORIES						
8000 W (N/C)						
FC: PART#: COUNT:						
CLAIM TYPE: W						
AUTH CODE:						



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

D CUSTOMER STATES THAT AT TIMES WHEN TRYING TO TAKE THE CAR OUT OF PARK, IT IS HARD TO GET IT OUT AND IT SEEMS TO TAKE A LOT OF EFFORT OR TIME
CAUSE: CAR IS SHIFTING INTO AND OUT OF GEAR AS DESIGNED.



21 - TRANSMISSION
8000 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

F AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION:	TOTALS
				<input type="checkbox"/> Takehome <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate				<input type="checkbox"/> Takehome <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 876-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # AR000249903

PAGE 3

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	34846/34852	[REDACTED]	
DEL. DATE	PRODX. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO							
8000 ISA (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

CHRYSLER



Jeep



DODGE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate:	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

***HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

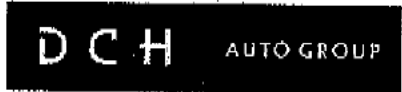
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-8686
(951) 676-0010
Service Direct (951) 481-2150

INVOICE

PAGE 1

EPA # CAR 000148647 BAR # ARD00249903

MURR [REDACTED] CA
HOME [REDACTED] CONT: N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3234 Christopher Lawson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				
11:53 07DEC12	13:46 07DEC12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.						
	TP PRESSURE CODE						
	3244	ISA					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00



B GUEST STATES: OIL & FILTER CHANGE SPECIAL (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE. PLEASE ADVISE

1795 OIL & FILTER CHANGE SPECIAL, (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE.

	3244	IFO					(N/C)
	1	68079744AB	FILTER-ENGINE OIL				(N/C)
	6	68055891AA	*OIL-5W30				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00



DONE CUSTOMER HAS COMPLIMENTARY OIL CHANGE CARD

C MULTIPPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK.

INSPECT MULTIPPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK.

	3244	ISA					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 676-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # ARD00249903

INVOICE

PAGE 2

SERVICE ADVISOR: 3234 Christopher Lawson

MURRIETA, CA

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

11:53 07DEC12 13:46 07DEC12

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

D. I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

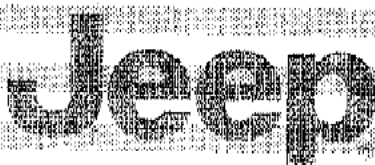
CALL I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

PARTS:	3244 TSA	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C) 0.00
--------	----------	------	--------	------	--------	------	---------------	------------

*****CHRYSLER*****

EST: 0.00 07DEC12

CONTACT: MAIN: 951-252-3218



Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				<input type="checkbox"/> Tinspon <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
					SALES TAX	0.00	
					PLEASE PAY THIS AMOUNT	0.00	

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CHRIS

DCH Chrysler Jeep Dodge
9514912150
26845 Ynez Road
TEMECULA, CA 92589

1.00
#343

VEHICLE CHECKED

EXPRESS LANE

FAST OIL CHANGES & MORE

Customer Name

Prod. Number

Phone

11 CHARGER

Vehicle Year/Model

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

VIN Number

Mileage

Date

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP

Headlamps



Left Front Wipers



Right Front Wipers



Oil Change Interval Indicator Reset



Taillamps



Rear Wiper



Battery Check



Belts



Engine Coolant



Power Steering Fluid



Belts



Air Filter



Motor Oil



Washer Fluid



Brake Fluid



Cabin Air Filter



Transmission Fluid



Left Front Tire Tread Depth



Steering/Suspension Shocks/Struts



Right Front Tire Tread Depth



Left Front Brake Pads



Right Front Brake Pads



Left Axle Boots



Right Axle Boots



Transfer Case



Exhaust System



Left Rear Brake Pads



Rear Differential



Right Rear Brake Pads



Left Rear Tire Tread Depth



Spare Tire Tread Depth



Right Rear Tire Tread Depth



Notes

Notes

Notes

TECH 0244
3181

Notes New Cabin Filter Reom
Brake Plyn \$60.00



100 Years Under the Hood



Invoice: 12385 7U3L-DIVE 03/16/2013 12:35:24 R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION																																																							
[Redacted] Murrieta, CA [Redacted]		VIN: 2B3CL3CG8BH [Redacted] 2011 DODGE CHARGER 6 CYL. 3.6L Z20 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882																																																							
MAINTENANCE CHECKS		SERVICES PERFORMED																																																									
Lubrication Points Sealed Oil Drain Plug & Gasket Checked-OK Brake Fluid Level Checked-OK Power Steering Fluid Level Not Checked Battery Checked-OK Windshield Wash Fluid Level Added Coolant Reservoir Level Checked-OK Tire Pressure Checked-OK Front 34 Rear 34 Transmission Fluid Level Sealed A/C Refrigerant Not Checked		<table border="1"> <thead> <tr> <th>ITEM DESCRIPTION</th> <th>QTY</th> <th>UNIT</th> <th>PARTS</th> <th>LABOR</th> <th>AMOUNT(\$)</th> </tr> </thead> <tbody> <tr> <td>Conventional Oil Change</td> <td></td> <td></td> <td>16.51</td> <td>23.48</td> <td>39.99</td> </tr> <tr> <td>Valvoline Oil Filter VO110</td> <td>1.00</td> <td>EA</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Valvoline 5W30 Conventional Motor Oil</td> <td>5.90</td> <td>QT</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Discount (HALF)</td> <td></td> <td></td> <td></td> <td></td> <td>-20.00</td> </tr> <tr> <td>Hazardous Waste Fee</td> <td>1.00</td> <td>EA</td> <td></td> <td></td> <td>1.49</td> </tr> <tr> <td>Discount (HALF)</td> <td></td> <td></td> <td></td> <td></td> <td>-0.75</td> </tr> <tr> <td>Extra Oil Charge</td> <td></td> <td></td> <td></td> <td></td> <td>4.49</td> </tr> <tr> <td>Discount (HALF)</td> <td></td> <td></td> <td></td> <td></td> <td>-2.25</td> </tr> </tbody> </table>				ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(\$)	Conventional Oil Change			16.51	23.48	39.99	Valvoline Oil Filter VO110	1.00	EA				Valvoline 5W30 Conventional Motor Oil	5.90	QT				Discount (HALF)					-20.00	Hazardous Waste Fee	1.00	EA			1.49	Discount (HALF)					-0.75	Extra Oil Charge					4.49	Discount (HALF)					-2.25
ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(\$)																																																						
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Hazardous Waste Fee	1.00	EA			1.49																																																						
Discount (HALF)					-0.75																																																						
Extra Oil Charge					4.49																																																						
Discount (HALF)					-2.25																																																						

OUR SERVICE TEAM: CSR: Johnny TOPSIDE: Todd BOTTOMSIDE: Christopher

NEXT VISIT
Tire Rotation
Rear Differential
Fuel System
Fuel Filter
Power Steering

Subtotal	22.97
Parts Subtotal	11.23
Labor Subtotal	11.74
Tax	0.90
Total	23.87
Visa (*5329)	23.87
Change Due	0.00

COMMENTS

[Redacted]

[Redacted]

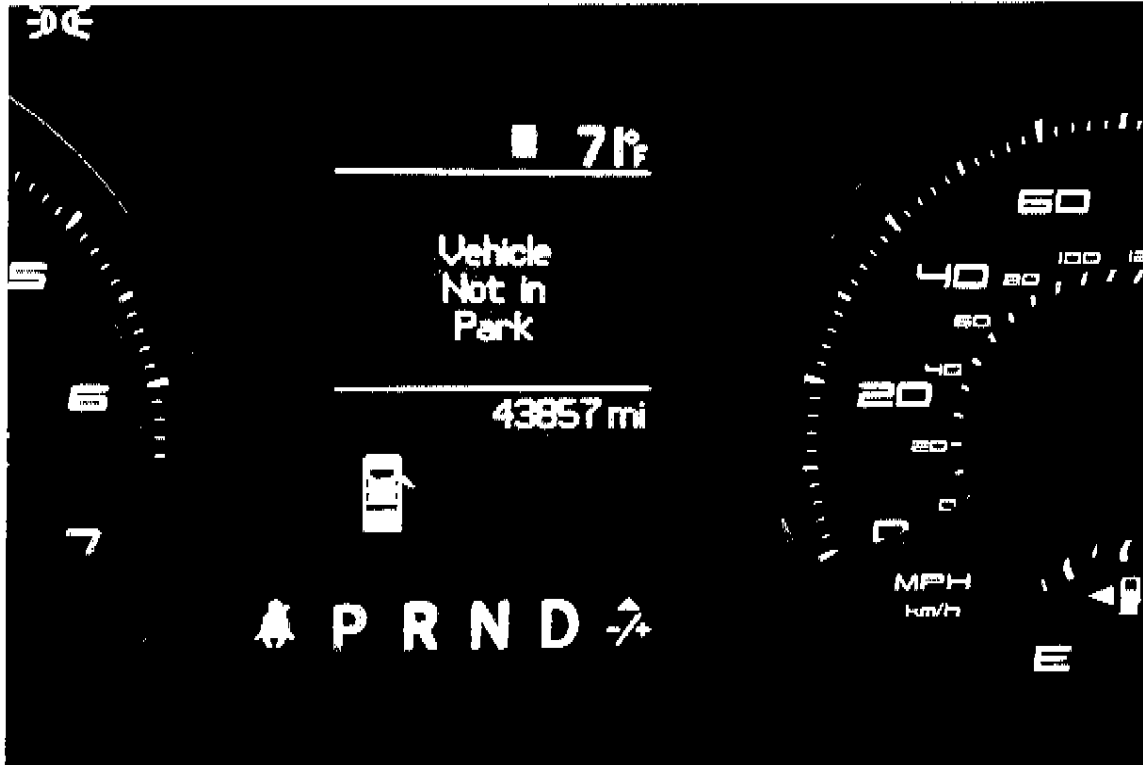
Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!

* Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.

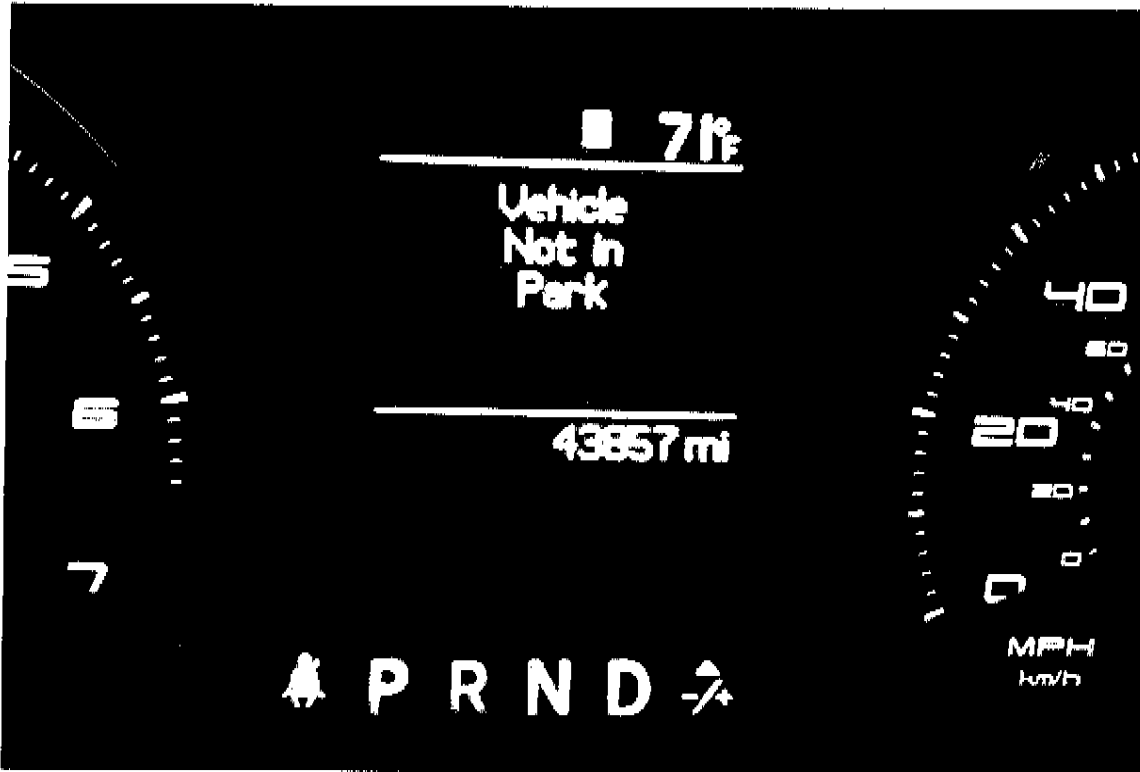
Code: INV2 CSR: / / EXPIRES 30 DAYS FROM DATE OF INVOICE

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Hazardous waste fee may apply ***Increase in the original estimated



↑
"P" lit

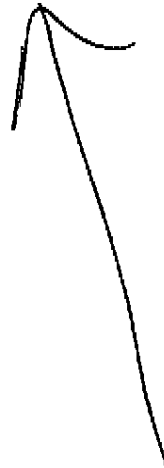
Vehicle IS in Park



↑
"R"
Reverse



Key fob



Invoice: 14923 7U3K-DIVE 05/24/2013 6:31:16 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION	
[REDACTED] MURRIETA, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 Ft ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218 CURRENT MILEAGE: 47,693		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882	
MAINTENANCE CHECKS		SERVICES PERFORMED			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Tire Rotation			0.00 21.99 21.99
Brake Fluid Level	Checked-OK	Conventional Oil Change			16.51 23.48 39.99
Battery	Sealed	Valvoline Oil Filter VO110	1.00	EA	
Windshield Wash Fluid Level	Added	Valvoline 5W30 Conventional Motor Oil	5.90	QT	
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	EA	1.49
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oil Charge			4.49
Transmission Fluid Level	Sealed				
A/C Refrigerant	Not Checked				

YOUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle

NEXT VISIT
Fuel System
Fuel Filter
Rear Differential
Power Steering

COMMENTS
[REDACTED]

Subtotal	67.96
Discount (CNB13)	-10.00
Amt After Discount	57.96
<i>Parts Subtotal</i>	22.49
<i>Labor Subtotal</i>	35.47
Tax	1.80
Total	59.76
Visa (*5329)	59.76
Change Due	0.00

[REDACTED]

agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts
 Code: INV2 CSR: _____ / _____ EXPIRES 30 DAYS FROM DATE OF INVOICE

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Haz Waste Fee \$1.49 applies to labor (non tax)
 [REDACTED] of an increase in the original estimated

Automotive Specialties
41175 AVENIDA ALVARADO
TEMECULA CA 92590
(951) 296-5574
MIDWEST 951-296-5191

Automotive Specialties
1976 AVENIDA ALVARADO TEMECULA, CA 92590
15-35 * BAR #:ARD00271613-EPA #:CAL000062330
WWW.AUTOSPECIALTIES.ORG

INVOICE #: 20132010

Entry Method: Swiped

09/12/13 13:14:52
Inv#: 021416
Apprvd: Online
Batch#: 000025

Vehicle Information Page 1 of 1
Year: 2011 License: [REDACTED] Invoice Date: 09/11/2013
Make: DODGE Color: [REDACTED] Finished Date: 09/12/2013
Model: CHARGER Size: [REDACTED] Original Est. of: 721.36
Code: 53593 Additional Cost of: 0.00
VIN: 203CL3C688 [REDACTED] Revised Estimate of: 721.36

Customer Copy
THANK YOU!
COME AGAIN!

Description	List Price	Selling Price	Ext. Price
ALTERNATOR	730.00	492.00	492.00

Work Completed	Labor Price
CHECK ENGINE TROUBLE DISASSEMBLED, REMOVE AND REPLACED ALTERNATOR. FRONT BEARING SEIZED AND MELTED. BOUND WIRE MELTED TO ENGINE MOUNT SHORTED? (AS REQUESTED)	190.00 0.00

ALL PARTS LISTED ABOVE ARE NEW, UNLESS OTHERWISE INDICATED. INTEREST WILL BE CHARGED AT THE RATE OF 18% PER MONTH (ANNUAL PERCENTAGE RATE OF 18%) ON THE UNPAID BALANCE OF ALL INVOICES OVER 30 DAYS. IF REVISED ESTIMATE IS GREATER THAN ORIGINAL ESTIMATE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. THE STANDARD LABOR WARRANTY PERIOD IS 6 MONTHS OR 6,000 MILES. CHECK WITH THE MANUFACTURER OF ANY EQUIPMENT YOU MAY PURCHASE TO DETERMINE YOUR SPECIFIC WARRANTY. NOTE: ALL USED EQUIPMENT CARRIES A 30 DAY WARRANTY.

PAYMENT TERMS:
C.O.D.
TAXABLE PARTS: 492.00
NON-TAXABLE PARTS:
LABOR: 190.00
SALE TAX:

Customer's Receipt: [REDACTED] Date Signed: / /
Amount Paid: \$
TOTAL TICKET #: 721.36

THANK YOU FOR YOUR BUSINESS

Business Hours 7:30-5:30pm MON-FRI

Tax: 877-768-5076

2011 DODGE CHARGER

DR

CASE #: [REDACTED] SUMMARY OF COMPLAINTS

Date	Mileage	Description	Resolved
4/21/2012		Purchased 2011 Dodge Charger from DCH Chrysler/Jeep/Dodge; While test driving vehicle, noticed rattling inside cabin near driver's a/c vent and grinding sound when pushing brake pedal; trunk liner was missing; items were noted and was told to bring vehicle back for call order	No- Brakes / vent rattling
4/25/2012	21,864	Took vehicle to DCH for repair of items noted on due slip, as noted above; and advised service advisor that key fob was not working and that the doors/trunk would not open/shut by pushing the button on door handle; was told that this was on recall and that the door handles would be replaced and battery in fob was replaced; trunk liner parts ordered and rattling sound from vent repaired.	No- brakes, key fob; door handles Yes- Vent repaired
5/2/2012	22,343	Took vehicle to DCH for trunk liner, grinding noise from brakes, and noise when turning; drove with Service Advisor to listen to grinding sound, could not hear anything. Asked advisor to check brakes and was told there was no reason to check them because he could not "reproduce the problem"	YES- trunk liner only No- Brakes
6/22/2012	25,612	Took vehicle to DCH for free oil change and advised that brakes were still grinding; again, drove with advisor down street and couldn't hear problem; again advised that because they could not reproduce the problem in their presence that the only way they would remove the tires and check for problems was if I paid to get the tires rotated, at which time the tires would be off the vehicle and they could see brakes.	No- Brakes
8/23/2012	29,680	Oil Change at Vavoline	
8/26/2012	Unknown	While at Lake Mead, Nevada on vacation, key fob would not open door; called Dodge and was advised to have vehicle towed to nearest dealership, which was very far. Door finally opened and then vehicle would not start; Message "Key not detected"; then car started and Message "Key has left vehicle". Also noted while driving that grinding sound from brakes was getting worse;	No- FOB / Brakes

Date	Mileage	Description	Resolved
Sept 2012	30,970	While driving 40mph down road, message: "Key has left Vehicle"; (See attached image)	
9/17/2012	31,068	Took vehicle to DCH regarding key fob and brakes again; dealership advised that they previously replaced battery in fob and now would replace the key fob itself; was advised again that they would check the brakes only if I paid for a tire rotation; I paid for the rotation was told brakes were fine and that "no abnormal noise was present at this time"; was told by advisor that the computer had been "flashed" and to bring vehicle back if problem continued	NO- Fob / Brakes
October 2012	Unknown	Continuous problems with message errors while driving and continuous grinding noises from brake; spoke to service advisor on the telephone multiple times and was advised that because they could not "reproduce the problem" while the vehicle was not in their presence, they could not do anything; expressed concern about factory warranty expiring soon (See attached images)	
11/23/2012	34,846	Took vehicle to DCH for key fob problem, grinding brake sound and parking brake not holding vehicle in driveway; car was "jamming" into gear while parked on driveway; again told no problems with brakes or parking brake; when picking up vehicle, I demanded that advisor ride in car to back parking lot of dealership where there was a hill and set the parking brake; when set, car rolled right down hill; advisor went to check with mechanic and they made an adjustment and told me that I was not pushing the parking brake all the way down; I was also told that the parking brake might need to be replaced if adjustment did not hold; I requested that the brake just be replaced at that time because I knew the warranty would soon expire and was told they could NOT replace until they knew whether or not adjustment fixed the problem; Again, they "could not duplicate" key fob problem	NO- Fob, Brakes YES – Parking brake worked for about 3 months after adjustment and not holding vehicle again.
12/7/2012	35,769	Took vehicle to DCH for oil change and grinding in brakes and key fob issues; concerned because factory warranty was expiring; again told no problems could be reproduced	NO- Fob / Brakes

Date	Mileage	Description	Resolved
Jan – Present	Various	Called DCH multiple times regarding key fob problems, grinding brakes and parking brake not working again; also, air conditioning vent, previously "fixed" had fallen down into dashboard; was told that they would be happy to inspect, but I would have to pay hourly rate because vehicle was out of warranty. Spoke with service manager and was told nothing he could do without me paying for inspection. (See attached)	No- Fob / Brakes, Parking brake; air vent;
3/16/2013	42,218	Oil change at Valvoline	
5/24/2013	47,693	Oil change at Valvoline	
9/8/2013	55,217	Oil change at Valvoline	
9/10/2013	55,593	<p>Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc.</p> <p>Called DCH 9/11/2013 and was told I could have vehicle towed to dealership for diagnosis at their hourly rate; I also mentioned continuous key fob, brakes and parking brake issues and was again told that they would be happy to investigate, subject to their hourly rate.</p> <p>I took car to personal mechanic and was advised that the alternator had burnt up because the ground wire had come into contact with the motor mount causing alternator to burn itself up (\$721.36)</p>	NO- Fob / Brakes, Parking Brake
November 2013		<p>Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.</p> <p>Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.</p>	

DCH AUTO GROUP

CUSTOMER #:

UNIT# CTR0398

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688 (951) 676-0010 Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # AR000249803

MURRIETA, CA

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		21864/21864		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 25APR12		0.00	CASH	25APR12

R.O. OPENED READY OPTIONS: STK:CTR0398 DLR:45189

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM FACTORY RECALL #L 28

CAUSE:

23L28182 Replace both front exterior door handles

363 W

1 CEB1L282AA HANDLE-FRONT DOOR EXTERIOR (N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE BOTH FRONT EXTERIOR DOOR HANDLES IN CONJUNCTION WITH RECALL # L 28

B. TRUNK LINER IS LOOSE IN THE TRUNK

CAUSE:

01 -ACCESSORIES

363 W

FC: PART#: COUNT: (N/C)

CLAIM TYPE: W

AUTH CODE:

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

CONFIRM TRUNK LINER IS LOOSE. ORDER NEEDED PARTS IN CONJUNCTION WITH TSB #23-008-12.

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO

Original Estimate (Part & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time:	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		PARTS AMOUNT	
Revised Estimate						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD. TEMECULA, CA 92591-5586
(951) 676-0000
Service Direct (951) 491-2150
EPA # CAR 000146647 BAR # AR000249903

INVOICE

PAGE 2

MURRIETA, CA
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	21864 / 21864	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DC			17:00 25APR12		+	0.00 CASH	25APR12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
07:34 25APR12	13:00 25APR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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CAUSE: CALIFORNIA AIR RESOURCES BOARD (CARB) RULE.
TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

363 ISA (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** PERFORM RAPID REPOSENSE TRANSMITTAL #11-082

CAUSE: 18190294 Flash Program Body Control Module and Reconfigure Vehicle
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

UPDATE BCM IN ACCORDANCE WITH RET # 11-082

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> E-mail (See Attachment)	<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> E-mail (See Attachment)	LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
Revised Estimate	\$					GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						WASTE DISPOSAL COSTS *	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						TOTAL CHARGES	0.00
DATE						LESS INSURANCE	0.00
CUSTOMER SIGNATURE						SALES TAX	0.00
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						PLEASE PAY THIS AMOUNT	0.00

DCH AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 876-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000148847 BAR # ARD00249903

MURRIETA CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	22343/22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DE			17:00 02MAY12		0.00	CASH	02MAY12
R.O. OPENED		READY		OPTIONS: STK:CTR0398 DLR:45189			
07:15 02MAY12		13:11 02MAY12					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A INSTALL SPECIAL ORDER PARTS FOR THE TRUNK

CAUSE:

01 -ACCESSORIES
363 W (N/C)
1 6508563AA PIN-PUSH (N/C)
1 55315153AD SILENCER-REAR SHELF (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE: CHRYSLER

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE TRUNK SILENCER PAD AND ALL NEEDED RETAINERS.

B CHECK FOR POWER STEERING NOISE

CAUSE:

01 -ACCESSORIES
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE: DODGE

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

TEST DRIVE VEHICLE BY TECH AND SERVICE ADVISOR AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. LIFT VEHICLE AND INSPECT STEERING SYSTEM... OK AT THIS TIME.

C CHECK BRAKES MAKE A GRINDING NOISE AND FEEL FROM THE FRONT LEFT

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate \$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

DCH AUTO GROUP

CUSTOMER #:
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-8688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAF 000148647 BAR # ARD00249903

MURRIETA, CA
HOME:
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		22343/22344	

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 02MAY12		0.00	CASH	02MAY12

R.O. OPENED: READY: OPTIONS: STK:CTR0398 DLR:45189

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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01 -ACCESSORIES

363 W

(N/C)

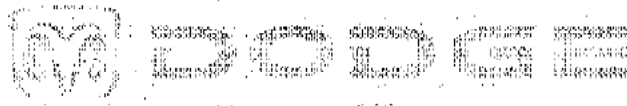
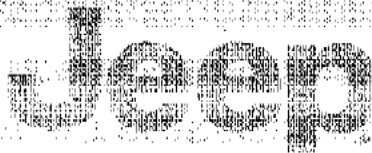
FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

TEST DRIVE VEHICLE AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. CHECK FRONT BRAKES AND FOUND NO ABNORMAL WEAR.



Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		GAS, OIL, LUBE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SUBLET AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		WASTE DISPOSAL COSTS *	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		TOTAL CHARGES	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LESS INSURANCE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	SALES TAX	0.00	
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	PLEASE PAY THIS AMOUNT	0.00	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #:
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146847 BAR # ARD00249903

MURRIETA, CA

HOME CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PD NO	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A GUEST STATES: "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE. INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE V.I.N. NUMBER. PLEASE ADVISE

FIRSTLOF "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE.

INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO

INVOICE AND MATCH VEHICLE V.I.N. NUMBER

1151 CPO						11.00	11.00
1 68079744AA	FILTER-ENGINE OIL			8.50		8.50	8.50
6 68055891AA	*OIL-5W30			3.35		2.60	15.60
PARTS:	24.10	LABOR:	11.00	OTHER:	0.00	TOTAL LINE A:	35.10

B MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK.

1151 ISA							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
5	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
					LESS INSURANCE		
					SALES TAX		
					PLEASE PAY THIS AMOUNT		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
1951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

07:56 22JUN12	09:50 22JUN12	LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
---------------	---------------	-------------	------	------	-------	------	-----	-------

PRESSURE AS INDICATED ON THE VEHICLES TIRE
PRESSURE LABEL. ADJUSTED TO _____

3181 ISA (N/C)

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

D** PERFORM FLAT REPAIR LEFT REAR TIRE

CAUSE: NAIL IN TIRE

01 - ACCESSORIES

3164 CPQ

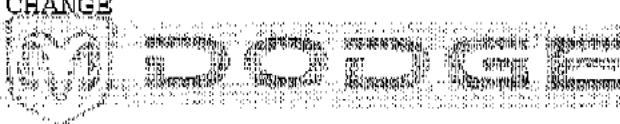
25.00 25.00

PARTS: 0.00 LABOR: 25.00 OTHER: 0.00 TOTAL LINE D: 25.00

INSECTED TIRE FROM OUTSIDE FOUND REPAIR IS IN REPAIRABLE POSITION
IN TIRE DISMOUNTED TIRE FOUND NO TIRE DAMAGE TO SIDE WALLS OR LINER IN
TIRE PERFORMED A 2 PIECE REPAIR (PLUS PLUS PATCH) RESEALED LINER,
MOUNTED AND BALANCED TIRE AND WHEEL ROAD TEST OK

EST: 0.00 22JUN12 07:56 SA: 544

CONTACT WILL WAIT. TOTAL IS \$25.00 BAL IS FREE OIL CHANGE



JUN 22 2012
[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
5	5			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-Mail (See Attached)		LABOR AMOUNT	36.00
Revised Estimate	5			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-Mail (See Attached)		PARTS AMOUNT	24.10
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.							SUBLET AMOUNT
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	60.10
						LESS INSURANCE	0.00
						SALES TAX	1.87
						PLEASE PAY THIS AMOUNT	61.97

\$25.00

DCH Chrysler Jeep Dodge
9514912140
26845 Ynez Road
Temecula CA

VEHICLE
CHECKUP



EXPRESS LANE
FAST OIL CHANGES & MORE

Customer Name

Grid for Customer Name

VIN Number

R.O. Number

Phone

Vehicle Year/Model

Mileage

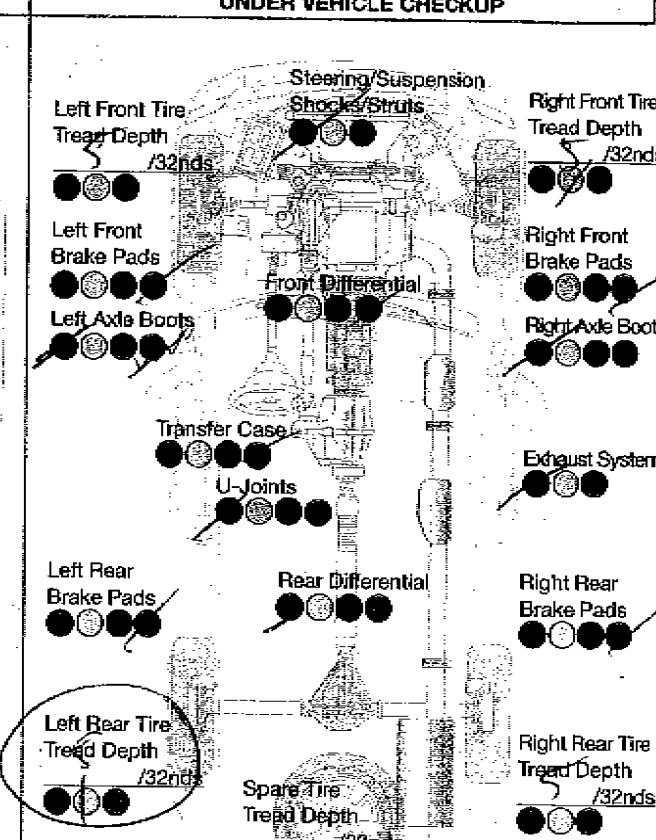
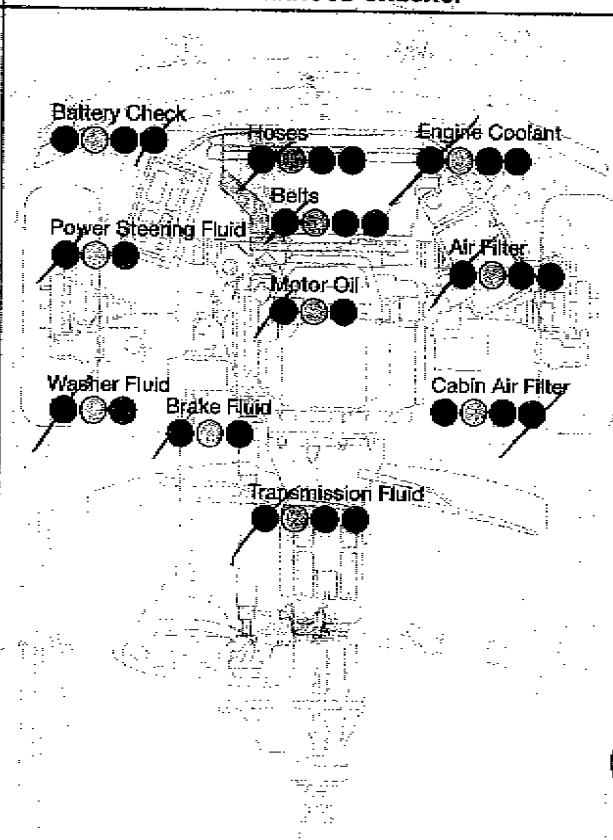
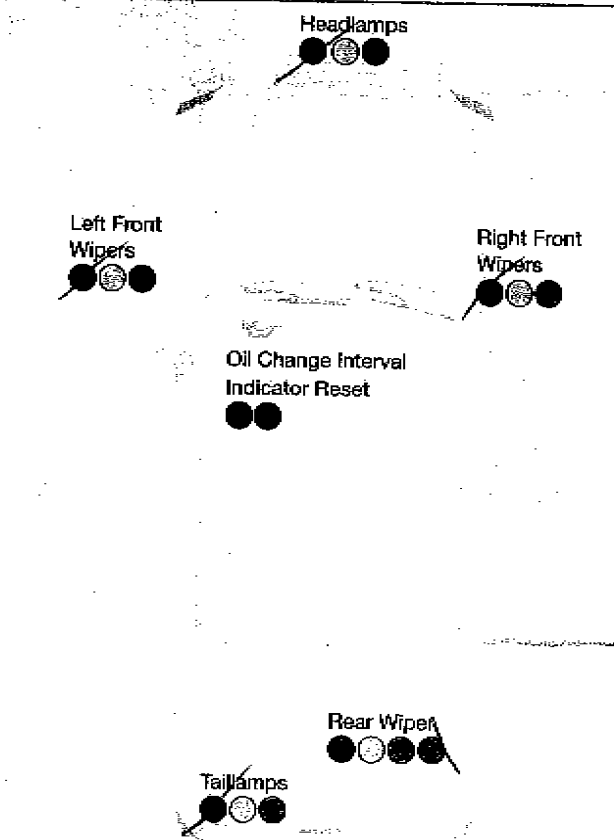
Date

- Checked and OK
- ⊙ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



Notes

Notes

Notes *hall keys run patchette side*
Repaired



100 Years Under the Hood



Invoice: 5156 7U3L-DIVE 08/23/2012 4:41:27 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION			
[REDACTED] Murrieta, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI (IG) ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Trevor Sodja 40430 California Oaks Rd. APO# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882			
MAINTENANCE CHECKS		SERVICES PERFORMED					
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			18.00	21.99	39.99
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110	1.00	EA			
Battery	Not Checked	Valvoline 5W30 Conventional Motor Oil	5.90	QT			
Windshield Wash Fluid Level	Added	Discount (KEEP)					-10.00
Coolant Reservoir Level	Checked-OK	Extra Oil Charge					4.49
Tire Pressure	Checked-OK Front 30 Rear 30						
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						

YOUR SERVICE TEAM: CSR: javier TOPSIDE: Johnny, Cody BOTTOMSIDE: Brandon

NEXT VISIT RECOMMENDATIONS
SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES
Rear Differential
Fuel Filter
Oil Change
Tire Rotation
Power Steering

COMMENTS
 WE RECOMMEND TIRE ROTATION EVERY 7,500 MILES
 RECOMMEND REAR DIFFERENTIAL CHANGE
 RECOMMEND CABIN AIR FILTER

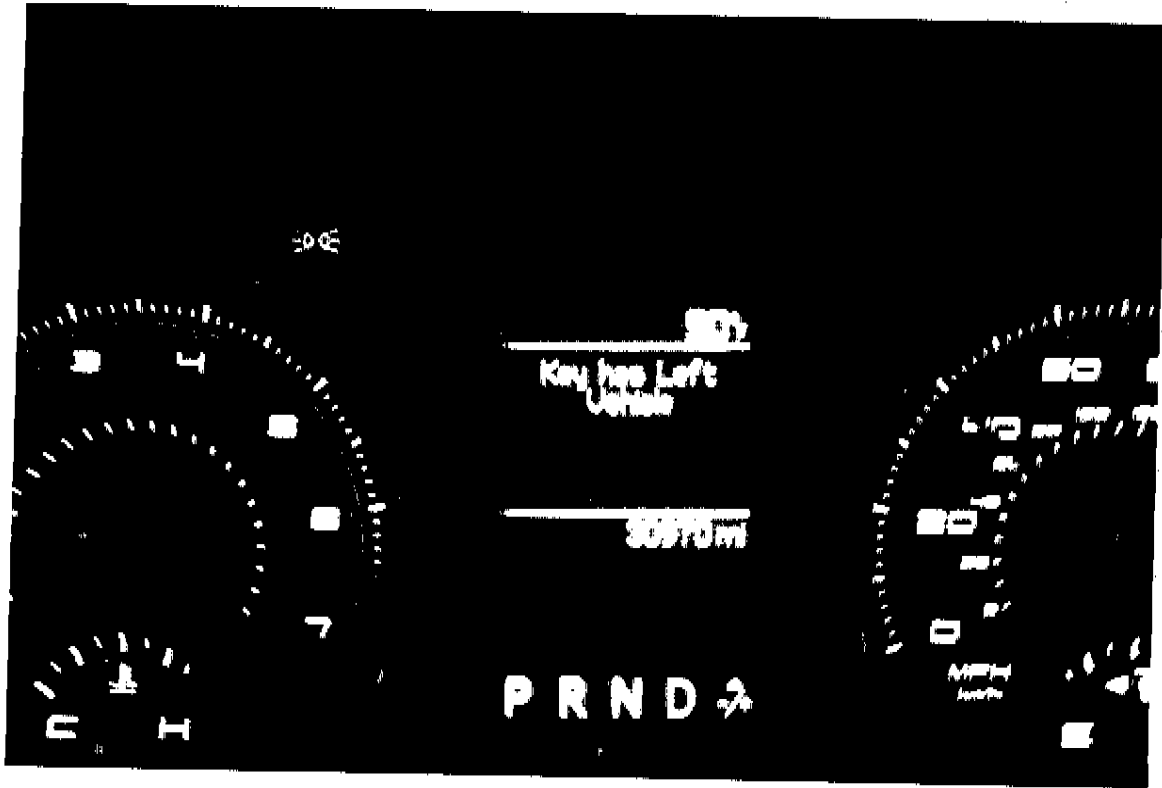
Subtotal	34.48
Parts Subtotal	17.49
Labor Subtotal	16.99
Tax	1.36
Total	35.84
Visa [REDACTED]	35.84
Change Due	0.00

Sign [REDACTED]
 Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.
 Code: INV2 CSR: [REDACTED] EXPIRES 90-DAYS FROM DATE OF INVOICE

mileage: 30,970

Sept 2012



CUSTOMER # [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 878-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # ARD00248903

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT:N/A
CELL:

SERVICE ADVISOR: 3230 Randy Folds

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:CTR0398 DLR:45189

08:18 17SEP12 14:54 17SEP12

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

A AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS:	6000 ISA	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00 (N/C)
--------	----------	--------	------	--------	------	---------------	------------

B AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS:	6000 ISA	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00 (N/C)
--------	----------	--------	------	--------	------	---------------	------------

C CUST STATES INTERMITTENTLY EVIC DISPLAY READS KEY NOT DETECTED AND ONE TIME RKE WOULD NOT OPEN DOOR OR START VEHICLE CHECK AND ADVISE (BATTERY HAS BEEN REPLAC)

CAUSE: KEY PHOBE
08 -ELECTRICAL SYSTEM
6000 W
1:68051387AE KEY FOB-INTEGRATED KEY FOB
FC: PART#: COUNT:

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)
Revised Estimate	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS:
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	WASTE DISPOSAL COSTS *	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
<input type="checkbox"/> Some Parts Not Returnable		
PLEASE PAY THIS AMOUNT		

DATE: [REDACTED] CUSTOMER SIGNATURE: [REDACTED] AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: [REDACTED]

CUSTOMER # [REDACTED]
 UNIT# CTR0398

DCH AUTO GROUP

DCH Chrysler/Jeep/Dodge

of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5088
 (951) 678-0010
 Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # ARD00249903

3230 Randy Folds

LICENSE	MILEAGE IN / OUT	TAG
[REDACTED]	31068/31069	[REDACTED]
RATE	PAYMENT	INV. DATE
0.00	CASH	17SEP12
:45189		

DCH
 Refused to
 check grinding
 unless I paid for
 tire rotation. They
 would not take off
 tire and check for free

MURRIETA, CA [REDACTED]
 HOME [REDACTED] CONT
 BUS: [REDACTED] CELL

COLOR YEAR MAKE
 TUNGSTEN M 11 DODGE C
 DEL. DATE PROD. DATE WARR

22APR12 DD
 P.O. OPENED REA

08:18 17SEP12 14:54 I
 LINE OPCODE TECH TYPE I
 CLAIM TYPE:
 AUTH CODE:

LIST	NET	TOTAL
------	-----	-------

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

NO DTC NO TSB NO FLASH REPLAC E KEY AND PROGRAM

D PERFORM M10 RECALL

CAUSE: RECALL

35 CAMPAIGNS

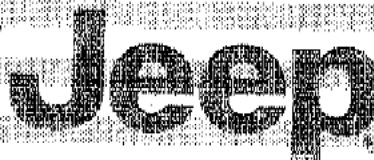
6000 W

1 68183960AA WIRING KI

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MODIFIED TIEM ABS WIRING OK

E PERFORM BRAKE INSPECTION GUST HEARS A GRINDING TYPE NOISE ALSO ROTATE TIRES

CAUSE: MANTANCE

BRAKE PERFORM BRAKE INSPECTION

6000 CP

PARTS: 0.00 LABOR: 26.95 OTHER: 0.00 TOTAL LINE E: 26.95

ROTATED TIRES AND PERFORM BRAKE INSPECTION FRONT AND REAR BRAKES

HAVE 9MM REMAINING TYEST DROVE NO ABNORMAL NOISE PRESENT AT IS TIME

Original Estimate Parts & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5888
(951) 696-0010
Service Direct (951) 491-2150
EPA # CAR 000148847 BAR # AFD00249903

INVOICE

PAGE 3

SERVICE ADVISOR: 3230 Randy Folds

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]
CONT: N/A
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12
R.O. OPENED		READY	OPTIONS: STK:CTR0398 DLR:45189				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
08:18	17SEP12	14:54	17SEP12				
BST:	26.95		17SEP12	08:18	SA: 3230		

CHRYSLER



Jeep



DODGE

SEP 17 2012

[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
0	1			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)
Revised Estimate	1			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)

HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

DESCRIPTION	TOTALS
LABOR AMOUNT	26.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	26.95
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	26.95

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

Customer Name _____

RO# _____



Year/Make/Model _____

Color _____

Driven by a better way™

Mileage 31068

Service Consultant _____

2122 VIN # _____

The DCH Experience

INSPECTION RESULT - OK

WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Inspect Each Service

Check Tires/Measure Tire Tread Depth

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Window washer fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Automatic transmission fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Power steering fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Operation of horn, interior and exterior lights
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield washer spray and wiper operation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cooling system for visible leaks and damage
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Oil and/or fluid leaks (Specify _____)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (If equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Exhaust system (leaks, visible damage, loose parts)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Drive belt(s)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Steering, steering linkages/wheel bearing play
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake lines, hoses, parking brake
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Battery terminals (clean, if necessary)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clutch operation (if equipped) <i>M/A</i>

Tire Pressure vs. Factory Recommendation

PSI Front 32 Rear 32

<input checked="" type="checkbox"/>	7/32 or greater	7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32	4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less	3/32 or less

State Inspection Due Date: _____

Measure Front / Rear Brake Linings

LF 10/32 RF 10/32
LR 11/32 RR 11/32

Over 5mm (Disc) or Over 2mm or (Drum)
Less than 3mm (Disc) or 1mm or less (Drum)

Recommended Additional Service

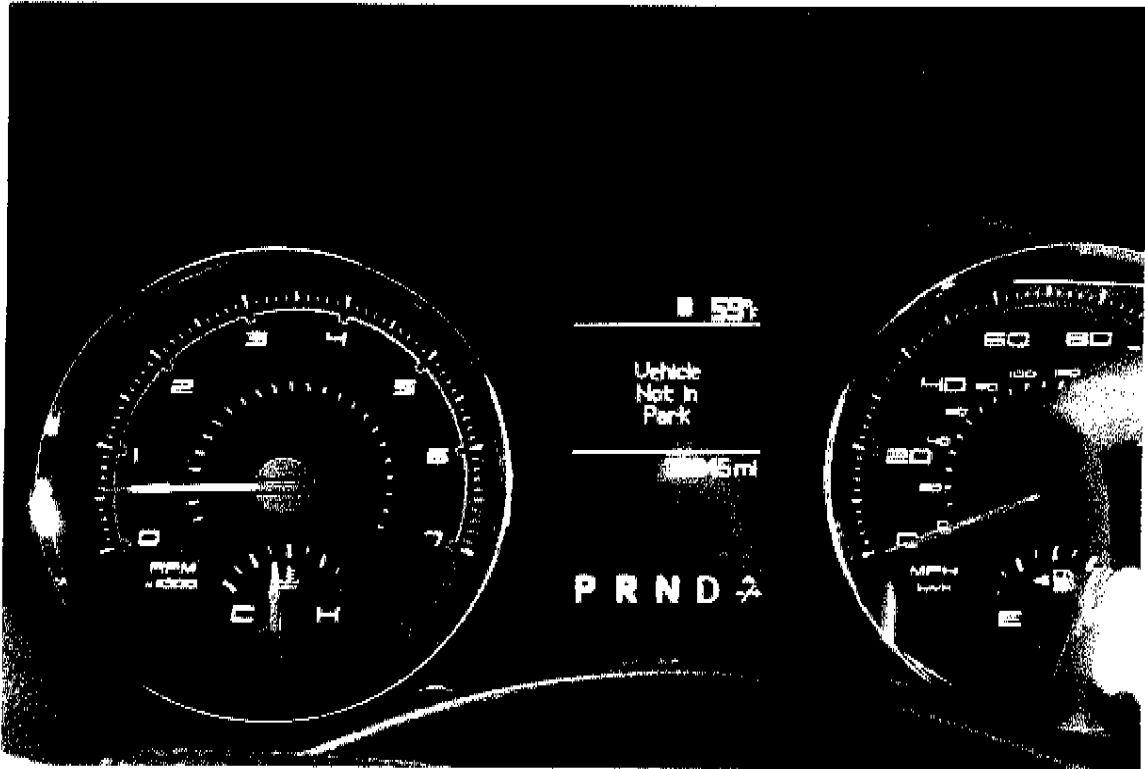
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rotate Tires
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Wiper Inserts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Repair
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brakes (Specify)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Other

Brake Measurements Not Taken This Service Visit

Check Battery

Pass
 Fail





↑
Car
is in
Drive.
Color photo
shows "D"
green



mileage -
33,912

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 678-0010
Service Direct (951) 491-2150

EPA # CAR 000146647 BAR # AR000249903

MURRIETA, CA [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 3232 Steve Hudson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22APR12 DD			17:00 23NOV12		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189				
10:19 23NOV12	15:50 23NOV12					

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A: CUSTOMER STATES THAT THE PARKING BRAKE WILL NOT HOLD THE CAR. IF SHE SETS THE BRAKE AND PUTS THE CAR INTO NEUTRAL, THE CAR WILL ROLL.

CAUSE: CHECKED BRAKE FOR PROPER OPERATION. ALL WORKING AS DESIGNED.

01 -ACCESSORIES

8000 W						(N/C)
2 4778570 SLEEVE-HEAT SHRINK						(N/C)
1 SOLDER ROLL						(N/C)

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



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT WHEN DRIVING ON SEVERAL OCCASIONS THAT SHE WILL GET A WARNING IN THE DASH THAT POPS UP AND SAYS "VEHICLE NOT IN PARK". IT USUALLY COMES ON WHEN THE CAR IS DRIVING AROUND 40 MPH OR SO.

CAUSE: CHECKED COMPUTER FOR FAULTS, NONE STORED. COULD NOT DUPLICATE.

01 -ACCESSORIES

8000 W						(N/C)
--------	--	--	--	--	--	-------

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



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

C PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146847 BAR # ARD00248903

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: CODES B0028 REPAIRED SEAT WIRING AS NEEDED							
01							(N/C)
	8000		W				
	FC: PART#:		COUNT:				
	CLAIM TYPE:		W				
	AUTH CODE:						



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

D CUSTOMER STATES THAT AT TIMES WHEN TRYING TO TAKE THE CAR OUT OF PARK, IT IS HARD TO GET IT OUT AND IT SEEMS TO TAKE A LOT OF EFFORT OR TIME

CAUSE: CAR IS SHIFTING INTO AND OUT OF GEAR AS DESIGNED.

21							(N/C)
	8000		W				
	FC: PART#:		COUNT:				
	CLAIM TYPE:		W				
	AUTH CODE:						



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

F AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION:	TOTALS
				<input type="checkbox"/> TRM Above <input type="checkbox"/> Pwr (See Attached) <input type="checkbox"/> On-ax (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
				<input type="checkbox"/> TRM Above <input type="checkbox"/> Pwr (See Attached) <input type="checkbox"/> On-ax (See Attached)		PARTS AMOUNT	
Revised Estimate						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	
DATE	CUSTOMER SIGNATURE			AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 876-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # AR000249903

PAGE 3

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852		
DEL. DATE	PRODX. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO 8000 ISA (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

CHRYSLER



Jeep



DODGE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate:	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

***HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

**DCH Chrysler/Jeep/Dodge
of Temecula**

28845 YNEZ RD., TEMECULA, CA 92591-8688
(951) 676-0010
Service Direct (951) 481-2150

PAGE 1

EPA # CAR 000146647 BAR # ARD00249903

MURR [REDACTED] CA
HOME [REDACTED]
BUS: [REDACTED] CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3234 Christopher Lawson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				
11:53 07DEC12	13:46 07DEC12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER. TP PRESSURE CODE 3244 ISA						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00



B	GUEST STATES: OIL & FILTER CHANGE SPECIAL (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE. PLEASE ADVISE 1795 OIL & FILTER CHANGE SPECIAL, (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE. 3244 IFO						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00



DONE CUSTOMER HAS COMPLIMENTARY OIL CHANGE CARD							
C	MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK. 3244 ISA						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	WASTE DISPOSAL COSTS *	
	TOTAL CHARGES	
	LESS INSURANCE	
SALES TAX		
PLEASE PAY THIS AMOUNT		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 676-0010
Service Direct (951) 491-2150
EPA # CAR 000148647 BAR # ARD00249903

INVOICE

PAGE 2

SERVICE ADVISOR: 3234 Christopher Lawson

MURRIETA, CA
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS:					
		STK:CTR0398 DLR:45189					

11:53 07DEC12 13:46 07DEC12

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

D. I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

CALL I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

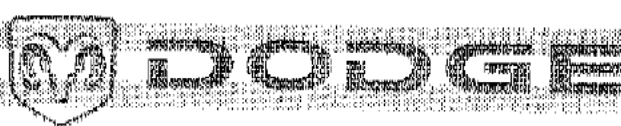
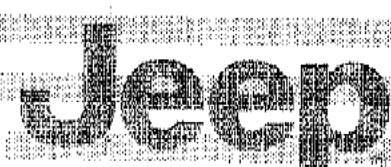
PARTS:	3244 TSA	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C) 0.00
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EST: 0.00 07DEC12



CONTACT: MAIN: 951-252-3218



Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				<input type="checkbox"/> Tinspon <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate						PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT WASTE DISPOSAL COSTS * TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY THIS AMOUNT	0.00 0.00 0.00 0.00 0.00 0.00 0.00
By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.							
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.							
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				

CHRIS

DCH Chrysler Jeep Dodge
9514912150
26845 Ynez Road
TEMECULA, CA 92589

1.00
#343

VEHICLE CHECKED

EXPRESS LANE

FAST OIL CHANGES & MORE

Customer Name

Photo Number

Phone

11 CHARGER

Vehicle Year/Model

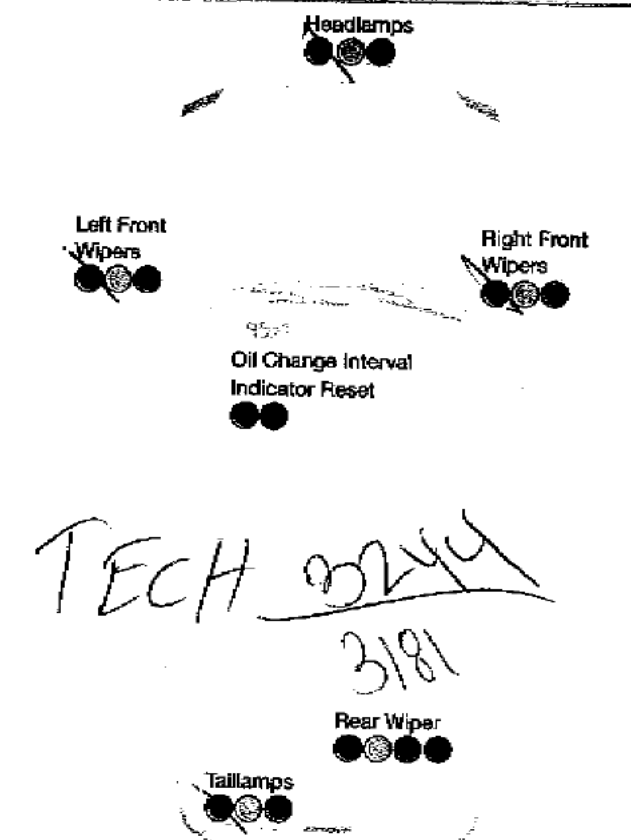
VIN Number

Mileage 35769

Date 12/7/12

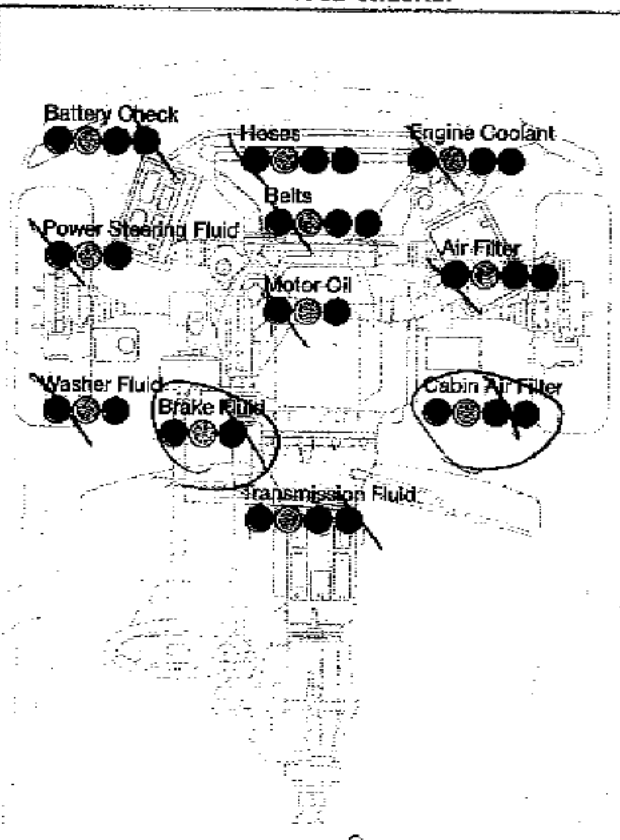
- Checked and OK
- ⊗ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP



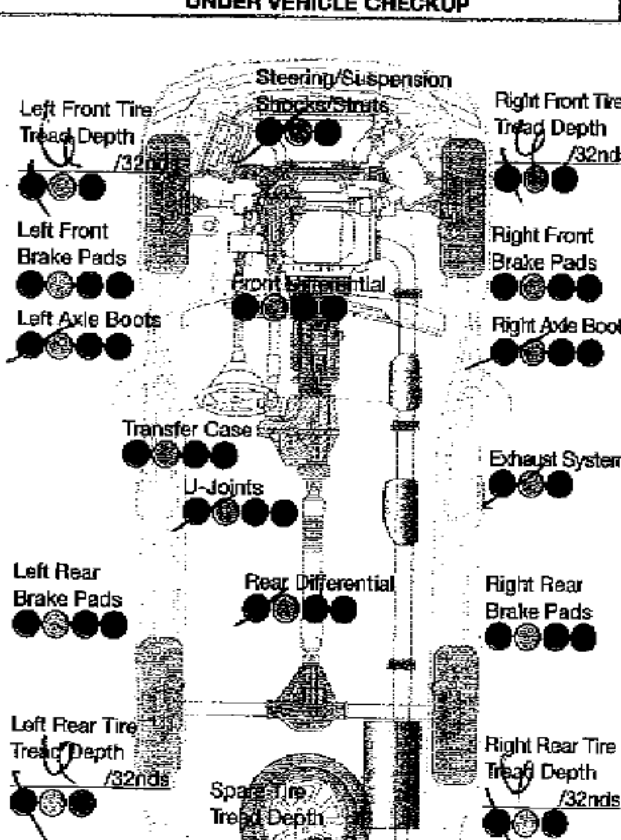
Notes

UNDERHOOD CHECKUP



Notes New Cabin Filter Reom. Brake P/ush \$60.00

UNDER VEHICLE CHECKUP



Notes

TECH 0244
3181



100 Years Under the Hood



Invoice: 12385 7U3L-DIVE 03/16/2013 12:35:24 R

CUSTOMER INFORMATION		VEHICLE INFORMATION	SERVICE CENTER INFORMATION			
[REDACTED] Murrieta, CA		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L Z20 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218	VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882			
MAINTENANCE CHECKS		SERVICES PERFORMED				
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			16.51	23.48
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110	1.00	EA		
Power Steering Fluid Level	Not Checked	Valvoline 5W30 Conventional Motor Oil	5.90	QT		
Battery	Checked-OK	Discount (HALF)				-20.00
Windshield Wash Fluid Level	Added	Hazardous Waste Fee	1.00	EA		1.49
Coolant Reservoir Level	Checked-OK	Discount (HALF)				-0.75
Tire Pressure	Checked-OK Front 34 Rear 34	Extra Oil Charge				4.49
Transmission Fluid Level	Sealed	Discount (HALF)				-2.25
A/C Refrigerant	Not Checked					

OUR SERVICE TEAM: CSR: Johnny TOPSIDE: Todd BOTTOMSIDE: Christopher

NEXT VISIT
Tire Rotation
Rear Differential
Fuel System
Fuel Filter
Power Steering

Subtotal	22.97
Parts Subtotal	11.23
Labor Subtotal	11.74
Tax	0.90
Total	23.87
Visa (*5329)	23.87
Change Due	0.00

COMMENTS

[REDACTED]

[REDACTED]

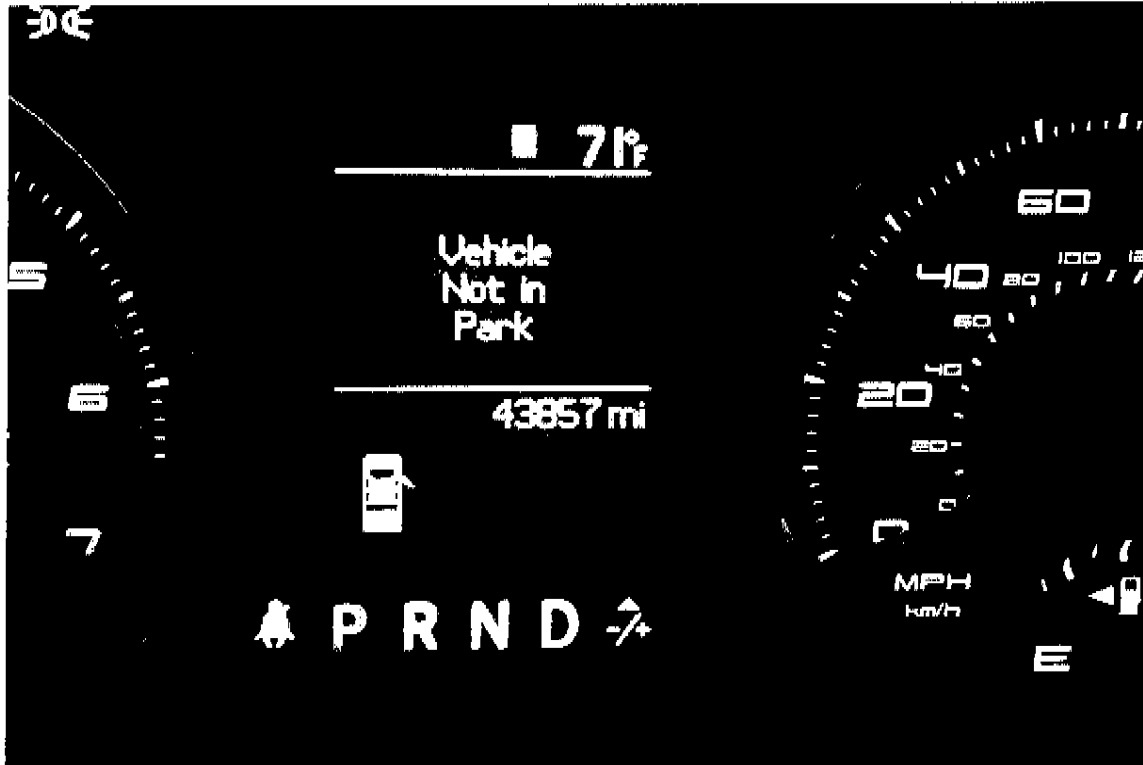
Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!

* Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.

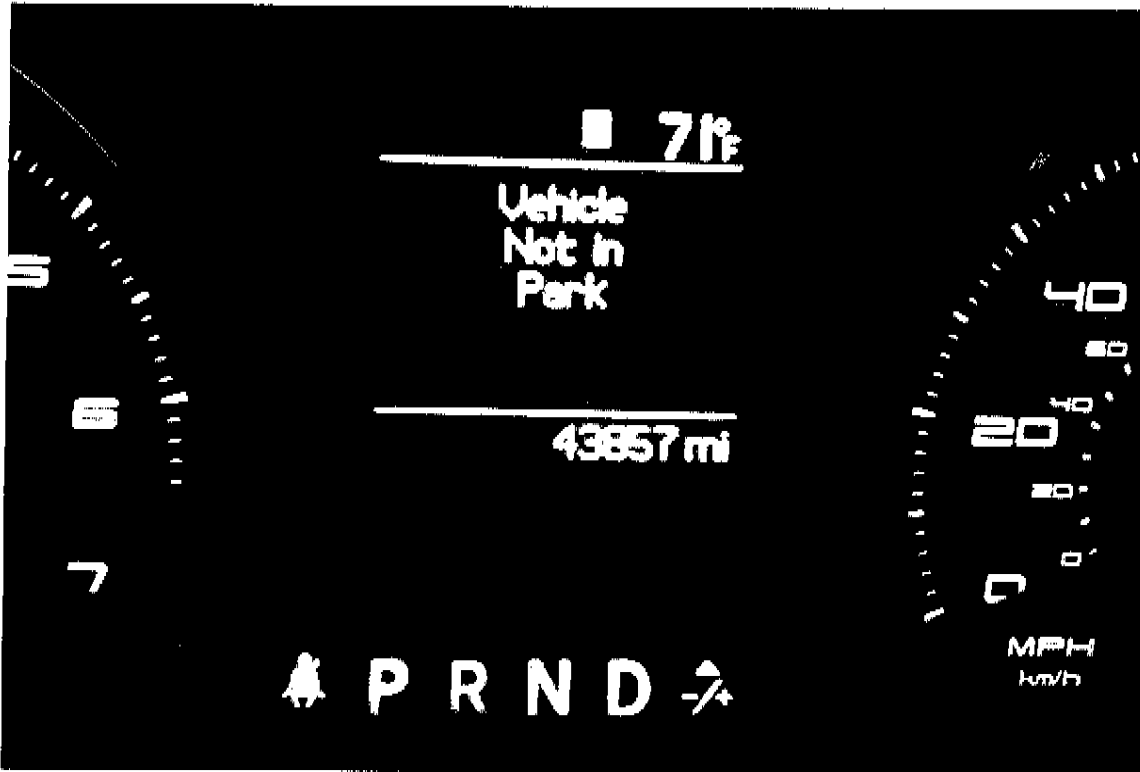
Code: INV2 CSR: [REDACTED] / / EXPIRES 30 DAYS FROM DATE OF INVOICE

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Hazardous waste fee may apply. **Increase in the original estimated



↑
"P" lit

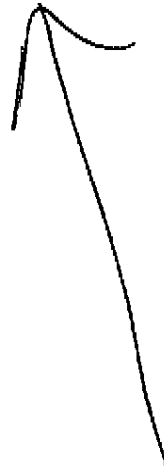
Vehicle IS in Park



↑
"R"
Reverse



Key fob



Invoice: 14923 7U3K-DIVE 05/24/2013 6:31:16 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION	
[REDACTED] MURRIETA, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 Ft ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218 CURRENT MILEAGE: 47,693		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882	
MAINTENANCE CHECKS		SERVICES PERFORMED			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Tire Rotation			0.00 21.99 21.99
Brake Fluid Level	Checked-OK	Conventional Oil Change			16.51 23.48 39.99
Battery	Sealed	Valvoline Oil Filter VO110	1.00	EA	
Windshield Wash Fluid Level	Added	Valvoline 5W30 Conventional Motor Oil	5.90	QT	
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	EA	1.49
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oil Charge			4.49
Transmission Fluid Level	Sealed				
A/C Refrigerant	Not Checked				

YOUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle

NEXT VISIT
Fuel System
Fuel Filter
Rear Differential
Power Steering

COMMENTS
[REDACTED]

Subtotal	67.96
Discount (CNB13)	-10.00
Amt After Discount	57.96
<i>Parts Subtotal</i>	22.49
<i>Labor Subtotal</i>	35.47
Tax	1.80
Total	59.76
Visa (*5329)	59.76
Change Due	0.00

[REDACTED]

agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts
 Code: INV2 CSR: / / EXPIRES 30 DAYS FROM DATE OF INVOICE

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Haz Waste Fee \$1.49 applies to labor (non tax)
 [REDACTED] of an increase in the original estimated

Automotive Specialties
41175 AVENIDA ALVARADO
TEMECULA CA 92590
(951) 296-5574
MIDWESTERN 1991

Automotive Specialties
1976 AVENIDA ALVARADO TEMECULA, CA 92590
16-35 * BAR #:ARD00271613-EPA #:CAL000062330
WWW.AUTOSPECIALTIES.ORG

INVOICE #: 20132010

Entry Method: Swiped

01/29/29
\$ 721.36
09:12 13:14:52
Inv#: 021416
Apprvd: Online Batch#: 000025

Vehicle Information Page 1 of 1
Year: 2011 License: [REDACTED] Invoice Date: 09/11/2013
Make: DODGE Color: [REDACTED] Finished Date: 09/12/2013
Model: CHARGER Size: [REDACTED] Original Est. of: 721.36
Code: 53593 Additional Cost of: 0.00
VIN: 203CL3C688 [REDACTED] Revised Estimate: 721.36

Customer Copy
THANK YOU!
COME AGAIN!

Description	List Price	Selling Price	Ext. Price
REBUILD (DIAGNOSIS)			
ALTERNATOR	730.00	492.00	492.00

Requested	Work Completed	Labor Price
CHECK ENGINE (DIAGNOSIS)	DIAGNOSED, REMOVE AND REPLACE ALTERNATOR. FRONT BEARING SEIZED AND MELTED. BOUND WIRE MELTED TO ENGINE MOUNT SHORTED? (AS REQUESTED !!)	190.00
721.36		0.00

ALL PARTS LISTED ABOVE ARE NEW, UNLESS OTHERWISE INDICATED. INTEREST WILL BE CHARGED AT THE RATE OF 18% PER MONTH (ANNUAL PERCENTAGE RATE OF 18%) ON THE UNPAID BALANCE OF ALL INVOICES OVER 30 DAYS. IF REVISED ESTIMATE IS GREATER THAN ORIGINAL ESTIMATE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. THE STANDARD LABOR WARRANTY PERIOD IS 6 MONTHS OR 6,000 MILES. CHECK WITH THE MANUFACTURER OF ANY EQUIPMENT YOU MAY PURCHASE TO DETERMINE YOUR SPECIFIC WARRANTY. NOTE: ALL USED EQUIPMENT CARRIES A 30 DAY WARRANTY.

PAYMENT TERMS:
C.O.D.
TAXABLE PARTS: 492.00
NON-TAXABLE PARTS:
LABOR: 190.00
SALE TAX:

Customer's Receipt: [REDACTED] Date Signed: / /
Amount Paid: \$
TOTAL TICKET #: 721.36

THANK YOU FOR YOUR BUSINESS

Business Hours 7:30-5:30pm MON-FRI

Tax: 877-768-5076

2011 DODGE CHARGER

DR

CASE #: [REDACTED] SUMMARY OF COMPLAINTS

Date	Mileage	Description	Resolved
4/21/2012		Purchased 2011 Dodge Charger from DCH Chrysler/Jeep/Dodge; While test driving vehicle, noticed rattling inside cabin near driver's a/c vent and grinding sound when pushing brake pedal; trunk liner was missing; items were noted and was told to bring vehicle back for call order	No- Brakes / vent rattling
4/25/2012	21,864	Took vehicle to DCH for repair of items noted on due slip, as noted above; and advised service advisor that key fob was not working and that the doors/trunk would not open/shut by pushing the button on door handle; was told that this was on recall and that the door handles would be replaced and battery in fob was replaced; trunk liner parts ordered and rattling sound from vent repaired.	No- brakes, key fob; door handles Yes- Vent repaired
5/2/2012	22,343	Took vehicle to DCH for trunk liner, grinding noise from brakes, and noise when turning; drove with Service Advisor to listen to grinding sound, could not hear anything. Asked advisor to check brakes and was told there was no reason to check them because he could not "reproduce the problem"	YES- trunk liner only No- Brakes
6/22/2012	25,612	Took vehicle to DCH for free oil change and advised that brakes were still grinding; again, drove with advisor down street and couldn't hear problem; again advised that because they could not reproduce the problem in their presence that the only way they would remove the tires and check for problems was if I paid to get the tires rotated, at which time the tires would be off the vehicle and they could see brakes.	No- Brakes
8/23/2012	29,680	Oil Change at Vavoline	
8/26/2012	Unknown	While at Lake Mead, Nevada on vacation, key fob would not open door; called Dodge and was advised to have vehicle towed to nearest dealership, which was very far. Door finally opened and then vehicle would not start; Message "Key not detected"; then car started and Message "Key has left vehicle". Also noted while driving that grinding sound from brakes was getting worse;	No- FOB / Brakes

Date	Mileage	Description	Resolved
Sept 2012	30,970	While driving 40mph down road, message: "Key has left Vehicle"; (See attached image)	
9/17/2012	31,068	Took vehicle to DCH regarding key fob and brakes again; dealership advised that they previously replaced battery in fob and now would replace the key fob itself; was advised again that they would check the brakes only if I paid for a tire rotation; I paid for the rotation was told brakes were fine and that "no abnormal noise was present at this time"; was told by advisor that the computer had been "flashed" and to bring vehicle back if problem continued	NO- Fob / Brakes
October 2012	Unknown	Continuous problems with message errors while driving and continuous grinding noises from brake; spoke to service advisor on the telephone multiple times and was advised that because they could not "reproduce the problem" while the vehicle was not in their presence, they could not do anything; expressed concern about factory warranty expiring soon (See attached images)	
11/23/2012	34,846	Took vehicle to DCH for key fob problem, grinding brake sound and parking brake not holding vehicle in driveway; car was "jamming" into gear while parked on driveway; again told no problems with brakes or parking brake; when picking up vehicle, I demanded that advisor ride in car to back parking lot of dealership where there was a hill and set the parking brake; when set, car rolled right down hill; advisor went to check with mechanic and they made an adjustment and told me that I was not pushing the parking brake all the way down; I was also told that the parking brake might need to be replaced if adjustment did not hold; I requested that the brake just be replaced at that time because I knew the warranty would soon expire and was told they could NOT replace until they knew whether or not adjustment fixed the problem; Again, they "could not duplicate" key fob problem	NO- Fob, Brakes YES – Parking brake worked for about 3 months after adjustment and not holding vehicle again.
12/7/2012	35,769	Took vehicle to DCH for oil change and grinding in brakes and key fob issues; concerned because factory warranty was expiring; again told no problems could be reproduced	NO- Fob / Brakes

Date	Mileage	Description	Resolved
Jan – Present	Various	Called DCH multiple times regarding key fob problems, grinding brakes and parking brake not working again; also, air conditioning vent, previously "fixed" had fallen down into dashboard; was told that they would be happy to inspect, but I would have to pay hourly rate because vehicle was out of warranty. Spoke with service manager and was told nothing he could do without me paying for inspection. (See attached)	No- Fob / Brakes, Parking brake; air vent;
3/16/2013	42,218	Oil change at Valvoline	
5/24/2013	47,693	Oil change at Valvoline	
9/8/2013	55,217	Oil change at Valvoline	
9/10/2013	55,593	<p>Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc.</p> <p>Called DCH 9/11/2013 and was told I could have vehicle towed to dealership for diagnosis at their hourly rate; I also mentioned continuous key fob, brakes and parking brake issues and was again told that they would be happy to investigate, subject to their hourly rate.</p> <p>I took car to personal mechanic and was advised that the alternator had burnt up because the ground wire had come into contact with the motor mount causing alternator to burn itself up (\$721.36)</p>	NO- Fob / Brakes, Parking Brake
November 2013		<p>Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.</p> <p>Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.</p>	

DCH AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # AR000249803

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	21864/21864	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 25APR12		0.00	CASH	25APR12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:CTR0398 DLR:45189

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM FACTORY RECALL #L 28

CAUSE:

23L28182 Replace both front exterior door handles
363 W (N/C)

1 CEB1L282AA HANDLE-FRONT DOOR EXTERIOR (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE BOTH FRONT EXTERIOR DOOR HANDLES IN CONJUNCTION WITH RECALL # L 28

B. TRUNK LINER IS LOOSE IN THE TRUNK

CAUSE:

01 -ACCESSORIES
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

*also fixed vent up front
rattling sound*

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

CONFIRM TRUNK LINER IS LOOSE. ORDER NEEDED PARTS IN CONJUNCTION WITH TSB #23-008-12.

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO

Original Estimate (Part & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time:	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD. TEMECULA, CA 92591-5586
(951) 676-0000
Service Direct (951) 491-2150
EPA # CAR 000146647 BAR # AR000249903

INVOICE

PAGE 2

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT:N/A
CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	21864 / 21864	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DC			17:00 25APR12		0.00	CASH	25APR12
R.O. OPENED		READY		OPTIONS: STK:CTR0398 DLR:45189			
07:34 25APR12		13:00 25APR12					

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

CAUSE: CALIFORNIA AIR RESOURCES BOARD (CARB) RULE.
TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

363 ISA (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** PERFORM RAPID REPOSENSE TRANSMITTAL #11-082

CAUSE: 18190294 Flash Program Body Control Module and Reconfigure Vehicle
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

UPDATE BCM IN ACCORDANCE WITH RET # 11-082

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate						LABOR AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						GAS, OIL, LUBE	0.00
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

DCH AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 876-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000148847 BAR # ARD00249903

MURRIETA CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	22343/22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DE			17:00 02MAY12		0.00	CASH	02MAY12
R.O. OPENED		READY		OPTIONS: STK:CTR0398 DLR:45189			
07:15 02MAY12		13:11 02MAY12					

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

A INSTALL SPECIAL ORDER PARTS FOR THE TRUNK

CAUSE:

01 -ACCESSORIES
363 W (N/C)
1 6508563AA PIN-PUSH (N/C)
1 55315153AD SILENCER-REAR SHELF (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE TRUNK SILENCER PAD AND ALL NEEDED RETAINERS.

B CHECK FOR POWER STEERING NOISE

CAUSE:

01 -ACCESSORIES
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

TEST DRIVE VEHICLE BY TECH AND SERVICE ADVISOR AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. LIFT VEHICLE AND INSPECT STEERING SYSTEM... OK AT THIS TIME.

C CHECK BRAKES MAKE A GRINDING NOISE AND FEEL FROM THE FRONT LEFT

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)	<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate \$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DCH AUTO GROUP

CUSTOMER # [REDACTED]
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-8688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAF 000148647 BAR # ARD00249903

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED] CONT:N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

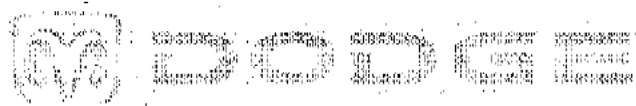
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	22343 / 22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 02MAY12		0.00	CASH	02MAY12

R.O. OPENED	READY	OPTIONS
07:15 02MAY12	13:11 02MAY12	STK:CTR0398 DLR:45189

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
01			-ACCESSORIES				(N/C)
			363 W				
			FC: PART#: COUNT:				
			CLAIM TYPE: W				
			AUTH CODE:				

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

TEST DRIVE VEHICLE AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. CHECK FRONT BRAKES AND FOUND NO ABNORMAL WEAR.



[Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		GAS, OIL, LUBE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SUBLET AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		WASTE DISPOSAL COSTS *	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		TOTAL CHARGES	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LESS INSURANCE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SALES TAX	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PLEASE PAY THIS AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)			

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #:
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146847 BAR # ARD00249903

MURRIETA, CA

HOME CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PD NO	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED		READY	OPTIONS: STK:CTR0398 DLR:45189				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A GUEST STATES: "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE. INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE V.I.N. NUMBER. PLEASE ADVISE

FIRSTLOF "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE.

INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO

INVOICE AND MATCH VEHICLE V.I.N. NUMBER

1151 CPO					11.00	11.00	
1 68079744AA	FILTER-ENGINE OIL			8.50	8.50	8.50	
6 68055891AA	*OIL-5W30			3.35	2.60	15.60	
PARTS:	24.10	LABOR:	11.00	OTHER:	0.00	TOTAL LINE A:	35.10

B MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK.

1151 ISA							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
5	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
Revised Estimate	9			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	TOTAL CHARGES		
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.						LESS INSURANCE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SALES TAX	
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			PLEASE PAY THIS AMOUNT	



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
1951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

07:56 22JUN12 09:50 22JUN12

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

PRESSURE AS INDICATED ON THE VEHICLES TIRE
PRESSURE LABEL. ADJUSTED TO _____

3181 ISA (N/C)

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

D** PERFORM FLAT REPAIR LEFT REAR TIRE

CAUSE: NAIL IN TIRE

01 - ACCESSORIES

3164 CPQ

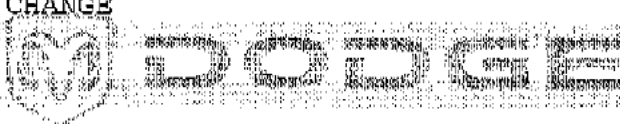
25.00 25.00

PARTS: 0.00 LABOR: 25.00 OTHER: 0.00 TOTAL LINE D: 25.00

INSECTED TIRE FROM OUTSIDE FOUND REPAIR IS IN REPAIRABLE POSITION
IN TIRE DISMOUNTED TIRE FOUND NO TIRE DAMAGE TO SIDE WALLS OR LINER IN
TIRE PERFORMED A 2 PIECE REPAIR (PLUS PLUS PATCH) RESEALED LINER,
MOUNTED AND BALANCED TIRE AND WHEEL ROAD TEST OK

EST: 0.00 22JUN12 07:56 SA: 544

CONTACT WILL WAIT. TOTAL IS \$25.00 BAL IS FREE OIL CHANGE



JUN 22 2012
[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	36.00
Revised Estimate	\$			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	24.10
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.							SUBLET AMOUNT
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	60.10
						LESS INSURANCE	0.00
						SALES TAX	1.87
						PLEASE PAY THIS AMOUNT	61.97

\$25.00

DCH Chrysler Jeep Dodge
9514912140
26845 Ynez Road
Temecula CA

VEHICLE
CHECKUP



EXPRESS LANE
FAST OIL CHANGES & MORE

Customer Name

Grid for Customer Name

VIN Number

R.O. Number

Phone

Vehicle Year/Model

Mileage

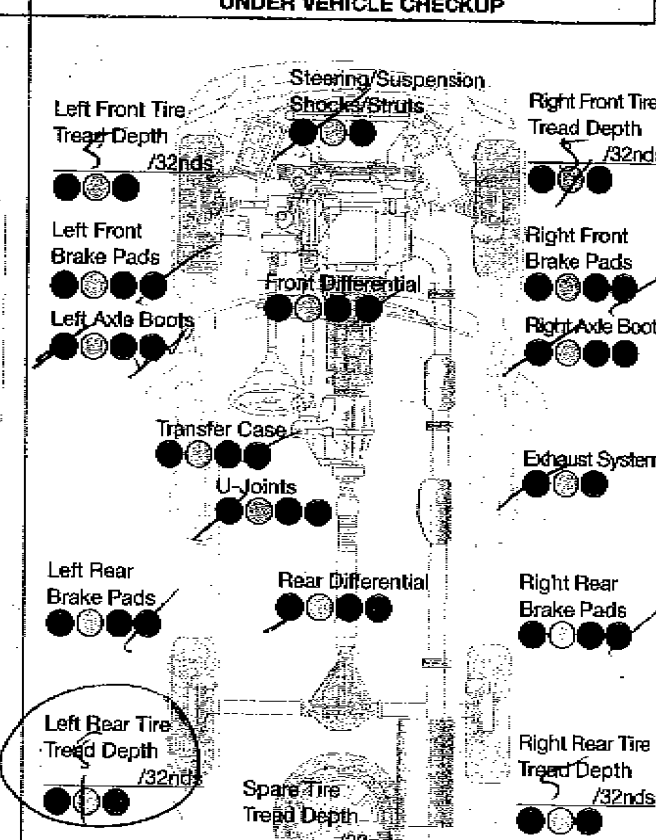
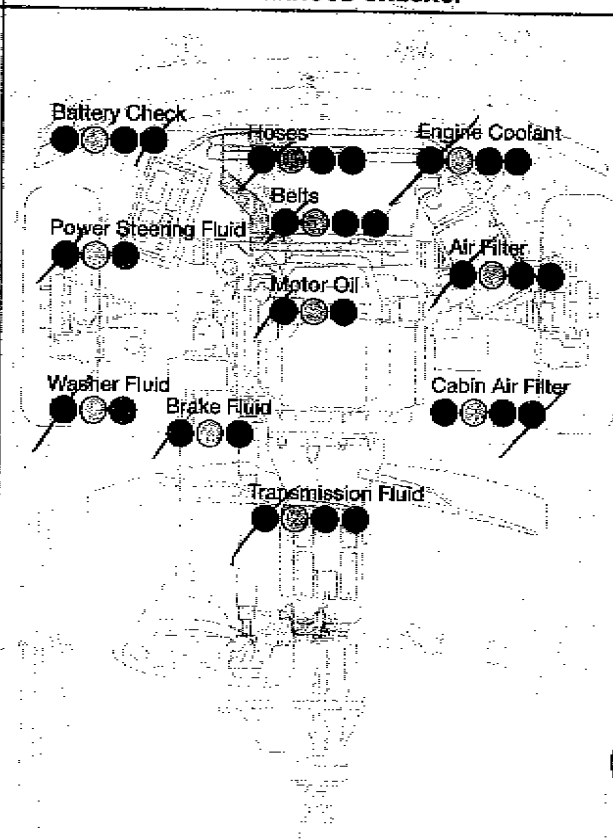
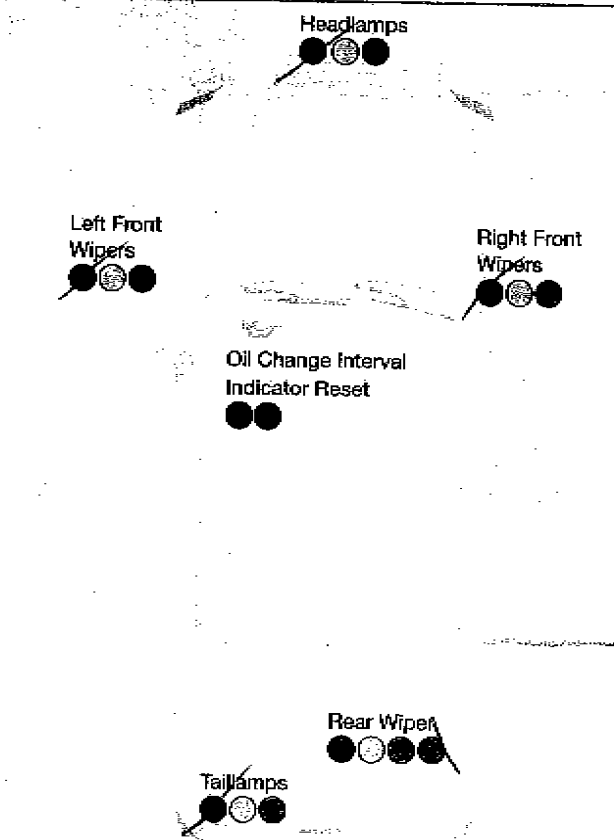
Date

- Checked and OK
- ⊙ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



Notes

Notes

Notes *hall left rim - patch the side*
Repaired

ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE



100 Years Under the Hood



Invoice: 5156 7U3L-DIVE 08/23/2012 4:41:27 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION			
[REDACTED] Murrieta, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI (IG) ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Trevor Sodja 40430 California Oaks Rd. AFD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882			
MAINTENANCE CHECKS		SERVICES PERFORMED					
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			18.00	21.99	39.99
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110	1.00	EA			
Battery	Not Checked	Valvoline 5W30 Conventional Motor Oil	5.90	QT			
Windshield Wash Fluid Level	Added	Discount (KEEP)					-10.00
Coolant Reservoir Level	Checked-OK	Extra Oil Charge					4.49
Tire Pressure	Checked-OK Front 30 Rear 30						
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						

YOUR SERVICE TEAM: CSR: javier TOPSIDE: Johnny, Cody BOTTOMSIDE: Brandon

NEXT VISIT RECOMMENDATIONS
SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES
Rear Differential
Fuel Filter
Oil Change
Tire Rotation
Power Steering

COMMENTS
WE RECOMMEND TIRE ROTATION EVERY 7,500 MILES
RECOMMEND REAR DIFFERENTIAL CHANGE
RECOMMEND CABIN AIR FILTER

Subtotal	34.48
Parts Subtotal	17.49
Labor Subtotal	16.99
Tax	1.36
Total	35.84
Visa [REDACTED]	35.84
Change Due	0.00

Sign [REDACTED]
 Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

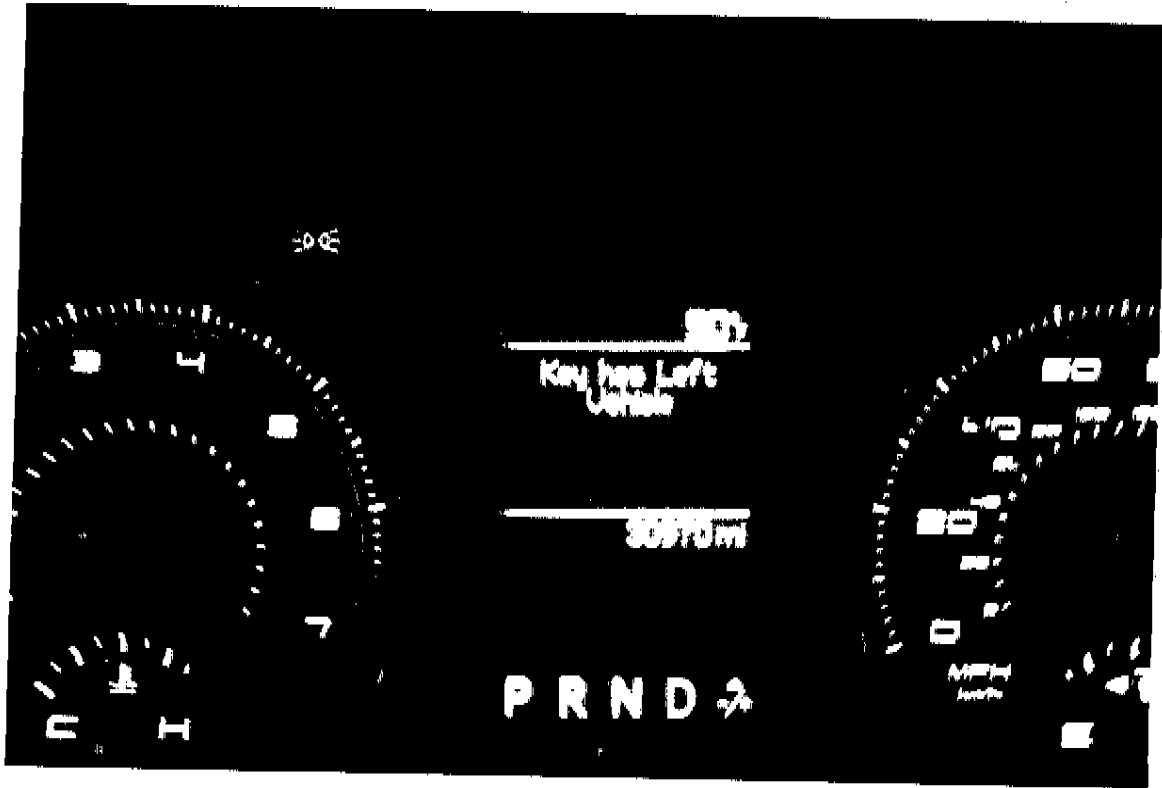
\$10 OFF an oil change for your 2nd car!

*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.

Code: INV2 CSR: [REDACTED] EXPIRES 90-DAYS FROM DATE OF INVOICE

mileage: 30,970

Sept 2012



CUSTOMER # [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 878-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # ARD00248903

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT:N/A
CELL:

SERVICE ADVISOR: 3230 Randy Folds

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:CTR0398 DLR:45189

08:18 17SEP12 14:54 17SEP12

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

A AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS:	6000 ISA	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00 (N/C)
--------	----------	--------	------	--------	------	---------------	------------

B AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS:	6000 ISA	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00 (N/C)
--------	----------	--------	------	--------	------	---------------	------------

C CUST STATES INTERMITTENTLY EVIC DISPLAY READS KEY NOT DETECTED AND ONE TIME RKE WOULD NOT OPEN DOOR OR START VEHICLE CHECK AND ADVISE (BATTERY HAS BEEN REPLACE)

CAUSE: KEY PHOBE	08 -ELECTRICAL SYSTEM	6000 W	1:68051387AE KEY FOB-INTEGRATED KEY FOB	FC: PART#: COUNT:	(N/C)	(N/C)
------------------	-----------------------	--------	---	-------------------	-------	-------

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)
Revised Estimate	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE: _____ CUSTOMER SIGNATURE: _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE: _____

*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS:
We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	WASTE DISPOSAL COSTS *	
	TOTAL CHARGES	
	LESS INSURANCE	
	SALES TAX	
PLEASE PAY THIS AMOUNT		

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

CUSTOMER # [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5088
(951) 678-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # ARD00249903

3230 Randy Folds

LICENSE	MILEAGE IN / OUT	TAG
[REDACTED]	31068/31069	[REDACTED]
RATE	PAYMENT	INV. DATE
0.00	CASH	17SEP12
:45189		

*DCH
Refused to
check grinding
unless I paid for
tire rotation. They
would not take off
tire and check for free*

MURRIETA, CA [REDACTED]
HOME [REDACTED] CONT
BUS: [REDACTED] CELL

COLOR YEAR MAKE

TUNGSTEN M 11 DODGE C

DEL. DATE PROD. DATE WARR

22APR12 DD

P.O. OPENED REA

08:18 17SEP12 14:54 I

LINE OPCODE TECH TYPE I

CLAIM TYPE:

AUTH CODE:

LIST NET TOTAL

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

NO DTC NO TSB NO FLASH REPLAC E KEY AND PROGRAM

D PERFORM M10 RECALL

CAUSE: RECALL

35 CAMPAIGNS

6000 W

1 68183960AA WIRING KI

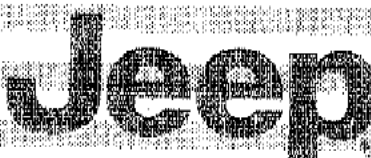
FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MODIFIED TIEM ABS WIRING OK

E PERFORM BRAKE INSPECTION GUST HEARS A GRINDING TYPE NOISE ALSO ROTATE

TIRES

CAUSE: MANTANCE

BRAKE PERFORM BRAKE INSPECTION

6000 CP

PARTS: 0.00 LABOR: 26.95 OTHER: 0.00 TOTAL LINE E: 26.95

ROTATED TIRES AND PERFORM BRAKE INSPECTION FRONT AND REAR BRAKES

HAVE 9MM REMAINING TYEST DROVE NO ABNORMAL NOISE PRESENT AT IS TIME

Original Estimate Parts & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached) <input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received the opportunity to inspect any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						GAS, OIL, LUBE	
DATE						SUBLET AMOUNT	
CUSTOMER SIGNATURE						WASTE DISPOSAL COSTS *	
AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5888
(951) 676-0010
Service Direct (951) 491-2150
EPA # CAR 000148847 BAR # AFD00249903

INVOICE

PAGE 3

SERVICE ADVISOR: 3230 Randy Folds

MURRIETA CA
HOME: [REDACTED]
BUS: [REDACTED] CONT:N/A
CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]	
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12
R.O. OPENED		READY	OPTIONS: STK:CTR0398 DLR:45189				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
08:18	17SEP12	14:54	17SEP12				
BST:	26.95		17SEP12	08:18	SA: 3230		

CHRYSLER



Jeep



DODGE

SEP 17 2012

[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
0	1			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		LABOR AMOUNT	26.95
Revised Estimate	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						GAS, OIL, LUBE	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	26.95
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	26.95

Customer Name _____

RO# _____



Year/Make/Model _____

Color _____

Driven by a better way™

Mileage 31068

Service Consultant _____

2122 VIN # _____

The DCH Experience

INSPECTION RESULT - OK


WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Inspect Each Service

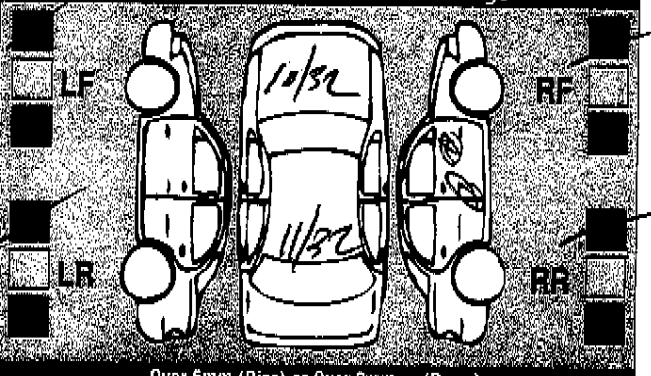
Check Tires/Measure Tire Tread Depth

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Window washer fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Automatic transmission fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Power steering fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Operation of horn, interior and exterior lights
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield washer spray and wiper operation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cooling system for visible leaks and damage
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Oil and/or fluid leaks (Specify _____)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (If equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Exhaust system (leaks, visible damage, loose parts)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Drive belt(s)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Steering, steering linkages/wheel bearing play
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake lines, hoses, parking brake
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Battery terminals (clean, if necessary)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clutch operation (if equipped) <i>N/A</i>

Tire Pressure % of Factory Recommendation		PSI Front <u>32</u>	Rear <u>32</u>
<input checked="" type="checkbox"/>	7/32 or greater		7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32		4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less		3/32 or less
<input checked="" type="checkbox"/>	7/32 or greater		7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32		4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less		3/32 or less

State Inspection Due Date: _____

Measure Front / Rear Brake Linings



Over 5mm (Disc) or Over 2mm or (Drum)

Less than 3mm (Disc) or 1mm or less (Drum)

Brake Measurements Not Taken This Service Visit

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rotate Tires
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Wiper Inserts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Repair
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brakes (Specify)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Other

Check Battery

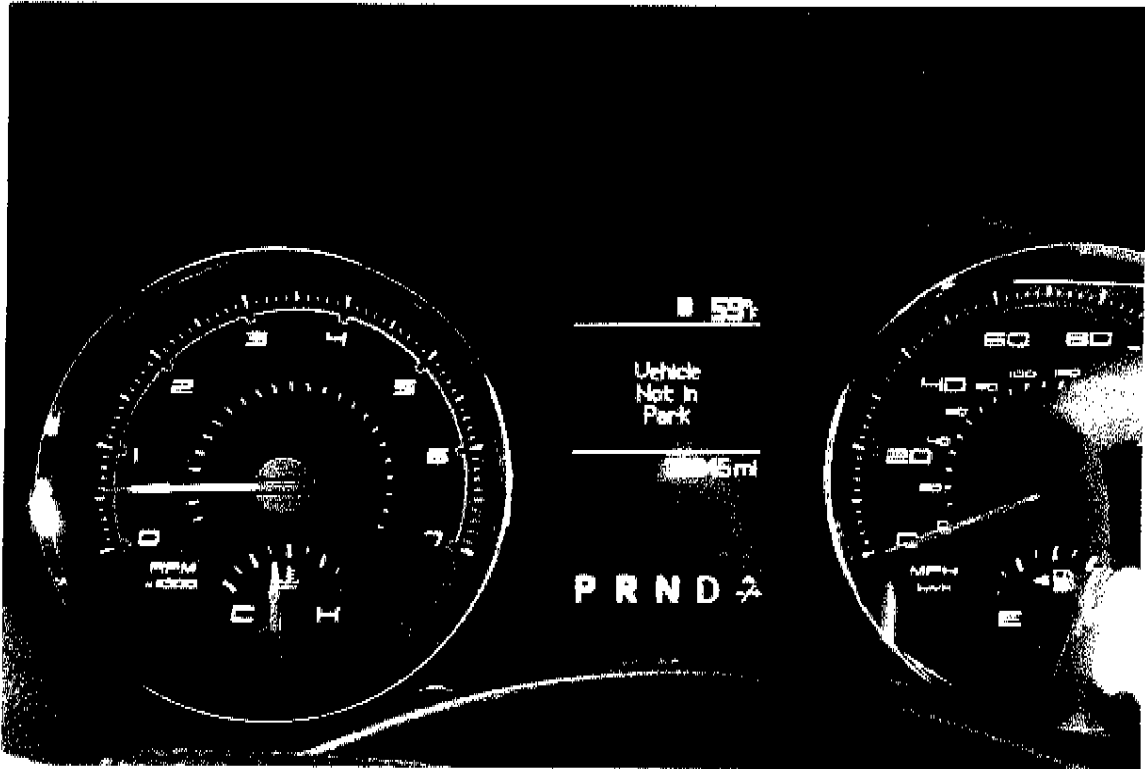


Pass

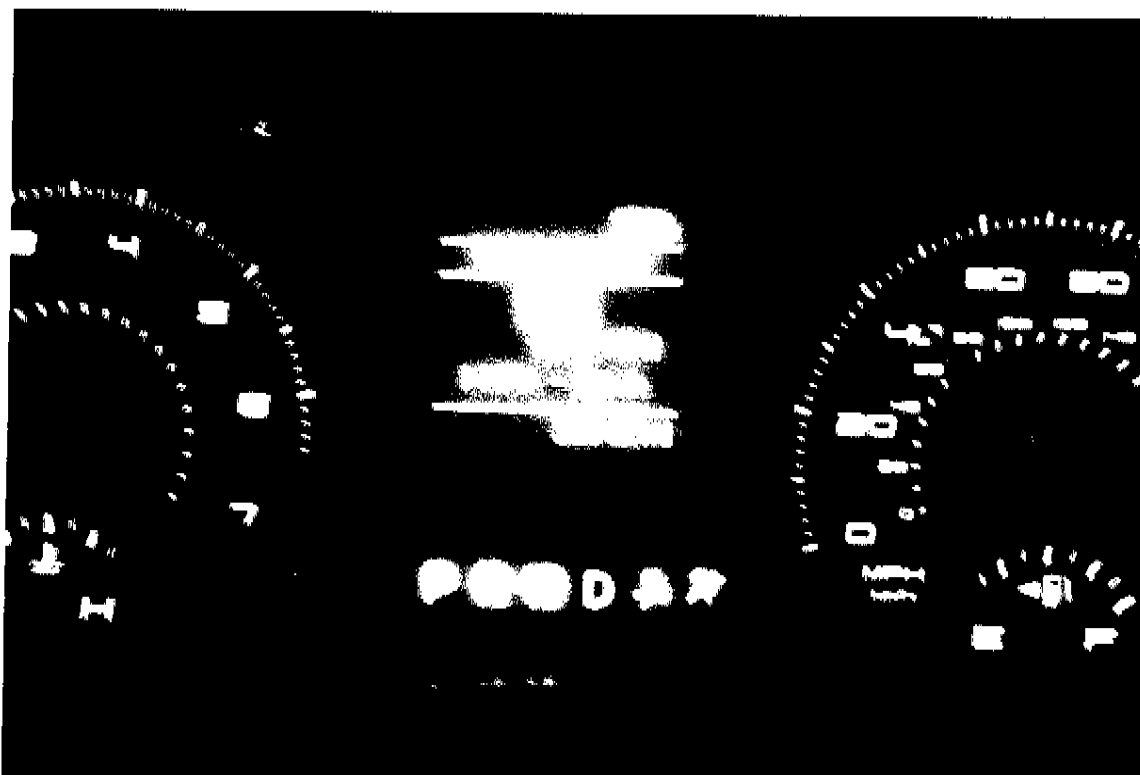
Fail



Driven by a better way™



Car
is in
Drive.
Color photo
shows "D"
green



Mileage -
33,912

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 678-0010
Service Direct (951) 491-2150

EPA # CAR 000146647 BAR # AR000249903

MURRIETA, CA [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 3232 Steve Hudson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
22APR12 DD			17:00 23NOV12		0.00	CASH
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189				
10:19 23NOV12	15:50 23NOV12					

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

A CUSTOMER STATES THAT THE PARKING BRAKE WILL NOT HOLD THE CAR. IF SHE SETS THE BRAKE AND PUTS THE CAR INTO NEUTRAL, THE CAR WILL ROLL.

CAUSE: CHECKED BRAKE FOR PROPER OPERATION. ALL WORKING AS DESIGNED.

01 -ACCESSORIES	8000	W					(N/C)
2 4778570 SLEEVE-HEAT SHRINK							(N/C)
1 SOLDER ROLL							(N/C)
FC: PART#: COUNT:	CHRYSLER						
CLAIM TYPE:	W						
AUTH CODE:							



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT WHEN DRIVING ON SEVERAL OCCASIONS THAT SHE WILL GET A WARNING IN THE DASH THAT POPS UP AND SAYS "VEHICLE NOT IN PARK". IT USUALLY COMES ON WHEN THE CAR IS DRIVING AROUND 40 MPH OR SO.

CAUSE: CHECKED COMPUTER FOR FAULTS, NONE STORED. COULD NOT DUPLICATE.

01 -ACCESSORIES	8000	W					(N/C)
FC: PART#: COUNT:	DODGE						
CLAIM TYPE:	W						
AUTH CODE:							

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

C PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146847 BAR # ARD00248903

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				

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

CAUSE: CODES B0028 REPAIRED SEAT WIRING AS NEEDED

01 - ACCESSORIES
8000 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:



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

D CUSTOMER STATES THAT AT TIMES WHEN TRYING TO TAKE THE CAR OUT OF PARK, IT IS HARD TO GET IT OUT AND IT SEEMS TO TAKE A LOT OF EFFORT OR TIME

CAUSE: CAR IS SHIFTING INTO AND OUT OF GEAR AS DESIGNED.

21 - TRANSMISSION
8000 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00



E AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION:	TOTALS
				<input type="checkbox"/> Takehome <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)	<input type="checkbox"/> Takehome <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 876-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # AR000249903

PAGE 3

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	34846/34852	[REDACTED]	
DEL. DATE	PRODX. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

10:19 23NOV12 15:50 23NOV12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO							
8000 ISA (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

CHRYSLER



Jeep



DODGE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate:	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

***HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:
UNIT# CTR0398

DCH AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-8686
(951) 676-0010
Service Direct (951) 481-2150

INVOICE

PAGE 1

EPA # CAR 000148647 BAR # ARD00249903

MURR... CA
HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 3234 Christopher Lawson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		35769/35769		
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	P.O. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER. TP PRESSURE CODE 3244 ISA						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

CHRYSLER

B	GUEST STATES: OIL & FILTER CHANGE SPECIAL (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE. PLEASE ADVISE 1795 OIL & FILTER CHANGE SPECIAL, (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE. 3244 IFO 1 68079744AB FILTER-ENGINE OIL (N/C) 6 68055891AA *OIL-5W30 (N/C)						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

JEEP

DONE CUSTOMER HAS COMPLIMENTARY OIL CHANGE CARD							
C	MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK. 3244 ISA						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable		WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 676-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # ARD00249903

INVOICE

PAGE 2

SERVICE ADVISOR: 3234 Christopher Lawson

MURRIETA, CA
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

11:53 07DEC12	13:46 07DEC12	LIST	NET	TOTAL
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I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

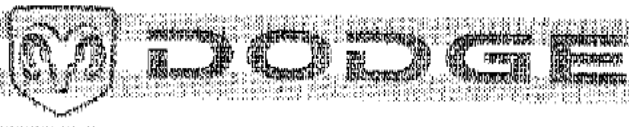
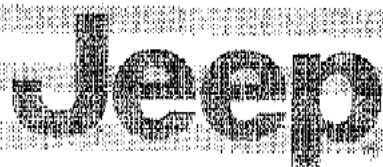
I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

PARTS: 3244 TSA	LABOR: 0.00	OTHER: 0.00	TOTAL LINE D:	(N/C) 0.00
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*****CHRYSLER*****

EST: 0.00 07DEC12

CONTACT: MAIN: 951-252-3218



Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				<input type="checkbox"/> Tinspon <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate						PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CHRIS

DCH Chrysler Jeep Dodge
9514912150
26845 Ynez Road
TEMECULA, CA 92589

1.00
#343

VEHICLE CHECKED

EXPRESS LANE

FAST OIL CHANGES & MORE

Customer Name

Phone Number

Phone

11 CHARGER

Vehicle Year/Model

VIN Number

Mileage 35769

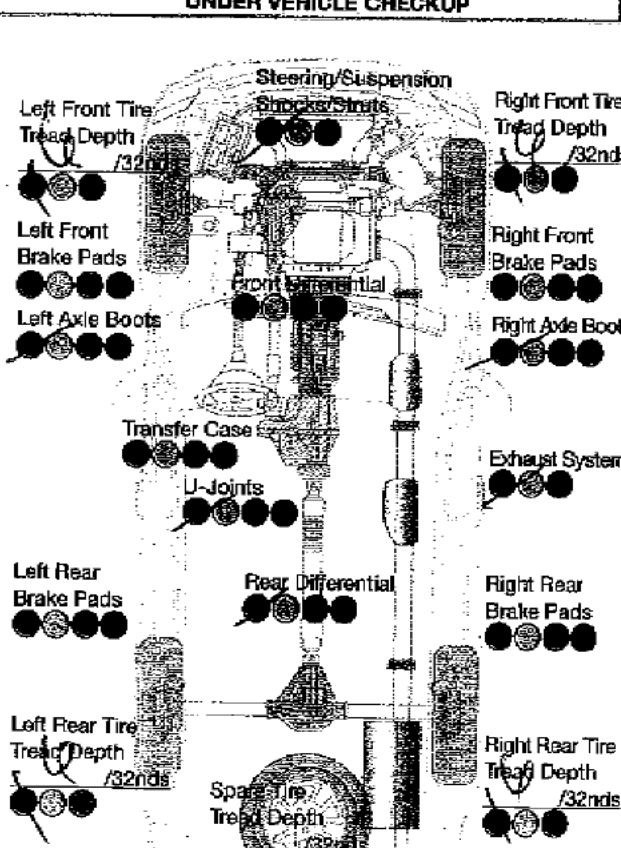
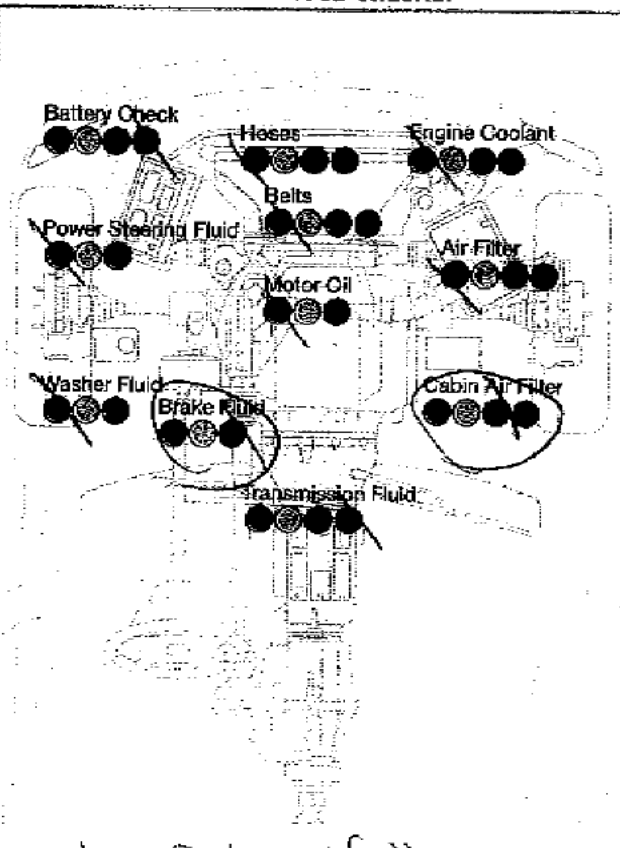
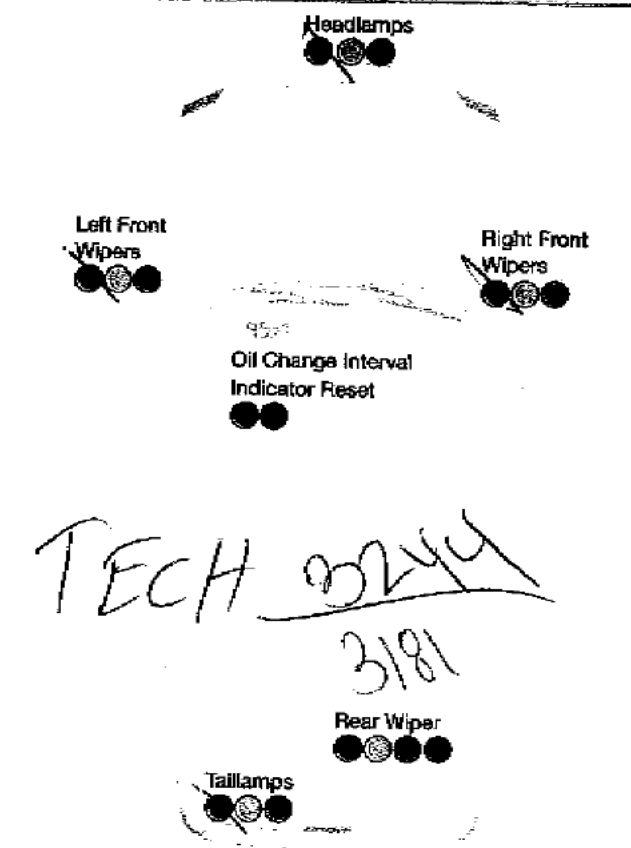
Date 12/7/12

- Checked and OK
- ⊗ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



TECH 0244
3181

Notes New Cabin Filter Reom
Brake Plyn \$60.00



100 Years Under the Hood



Invoice: 12385 7U3L-DIVE 03/16/2013 12:35:24 R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION	
[REDACTED] Murrieta, CA		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L Z20 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882	
MAINTENANCE CHECKS		SERVICES PERFORMED			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			16.51 23.48 39.99
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110	1.00	EA	
Power Steering Fluid Level	Not Checked	Valvoline 5W30 Conventional Motor Oil	5.90	QT	
Battery	Checked-OK	Discount (HALF)			-20.00
Windshield Wash Fluid Level	Added	Hazardous Waste Fee	1.00	EA	1.49
Coolant Reservoir Level	Checked-OK	Discount (HALF)			-0.75
Tire Pressure	Checked-OK Front 34 Rear 34	Extra Oil Charge			4.49
Transmission Fluid Level	Sealed	Discount (HALF)			-2.25
A/C Refrigerant	Not Checked				

OUR SERVICE TEAM: CSR: Johnny TOPSIDE: Todd BOTTOMSIDE: Christopher

NEXT VISIT
Tire Rotation
Rear Differential
Fuel System
Fuel Filter
Power Steering
COMMENTS

Subtotal	22.97
Parts Subtotal	11.23
Labor Subtotal	11.74
Tax	0.90
Total	23.87
Visa (*5329)	23.87
Change Due	0.00

[REDACTED]

Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

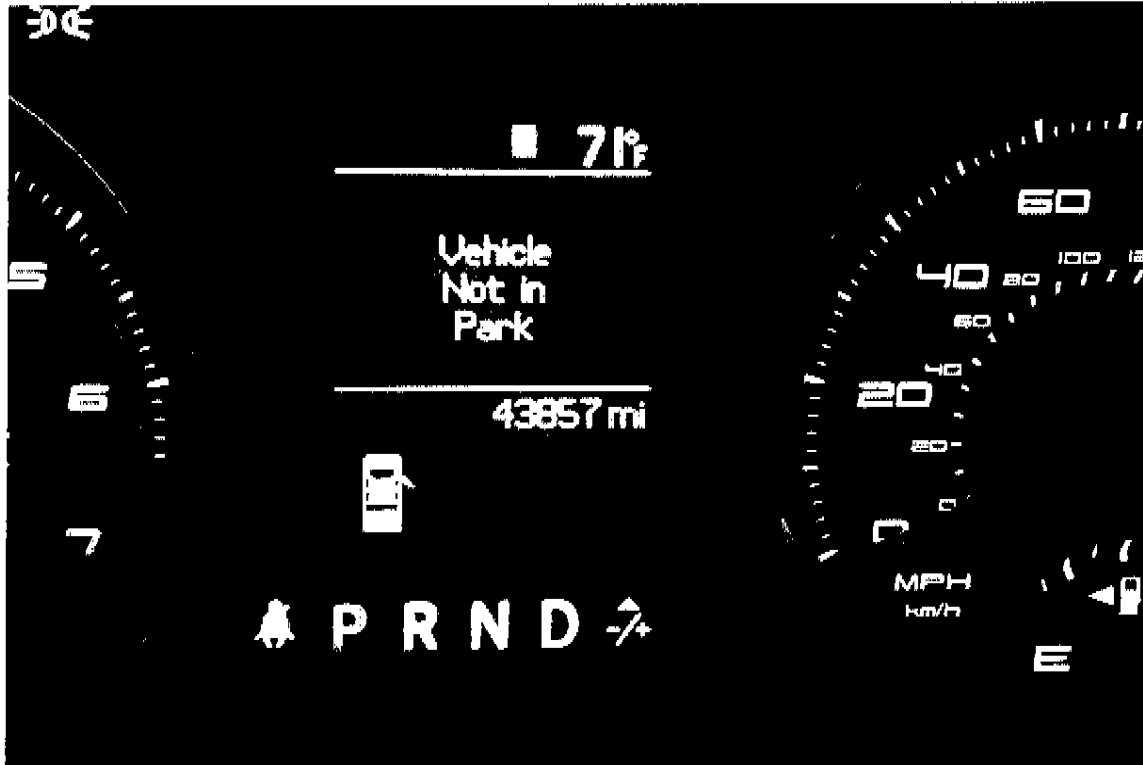
\$10 OFF an oil change for your 2nd car!

* Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discount.

Code: INV2 CSR: / / EXPIRES 30 DAYS FROM DATE OF INVOICE

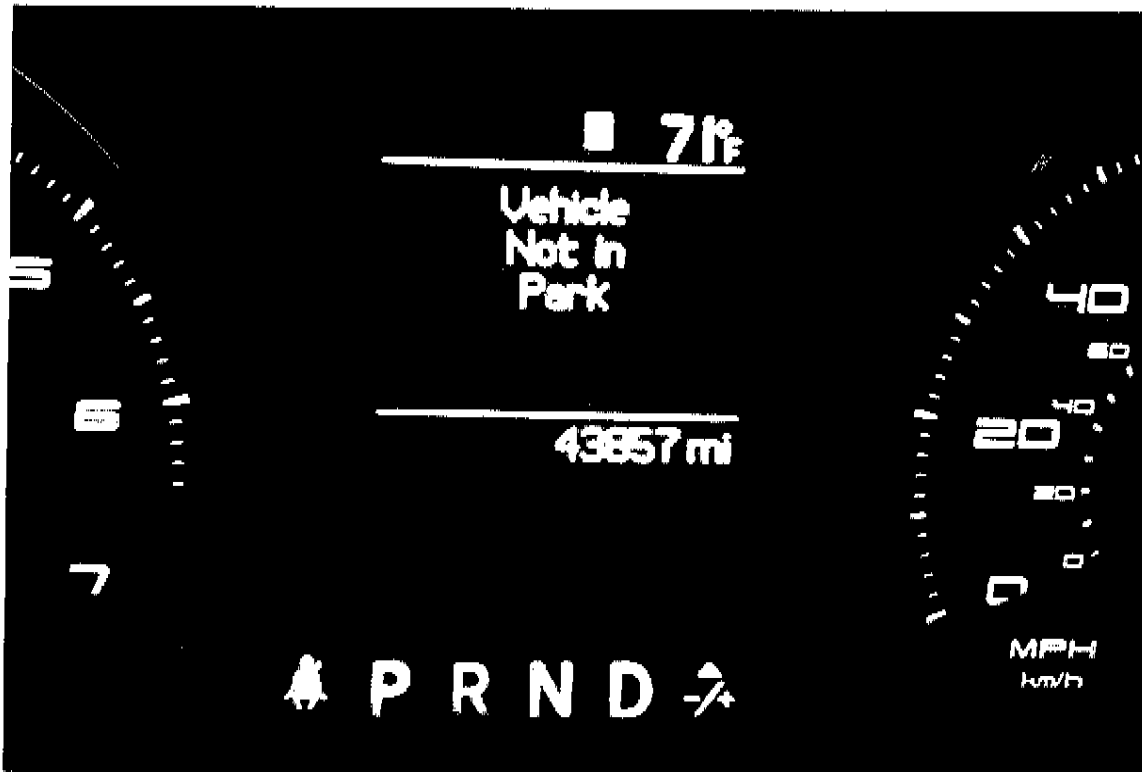
Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Hazardous waste fee may apply ***Increase in the original estimated

Thank you for your business
www.vloc.com



↑
"P" lit

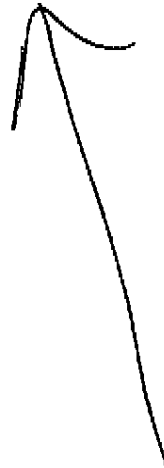
Vehicle IS in Park



↑
"R"
Reverse



Key fob



Invoice: 14923 7U3K-DIVE 05/24/2013 6:31:16 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION	
[REDACTED] MURRIETA, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 Ft ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218 CURRENT MILEAGE: 47,693		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882	
MAINTENANCE CHECKS		SERVICES PERFORMED			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Tire Rotation			0.00 21.99 21.99
Brake Fluid Level	Checked-OK	Conventional Oil Change			16.51 23.48 39.99
Battery	Sealed	Valvoline Oil Filter VO110	1.00	EA	
Windshield Wash Fluid Level	Added	Valvoline 5W30 Conventional Motor Oil	5.90	QT	
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	EA	1.49
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oil Charge			4.49
Transmission Fluid Level	Sealed				
A/C Refrigerant	Not Checked				

YOUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle

NEXT VISIT
Fuel System
Fuel Filter
Rear Differential
Power Steering

COMMENTS
[REDACTED]

Subtotal	67.96
Discount (CNB13)	-10.00
Amt After Discount	57.96
<i>Parts Subtotal</i>	22.49
<i>Labor Subtotal</i>	35.47
Tax	1.80
Total	59.76
Visa (*5329)	59.76
Change Due	0.00

[REDACTED]

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts
 Code: INV2 CSR: _____ / _____ EXPIRES 30 DAYS FROM DATE OF INVOICE

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Haz Waste Fee \$1.49 applies to labor (non tax)
 [REDACTED] of an increase in the original estimated

Automotive Specialties
41175 AVENIDA ALVARADO
TEMECULA CA 92590
(951) 296-5574
MIDWEST 951-291-1191

Automotive Specialties
1976 AVENIDA ALVARADO TEMECULA, CA 92590
15-35 * BOM #:ARD00271613-EPA #:CAL000062330
WWW.AUTOSPECIALTIES.ORG

INVOICE #: 20132010

Entry Method: Swiped

09/11/2013 13:14:52
Job#: 021416
Approvd: Online
Batch#: 000025

Vehicle Information Page 1 of 1
Year: 2011
Make: DODGE
Model: CHARGER
Color:
Size:
Code: 53593
VIN: 2D3CJ3C688A

Invoice Date: 09/11/2013
Finished Date: 09/12/2013
Original Est. #: 721.36
Additional Cost: 0.00
Revised Estimate: 721.36

Customer Copy
THANK YOU!
COME AGAIN!

Description	List Price	Selling Price	Ext. Price
ALTERNATOR	730.00	492.00	492.00

Requested	Work Completed	Labor Price
CHECK ENGINE TROUBLE	DIAGNOSED, REMOVE AND REPLACED ALTERNATOR. FRONT BEARING SEIZED AND MELTED. FLOOR WIRE MELTED TO ENGINE MOUNT SHORTED? (AS REQUESTED !!)	190.00

ALL PARTS LISTED ABOVE ARE NEW, UNLESS OTHERWISE INDICATED. INTEREST WILL BE CHARGED AT THE RATE OF 18% PER MONTH (ANNUAL PERCENTAGE RATE OF 18%) ON THE UNPAID BALANCE OF ALL INVOICES OVER 30 DAYS. If revised estimate is greater than original estimate I acknowledge notice and oral approval of an increase in the original estimate price. The standard labor warranty period is 6 months or 6,000 miles. Check with the manufacturer of any equipment you may purchase to determine your specific warranty. NOTE: ALL USED EQUIPMENT CARRYS A 30 DAY WARRANTY.

PAYMENT TERMS:
C.O.D.
TAXABLE PARTS: 492.00
NON-TAXABLE PARTS:
LABOR: 190.00
SALE TAX:

Customer's Receipt
[Redacted Signature]

Date Signed: / /

Check#: / / 10% Amount Paid: \$

SUBTOTAL: 682.00
SALES TAX: 39.36
TOTAL TICKET #: 721.36

THANK YOU FOR YOUR BUSINESS

Business Hours 7:30-5:30pm MON-FRI

Tax: 877-768-5076

2011 DODGE CHARGER

DR

CASE #: [REDACTED] SUMMARY OF COMPLAINTS

Date	Mileage	Description	Resolved
4/21/2012		Purchased 2011 Dodge Charger from DCH Chrysler/Jeep/Dodge; While test driving vehicle, noticed rattling inside cabin near driver's a/c vent and grinding sound when pushing brake pedal; trunk liner was missing; items were noted and was told to bring vehicle back for call order	No- Brakes / vent rattling
4/25/2012	21,864	Took vehicle to DCH for repair of items noted on due slip, as noted above; and advised service advisor that key fob was not working and that the doors/trunk would not open/shut by pushing the button on door handle; was told that this was on recall and that the door handles would be replaced and battery in fob was replaced; trunk liner parts ordered and rattling sound from vent repaired.	No- brakes, key fob; door handles Yes- Vent repaired
5/2/2012	22,343	Took vehicle to DCH for trunk liner, grinding noise from brakes, and noise when turning; drove with Service Advisor to listen to grinding sound, could not hear anything. Asked advisor to check brakes and was told there was no reason to check them because he could not "reproduce the problem"	YES- trunk liner only No- Brakes
6/22/2012	25,612	Took vehicle to DCH for free oil change and advised that brakes were still grinding; again, drove with advisor down street and couldn't hear problem; again advised that because they could not reproduce the problem in their presence that the only way they would remove the tires and check for problems was if I paid to get the tires rotated, at which time the tires would be off the vehicle and they could see brakes.	No- Brakes
8/23/2012	29,680	Oil Change at Vavoline	
8/26/2012	Unknown	While at Lake Mead, Nevada on vacation, key fob would not open door; called Dodge and was advised to have vehicle towed to nearest dealership, which was very far. Door finally opened and then vehicle would not start; Message "Key not detected"; then car started and Message "Key has left vehicle". Also noted while driving that grinding sound from brakes was getting worse;	No- FOB / Brakes

Date	Mileage	Description	Resolved
Sept 2012	30,970	While driving 40mph down road, message: "Key has left Vehicle"; (See attached image)	
9/17/2012	31,068	Took vehicle to DCH regarding key fob and brakes again; dealership advised that they previously replaced battery in fob and now would replace the key fob itself; was advised again that they would check the brakes only if I paid for a tire rotation; I paid for the rotation was told brakes were fine and that "no abnormal noise was present at this time"; was told by advisor that the computer had been "flashed" and to bring vehicle back if problem continued	NO- Fob / Brakes
October 2012	Unknown	Continuous problems with message errors while driving and continuous grinding noises from brake; spoke to service advisor on the telephone multiple times and was advised that because they could not "reproduce the problem" while the vehicle was not in their presence, they could not do anything; expressed concern about factory warranty expiring soon (See attached images)	
11/23/2012	34,846	Took vehicle to DCH for key fob problem, grinding brake sound and parking brake not holding vehicle in driveway; car was "jamming" into gear while parked on driveway; again told no problems with brakes or parking brake; when picking up vehicle, I demanded that advisor ride in car to back parking lot of dealership where there was a hill and set the parking brake; when set, car rolled right down hill; advisor went to check with mechanic and they made an adjustment and told me that I was not pushing the parking brake all the way down; I was also told that the parking brake might need to be replaced if adjustment did not hold; I requested that the brake just be replaced at that time because I knew the warranty would soon expire and was told they could NOT replace until they knew whether or not adjustment fixed the problem; Again, they "could not duplicate" key fob problem	NO- Fob, Brakes YES – Parking brake worked for about 3 months after adjustment and not holding vehicle again.
12/7/2012	35,769	Took vehicle to DCH for oil change and grinding in brakes and key fob issues; concerned because factory warranty was expiring; again told no problems could be reproduced	NO- Fob / Brakes

Date	Mileage	Description	Resolved
Jan – Present	Various	Called DCH multiple times regarding key fob problems, grinding brakes and parking brake not working again; also, air conditioning vent, previously "fixed" had fallen down into dashboard; was told that they would be happy to inspect, but I would have to pay hourly rate because vehicle was out of warranty. Spoke with service manager and was told nothing he could do without me paying for inspection. (See attached)	No- Fob / Brakes, Parking brake; air vent;
3/16/2013	42,218	Oil change at Valvoline	
5/24/2013	47,693	Oil change at Valvoline	
9/8/2013	55,217	Oil change at Valvoline	
9/10/2013	55,593	<p>Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc.</p> <p>Called DCH 9/11/2013 and was told I could have vehicle towed to dealership for diagnosis at their hourly rate; I also mentioned continuous key fob, brakes and parking brake issues and was again told that they would be happy to investigate, subject to their hourly rate.</p> <p>I took car to personal mechanic and was advised that the alternator had burnt up because the ground wire had come into contact with the motor mount causing alternator to burn itself up (\$721.36)</p>	NO- Fob / Brakes, Parking Brake
November 2013		<p>Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.</p> <p>Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.</p>	

DCH AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # AR000249803

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	21864/21864	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 25APR12		0.00	CASH	25APR12
R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189				
07:34 25APR12	13:00 25APR12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A PERFORM FACTORY RECALL #L 28
CAUSE:
23L28182 Replace both front exterior door handles
363 W (N/C)
1 CEB1L282AA HANDLE-FRONT DOOR EXTERIOR (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE BOTH FRONT EXTERIOR DOOR HANDLES IN CONJUNCTION WITH RECALL # L 28

B. TRUNK LINER IS LOOSE IN THE TRUNK
CAUSE:
01 -ACCESSORIES
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

CONFIRM TRUNK LINER IS LOOSE. ORDER NEEDED PARTS IN CONJUNCTION WITH TSB #23-008-12.

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO

Original Estimate (Part & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time:	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD. TEMECULA, CA 92591-5586
(951) 676-0000
Service Direct (951) 491-2150
EPA # CAR 000146647 BAR # AR000249903

INVOICE

PAGE 2

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]
CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	21864 / 21864	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DC			17:00 25APR12		0.00	CASH	25APR12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
07:34 25APR12	13:00 25APR12						

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

CAUSE: CALIFORNIA AIR RESOURCES BOARD (CARB) RULE.
TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

363 ISA (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** PERFORM RAPID REPOSENSE TRANSMITTAL #11-082

CAUSE: 18190294 Flash Program Body Control Module and Reconfigure Vehicle
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

UPDATE BCM IN ACCORDANCE WITH RET # 11-082

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> E-mail (See Attachment)	<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> E-mail (See Attachment)	LABOR AMOUNT	0.00
						PARTS AMOUNT	0.00
Revised Estimate	\$					GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						WASTE DISPOSAL COSTS *	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						TOTAL CHARGES	0.00
					<input type="checkbox"/> Some Parts Not Returnable	LESS INSURANCE	0.00
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

DCH AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 876-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000148847 BAR # ARD00249903

MURRIETA CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH	[REDACTED]	22343/22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DE			17:00 02MAY12		0.00	CASH	02MAY12
R.O. OPENED		READY		OPTIONS: STK:CTR0398 DLR:45189			
07:15 02MAY12		13:11 02MAY12					

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

A INSTALL SPECIAL ORDER PARTS FOR THE TRUNK

CAUSE:

01 -ACCESSORIES
363 W (N/C)
1 6508563AA PIN-PUSH (N/C)
1 55315153AD SILENCER-REAR SHELF (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE TRUNK SILENCER PAD AND ALL NEEDED RETAINERS.

B CHECK FOR POWER STEERING NOISE

CAUSE:

01 -ACCESSORIES
363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

TEST DRIVE VEHICLE BY TECH AND SERVICE ADVISOR AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. LIFT VEHICLE AND INSPECT STEERING SYSTEM... OK AT THIS TIME.

C CHECK BRAKES MAKE A GRINDING NOISE AND FEEL FROM THE FRONT LEFT

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> In-Person (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

DCH AUTO GROUP

CUSTOMER #:
UNIT# CTR0398

DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-8688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAF 000148647 BAR # ARD00249903

MURRIETA, CA
HOME:
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		22343 / 22344	

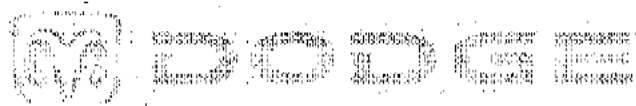
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 02MAY12		0.00	CASH	02MAY12

R.O. OPENED	READY	OPTIONS
07:15 02MAY12	13:11 02MAY12	STK:CTR0398 DLR:45189

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
01			-ACCESSORIES				(N/C)
			363 W				
			FC: PART#: COUNT:				
			CLAIM TYPE: W				
			AUTH CODE:				

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

TEST DRIVE VEHICLE AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. CHECK FRONT BRAKES AND FOUND NO ABNORMAL WEAR.



[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		GAS, OIL, LUBE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SUBLET AMOUNT	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		WASTE DISPOSAL COSTS *	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		TOTAL CHARGES	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LESS INSURANCE	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		SALES TAX	0.00
				<input type="checkbox"/> Teleps <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	PLEASE PAY THIS AMOUNT	0.00	



CUSTOMER #:
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146847 BAR # ARD00249903

MURRIETA, CA
HOME
BUS: CONT:N/A
CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP.	PROMISED	PD NO	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

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

A GUEST STATES: "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE. INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE V.I.N. NUMBER. PLEASE ADVISE

FIRSTLOF "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE.

INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS.

NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM

OILS HIGHER. COUPON MUST BE ATTACHED TO

INVOICE AND MATCH VEHICLE V.I.N. NUMBER

1151 CPO						11.00	11.00
1 68079744AA	FILTER-ENGINE OIL			8.50		8.50	8.50
6 68055891AA	*OIL-5W30			3.35		2.60	15.60
PARTS:	24.10	LABOR:	11.00	OTHER:	0.00	TOTAL LINE A:	35.10

B MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK.

1151 ISA						(N/C)	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
5	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
					LESS INSURANCE		
					SALES TAX		
					PLEASE PAY THIS AMOUNT		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received for had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5688
1951) 678-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		25612/25612		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

07:56 22JUN12 09:50 22JUN12

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

PRESSURE AS INDICATED ON THE VEHICLES TIRE
PRESSURE LABEL. ADJUSTED TO _____

3181 ISA (N/C)

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

D** PERFORM FLAT REPAIR LEFT REAR TIRE

CAUSE: NAIL IN TIRE

01 - ACCESSORIES

3164 CPQ

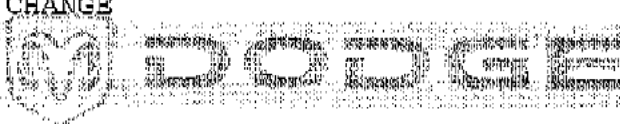
25.00 25.00

PARTS: 0.00 LABOR: 25.00 OTHER: 0.00 TOTAL LINE D: 25.00

INSECTED TIRE FROM OUTSIDE FOUND REPAIR IS IN REPAIRABLE POSITION
IN TIRE DISMOUNTED TIRE FOUND NO TIRE DAMAGE TO SIDE WALLS OR LINER IN
TIREPERFORMED A 2 PIECE REPAIR (PLUS PLUS PATCH) RESEALED LINER,
MOUNTED AND BALANCED TIRE AND WHEEL ROAD TEST OK

EST: 0.00 22JUN12 07:56 SA: 544

CONTACT WILL WAIT. TOTAL IS
\$25.00 BAL IS FREE OIL CHANGE



JUN 22 2012
[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
5	5			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	36.00
Revised Estimate	5			<input type="checkbox"/> Tagged <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	24.10
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	0.00
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.							SUBLET AMOUNT
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	60.10
						LESS INSURANCE	0.00
						SALES TAX	1.87
						PLEASE PAY THIS AMOUNT	61.97

\$25.00

DCH Chrysler Jeep Dodge
9514912140
26845 Ynez Road
Temecula CA

VEHICLE
CHECKUP



EXPRESS LANE
FAST OIL CHANGES & MORE

Customer Name

Grid for Customer Name

VIN Number

R.O. Number

Phone

Vehicle Year/Model

Mileage

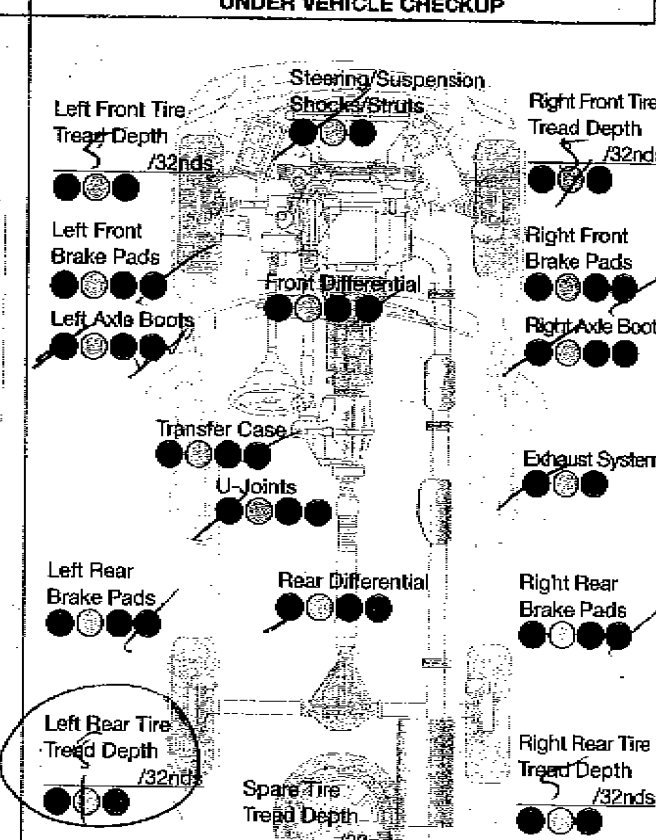
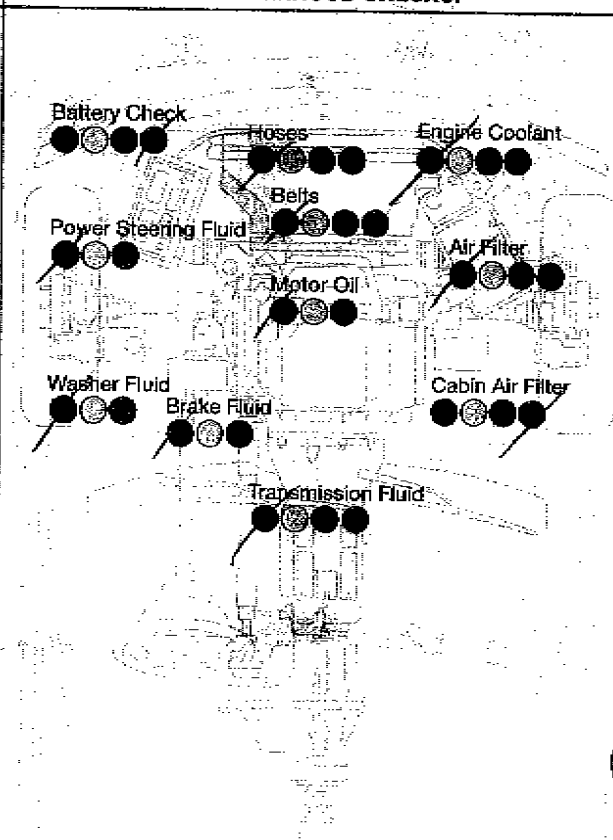
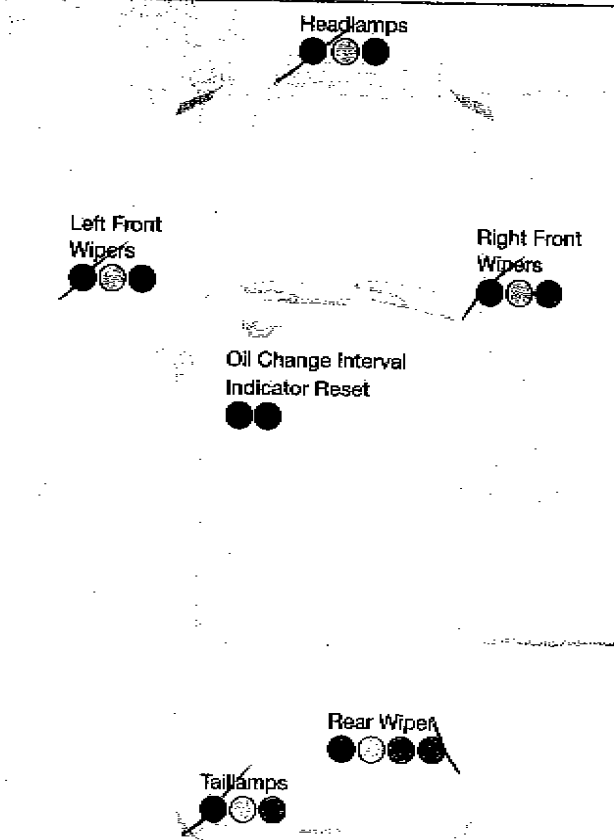
Date

- Checked and OK
- ⊙ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



Notes

Notes

Notes *hall left rim patch the side*
Repaired

ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE



100 Years Under the Hood



Invoice: 5156 7U3L-DIVE 08/23/2012 4:41:27 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION			
[REDACTED] Murrieta, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI (IG) ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Trevor Sodja 40430 California Oaks Rd. AFD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882			
MAINTENANCE CHECKS		SERVICES PERFORMED					
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			18.00	21.99	39.99
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110	1.00	EA			
Battery	Not Checked	Valvoline 5W30 Conventional Motor Oil	5.90	QT			
Windshield Wash Fluid Level	Added	Discount (KEEP)					-10.00
Coolant Reservoir Level	Checked-OK	Extra Oil Charge					4.49
Tire Pressure	Checked-OK Front 30 Rear 30						
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						

YOUR SERVICE TEAM: CSR: javier TOPSIDE: Johnny, Cody BOTTOMSIDE: Brandon

NEXT VISIT RECOMMENDATIONS
SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES
Rear Differential
Fuel Filter
Oil Change
Tire Rotation
Power Steering

COMMENTS
WE RECOMMEND TIRE ROTATION EVERY 7,500 MILES
RECOMMEND REAR DIFFERENTIAL CHANGE
RECOMMEND CABIN AIR FILTER

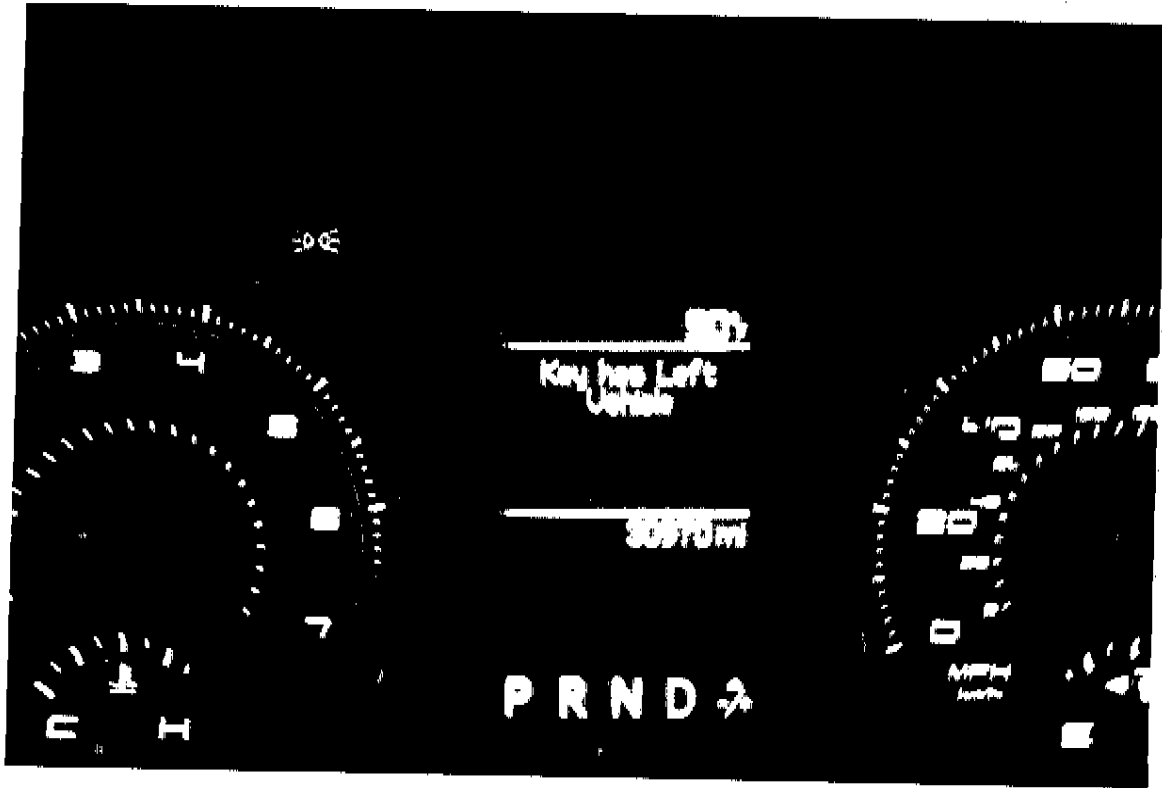
Subtotal	34.48
Parts Subtotal	17.49
Labor Subtotal	16.99
Tax	1.36
Total	35.84
Visa [REDACTED]	35.84
Change Due	0.00

Sign [REDACTED]
 Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.
 Code: INV2 CSR: [REDACTED] EXPIRES 90-DAYS FROM DATE OF INVOICE

mileage: 30,970

Sept 2012



CUSTOMER # [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 878-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # ARD00248903

MURRIETA, CA
HOME: [REDACTED]
BUS: [REDACTED]

CONT:N/A
CELL:

SERVICE ADVISOR: 3230 Randy Folds

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: STK:CTR0398 DLR:45189

08:18 17SEP12 14:54 17SEP12

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

A AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS: 6000 ISA (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS: 6000 ISA (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C CUST STATES INTERMITTENTLY EVIC DISPLAY READS KEY NOT DETECTED AND ONE TIME RKE WOULD NOT OPEN DOOR OR START VEHICLE CHECK AND ADVISE (BATTERY HAS BEEN REPLACE)

CAUSE: KEY PHOBE
08 -ELECTRICAL SYSTEM
6000 W (N/C)

1:68051387AE KEY FOB-INTEGRATED KEY FOB (N/C)
FC: PART#: COUNT:

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)
Revised Estimate	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> Email (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

***HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER # [REDACTED]
 UNIT# CTR0398

DCH AUTO GROUP

DCH Chrysler/Jeep/Dodge

of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5088
 (951) 678-0010
 Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # ARD00249903

3230 Randy Folds

LICENSE	MILEAGE IN / OUT	TAG
[REDACTED]	31068/31069	[REDACTED]
RATE	PAYMENT	INV. DATE
0.00	CASH	17SEP12
:45189		

DCH
 Refused to
 check grinding
 unless I paid for
 tire rotation. They
 would not take off
 tire and check for free

MURRIETA, CA [REDACTED]
 HOME [REDACTED] CONT
 BUS: [REDACTED] CELL

COLOR YEAR MAKE
 TUNGSTEN M 11 DODGE C
 DEL. DATE PROD. DATE WARR
 22APR12 DD
 P.O. OPENED REA

08:18 17SEP12 14:54 I
 LINE OPCODE TECH TYPE I
 CLAIM TYPE:
 AUTH CODE:

LIST	NET	TOTAL
------	-----	-------

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

NO DTC NO TSB NO FLASH REPLAC E KEY AND PROGRAM

D PERFORM M10 RECALL

CAUSE: RECALL

35 CAMPAIGNS

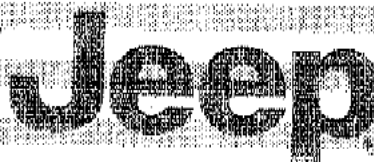
6000 W

1 68183960AA WIRING KI

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MODIFIED TIEM ABS WIRING OK

E PERFORM BRAKE INSPECTION GUST HEARS A GRINDING TYPE NOISE ALSO ROTATE TIRES

CAUSE: MANTANCE

BRAKE PERFORM BRAKE INSPECTION

6000 CP

PARTS: 0.00 LABOR: 26.95 OTHER: 0.00 TOTAL LINE E: 26.95

ROTATED TIRES AND PERFORM BRAKE INSPECTION FRONT AND REAR BRAKES

HAVE 9MM REMAINING TYEST DROVE NO ABNORMAL NOISE PRESENT AT IS TIME

Original Estimate Parts & Labor	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5888
(951) 696-0010
Service Direct (951) 491-2150
EPA # CAR 000148847 BAR # AFD00249903

INVOICE

PAGE 3

CONT:N/A
CELL:

SERVICE ADVISOR: 3230 Randy Folds

MURRIETA CA
HOME:
BUS:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH		31068/31069		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PD NO.	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12
R.O. OPENED		READY	OPTIONS: STK:CTR0398 DLR:45189				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
08:18	17SEP12	14:54	17SEP12				
BST:	26.95		17SEP12	08:18	SA: 3230		

CHRYSLER



Jeep



DODGE

SEP 17 2012

[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
0	1			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)		LABOR AMOUNT	26.95
Revised Estimate	5			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attachment) <input type="checkbox"/> Email (See Attachment)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	0.00
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.	GAS, OIL, LUBE
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	26.95
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	26.95

Customer Name _____

RO# _____



Year/Make/Model _____

Color _____

Driven by a better way™

Mileage 31068

Service Consultant _____

2122 VIN # _____

The DCH Experience

INSPECTION RESULT - OK


WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Inspect Each Service

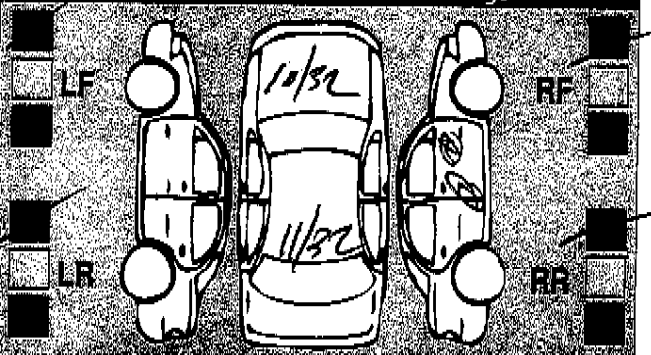
Check Tires/Measure Tire Tread Depth

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Window washer fluid level
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Automatic transmission fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Power steering fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level/condition
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Operation of horn, interior and exterior lights
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Windshield washer spray and wiper operation
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Cooling system for visible leaks and damage
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Oil and/or fluid leaks (Specify _____)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (If equipped)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Exhaust system (leaks, visible damage, loose parts)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Drive belt(s)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Steering, steering linkages/wheel bearing play
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brake lines, hoses, parking brake
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Battery terminals (clean, if necessary)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Clutch operation (if equipped) <i>N/A</i>

Tire Pressure % of Factory Recommendation		PSI Front <u>32</u>	Rear <u>32</u>
<input checked="" type="checkbox"/>	7/32 or greater		7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32		4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less		3/32 or less
<input checked="" type="checkbox"/>	7/32 or greater		7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32		4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less		3/32 or less

State Inspection Due Date: _____

Measure Front / Rear Brake Linings



Over 5mm (Disc) or Over 2mm or (Drum)
 3/32 (Disc) or 1/16 (Drum)
 Less than 3mm (Disc) or 1mm or less (Drum)

Brake Measurements Not Taken This Service Visit

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rotate Tires
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Wiper Inserts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Repair
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brakes (Specify)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Other

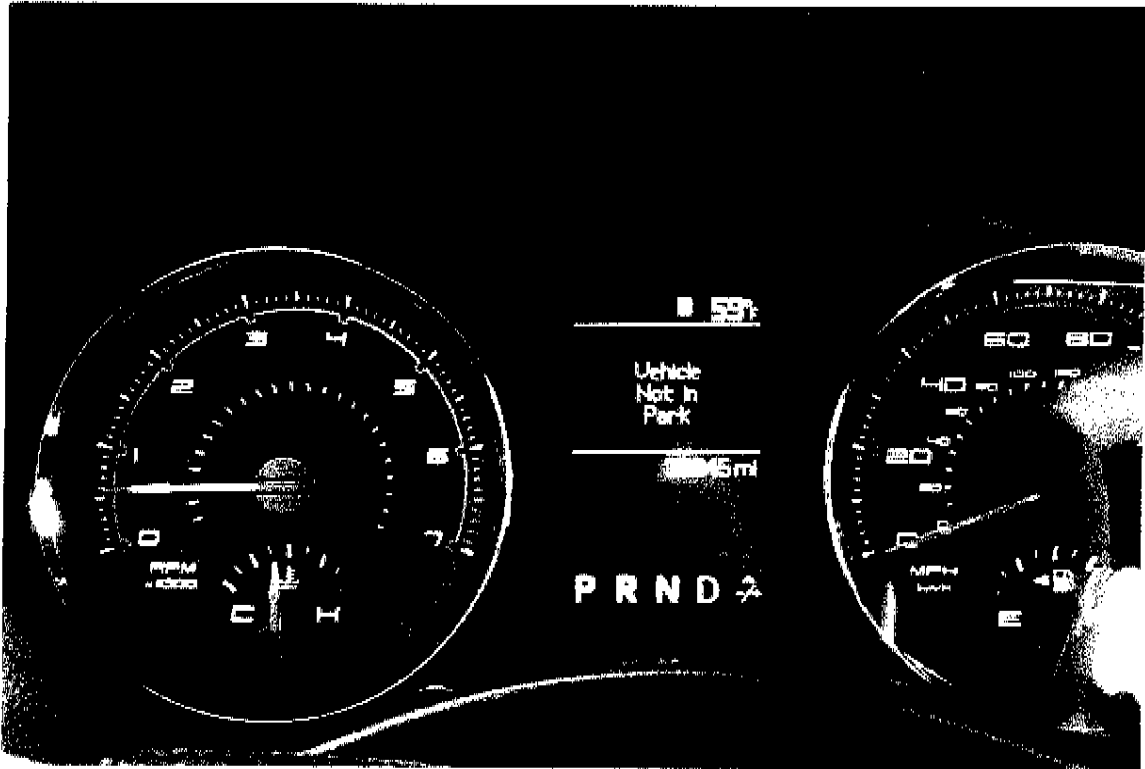
Check Battery



Pass
 Fail



Driven by a better way™



Car
is in
Drive.
Color photo
shows "D"
green



mileage -
33,912

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

28845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 678-0010
Service Direct (951) 491-2150

EPA # CAR 000146647 BAR # AR000249903

MURRIETA, CA [REDACTED]
HOME: [REDACTED]
BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

PAGE 1

SERVICE ADVISOR: 3232 Steve Hudson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	34846/34852	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
10:19 23NOV12	15:50 23NOV12						

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THAT THE PARKING BRAKE WILL NOT HOLD THE CAR. IF SHE SETS THE BRAKE AND PUTS THE CAR INTO NEUTRAL, THE CAR WILL ROLL.

CAUSE: CHECKED BRAKE FOR PROPER OPERATION. ALL WORKING AS DESIGNED.

01 -ACCESSORIES

8000 W									
2 4778570 SLEEVE-HEAT SHRINK									(N/C)
1 SOLDER ROLL									(N/C)

FC: PART#: COUNT: **CHRYSLER**

CLAIM TYPE: W

AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT WHEN DRIVING ON SEVERAL OCCASIONS THAT SHE WILL GET A WARNING IN THE DASH THAT POPS UP AND SAYS "VEHICLE NOT IN PARK". IT USUALLY COMES ON WHEN THE CAR IS DRIVING AROUND 40 MPH OR SO.

CAUSE: CHECKED COMPUTER FOR FAULTS, NONE STORED. COULD NOT DUPLICATE.

01 -ACCESSORIES

8000 W									
FC: PART#: COUNT: DODGE									(N/C)
CLAIM TYPE: W									
AUTH CODE:									



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

C PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146847 BAR # ARD00248903

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS:					
		STK:CTR0398 DLR:45189					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
CAUSE: CODES B0028 REPAIRED SEAT WIRING AS NEEDED							
01							
				8000	W		(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

CHRYSLER

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

D CUSTOMER STATES THAT AT TIMES WHEN TRYING TO TAKE THE CAR OUT OF PARK, IT IS HARD TO GET IT OUT AND IT SEEMS TO TAKE A LOT OF EFFORT OR TIME

CAUSE: CAR IS SHIFTING INTO AND OUT OF GEAR AS DESIGNED.

21				8000	W		(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

Jeep

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

F AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	DESCRIPTION:	TOTALS
Revised Estimate				<input type="checkbox"/> Tire Above <input type="checkbox"/> New Tire Attached <input type="checkbox"/> Old Tire Attached <input type="checkbox"/> Tire Above <input type="checkbox"/> New Tire Attached <input type="checkbox"/> Old Tire Attached		LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

DCH AUTO GROUP
DCH Chrysler/Jeep/Dodge
of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 876-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # AR000249903

PAGE 3

SERVICE ADVISOR: 3232 Steve Hudson

MURRIETA, CA

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

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	34846/34852	[REDACTED]	
DEL. DATE	PROX. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
INDICATED ON THE VEHICLES TIRE PRESSURE LABEL, ADJUSTED TO							
8000 ISA (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

CHRYSLER



Jeep



DODGE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
3	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate:	3			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

***HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
WASTE DISPOSAL COSTS *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
of Temecula**

28845 YNEZ RD., TEMECULA, CA 92591-8686
(951) 676-0010
Service Direct (951) 481-2150

INVOICE

PAGE 1

EPA # CAR 000148647 BAR # ARD00249903

MURR [REDACTED] CA
HOME [REDACTED]
BUS: [REDACTED]

CONT: N/A
CELL:

SERVICE ADVISOR: 3234 Christopher Lawson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PRGD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

11:53 07DEC12 13:46 07DEC12

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.							
TP PRESSURE CODE							
3244 ISA (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

CHRYSLER

B GUEST STATES: OIL & FILTER CHANGE SPECIAL (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE. PLEASE ADVISE							
1795 OIL & FILTER CHANGE SPECIAL, (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE.							
3244 IFO (N/C)							
1 68079744AB FILTER-ENGINE OIL (N/C)							
6 68055891AA *OIL-5W30 (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

JEEP

DONE CUSTOMER HAS COMPLIMENTARY OIL CHANGE CARD							
C MULTIPPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK.							
INSPECT MULTIPPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK.							
3244 ISA (N/C)							
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received or had the opportunity to inspect any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
				ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable		TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5688
(951) 676-0010
Service Direct (951) 491-2150

EPA # CAR 000148647 BAR # ARD00249903

INVOICE

PAGE 2

SERVICE ADVISOR: 3234 Christopher Lawson

MURRIETA, CA

HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8B[REDACTED]	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

11:53 07DEC12 13:46 07DEC12

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

D. I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

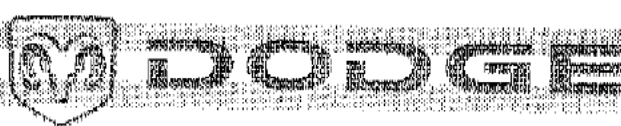
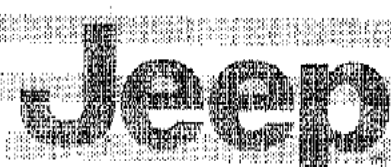
CALL I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

PARTS:	3244 TSA	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	(N/C) 0.00
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EST: 0.00 07DEC12

CONTACT: MAIN: 951-252-3218



Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
				<input type="checkbox"/> Pinpoint <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate						PARTS AMOUNT	0.00
				<input type="checkbox"/> Telephone <input type="checkbox"/> Ver (See Account) <input type="checkbox"/> E-mail (See Attached)		GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CHRIS

DCH Chrysler Jeep Dodge
9514912150
26845 Ynez Road
TEMECULA, CA 92589

1.00
#343

VEHICLE CHECKED

EXPRESS LANE

FAST OIL CHANGES & MORE

Customer Name

Phone Number

Phone

11 CHARGER

Vehicle Year/Model

VIN Number

Mileage 35769

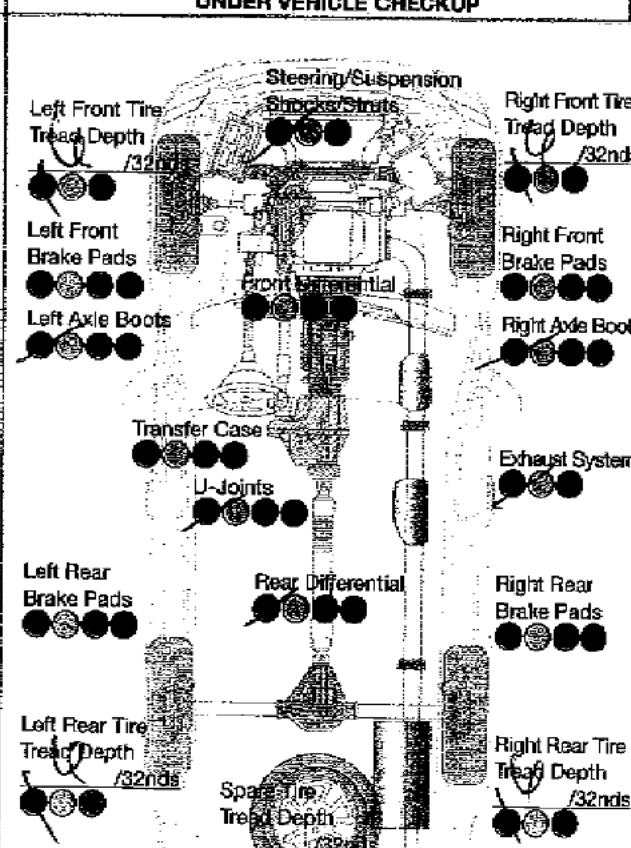
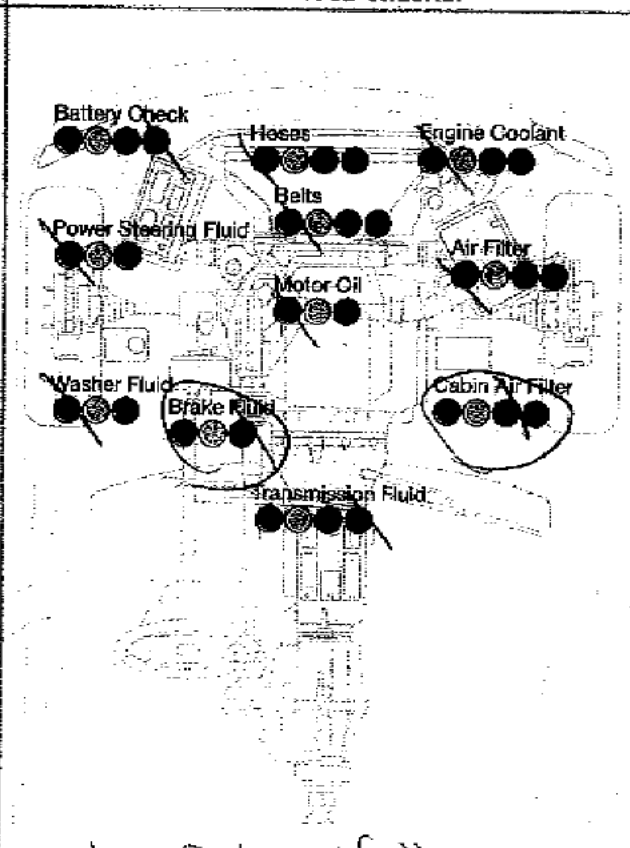
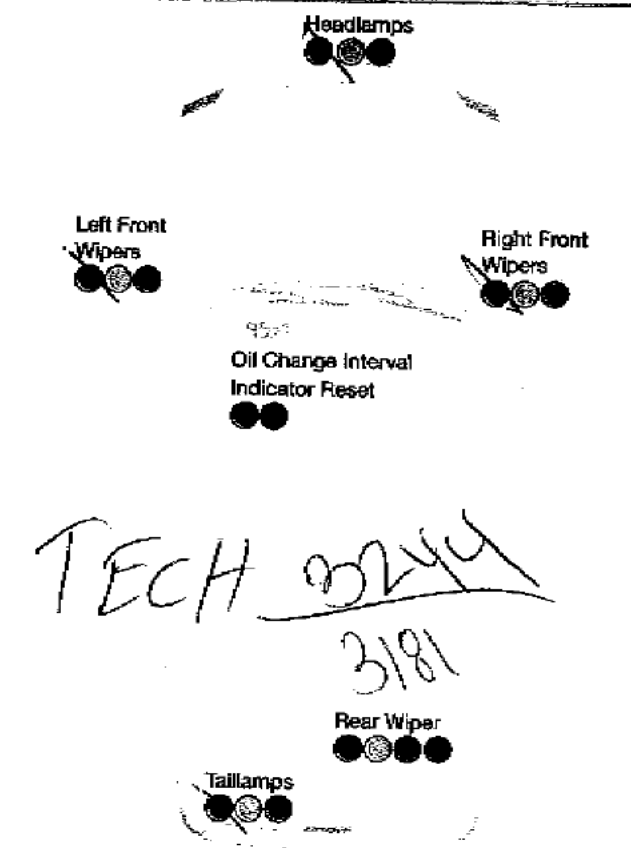
Date 12/7/12

- Checked and OK
- ⊗ Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



TECH 0244
3181

Notes New Cabin Filter Reom
Brake Plyn \$60.00



100 Years Under the Hood



Invoice: 12385 7U3L-DIVE 03/16/2013 12:35:24 R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION	
[REDACTED] Murrieta, CA		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L Z20 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882	
MAINTENANCE CHECKS		SERVICES PERFORMED			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS LABOR AMOUNT(\$)
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			16.51 23.48 39.99
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110	1.00	EA	
Power Steering Fluid Level	Not Checked	Valvoline 5W30 Conventional Motor Oil	5.90	QT	
Battery	Checked-OK	Discount (HALF)			-20.00
Windshield Wash Fluid Level	Added	Hazardous Waste Fee	1.00	EA	1.49
Coolant Reservoir Level	Checked-OK	Discount (HALF)			-0.75
Tire Pressure	Checked-OK Front 34 Rear 34	Extra Oil Charge			4.49
Transmission Fluid Level	Sealed	Discount (HALF)			-2.25
A/C Refrigerant	Not Checked				

OUR SERVICE TEAM: CSR: Johnny TOPSIDE: Todd BOTTOMSIDE: Christopher

NEXT VISIT
Tire Rotation
Rear Differential
Fuel System
Fuel Filter
Power Steering
COMMENTS

Subtotal	22.97
Parts Subtotal	11.23
Labor Subtotal	11.74
Tax	0.90
Total	23.87
Visa (*5329)	23.87
Change Due	0.00

[REDACTED]

Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

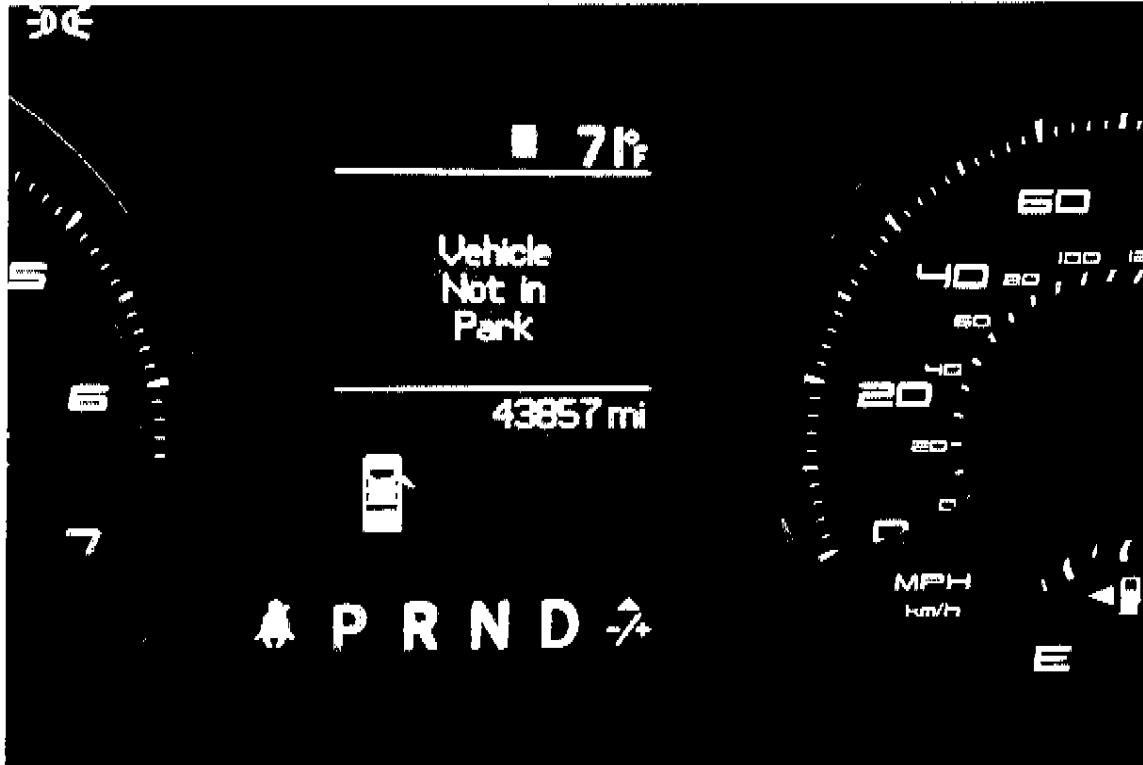
\$10 OFF an oil change for your 2nd car!

* Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.

Code: INV2 CSR: / / EXPIRES 30 DAYS FROM DATE OF INVOICE

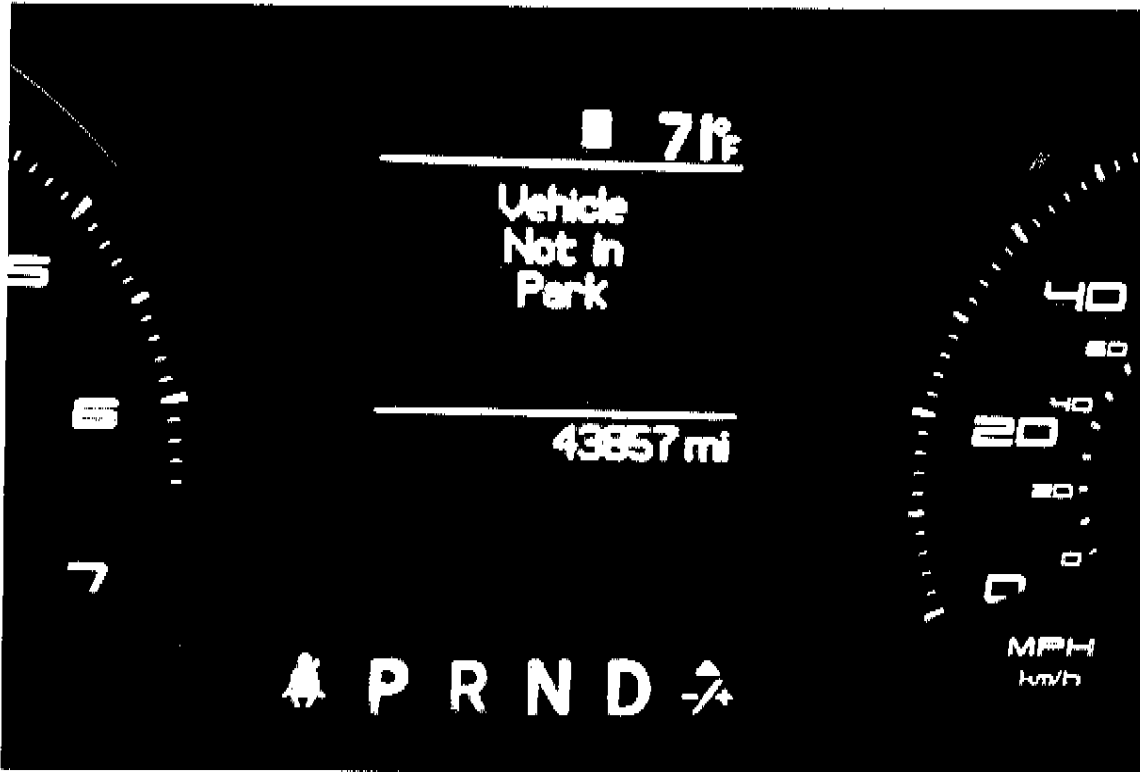
Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Hazardous waste fee may apply. **Increase in the original estimated

Thank you for your business
www.vloc.com



↑
"P" lit

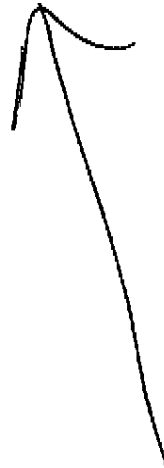
Vehicle IS in Park



↑
"R"
Reverse



Key fob



Invoice: 14923 7U3K-DIVE 05/24/2013 6:31:16 PM R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE CENTER INFORMATION	
[REDACTED] MURRIETA, CA [REDACTED]		VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 Ft ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218 CURRENT MILEAGE: 47,693		VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882	
MAINTENANCE CHECKS		SERVICES PERFORMED			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS
Oil Drain Plug & Gasket	Checked-OK	Tire Rotation			LABOR
Brake Fluid Level	Checked-OK	Conventional Oil Change			AMOUNT(\$)
Battery	Sealed	Valvoline Oil Filter VO110	1.00	EA	0.00 21.99 21.99
Windshield Wash Fluid Level	Added	Valvoline 5W30 Conventional Motor Oil	5.90	QT	16.51 23.48 39.99
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	EA	1.49
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oil Charge			4.49
Transmission Fluid Level	Sealed				
A/C Refrigerant	Not Checked				

YOUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle

NEXT VISIT
Fuel System
Fuel Filter
Rear Differential
Power Steering

COMMENTS
[REDACTED]

Subtotal	67.96
Discount (CNB13)	-10.00
Amt After Discount	57.96
<i>Parts Subtotal</i>	22.49
<i>Labor Subtotal</i>	35.47
Tax	1.80
Total	59.76
Visa (*5329)	59.76
Change Due	0.00

[REDACTED]

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts
 Code: INV2 CSR: / / EXPIRES 30 DAYS FROM DATE OF INVOICE

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Haz Waste Fee \$1.49 applies to labor (non tax)

[REDACTED]

Automotive Specialties
41175 AVENIDA ALVARADO
TEMECULA CA 92590
(951) 296-5574
MIDWESTERN 1991

Automotive Specialties
1976 AVENIDA ALVARADO TEMECULA, CA 92590
16-35 * BAR #:ARD00271613-EPA #:CAL000062330
WWW.AUTOSPECIALTIES.ORG

INVOICE #: 20132010

Entry Method: Swiped

09:12 13:14:52
Inv#: 021416
Apprvd: Online Batch#: 000025

Vehicle Information Page 1 of 1
Year: 2011 License: [REDACTED] Invoice Date: 09/11/2013
Make: DODGE Color: [REDACTED] Finished Date: 09/12/2013
Model: CHARGER Size: [REDACTED] Original Est. of: 721.36
Code: 53593 Additional Cost of: 0.00
VIN: 203CL3C688 [REDACTED] Revised Estimate: 721.36

Customer Copy
THANK YOU!
COME AGAIN!

Description	List Price	Selling Price	Ext. Price
REBUILD (DIAGNOSIS)			
ALTERNATOR	730.00	492.00	492.00

Requested	Work Completed	Labor Price
CHECK ENGINE (DIAGNOSIS)	DIAGNOSED, REMOVE AND REPLACE ALTERNATOR. FRONT BEARING SEIZED AND MELTED. BOUND WIRE MELTED TO ENGINE MOUNT SHORTED? (AS REQUESTED !!)	190.00
7.75 (DIAGNOSIS)		0.00

ALL PARTS LISTED ABOVE ARE NEW, UNLESS OTHERWISE INDICATED. INTEREST WILL BE CHARGED AT THE RATE OF 18% PER MONTH (ANNUAL PERCENTAGE RATE OF 18%) ON THE UNPAID BALANCE OF ALL INVOICES OVER 30 DAYS. IF REVISED ESTIMATE IS GREATER THAN ORIGINAL ESTIMATE I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. THE STANDARD LABOR WARRANTY PERIOD IS 6 MONTHS OR 6,000 MILES. CHECK WITH THE MANUFACTURER OF ANY EQUIPMENT YOU MAY PURCHASE TO DETERMINE YOUR SPECIFIC WARRANTY. NOTE: ALL USED EQUIPMENT CARRIES A 30 DAY WARRANTY.

PAYMENT TERMS: C.O.D.
TAXABLE PARTS: 492.00
NON-TAXABLE PARTS:
LABOR: 190.00
SALE TAX LABOR:
SUBTOTAL: 682.00
SALES TAX: 39.36
TOTAL TICKET #: 721.36

Customer's Receipt: [REDACTED] Date Signed: / /
Check #: _____ Date of Checks: / / 13% Amount Paid: \$ _____

THANK YOU FOR YOUR BUSINESS

Business Hours 7:30-5:30pm MON-FRI

Document Recieved from Customer

Cair Number: 24234332

Date Received: 2013-11-26 14:37:31.228870

Files Not Recieved: 0

This information was also faxed on 11/22. Thank you.

- 2011 DODGE CHARGER
OR

CASE # - SUMMARY OF COMPLAINTS

Date	Mileage	Description	Resolved
4/21/2012		Purchased 2011 Dodge Charger from DCH Chrysler/Jeep/Dodge; While test driving vehicle, noticed rattling inside cabin near driver's a/c vent and grinding sound when pushing brake pedal; trunk liner was missing; items were noted and was told to bring vehicle back for call order	No- Brakes / vent rattling
4/25/2012	21,864	Took vehicle to DCH for repair of items noted on due slip, as noted above; and advised service advisor that key fob was not working and that the doors/trunk would not open/shut by pushing the button on door handle; was told that this was on recall and that the door handles would be replaced and battery in fob was replaced; trunk liner parts ordered and rattling sound from vent repaired.	No- brakes, key fob; door handles Yes- Vent repaired
5/2/2012	22,343	Took vehicle to DCH for trunk liner, grinding noise from brakes, and noise when turning; drove with Service Advisor to listen to grinding sound, could not hear anything. Asked advisor to check brakes and was told there was no reason to check them because he could not "reproduce the problem"	YES- trunk liner only No- Brakes
6/22/2012	25,612	Took vehicle to DCH for free oil change and advised that brakes were still grinding; again, drove with advisor down street and couldn't hear problem; again advised that because they could not reproduce the problem in their presence that the only way they would remove the tires and check for problems was if I paid to get the tires rotated, at which time the tires would be off the vehicle and they could see brakes.	No- Brakes
8/23/2012	29,680	Oil Change at Vavoline	
8/26/2012	Unknown	While at Lake Mead, Nevada on vacation, key fob would not open door; called Dodge and was advised to have vehicle towed to nearest dealership, which was very far. Door finally opened and then vehicle would not start; Message "Key not detected"; then car started and Message "Key has left vehicle". Also noted while driving that grinding sound from brakes was getting worse;	No- FOB / Brakes

Date	Mileage	Description	Resolved
Sept 2012	30,970	While driving 40mph down road, message: "Key has left Vehicle"; (See attached image)	
9/17/2012	31,068	Took vehicle to DCH regarding key fob and brakes again; dealership advised that they previously replaced battery in fob and now would replace the key fob itself; was advised again that they would check the brakes only if I paid for a tire rotation; I paid for the rotation was told brakes were fine and that "no abnormal noise was present at this time"; was told by advisor that the computer had been "flashed" and to bring vehicle back if problem continued	NO- Fob / Brakes
October 2012	Unknown	Continuous problems with message errors while driving and continuous grinding noises from brake; spoke to service advisor on the telephone multiple times and was advised that because they could not "reproduce the problem" while the vehicle was not in their presence, they could not do anything; expressed concern about factory warranty expiring soon (See attached images)	
11/23/2012	34,846	Took vehicle to DCH for key fob problem, grinding brake sound and parking brake not holding vehicle in driveway; car was "jamming" into gear while parked on driveway; again told no problems with brakes or parking brake; when picking up vehicle, I demanded that advisor ride in car to back parking lot of dealership where there was a hill and set the parking brake; when set, car rolled right down hill; advisor went to check with mechanic and they made an adjustment and told me that I was not pushing the parking brake all the way down; I was also told that the parking brake might need to be replaced if adjustment did not hold; I requested that the brake just be replaced at that time because I knew the warranty would soon expire and was told they could NOT replace until they knew whether or not adjustment fixed the problem; Again, they "could not duplicate" key fob problem	NO- Fob, Brakes YES – Parking brake worked for about 3 months after adjustment and not holding vehicle again.
12/7/2012	35,769	Took vehicle to DCH for oil change and grinding in brakes and key fob issues; concerned because factory warranty was expiring; again told no problems could be reproduced	NO- Fob / Brakes

Date	Mileage	Description	Resolved
Jan – Present	Various	Called DCH multiple times regarding key fob problems, grinding brakes and parking brake not working again; also, air conditioning vent, previously “fixed” had fallen down into dashboard; was told that they would be happy to inspect, but I would have to pay hourly rate because vehicle was out of warranty. Spoke with service manager and was told nothing he could do without me paying for inspection. (See attached)	No- Fob / Brakes, Parking brake; air vent;
3/16/2013	42,218	Oil change at Valvoline	
5/24/2013	47,693	Oil change at Valvoline	
9/8/2013	55,217	Oil change at Valvoline	
9/10/2013	55,593	<p>Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely “shut down”; computer, etc.</p> <p>Called DCH 9/11/2013 and was told I could have vehicle towed to dealership for diagnosis at their hourly rate; I also mentioned continuous key fob, brakes and parking brake issues and was again told that they would be happy to investigate, subject to their hourly rate.</p> <p>I took car to personal mechanic and was advised that the alternator had burnt up because the ground wire had come into contact with the motor mount causing alternator to burn itself up (\$721.36)</p>	NO- Fob / Brakes, Parking Brake
November 2013		<p>Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.</p> <p>Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.</p>	



CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

MURRIETA, CA

PAGE 1

EPA # CAR 000146647 BAR # ARD00249903

HOME [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	21864/21864	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 25APR12		0.00	CASH	25APR12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM	FACTORY	RECALL	#L 28			

CAUSE: .
 23L28182 Replace both front exterior door handles
 363 W (N/C)
 1 CEB1L282AA HANDLE-FRONT DOOR EXTERIOR (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE BOTH FRONT EXTERIOR DOOR HANDLES IN CONJUNCTION WITH RECALL # L 28

 B TRUNK LINER IS LOOSE IN THE TRUNK
 CAUSE: ,
 01 -ACCESSORIES
 363 W (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:



also fixed vent up front rattling sound (see)



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

CONFIRM TRUNK LINER IS LOOSE. ORDER NEEDED PARTS IN CONJUNCTION WITH TSB #23-008-12.

 C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				SALES TAX	
						PLEASE PAY THIS AMOUNT	

DCH

AUTO GROUP

CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0000
Service Direct (951) 491-2150

MURRIETA, CA

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	21864/21864	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 25APR12		0.00	CASH	25APR12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

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

CAUSE: CALIFORNIA AIR RESOURCES BOARD (CARB) RULE.
TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO _____

PARTS: 363 ISA (N/C)
0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D** PERFORM RAPID REPOSE TRANSMITTAL #11-082

CAUSE: 18190294 Flash Program Body Control Module and Reconfigure Vehicle

363 W (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

UPDATE BCM IN ACCORDANCE WITH RRT # 11-082

APR 25 2012
[Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
 UNIT# CTR0398

DCH AUTO GROUP

**DCH Chrysler/Jeep/Dodge
 of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
 (951) 676-0010
 Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA [REDACTED]
 HOME [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	22343/22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 02MAY12		0.00	CASH	02MAY12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
07:15 02MAY12	13:11 02MAY12						

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

A INSTALL SPECIAL ORDER PARTS FOR THE TRUNK
 CAUSE: .

01 -ACCESSORIES

363 W (N/C)
 1 6508563AA PIN-PUSH (N/C)
 1 55315153AD SILENCER-REAR SHELF (N/C)

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

CHRYSLER



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

REMOVE AND REPLACE TRUNK SILENCER PAD AND ALL NEEDED RETAINERS.

B CHECK FOR POWER STEERING NOISE
 CAUSE: .

01 -ACCESSORIES

363 W (N/C)

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



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

TEST DRIVE VEHICLE BY TECH AND SERVICE ADVISOR AND WAS UNABLE TO
 REPRODUCE ANY CUSTOMER COMPLAINTS. LIFT VEHICLE AND INSPECT STEERING
 SYSTEM... OK AT THIS TIME.

C CHECK BRAKES MAKE A GRINDING NOISE AND FEEL FROM THE FRONT LEFT

CAUSE: .

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS:	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
 UNIT# CTR0398



**DCH Chrysler/Jeep/Dodge
 of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
 (951) 676-0010
 Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAF 000146647 BAR # ARD00249903

MURRIETA, CA

HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3196 Timothy Daniel

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	22343 / 22344	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 02MAY12		0.00	CASH	02MAY12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
07:15 02MAY12	13:11 02MAY12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
01	-ACCESSORIES						(N/C)
		363	W				
		FC: PART#:	COUNT:				
		CLAIM TYPE:	W				
		AUTH CODE:					

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

TEST DRIVE VEHICLE AND WAS UNABLE TO REPRODUCE ANY CUSTOMER COMPLAINTS. CHECK FRONT BRAKES AND FOUND NO ABNORMAL WEAR.



5/15/12
 [Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
Revised Estimate	\$					GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
						SALES TAX	0.00
						PLEASE PAY THIS AMOUNT	0.00
DATE	CUSTOMER SIGNATURE			AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE			

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 678-0010
Service Direct (951) 491-2150

PAGE 1

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	25612/25612	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
07:56	22JUN12	09:50	22JUN12				

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

A GUEST STATES: "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE. INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE V.I.N. NUMBER. PLEASE ADVISE

FIRSTLOF "FREE" NEW OWNER APPRECIATION OFFER FOR THE FIRST OIL AND FILTER CHANGE. INCLUDES;ENGINE OIL REPLACEMENT UP TO 5 QTS. NEW MOPAR OIL FILTER. SYNTHETIC & PREMIUM OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE V.I.N. NUMBER.

	1151	CPO				11.00	11.00
1	68079744AB	FILTER-ENGINE OIL			8.50	8.50	8.50
6	68055891AA	*OIL-5W30			3.35	2.60	15.60
PARTS:	24.10	LABOR:	11.00	OTHER:	0.00	TOTAL LINE A:	35.10

B MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # [REDACTED] PERFORMED QUALITY CONTROL CHECK.

	1151	ISA					(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TIRE AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By: <input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	
						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
 UNIT# CTR0398



**DCH Chrysler/Jeep/Dodge
 of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
 (951) 676-0010
 Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA
 HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 544 DENNIS WILLIAMS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	25612/25612	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			WAIT 22JUN12		0.00	CASH	22JUN12

R.O. OPENED	READY	OPTIONS:
07:56 22JUN12	09:50 22JUN12	STK:CTR0398 DLR:45189

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

PRESSURE AS INDICATED ON THE VEHICLES TIRE
 PRESSURE LABEL. ADJUSTED TO _____

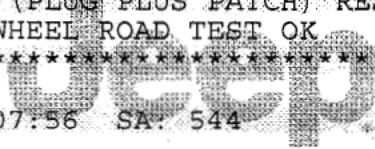
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

D** PERFORM FLAT REPAIR LEFT REAR TIRE
 CAUSE: NAIL IN TIRE
 01 -ACCESSORIES



PARTS:	0.00	LABOR:	25.00	OTHER:	0.00	TOTAL LINE D:	25.00
--------	------	--------	-------	--------	------	---------------	-------

INSECTED TIRE FROM OUTSIDE FOUND REPAIR IS IN REPAIRABLE POSITION
 IN TIRE DISMOUNTED TIRE FOUND NO TIRE DAMAGE TO SIDE WALLS OR LINER IN
 TIREPERFROMED A 2 PIECE REPAIR (PLUG PLUS PATCH) RESEALED LINER,
 MOUNTED AND BALANCED TIRE AND WHEEL ROAD TEST OK



EST: 0.00 22JUN12 07:56 SA: 544

CONTACT: WILL WAIT... TOTAL IS
 \$25.00 BAL IS FREE OIL CHANGE



JUN 22 2012
[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	36.00
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	24.10
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	60.10
						LESS INSURANCE	0.00
						SALES TAX	1.87
						PLEASE PAY THIS AMOUNT	61.97

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

\$25.00

DCH Chrysler Jeep Dodge
 9514912140
 26845 Ynez Road
 Temecula CA

VEHICLE CHECKUP



EXPRESS LANE
 FAST OIL CHANGES & MORE

Customer Name

R.O. Number

Phone

Vehicle Year/Model

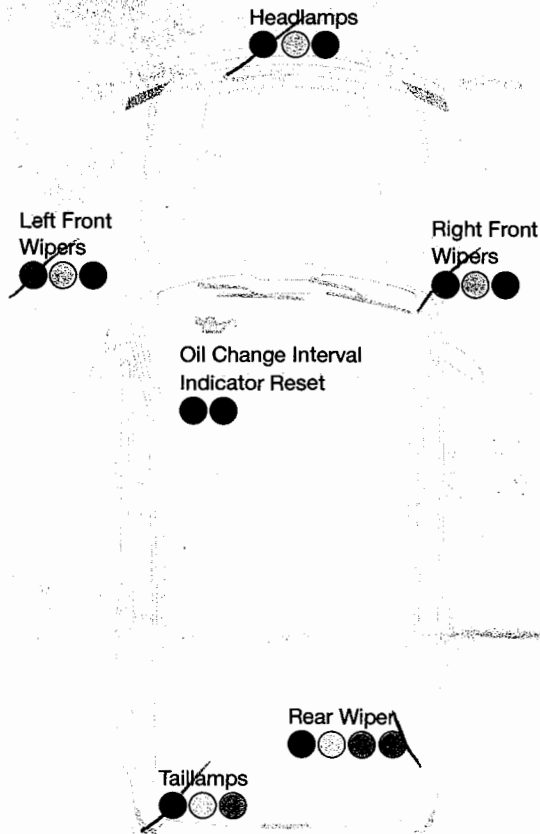
- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

VIN Number

Mileage

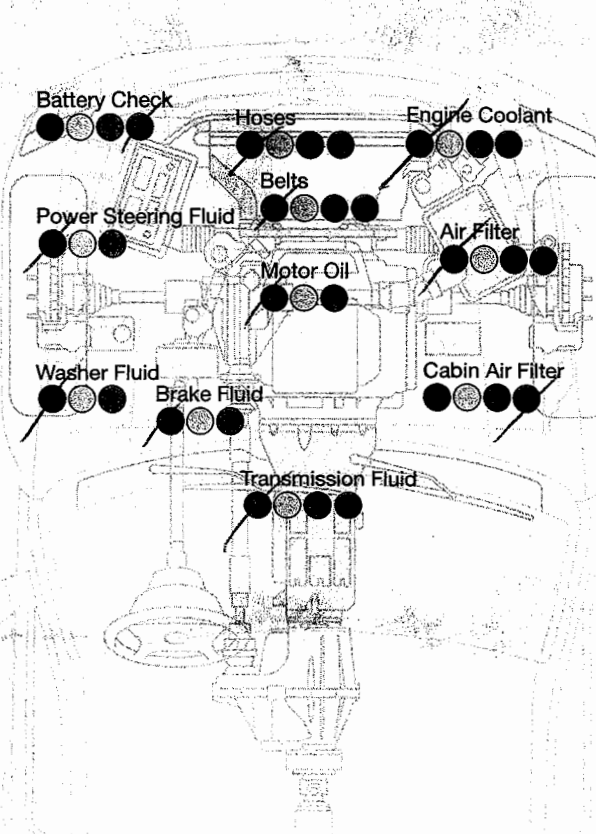
Date

EXTERIOR CHECKUP



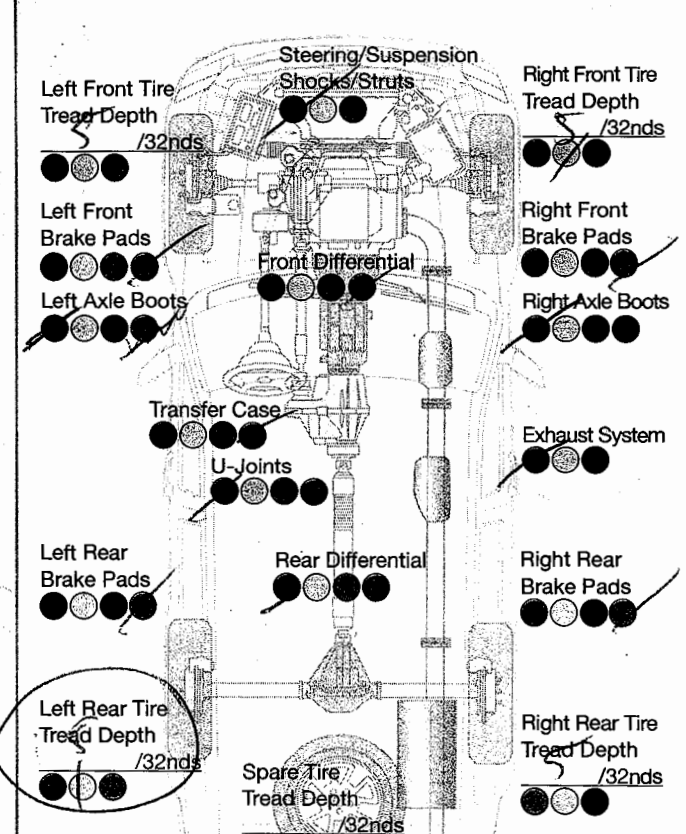
Notes

UNDERHOOD CHECKUP



Notes

UNDER VEHICLE CHECKUP



Notes *will left rear patchable so far*

Repair to

ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE



100 Years Under the Hood



Invoice: 5156 7U3L-DIVÉ 08/23/2012 4:41:27 PM R

CUSTOMER INFORMATION	VEHICLE INFORMATION	SERVICE CENTER INFORMATION
Murrieta, CA	VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680	VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Trevor Sodja 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882

MAINTENANCE CHECKS		SERVICES PERFORMED				
ITEM DESCRIPTION	STATUS	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR AMOUNT(\$)
Lubrication Points	Sealed	Conventional Oil Change			18.00	21.99
Oil Drain Plug & Gasket	Checked-OK	Valvoline Oil Filter VO110	1.00	EA		39.99
Brake Fluid Level	Checked-OK	Valvoline 5W30 Conventional Motor Oil	5.90	QT		
Battery	Not Checked					
Windshield Wash Fluid Level	Added	Discount (KEEP)				-10.00
Coolant Reservoir Level	Checked-OK	Extra Oil Charge				4.49
Tire Pressure	Checked-OK Front 30 Rear 30					
Transmission Fluid Level	Sealed					
A/C Refrigerant	Not Checked					

YOUR SERVICE TEAM: CSR: javier TOPSIDE: Johnny, Cody BOTTOMSIDE: Brandon

NEXT VISIT RECOMMENDATIONS
SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES
Rear Differential
Fuel Filter
Oil Change
Tire Rotation
Power Steering

COMMENTS
WE RECOMMEND TIRE ROTATION EVERY 7,500 MILES
RECOMMEND REAR DIFFERENTIAL CHANGE
RECOMMEND CABIN AIR FILTER

Subtotal	34.48
Parts Subtotal	17.49
Labor Subtotal	16.99
Tax	1.36
Total	35.84
Visa (*3613)	35.84
Change Due	0.00

Signature: [Redacted]
 (*3613)
 Cardholder agrees to pay to issuer (bank) charges per the agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!

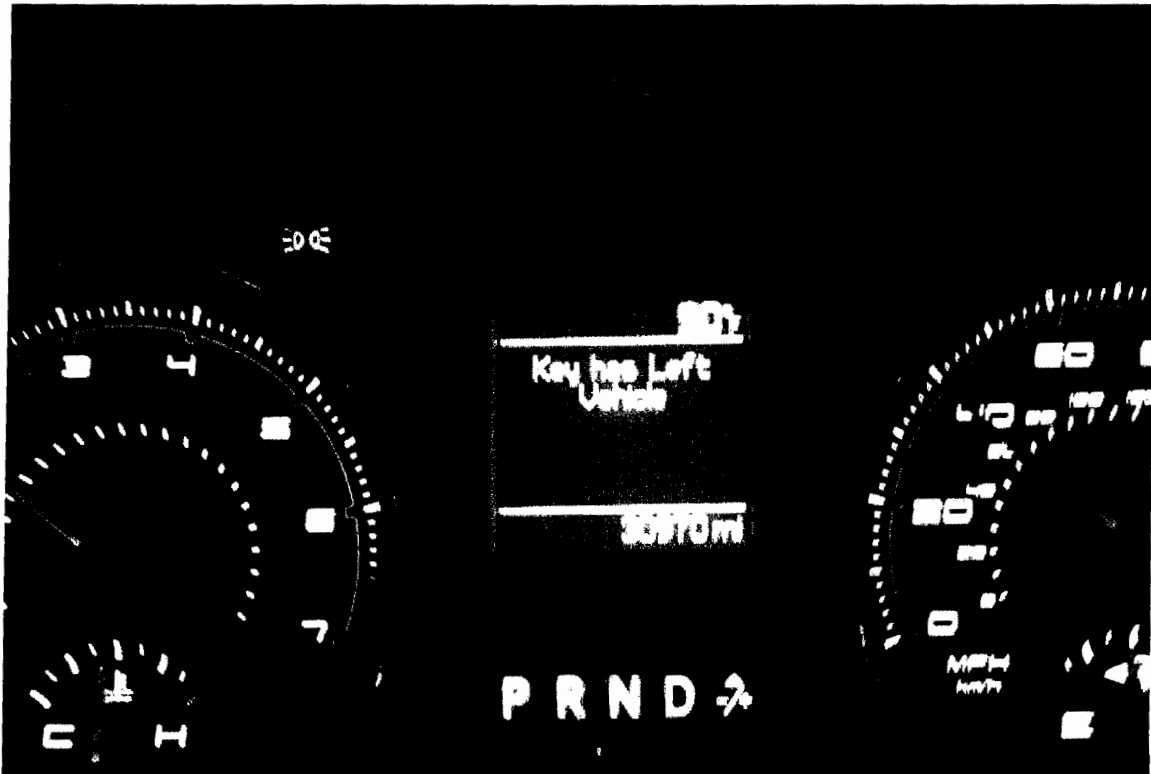
Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts.
 Code: INV2 CSR: / / EXPIRES 30 DAYS FROM DATE OF INVOICE

Thank you for your business

www.vioc.com

mileage: 30,970

Sept 2012





CUSTOMER # [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3230 Randy Folds

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12

R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189
08:18 17SEP12	14:54 17SEP12	

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

A AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS: 6000 ISA	LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:	(N/C) 0.00
-----------------	-------------	-------------	---------------	------------

B AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

PARTS: 6000 ISA	LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:	(N/C) 0.00
-----------------	-------------	-------------	---------------	------------

C CUST STATES INTERMITTENTLY EVIC DISPLAY READS KEY NOT DETECTED AND ONE TIME RKE WOULD NOT OPEN DOOR OR START VEHICLE CHECK AND ADVISE (BATTERY HAS BEEN REPLACE)

CAUSE: KEY PHOBE
08 -ELECTRICAL SYSTEM
6000 W

1 68051387AE KEY FOB-INTEGRATED KEY FOB
FC: PART#: COUNT:

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By: <input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		LABOR AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.					ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	PARTS AMOUNT	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						GAS, OIL, LUBE	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
 UNIT# CTR0398



DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686
 (951) 676-0010
 Service Direct (951) 491-2150

EPA # CAR 000146647 BAR # ARD00249903

3230 Randy Folds

LICENSE	MILEAGE IN / OUT	TAG
6SBS246	31068/31069	[REDACTED]
RATE	PAYMENT	INV. DATE
0.00	CASH	17SEP12
:45189		

*DCH
 Refused to
 check grinding
 unless I paid for
 tire rotation. They
 would not take off
 tire and check for free*

MURRIETA, CA
 HOME: [REDACTED] CONTI
 BUS: [REDACTED] CELI
 COLOR YEAR MAKE
 TUNGSTEN M 11 DODGE C
 DEL. DATE PROD. DATE WARR
 22APR12 DD
 R.O. OPENED REA
 08:18 17SEP12 14:54 1'
 LINE OPCODE TECH TYPE I
 CLAIM TYPE:
 AUTH CODE:

LIST	NET	TOTAL
------	-----	-------

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

NO DTC NO TSB NO FLASH REPLAC E KEY AND PROGRAM

D PERFORM M10 RECALL

CAUSE: RECALL

35 CAMPAIGNS

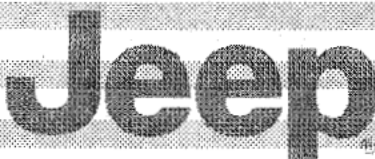
6000 W

1 68183960AA WIRING KI

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

MODIFIED TIPM ABS WIRING OK

E PERFORM BRAKE INSPECTION CUST HEARS A GRINDING TYPE NOISE ALSO ROTATE TIRES

CAUSE: MANTANCE

BRAKE PERFORM BRAKE INSPECTION

6000 CP

26.95 26.95

PARTS: 0.00 LABOR: 26.95 OTHER: 0.00 TOTAL LINE E: 26.95

ROTATED TIRES AND PERFORM BRAKE INSPECTION FRONT AND REAR BRAKES
 HAVE 9MM REMAINING TYEST DROVE. NO ABNORMAL NOISE PRESENT AT IS TIME

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)
Revised Estimate				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

***HAZARDOUS WASTE DISPOSAL COSTS:** We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Some Parts Not Returnable

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WASTE DISPOSAL COSTS *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	



CUSTOMER #: [REDACTED]
 UNIT# CTR0398



**DCH Chrysler/Jeep/Dodge
 of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5886
 (951) 676-0010
 Service Direct (951) 491-2150

INVOICE

PAGE 3

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA
 HOME: [REDACTED] CONT: N/A
 BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3230 Randy Folds

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	31068/31069	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 17SEP12		0.00	CASH	17SEP12

R.O. OPENED	READY	OPTIONS:	STK:CTR0398 DLR:45189			
08:18 17SEP12	14:54 17SEP12					
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
EST: 26.95			17SEP12 08:18 SA: 3230			

CHRYSLER



Jeep



DODGE

SEP 17 2012

[Handwritten Signature]

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	<input type="checkbox"/> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	26.95
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	26.95
						LESS INSURANCE	0.00
					SALES TAX	0.00	
DATE	CUSTOMER SIGNATURE			AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		PLEASE PAY THIS AMOUNT	26.95

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.



Driven by a better way™

Customer Name _____

RO# _____

Year/Make/Model _____

Color _____

Mileage 31068 Service Consultant _____

2122 VIN # _____

The DCH Experience

INSPECTION RESULT - OK

WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION


Inspect Each Service

Check Tires/Measure Tire Tread Depth

<input checked="" type="checkbox"/>	C	<input checked="" type="checkbox"/>	Window washer fluid level
<input checked="" type="checkbox"/>	H	<input checked="" type="checkbox"/>	Automatic transmission fluid level/condition
<input checked="" type="checkbox"/>	E	<input checked="" type="checkbox"/>	Brake fluid level/condition
<input checked="" type="checkbox"/>	C	<input checked="" type="checkbox"/>	Power steering fluid level/condition
<input checked="" type="checkbox"/>	K	<input checked="" type="checkbox"/>	Coolant recovery reservoir fluid level/condition
<input checked="" type="checkbox"/>	&	<input checked="" type="checkbox"/>	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)
<input checked="" type="checkbox"/>	F	<input checked="" type="checkbox"/>	Windshield for cracks, chips and pitting
<input checked="" type="checkbox"/>	I	<input checked="" type="checkbox"/>	Operation of horn, interior and exterior lights
<input checked="" type="checkbox"/>	L	<input checked="" type="checkbox"/>	Windshield washer spray and wiper operation
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Cooling system for visible leaks and damage
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Oil and/or fluid leaks (Specify _____)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Constant velocity (CV) drive axle boots (if equipped)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Exhaust system (leaks, visible damage, loose parts)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Drive belt(s)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Steering, steering linkages/wheel bearing play
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Suspension (shocks/struts for bounce/leaks/damage)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Brake lines, hoses, parking brake
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Battery terminals (clean, if necessary)
<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	Clutch operation (if equipped) <u>N/A</u>

Tire Pressure Set to Factory Recommendation PSI Front 32 Rear 32

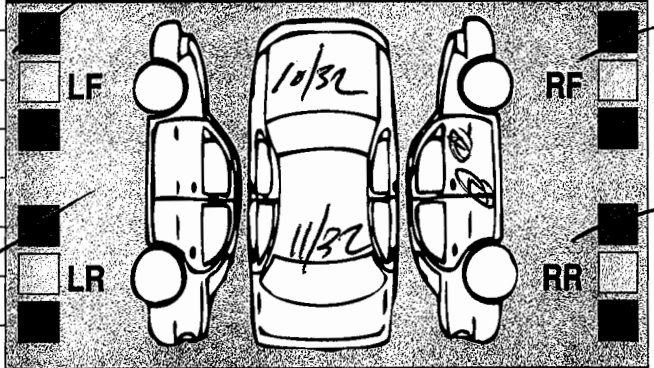
<input checked="" type="checkbox"/>	7/32 or greater	<input checked="" type="checkbox"/>	7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32	<input checked="" type="checkbox"/>	4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less	<input checked="" type="checkbox"/>	3/32 or less



<input checked="" type="checkbox"/>	7/32 or greater	<input checked="" type="checkbox"/>	7/32 or greater
<input checked="" type="checkbox"/>	4/32 to 6/32	<input checked="" type="checkbox"/>	4/32 to 6/32
<input checked="" type="checkbox"/>	3/32 or less	<input checked="" type="checkbox"/>	3/32 or less

State Inspection Due Date:

Measure Front / Rear Brake Linings



Over 5mm (Disc) or Over 2mm or (Drum)

3 to 5mm (Disc) or 1.01 to 2mm (Drum)

Less than 3mm (Disc) or 1mm or less (Drum)

Brake Measurements Not Taken This Service Visit

Recommended Additional Service

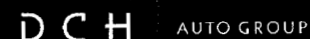
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Rotate Tires
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Air Filter
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Wiper Inserts
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Tire Repair
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Brakes (Specify)
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Other

Check Battery

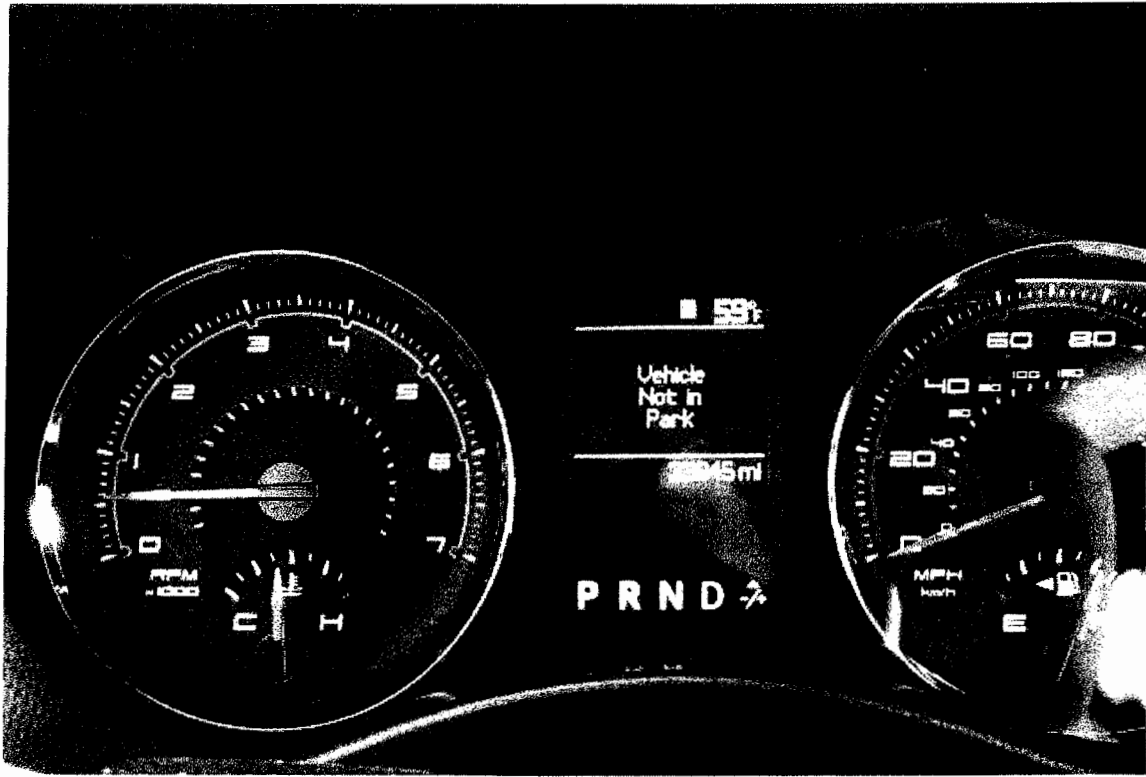


Pass

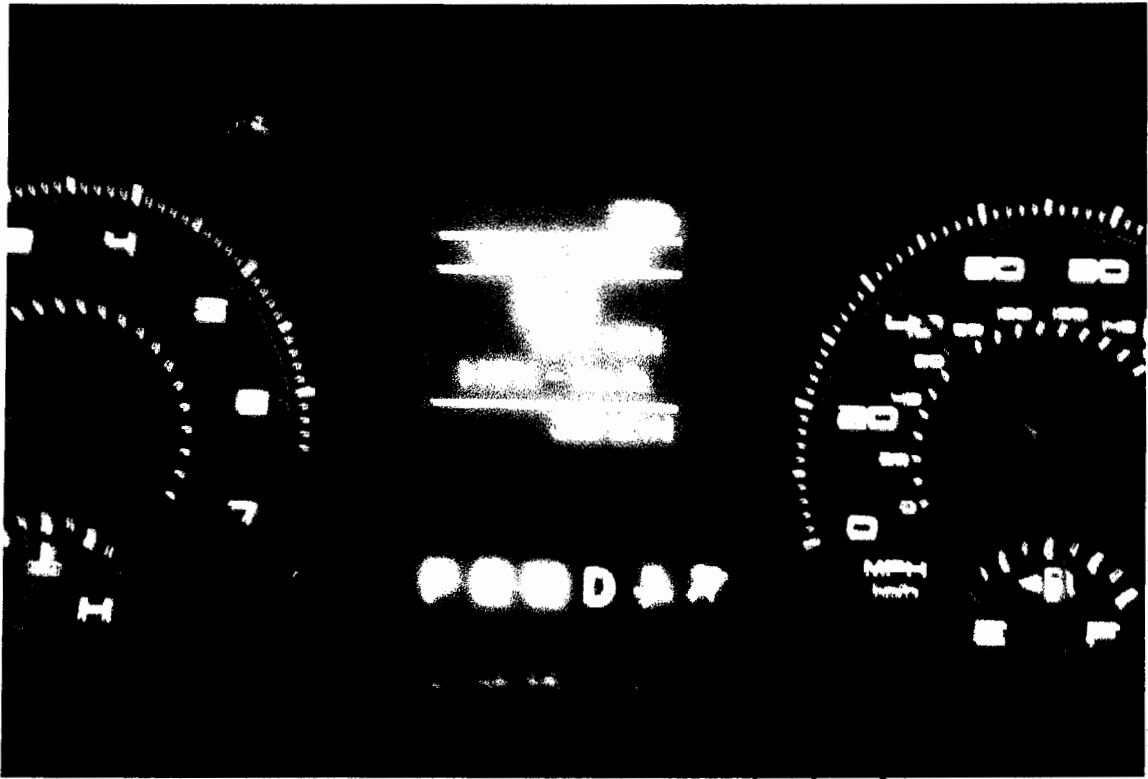
Fail



Driven by a better way™



↑
Car
is in
Drive.
Color photo
shows "D"
green



Mileage -
33,912



CUSTOMER #: [REDACTED]
UNIT# CTR0398

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

INVOICE

PAGE 1

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA
HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 3232 Steve Hudson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH		34846/34852		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					
10:19 23NOV12	15:50 23NOV12						

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

A CUSTOMER STATES THAT THE PARKING BRAKE WILL NOT HOLD THE CAR. IF SHE SETS THE BRAKE AND PUTS THE CAR INTO NEUTRAL, THE CAR WILL ROLL.

CAUSE: CHECKED BRAKE FOR PROPER OPERATION. ALL WORKING AS DESIGNED.

01 -ACCESSORIES							
8000 W							(N/C)
2 4778570 SLEEVE-HEAT SHRINK							(N/C)
1 SOLDER ROLL							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B CUSTOMER STATES THAT WHEN DRIVING ON SEVERAL OCCASIONS THAT SHE WILL GET A WARNING IN THE DASH THAT POPS UP AND SAYS "VEHICLE NOT IN PARK". IT USUALLY COMES ON WHEN THE CAR IS DRIVING AROUND 40 MPH OR SO.

CAUSE: CHECKED COMPUTER FOR FAULTS, NONE STORED. COULD NOT DUPLICATE.

01 -ACCESSORIES							
8000 W							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							

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

C PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
Revised Estimate	\$					TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.
 Some Parts Not Returnable

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
 UNIT# CTR0398



**DCH Chrysler/Jeep/Dodge
 of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
 (951) 676-0010
 Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA CA
 HOME [REDACTED]
 BUS: [REDACTED]

CONT: [REDACTED]
 CELL: [REDACTED]

SERVICE ADVISOR: 3232 Steve Hudson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]		34846/34852	[REDACTED]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12

R.O. OPENED	READY	OPTIONS:
10:19 23NOV12	15:50 23NOV12	STK:CTR0398 DLR:45189

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

CAUSE: CODES B0028. REPAIRED SEAT WIRING AS NEEDED.
 01 -ACCESSORIES
 8000 W (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:



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

D CUSTOMER STATES THAT AT TIMES WHEN TRYING TO TAKE THE CAR OUT OF
 PARK, IT IS HARD TO GET IT OUT AND IT SEEMS TO TAKE A LOT OF
 EFFORT OR TIME.

CAUSE: CAR IS SHIFTING INTO AND OUT OF GEAR AS DESIGNED.
 21 -TRANSMISSION
 8000 W (N/C)
 FC: PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:



PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE
 MUST BE CHECKED AND ADJUSTED TO THE PROPER TIRE PRESSURE AS
 INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

TP AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR
 VEHICLES TIRE PRESSURE MUST BE CHECKED AND
 ADJUSTED TO THE PROPER TIRE PRESSURE AS

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
					SALES TAX		
					PLEASE PAY THIS AMOUNT		

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #: [REDACTED]
 UNIT# CTR0398



**DCH Chrysler/Jeep/Dodge
 of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
 (951) 676-0010
 Service Direct (951) 491-2150

INVOICE

PAGE 3

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA

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

SERVICE ADVISOR: 3232 Steve Hudson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	34846/34852	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			17:00 23NOV12		0.00	CASH	23NOV12
R.O. OPENED	READY	OPTIONS: STK:CTR0398 DLR:45189					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO							
8000 ISA							(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

CHRYSLER



Jeep



DODGE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
					LESS INSURANCE	0.00	
					SALES TAX	0.00	
					PLEASE PAY THIS AMOUNT	0.00	

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE



CUSTOMER #: [REDACTED]
UNIT# CTR0398

INVOICE

**DCH Chrysler/Jeep/Dodge
of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
(951) 676-0010
Service Direct (951) 491-2150

PAGE 1

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3234 Christopher Lawson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12
R.O. OPENED		READY		OPTIONS: STK:CTR0398 DLR:45189			
11:53 07DEC12	13:46 07DEC12						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A TIRE INSPECTION AND TREAD DEPTH RESULTS: LF: TREAD DEPTH IS 7/32 OR GREATER. -- LR: TREAD DEPTH IS 7/32 OR GREATER. -- RR: TREAD DEPTH IS 7/32 OR GREATER. -- RF: TREAD DEPTH IS 7/32 OR GREATER.							
TP PRESSURE CODE							
		3244	ISA				(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00



DONE

B GUEST STATES: OIL & FILTER CHANGE SPECIAL (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE. PLEASE ADVISE

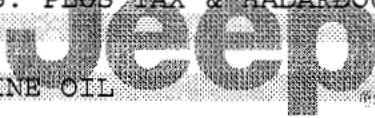
1795 OIL & FILTER CHANGE SPECIAL, (UP TO 5 QTS OF MOPAR OIL), MOPAR OIL FILTER, CHECK UNDERHOOD FLUID LEVELS. PLUS TAX & HADARDOUS WASTE FEE.

3244 IFO (N/C)

1 68079744AB FILTER-ENGINE OIL (N/C)

6 68055891AA *OIL-5W30 (N/C)

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



DONE CUSTOMER HAS COMPLIMENTARY OIL CHANGE CARD

C MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. TECHNICIAN # PERFORMED QUALITY CONTROL CHECK.

3244 ISA (N/C)

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

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	
Revised Estimate	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.						GAS, OIL, LUBE	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.						SUBLET AMOUNT	
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE				WASTE DISPOSAL COSTS *	
						TOTAL CHARGES	
						LESS INSURANCE	
						SALES TAX	
						PLEASE PAY THIS AMOUNT	

CUSTOMER #: [REDACTED]
 UNIT# CTR0398



**DCH Chrysler/Jeep/Dodge
 of Temecula**

26845 YNEZ RD., TEMECULA, CA 92591-5686
 (951) 676-0010
 Service Direct (951) 491-2150

INVOICE

PAGE 2

EPA # CAR 000146647 BAR # ARD00249903

MURRIETA, CA

HOME: [REDACTED] CONT:N/A
 BUS: [REDACTED] CELL:

SERVICE ADVISOR: 3234 Christopher Lawson

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
TUNGSTEN M	11	DODGE CHARGER	2B3CL3CG8BH [REDACTED]	[REDACTED]	35769/35769	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
22APR12 DD			13:00 07DEC12		0.00	CASH	07DEC12

R.O. OPENED READY OPTIONS: STK:CTR0398 DLR:45189

11:53 07DEC12 13:46 07DEC12

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES. X

CALL I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY VEHICLES.

X

3244 ISA (N/C)

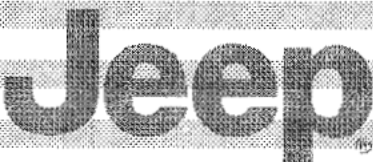
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00



EST: 0.00 07DEC12 11:53 SA 3234



CONTACT: MAIN: 951-252-3218



DODGE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.	DESCRIPTION	TOTALS
\$	\$			<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED. <input type="checkbox"/> Some Parts Not Returnable	LABOR AMOUNT	0.00
				<input type="checkbox"/> Telephone <input type="checkbox"/> Fax (See Attached) <input type="checkbox"/> E-mail (See Attached)		PARTS AMOUNT	0.00
						GAS, OIL, LUBE	0.00
						SUBLET AMOUNT	0.00
						WASTE DISPOSAL COSTS *	0.00
						TOTAL CHARGES	0.00
						LESS INSURANCE	0.00
					SALES TAX	0.00	
					PLEASE PAY THIS AMOUNT	0.00	

LOF

CHRIS
DCH Chrysler Jeep Dodge
9514912150
26845 Ynez Road
TEMECULA, CA 92589

1.00
#3436

VEHICLE CHECKUP



EXPRESSLANE
FAST OIL CHANGES & MORE

[Redacted]

[Redacted]

Customer Name

Phone

11 CHARGER

Vehicle Year/Model

VIN Number [Redacted]

Mileage 35769

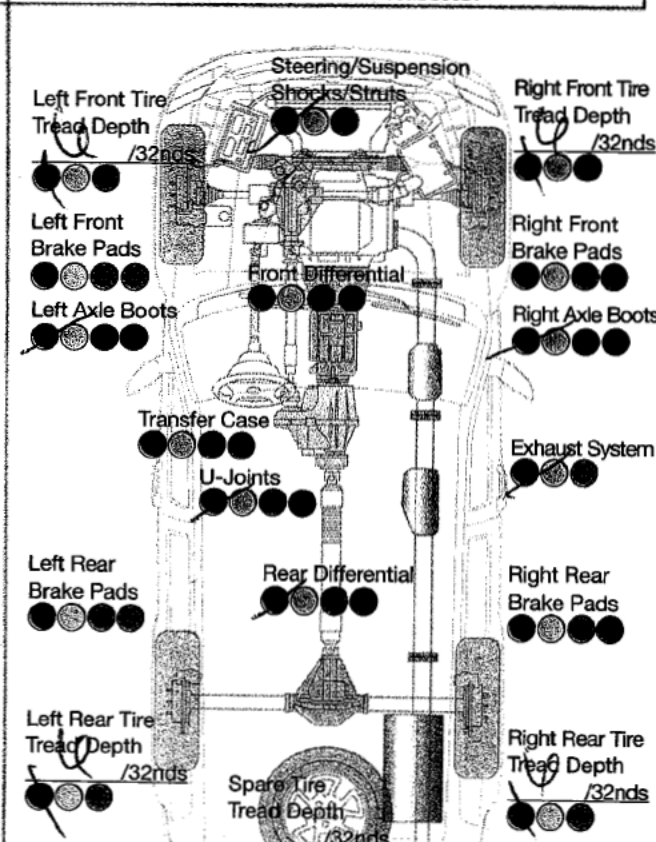
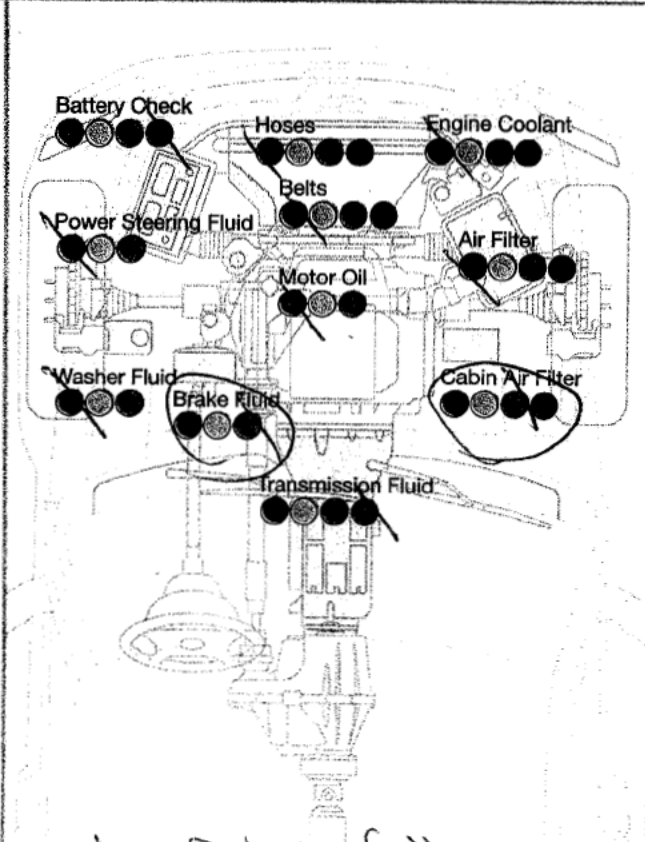
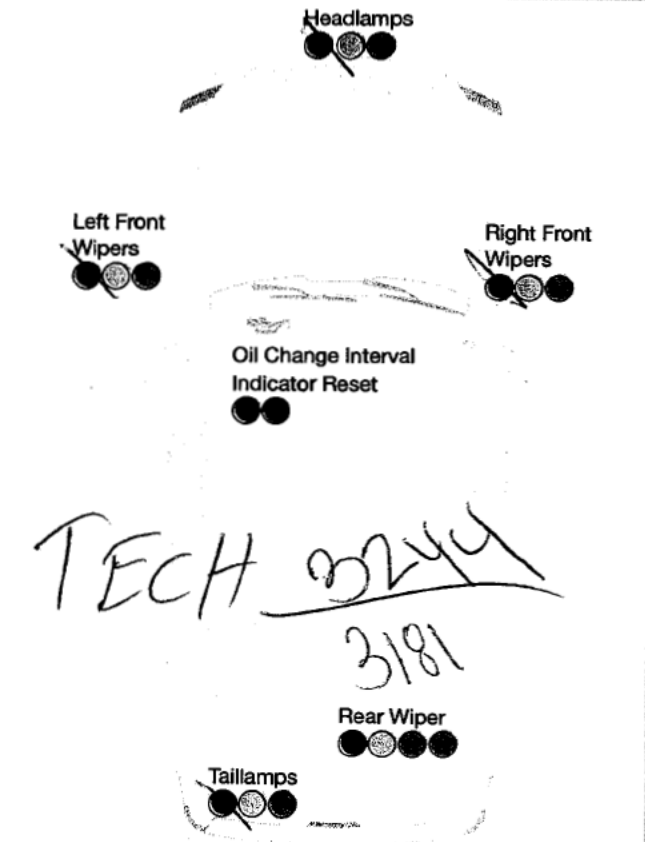
Date 12/7/12

- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



TECH 3244
3181

Notes New Cabin Filter Reconn
BRAKE PWSH #16.00

ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE



100 Years Under the Hood



Invoice: 12385 7U3L-DIVE 03/16/2013 12:35:24 R

CUSTOMER INFORMATION	VEHICLE INFORMATION	SERVICE CENTER INFORMATION
[REDACTED] Murrieta, CA	VIN: 2B3CL3CG8BH [REDACTED] 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218	VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882

MAINTENANCE CHECKS		SERVICES PERFORMED				
		ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR AMOUNT(\$)
Lubrication Points	Sealed	Conventional Oil Change			16.51	23.48
Oil Drain Plug & Gasket	Checked-OK	Valvoline Oil Filter VO110	1.00	EA		
Brake Fluid Level	Checked-OK	Valvoline 5W30 Conventional Motor Oil	5.90	QT		
Power Steering Fluid Level	Not Checked					
Battery	Checked-OK	Discount (HALF)				-20.00
Windshield Wash Fluid Level	Added	Hazardous Waste Fee	1.00	EA		1.49
Coolant Reservoir Level	Checked-OK	Discount (HALF)				-0.75
Tire Pressure	Checked-OK Front 34 Rear 34	Extra Oil Charge				4.49
Transmission Fluid Level	Sealed	Discount (HALF)				-2.25
A/C Refrigerant	Not Checked					

YOUR SERVICE TEAM: CSR: Johnny TOPSIDE: Todd BOTTOMSIDE: Christopher

NEXT VISIT
Tire Rotation
Rear Differential
Fuel System
Fuel Filter
Power Steering

COMMENTS

[REDACTED]

Subtotal	22.97
Parts Subtotal	11.23
Labor Subtotal	11.74
Tax	0.90
Total	23.87
Visa (*5329)	23.87
Change Due	0.00

[REDACTED]

*5329
Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!

*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts

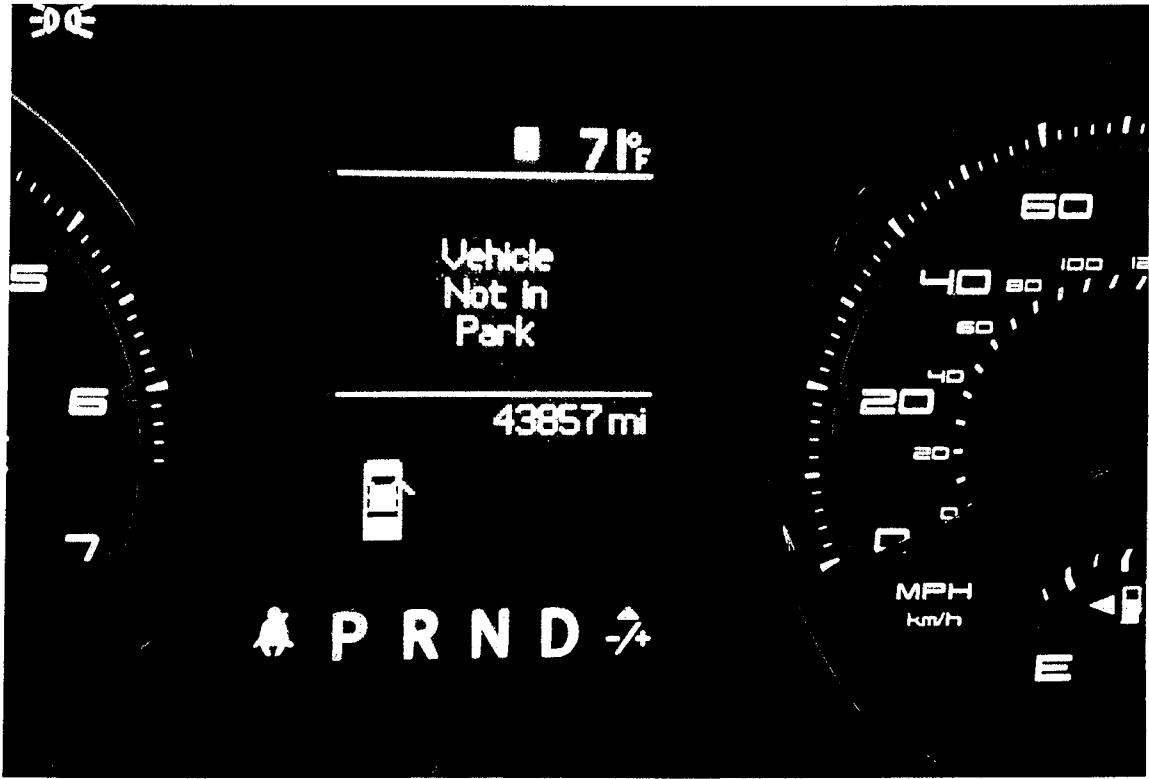
Code: INV2 CSR: _____ / _____ / _____ EXPIRES 30 DAYS FROM DATE OF INVOICE

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Haz Waste Fee \$1.49 applies to labor (non tax)

[REDACTED] approval of an increase in the original estimated

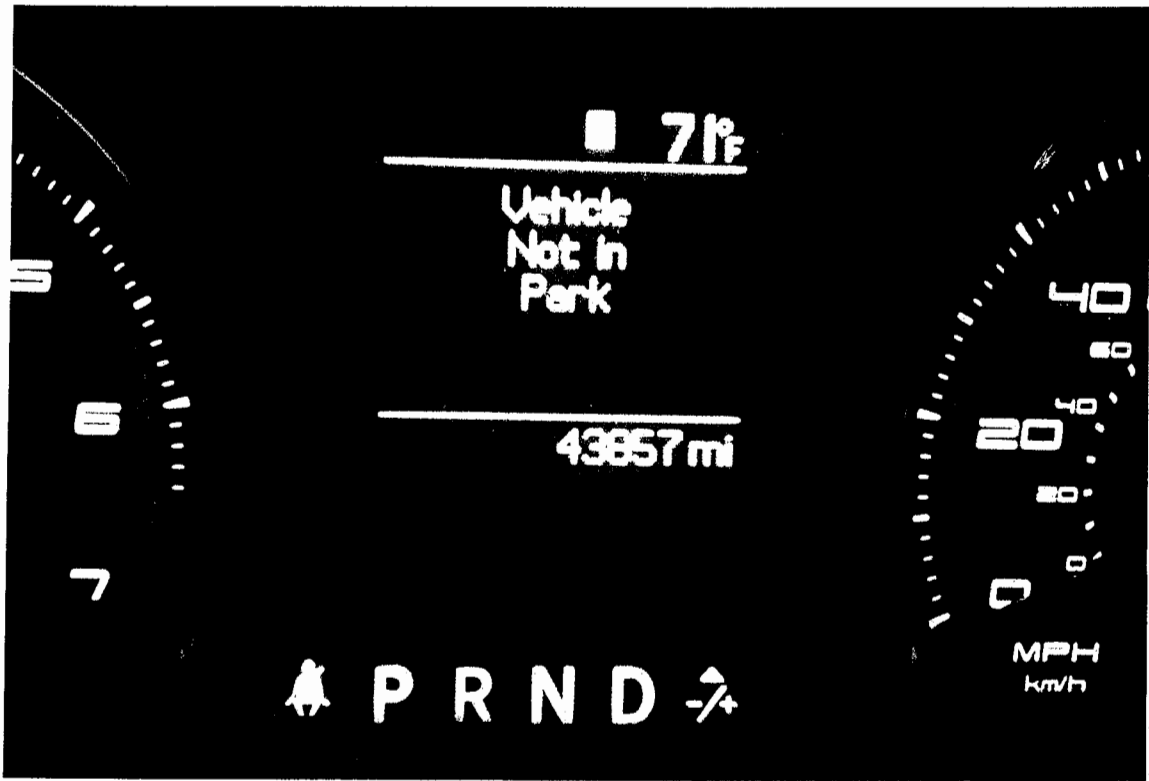
[REDACTED] Signature of Initials

Thank you for your business
www.vioc.com



"P" lit

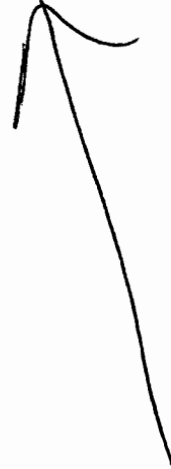
Vehicle IS in Park



↑
"R"
Reverse



Key Tab ↑



CUSTOMER INFORMATION	VEHICLE INFORMATION	SERVICE CENTER INFORMATION
MURRIETA, CA	VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218 CURRENT MILEAGE: 47,693	VALVOLINE INSTANT OIL CHANGE GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370666 Murrieta, CA 92562 951-696-2882

MAINTENANCE CHECKS	SERVICES PERFORMED
Lubrication Points Sealed	ITEM DESCRIPTION QTY UNIT PARTS LABOR AMOUNT(\$)
Oil Drain Plug & Gasket Checked-OK	Tire Rotation 0.00 21.99 21.99
Brake Fluid Level Checked-OK	Conventional Oil Change 16.51 23.48 39.99
Battery Sealed	Valvoline Oil Filter VO110 1.00 EA
Windshield Wash Fluid Level Added	Valvoline 5W30 Conventional Motor Oil 5.90 QT
Coolant Reservoir Level Low	Hazardous Waste Fee 1.00 EA 1.49
Tire Pressure Checked-OK Front 30 Rear 30	Extra Oil Charge 4.49
Transmission Fluid Level Sealed	
A/C Refrigerant Not Checked	

YOUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle

NEXT VISIT
Fuel System
Fuel Filter
Rear Differential
Power Steering

Subtotal	67.96
Discount (CNB13)	-10.00
Amt After Discount	57.96
Parts Subtotal	22.49
Labor Subtotal	35.47
Tax	1.80
Total	59.76
Visa (*5329)	59.76
Change Due	0.00

COMMENTS

Cardholder agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

\$10 OFF an oil change for your 2nd car!
*Limited time offer, not valid on fleet vehicles, cannot be combined with any other oil change discounts
 Code: INV2 CSR: _____ / / **EXPIRES 30 DAYS FROM DATE OF INVOICE**

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted. *Premium oil filter charge may apply **Haz Waste Fee \$1.49 applies to labor (non tax) I acknowledge notice and oral approval of an increase in the original estimated price.
 Custom _____

AUTOMOTIVE SPECIALTIES
 41575 AVENIDA ALVARADO
 TEMECULA CA 92590
 (951) 296-5574
 MID 08/02/2007 1791

AUTOMOTIVE SPECIALTIES
 1976 AVENIDA ALVARADO TEMECULA, CA 92590
 16-557 * BAR #:ARD00271613-EPA #:CAL000062330
 WWW.AUTOSPECIALTIES.ORG

INVOICE #: 20132010

Entry Method: Swiped
 Total \$ 721.36
 09-12 13:14:52
 Invt: 321416
 Apprvd: Online Batch#: 000025

Vehicle Information [Page 1]
 Year: 2011 Lic: [REDACTED] Invoice Date: 09/11/2013
 Make: DODGE Color: Finished Date: 09/12/2013
 Model: CHARGER Size: Original Est.: \$ 721.36
 491-6325 W Color: 55593 Additional Cost: \$ 0.00
 352-3218 W VIN#: 2B3CL3CG8B [REDACTED] Revised Estimate: \$ 721.36

Customer Copy
 THANK YOU!
 COME AGAIN!

Description	List Price	Selling Price	Ext. Price
36 ALTERNATOR	738.00	492.00	492.00

Work Completed	Labor Price
CHECK ENGINE SMOKE	190.00
DIAGNOSED. REMOVE AND REPLACED ALTERNATOR. FRONT BEARING SEIZED 2 AND MELTED. FOUND WIRE MELTED TO ENGINE MOUNT SHORTED?	
(((SERVICED AS REQUESTED)))	0.00

ALL PARTS LISTED ABOVE ARE NEW, UNLESS OTHERWISE INDICATED. INTEREST WILL BE CHARGED AT THE RATE OF 1% PER MONTH (ANNUAL PERCENTAGE RATE OF 12%) ON THE UNPAID BALANCE OF ALL INVOICES OVER 30 DAYS. If revised estimate is greater than original estimate I acknowledge notice and oral approval of an increase in the original estimate price. The standard labor warranty period is 6 months or 6,000 miles. Check with the manufacturer of any equipment you may purchase to determine your specific hardware warranty. NOTE: ALL USED EQUIPMENT CARRYS A 30 DAY WARRANTY.

Notes To Customer:

[PAYMENT TERMS]
 C.O.D.
 TAXABLE PARTS: 492.00
 NON-TAXABLE PARTS:
 LABOR: 190.00
 SUBLET LABOR:
 SUBTOTAL: 682.00
 SALES TAX: 39.36
 TOTAL TICKET \$: 721.36

Customer's Accepta [REDACTED] Date Signed: / /
 Cash/ Check# / Date of Checks / / ID# / Amount Paid: \$

THANK YOU FOR YOUR BUSINESS Business Hours 7:30-5:30pm MON-FRI