RECEIVED DATE:	
	9/18/13
POSTED DATE:	9.12.13
VIN (FIRST 9 DIGI	TS) 2 C 3 C D Y B G 2
VIN (LAST 8 DIGIT	S)C $+$
FIRST NAME:	
LAST NAME :	
	· · · · · · · · · · · · · · · · · · ·
CAIR:)
NON - SCAN	ABLE ITEMS : CIRCLE ONE
(NO)	YES

· } •

COSE# To Whom it may concern, Howston Lexas

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

RENTAL AGREEMENT REF# 329619

5VX6SK

RENTER

SUMMARY OF CHARGES

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	Quantit	y Per	Rate	Total
TIME & DISTANCE	08/30 - 09/09	1	WEEK	\$144.64	\$144.64
DW	08/30 - 09/05	7,	DAY	\$19.99	\$139.93
PAI	08/30 - 09/05	5 <u>71</u>	DAY	\$3.00	\$21.00
REFUELING CHARGE	08/30 - 09/05	1			\$0.00
		S	ubtotal:		\$305.57
Taxes & Surcharges		1			
SPORT AUTHORITY TAX	08/30 - 09/09	5		5%	\$14.82
TEXAS REIMBURSEMENT	08/30 - 09/09	5 7	DAY	\$1.70	\$11.90
TX MTR VHCLE RNTL TAX	08/30 - 09/09	5		10%	\$29.65
		Total C	harges:		\$361.94
Bill-To / Denosits		1			

DEPOSITS (\$361.94) **Total Amount Due** \$0.00

PAYMENT INFORMATION AMOUNT PAID TYPE \$361.94 Visa

CREDIT CARD NUMBER

9/5/2013

cosse #





Scan with your smart phone to schedule service.

		1244 10000 1144 00 14 - 11014	BLE, PEXAS PROSE	,		
					CELL	
CUSTOMER NO.		JETTA PENROD	103	2927	09/05/13	LINAXORCE NO.
		YEAR / MAKE / MODEL	Miceo	34,801	BRIGHT WHT/	DELIVERY MILES
HOUSTON, IX		12/DODGE/CHARO	SER/4DR SDN RV	VD .	SELLING DEALER NO.	PRODUCTION DATE
		2 C 3 C D X B	G 2 C H		100 R. O. DATE	
RESIDENCE PHONE	- I BUSINESS PHONE	COMMENTS			08/28/13 -	<u>la</u>
<u>}</u>						мо: 34806
CK CUST S BATTERY S NOW HAS I PERFORMED CHARGED RGING IN ED JALSO RRT, FOR REPLACED ENDER LI S AND TR LL 0/2 S ARTER SY R MAP SE IONS PER AIR 9/C	STATES WHINING NOIS SAVE MODE MULTIPLE WARNING LI D DIAG CK'ED FOUND AND TESTED BATTERY SPECTED SYSTEM AND FOUND VEH AND TRANS PCM AND 21-005-13 F ALTENATOR ASSEMBLY NER PCM INTAKE MANI ANS FILLER TUBE FOR ENSOR WIRING PCM PM STEMS TRANSMISSION NSORS ECT ALSO REPR BULLETINS RESET VI TRJ	P0562,P063A IN MULTIPLE MOD AND CK'ED FOUND ALTENATOR N FOUUND ALTENATOR NO FOR TCM TOR TCM AND RELATED HARNESS R&R RT FOLD COWL PANEL AND SUPPORT R ACCESS HARNESS WIRING INCLE HASERS A/C SYSTEM CHRARGING WIRING CRANK SENSOR TPS INT ROGRAMMED PCM AND TCM SOFWEA ALUES AND ROAD TESTED VERIFI	ULES OT CHA S MELT S/B OR. FRT F BRACE UDES A AND ST AKE AI R VERS ED REP	WARRANTY (I AM THE PERSON CA AGEN' PERSON WHO IS OBLIGATED THE MOTOR VEHICLE SUBJ MENT. I UNDERSTAND THA TO REPOSSESSION IN ACC COMMERCE CODE \$9.609. III OF THE MOTOR VEHICLE B OR A CREDIT CAFD TRAN HONORED BECAUSE OF INSI OR BECAUSE THE MAKER OI THE CREDIT CARD HOLDET ACCOUNT UPON WHICH IT CARD ACCOUNT HAS BEEN O	spons2/e / 2)etter Peaten oduct sold riereby are those rer, purchaser accepts the the seller, hereby expressly
JOB# 1 TOTALS	IL801779-AG 8084310-AE	DESCRIPTION	TOTAL - PARTS	WARRANTY WARRANTY 0.00	including any implied v or fitness for a particul neither assumes nor auti	either express or implied varranty of merchantabilit ar purpose, and the selle horizes any other person to in connection with the sale
JOB# 2 CHARGES	- 7	JOB# > 1 JOURNAL PREFIX DOCS	J08# 1 TOTAL	0.00	NOTICE	All Claim
LABOR J# 2 99DOZZQLMPI QUICK LA QUICK LA	4.	ECTION		0.00	And Returned Goods damaged Container A involce. There Will Be A Returned Parts. No Refunds On Special No Refunds Attar 10 C	st Be Precaid, All Claim, Must Be In Original, Union Accompanied By Thi Restocking Charge On A Order And Electrical Parts Days, We Are Not Respon Parts, Not Installed By Ot
JOB# 2 TOTALS				Ì	Shop.	rails NOT installed by Of
JOB# 3 CHARGES		JOB# 2 JOURNAL PREFIX DOCS	JOB# 2 TOTAL	я (0.00		
NOT SEAT	TWIRING HARNESS CO ED AND INSTALLED OV	UNITS: 12.0.70 TECH(S):		WARRANTY		:
賞JOB# 3 TOTALS・・・・・・		24 12 12 12 12 12 12 12 12 12 12 12 12 12	and a man			
JOB# 4 CHARGES		JOB# 3 JOURNAL PREFIX DOC	5 JOB# 3 TOTAL	01.00		
LABOR- J# 4 4500Z	*STEERING/SUSPENSI	ON UNITS: TECH(S): 12		0.00		
EK COST	STATES SHIMMY IN R	FRI AI 45MPH		\ . ·		

case #



Scan with your isman phone schedule service.

8555 HWY 59 N - HUMBLE, TEXAS 77338

GUSTOMER NO 34,801 BRIGHT WHT/ DELIVERY MILES DODGE/CHARGER/4DR SON RWD HOUSTON, CDXBG2CH 08/28/13 IN THE PONGLANG TO PROPERTY CODE, \$70.001 THE PROPERTY OF THE PROPERTY O PMC MS DECLINED RESURFACE ROTORS 280.00 BRAKE FLUSH 99.95, 4 TIRES AND 1 RIM 864.00 ALIGNMENT 89.95 THROTTLE BODY&DECARBON COMBUSTION CHAMBER 287.90, INJECTOR FLUSH 139.95, REAR DIFFERENTIAL SERV 159.95 PHONE 9.5 10:38 ACCOUNT UPON WHICH IT IS DRAWN OR THE CREDIT CARD ACCOUNT HAS BEEN CLOSED. * NEXT RECOMMENDED SERVICE: * 10/16/2013 /1 37806 MI 00D0Z2 *RAPID LUBE Thank you for allowing Texan Dodge Chrysler Jeep & Ram To service your vehicle. You may recieve a manufactor survey TOTAL LABOR... 132.83 29.00 and if for any reason you feel you can not rate us:a 9 or 10 TOTAL SUBLET ... 0.00 please give me a call. Rodney Skipper Service Director Office 281-312-2331 TOTAL G.O.G...
TOTAL MISC CHG.
TOTAL MISC DISC
TOTAL TAX... 0.00 Any warranties on the product sold hereby are those 0.00 made by the marjutacturer, purchaser accepts the -42.95sold products "As is," and the seller, hereby expressly Cell 281-450-7709 0.00 disclaims all warranties, either express or implied, including any implied warranty of merchantability **TOTAL INVOICE \$** or fitness for a particular purpose, and the seller 118.88 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale NOTICE All Special Orders Must Be Prepaid. All Claims And Returned Goods Must Be in Original, Un-damaged Container And Accompanied By This Involver there Will Be A Restocking Charge On All No Rejunds On Special Order And Electrical Parts.
Activities Affair (10 Days: We, Are Not Responsible 10 Affair Lands in Electrical Parts.) CUSTOMER SIGNATURE

cose 2



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Scan with your smart phone to schedule service.

18555 HWY 59 N • HUMBLE, TEXAS 77338

		l					CELL	:
CUSTOM	EPI NO.	-		JETTA PENROD	10	TAG NO. 2927	09/05/13	INVOICE NO.
			1			ALEAGE	COLOR	STOCK NO.
						34,801	BRIGHT WHT/	DELIVERY MILES
				YEAR/MAKE/MODEL 12/DODGE/CHAI	RGER/4DR SDN	RWD	DELIVERY DATE	47
HOUS	, иота	TX	i	VEHICLE I.D. NO.			SELLING DEALER NO.	PRODUCTION DATE
	į			2 C 3 C D X	B G 2 C H		100 R.O. DATE	
				F. 1. E. NO.	F. G. NG.	' k	08/28/13	
RESIDE	NCE PHONE	le le	BUSINESS PHONE	COMMENTS	· ·		- هندار پ	мо: 34806
		DAMANED AND MO	ORN TIRES AND WHEEL	<u> </u>		1 25 See	NOTICE PURSUANT TO	
			ITKES AND WHEEL	•		· 大型	I AM THE PERSON OR AGEN	T ACTING ON ZEHALF OF THE TO PAY FOR THE REPAIR OF
JOB#	4 TOTA	LS					THE MOTOR VEHICLE SUB	ECT TO THE REPAIR AGREE-
	-		J0B# 4	JOURNAL PREFIX DO	CS JOB# 4 TOTAL	0.00	TO REPOSSESSION IN ACC	THE VEHICLE IS SUBJECT CORDANCE WITH BUSINESS &
J08#	5 CHAR	(GES				 		F PAYMENT FOR THE REPAIR BY A CHECK, MONEY ORDER,
LABOR					• • • • • • • • • • • • • • • • • • • •	· ·	OR A CREDIT CASO TRAI	NSACTION IS STOPPED, DIS- JUFFICIENT FUNDS, NO FUNDS,
J# 5	40DOZ	*BRAKE	S UNIT	S. 1.00 TECH(S):1 EN APPLYING BRAKES	21 , 🔆	118.88	OR BECAUSE THE MAKER O	R DRAWER OF THE ORDER OR R HAS NO ACCOUNT OR THE
		ROAD TESTED VE	S BUMPT SENSATION WI ERIFIED CONCERN AND	FOUND FRT AND REAR	rotors w		ACCOUNT UPON WHICH IS	IS DRAWN OF THE CREDIT
		ARPED AND GLAZ	ZED \				CARD ACCOUNT HAS BEEN O	TOSED
		Brake System D).	<i>j</i> .		1		
JOB#	5 TOT#	4LS			4000	110.00		
		1		. 5	LABOR	118.88	Signature of the Person 6	les pansible or Agent for Person
100#	C CILAT	RGES	JOB#	JOURNAL PREFIX DO	CS JOB# 5 TOTA	L 118.88	Responsible to Payment	
JUB	O CHA	KGES	<u>}</u> ;	· · · · · · · · · · · · · · · · · · ·	*************			oduct sold hereby are those tren, purchases accepts the
LABOR	ξ			in the second	and the second s	Handranevan immini	sold products "As Is" and	the seller, hereby expressly
J#_'0	FUUDUZA	AUVUA (ACTIONAL) CONVENTIONAL (REMEUNSCONVERS UNI OIL AND FILTER CHANG	ISY TECH(S):1	04) (175 %) (175	13.95	including any implied	either express or implied, varranty of merchantability
ĺ		CUSTOMER HAS I	PREPAID MAINTENANCE					ar purpose, and the seller horizes any other person to
l		TECNICIAN HAS CHANGE	PERFORMED CONVENTI	ONAL LUBE OIL AND FI	LTER		assume for it any Jiability	in connection with the sale
	_	· ·	1				of said products.	
PART	5(QTYFP-NUMBER 1\ 680797	DESC	RIPTION····· ER EN 9057006				
1			90-AA OIL	5W20 1081090	9. 3.	30 19.80	NOTIGE All Special Orders Mu	st Be Prepaid. All Claims
		[.	1 1 1		TOTAL - PART	S 29.00	And Returned Goods	Must Be to Original, Un-
MISC	C	ODE DESC	RIPTION			(***********************************	Inverse There Will be A	nd Accompanied By This Restocking Charge On Al
		QA ADVA	NTAGE LOF DISCOUNT NTAGE LOF DISCOUNT		23075	-20-00	即位配在1000年	Order And Electrical Parts
		i QG: ADVA	NTAGE LOF DISCOUNT	Pi 🏰 🐩			Distance Add at the	Mys. We Are Not Respon
		SSR! SHOP	SUPPLY REVERSE		TOTAL - MISC	+3 00s	STATE TOTAL VERSOL IN	Parts Not Installed By Ou
	£ TA-	45.			MISC	100		
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1					PARTS	29.00		
					MISC	42.95		
		1 ' ;	J08#	OURNAL PREFIX DO	QS JOB# 6 TOTA	L 0.00		e i de la compansión de la
JUB#	7 CHA	KGES			• • • • • • • • • • • • • • • • • • • •			
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5			7 pr 308	ANDOURNAL PREPEX DO	CS : JOB# 7 TOTA	L 0.00		
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Howton res

12 SEP 2013 PM9 L

ORIGINAL SEP 18

Chrysler Gustomer service center
PorBox 21-8004

Outburn Hills Michegan

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Document Recieved from Customer Cair Number:

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

Files Not Recieved: 0



-FACSI	MILE TRANSMITTAL SHEET -
TO: Mark	FROM:
COMPANY:	DATE: 9-24-13
FAX NUMBER:	TOTAL NO. OF PAGES INCLUDING COVER:
801-736-3929	2
RE:	
D'URGENT FOR REVIEW	please comment □ please reply □ please recycle
Case #	
A++N: Mark	

'Mobile, Alabama Telephone# Fan#

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



Document Recieved from Customer Cair Number:

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

Files Not Recieved: 0



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

Account Number:	Primary Name:

Good Through	Total Payoff	Principal	Interest	Late Fees	Misc. Fees	3.54
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	6-159.52	\$0.00
System allocated p Lockbox Payment BTCH# 00001494 SEG		3				
Sep 19, 2013	\$-30.00	\$0.00	\$0.00	\$0.00	\$-30.00	\$22,697.05
Miscellaneous fee Lockbox Payment	payment					
Sep 11, 2013	\$-460.00	\$~109.74	\$-350,26	\$0.00	\$0.00	\$22,697.05
System allocated p Lockbox Payment BTCH# 00001421 SEQ	-					
Aug 23, 2013	\$13.75	\$0.00	\$0.00	\$13.75	\$0.00	\$22,806.79
Late charge assess System Generated T			•			
Jul 29, 2013	\$-400.00	\$-119.92	9-280.08	\$0.00	\$0.00	\$22,806.79
System allocated p Lockbox Payment BTCH# 00000617 SEQ		ì				
Jun 24, 2013	\$-330.00	\$~136.79	\$-193.21	\$0.00	20.00	\$22,926.71
System allocated p Lockbox Payment BTCH# 00000006 SEQ		ı				
Jun 23, 2013	\$10,00	\$0.00	\$0.00	\$10.00	\$0.00	\$23,063.50
Late charge assess System Generated T						
May 31, 2013	\$-400.00	\$-112.08	\$-287.92	\$0.00	\$0.00	\$23,063.50
System allocated po Lookbox Payment BTCH# 00001447 SEQ:						
May 23, 2013	\$12.98	\$0.00	\$0.00	\$12.96	\$0.00	\$23,175.56
Late charge assess System Generated Tr						
May 3, 2013	\$-330.0Q	\$0.00	\$~330.00	\$0.00	\$0.00	\$23,175.58
System allocated pa Lockbox Payment BTCH# 00000632 SEG#	•					
Apr 23, 2013	\$13.86	80.00	\$0.00	913.86	\$0.00	\$23,175.50
Late charge sasesan	ent					

Late charge assessment System Generated Transaction



Document Recieved from Customer Cair Number:

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

Files Not Recieved: 0

202-372-8399

02:56:14 p.m.

11-06-2013

FAX

10:	«Sierra	From:	Control of the Contro		
Fax:	801-736-3929	Pages:	3		
Phone:	«Business Phone»	Date:	11.	6.2013	
Re:	#24116133	CC:	[Ту	pe text]	
x Urgent	For Review	Please Comment	Pleas	e Reply	Please Recycle
Comments:				(manufacture or manufacture or manuf	
TType commer	ntel				



SERVICE HOURS

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

DARCARS CHRYSLER JEEP DODGE OF MARLOW HEIGHTS

5060 Auth Way MARLOW HEIGHTS, MARYLAND 20746 (301) 423-5111

PARTS HOURS MONDAY e FRIDAY 8 A.M. e 5 P.M.

SATURDAY 8 A.M. c 4 P.M.

www.darcars.com

CUSTOMER NO.	ADVISOR		TAG NO.		INVOICE DATE CELL	# 12 d'
	AARON	LICENSE NO.	EAGE	3212	co.d10/24/13	
	YEAR / MAKE / MODEL			46,913	BLACK/E	DELIVERY MILES
WASHINGTON, DC	11/DODGE/C	HARGER/4DR	SDN SE	RWD	SELLING DEALER NO.	PRODUCTION DATE
MONENT ON, DC	FZ EBo 3 C L	3 C G O B	Ho		R O DATE	**************************************
SS PHONE	COMMENTS	minutes and the second			10/22/13	
						MO: 4691
ABOK & PARTS # 1 10CHZ05 REPLACE ALTERNATOR C/S THE VEHICLE WILL NOT CRANK INTERNAL SHORT DIAGNOSED, REPLACED ALTERNATOR	TECH(S)):1120		364.95		
DIAGNOSED, REPLACED ALTERNATOR PARTSQTYFP-NUMBER	SCRIPTION	JOB # 1 TOTAL	PRICE- 621.00 40.00 PARTS	621.00 -40.00 581.00		
	.TOR # 1	TOTAL LARGE &		945.95		
# 2 03CHZ01 FREE 23 PT INSPECT CUSTOMER REQUESTS 23 POINT INS 23 POINT INSPECTION A11	TECH(S SPECTION BE PERFORMED):1120 D		0.00		
ARTSDTYFP-NUMBERDE		JOB # 2 TOTAL	PARTS	0.00		
	JOB # 2	TOTAL LABOR &	PARTS	0.00		
# 3+10CHZ03 REPLACE BATTERY CUSTOMER REQUESTS TO REPLACE E BATTERY NOT HOLDING A CHARGE REPLACED BATTERY 190011	TECH(S)):1120	. * * * * * * * * * * * * * * * * * * *	57.95		
PARTSQTYFP-NUMBERDE 10B # 3 1 BB94R750-AA BA	SCRIPTION		PRICE.	224.00		
	A TOURS OF	JOB # 3 TOTAL	PARTS	224.00		
		TOTAL LABOR &		281.95		
MISCCODEDESCRIPTION	JARGE	CONTROL NO	*****	1.99		
DOB # A MSS SHOP SUPPLIES DOB # A MHZM ENVIRONMENTAL FEE		TOTAL -	MISC	42.29 4.00 48.28		
ORIGINAL ESTIMATE OF \$136.00 (+7 APPROVED REVISED ESTIMATE (# 1) OF \$1425.0	00 (+TAX) ON 10/24/13	3 AT 07:00pm				
ORIGINAL ESTIMATE OF \$136.00 (+) APPROVED REVISED ESTIMATE (# 1) OF \$1425.0 BY KEITH MACKELL COMMENTS	PAX) 00 (+TAX) ON 10/24/13	3 AT 07:00pm				
APPROVED REVISED ESTIMATE (# 1) OF \$1425.0 BY KEITH MACKELL COMMENTS	AA) O (+TAX) ON 10/24/13	3 AT 07:00pm				
ORIGINAL ESTIMATE OF \$136.00 (+7 APPROVED REVISED ESTIMATE (# 1) OF \$1425.0	AA) 00 (+TAX) ON 10/24/13	3 AT 07:00pm				





SERVICE HOURS

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

DARCARS CHRYSLER JEEP DODGE OF MARLOW HEIGHTS

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

PARTS HOURS

MONDAY & FRIDAY 8 A.M. & 5 P.M. SATURDAY 8 A.M. c 4 P.M.

CASH [] CHECK# CHARGE [] NO CHARGE [] TOTAL LABOR 422.90 MASTERCARD [] VISA [] DISCOVER [] AMEX [] TOTAL SUBJECT 0.00	
WASHINGTON, DC VEAR/MAKE/MODEL 46,913 BLIAGK/E DELIVERY M 11/DODGE/CHARGER/4DR SDN SE RWD F2 EBG 3 C L 3 C G 0 B HD SS PHONE COMMENTS 10/22/13 MOST CASH 11 CHECK# CHARGE [] NO CHARGE [] TOTAL LABOR 422.90 MASTERCARD [] VISA [] DISCOVER [] AMEX [] TOTAL SIBLET 805.00	
WASHINGTON, DC I DODGE/CHARGER/4DR SDN SE RWD SELLING DEALER NO. PRODUCTION	to FC
FZ = Bo 3 C L 3 C G 0 B H2 Fl.O. DATE 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13 10/22/13	
TASH TOTAL LABOR 422.90 MASTERCARD [] VISA [] DISCOVER [] AMEX [] TOTAL SIBLET 0.00	RV DATE
MO: CASH TO CHECK# CHARGE [] NO CHARGE [] TOTAL LABOR 422.90 MASTERCARD [] VISA [] DISCOVER [] AMEX [] TOTAL SIBLET 805.00	
ASH TOTAL LABOR 422.90 ASTERCARD [] VISA [] DISCOVER [] AMEX [] TOTAL PARTS 805.00	anginangan proposition de valor de seus me _n ac
ASTERCARD [] VISA [] DISCOVER [] AMEX [] TOTAL PARTS 805.00	: 4691
MASTERCARD [] VISA [] DISCOVER [] AMEX [] TOTAL PARTS 805.00	
TOTAL CO C	
ASHIER SIGNATURE. DATE: 10/13/TIME. TOTAL G.O.G 0.00 TOTAL MISC CHG. 48.28	
TOTAL G.O.G 0.00 TOTAL MISC CHG. 48.28 TOTAL MISC CHG. 48.28 TOTAL MISC DISC 0.00 TOTAL MISC DISC 0.00 TOTAL TAX 50.84	
AVE YOU BEEN EXPLAINED THE REPAIRS AND CHARGES YES OR NO TOTAL INVOICE \$ 1327.02	
AVE YOU BEEN EXPLAINED THE CSI SURVEY? YES OR NO	
NAVE YOU BEEN INFORMED OF YOUR NEXT SERVICE? YES OR NO	
OUR NEXT SERVICE IS?	
· · · · · · · · · · · · · · · · · · ·	



































































































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.

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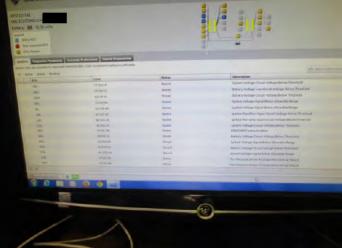












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	NOM	82150-16	Stored	Battery Voltage-Grout Visitage Below Threshold
	EPS.	C212A-64	Stored	System Voltage Segral Below Allowable Range
	PC PC	82100-84	Stored	System Voltage-Signol Below Allowable Rampe
	OND	93130-16	Stored	Igration Risk/Start Input-Crout Voltage Below Threshold
	DRC	82170-65	Stored	Ignation Run Daily Input-Circuit Voltage Below Threshold
	ONC	85300.98	Stored	System Voltage-Dycuit Voltage Below Threshold
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	TPM	02199-16	Street	Systom Votage-Signal Below Allowable Bange
	TPM	62100-84	Stores	Battery Voltage-Circuit Voltage Selow Threshold
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	7965	C1905-06	Active	Tire Pressure Sensor 4-Component Internal Failure
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EPS	G212A-84	Stored	
PC	87100-84	Stored	System Voltage Signal Below Allowable Range
ORC	82120.16	Stored	System Voltage Signal Below Allowable Range
ORC	8212D-16	Stored	Agrition Rout/Start Import-Circuit Voltage Below Threshold
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TPM	C1502-96	Adhe	Tire Pressure Sensor 2-Component Internal Palure
TPM	C1501-96	Active	Tire Presente Serdor 1-Component Internal Fairm
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	82900-84	Stored	Bottory Voltage Low-Signal Balon Altonomic Range
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ORC	B212D-16	Stored
ORC	B21DD-16	Stored
REH	U103C-00	Stored
RFH	B2199-16	Stored
ncu	821DD-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
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DDM.	B21DD-84	Stored
HVAC	B210D-84	Stored
HVAC	B210A-84	Stored
ics	B210D-16	Stored
PDM	B210C-16 B21DD-84	Stored
PDM	G2 (29-15	Stored
SCCM	C212A-16	Stored
	B210A-16	



2012 LD 3.6L VIN: 2C3CDXBG5CH Battle 2 11 R7 votes Legend Active ECU Non-responsive ECU

DTCs Present

All Active Stored Pending

All DTCs Diagnostic Procedures Customer Preferences Vehicle Proparation

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

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ABS	C212A-15
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ECU	Code
ABS	C212A-16
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PE14-022
CHRYSLER
10-3-2014
ENCLOSURE 4
CAIRS



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-
ТРМ	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold
ТРМ	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

Device Software Version: 4.1.0

Tue Nov 19 2013



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

Device Software Version: 4.1.0

Tue Nov 19 2013



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

Device Software Version: 4.1.0

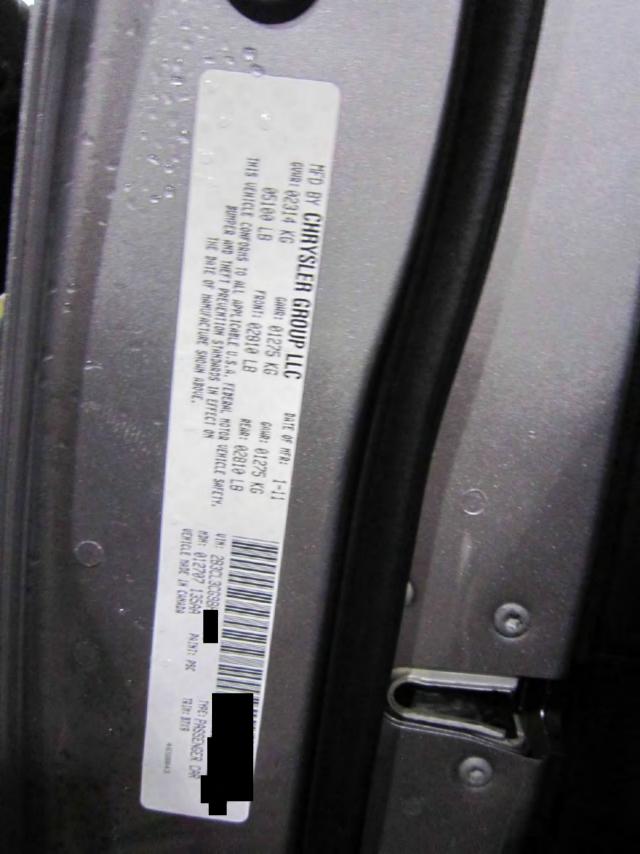
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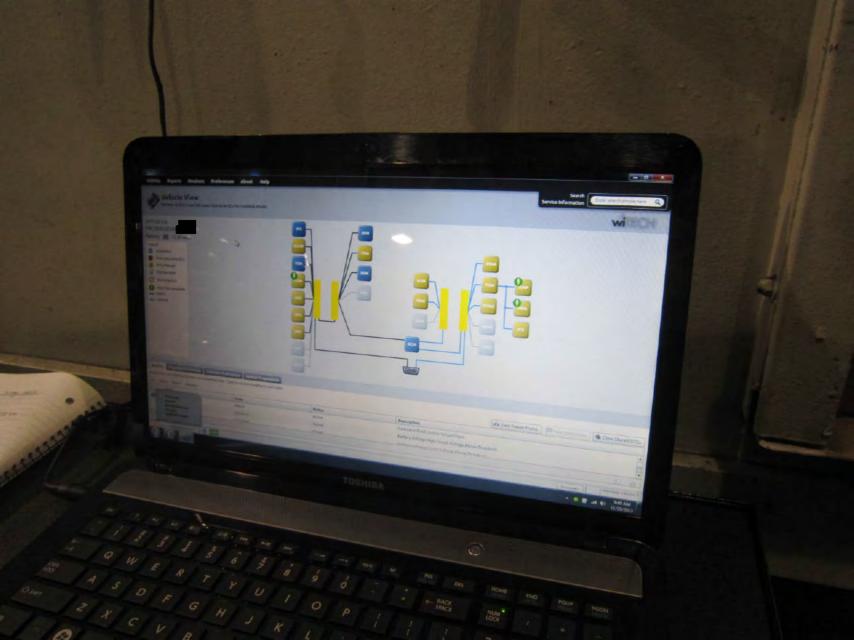


ECU	Code	Status	Description
AMP	B1479-13	Stored	Channel 6 Audio Speaker Output-Circuit Open
AMP	B1474-13	Stored	Channel 5 Audio Speaker Output-Circuit Open
НЕМ	B2199-16	Stored	Battery Voltage-Circuit Voltage Below Threshold

Device Serial Number: WVP-04181 Device Software Version: 4.1.0

Tue Nov 19 2013













KENWOOD





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ASSEOOST KAC-6105D
Class D Mono Power Amplifier

MAXIMUM POWER 1000

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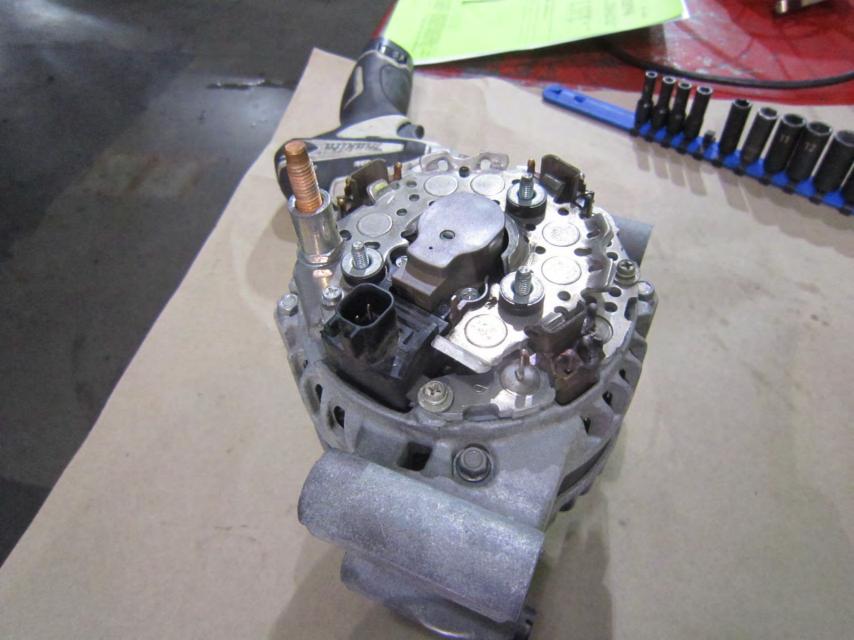








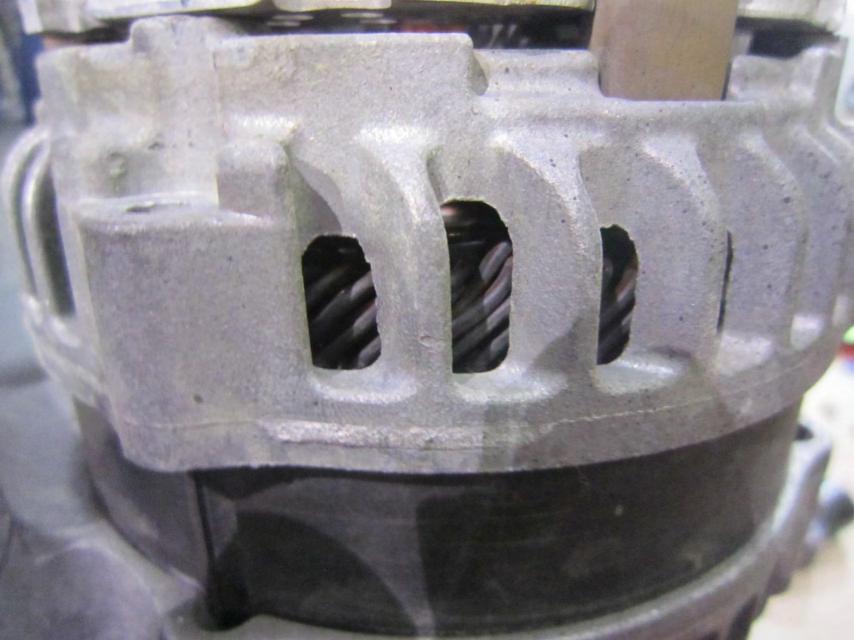


































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DDM	B210C-16	Stored	Battery Voltage Input- Circuit Voltage Below Threshold
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Device Serial Number: WVP-04181 Device Software Version: 4.1.0

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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

Device Software Version: 4.1.0

Tue Nov 19 2013



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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
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TGW	B157C-00	Active	Satellite Region Mismatch - Rest of World-
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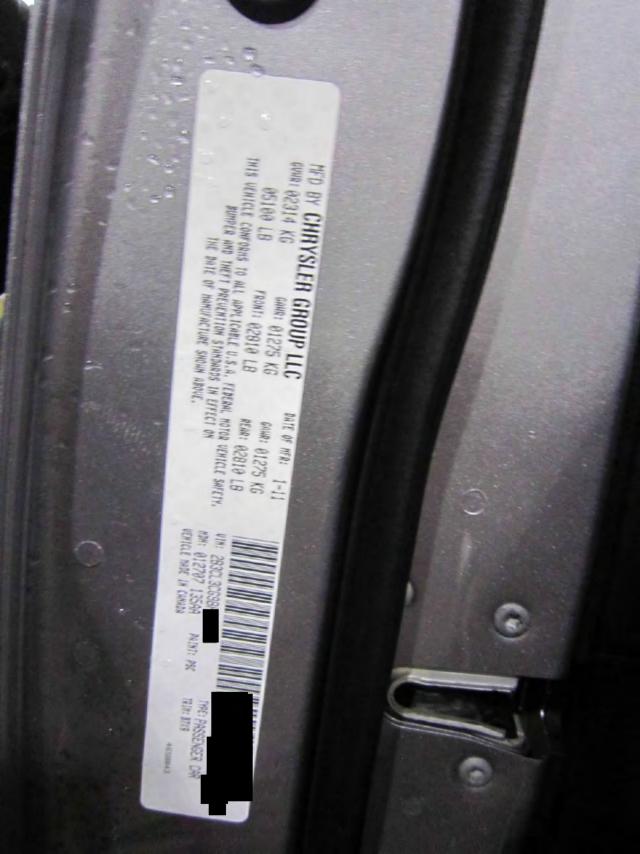
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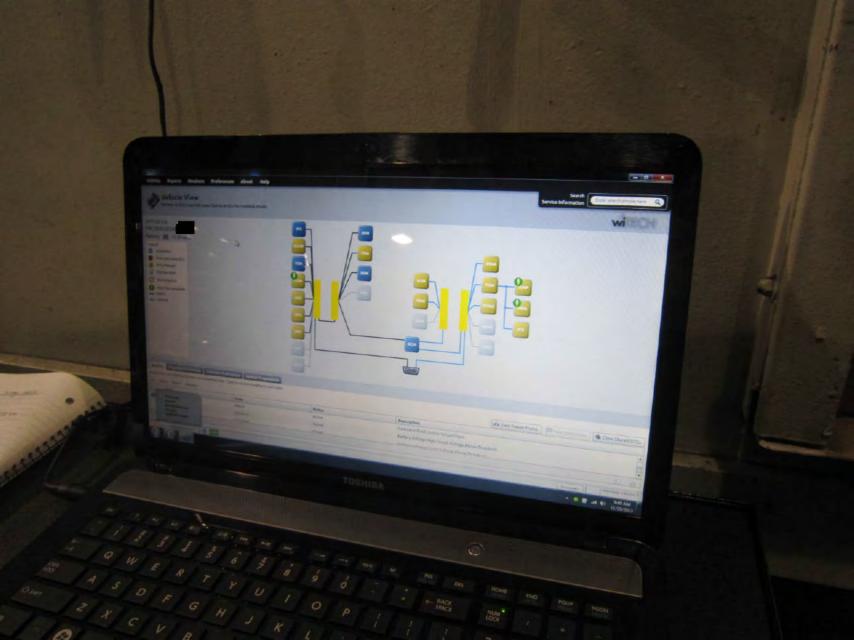


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Tue Nov 19 2013













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ASSEOOST KAC-6105D
Class D Mono Power Amplifier

MAXIMUM POWER 1000

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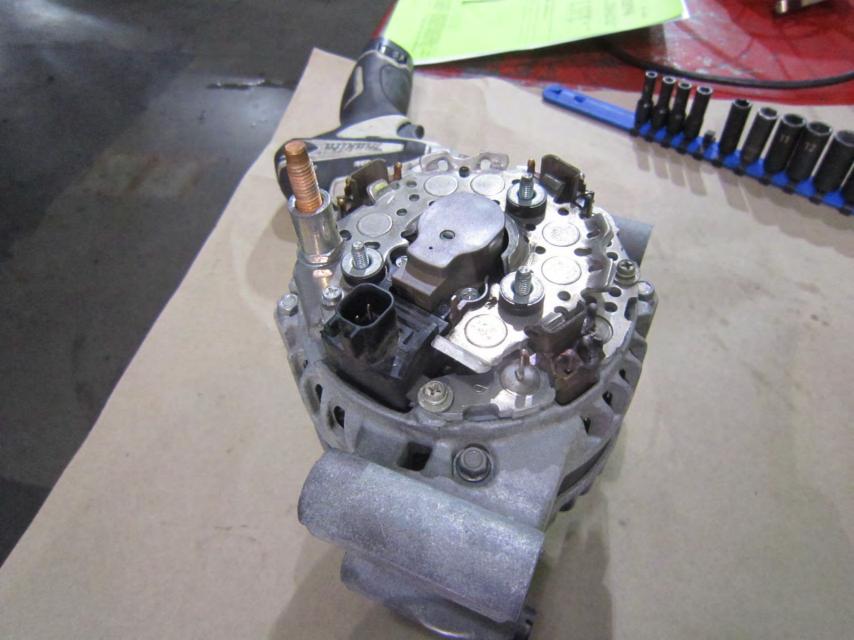








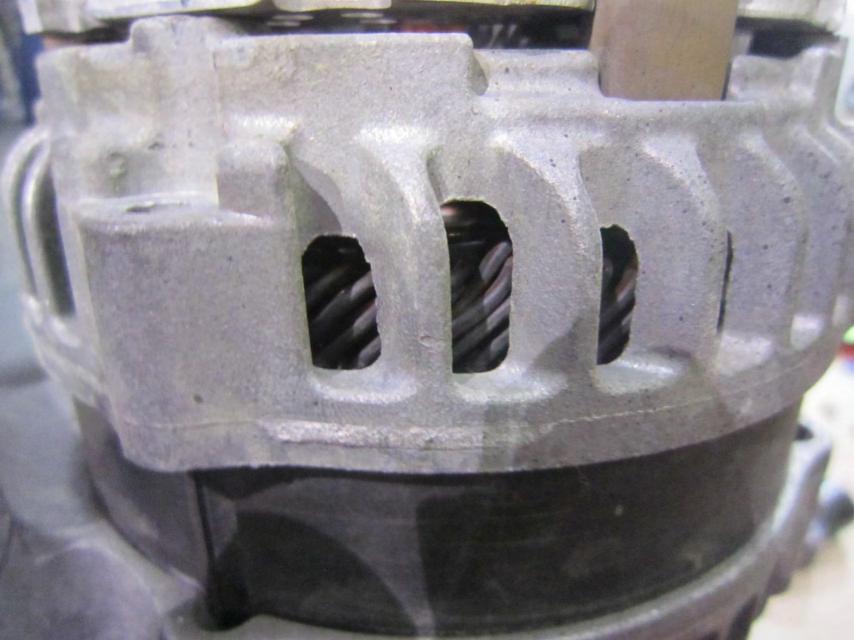
































PE14-022
CHRYSLER
10-3-2014
ENCLOSURE 4
CAIRS

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	25,812	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.
12/7/20 12	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

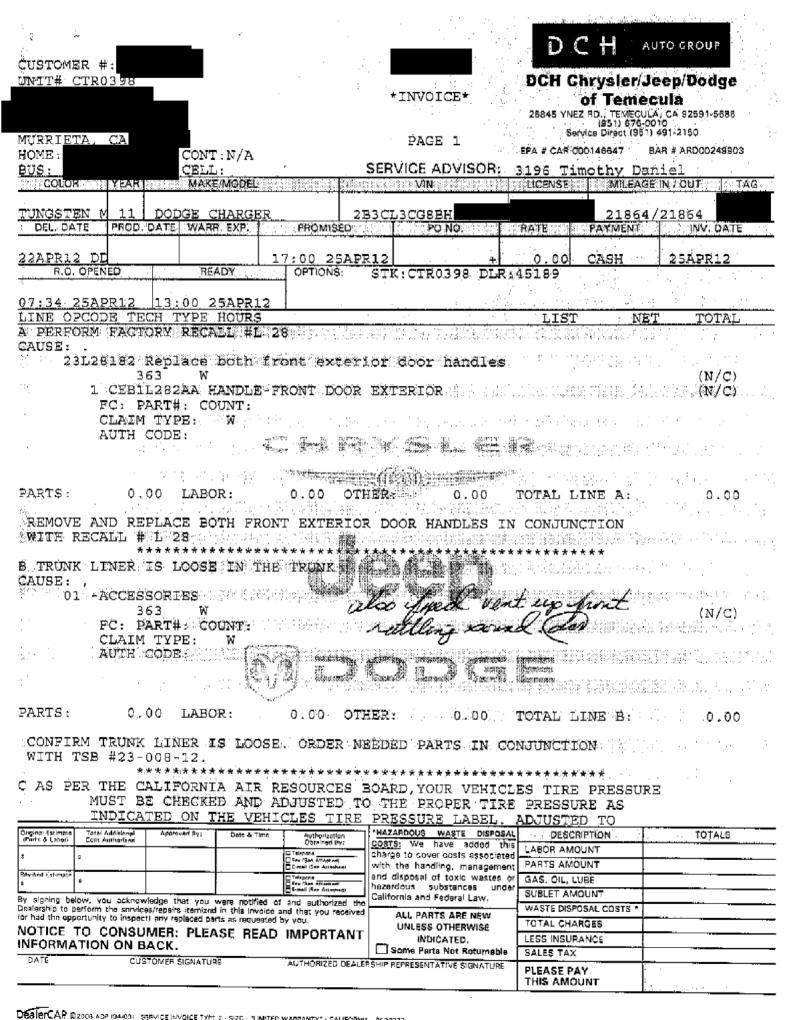
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PAGE 02/30

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	Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc. 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.	NO- Fob / Brakes, Parking Brake
		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)	
November 2013		Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.	
		Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.	



INFORMATION ON BACK.

Original Estimata (Parts & Labor)	Total Additional Coat Authorized	Approved By:	Date & Time	Authorization Obtained By:
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CUSTOMER SIGNATURE

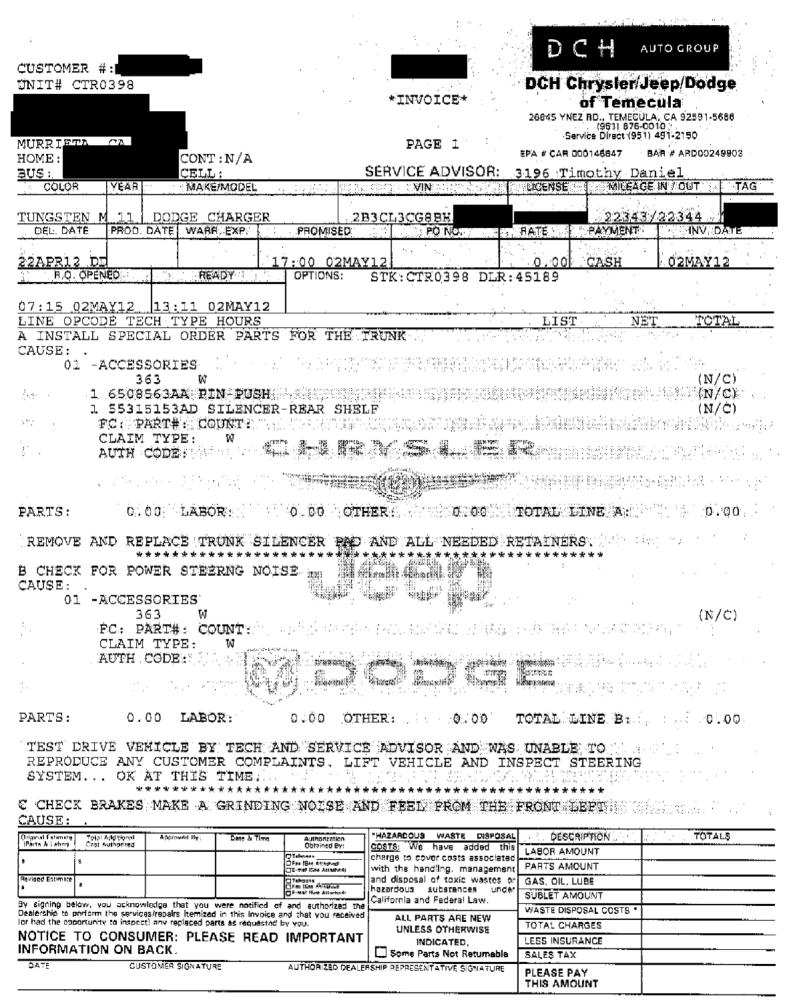
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<u>COSTS:</u> We have added this charge to cover costs associated	LARCE AMOUNT
with the handling, management	PARTS AMOUNT
and disposal of toxic wastes or hazardous substances under	
California and Federal Law.	SUBLET AMOUNT
ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *
UNLESS OTHERWISE	TOTAL CHARGES

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IMPORTANT		l
	Some Parts Not Returnable	ľ
AUTHORIZED DEALER	SHIP REPRESENTATIVE SIGNATURE	ł

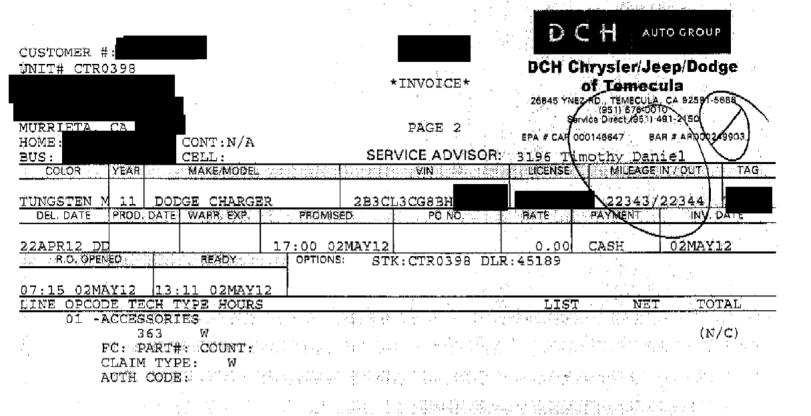
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)r	GAS, OIL, LUBE	0.00
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	TOTAL CHARGES	0.00
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	SALES TAX	0.00
	PLEASE PAY THIS AMOUNT	0.00

TOTALS:

DealerCAP @2006 ADD 004



9514916331



PARTS:

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TEST DRIVE VEHICLE AND WAS UNABBE 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:	11,					
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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 receive for had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE

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UNLESS OTHERWISE INDICATED. Some Parts Not Returnable

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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9	SALES TAX	0
!	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #:

UNIT# CTR0398

INVOICE

DCH AUTOGROUP

DCH Chrysler/Jeep/Dodge of Temecula

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

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TIRE AS PER THE CALIFORNIA AIR RESOURCES

BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE

CHECKED AND ADJUSTED TO THE PROPER TIRE

Original Estimate (Parts & Lebor)	Total Additional Cost Authorizad	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this		TOTALS
\$	s			U, Pox (See Attenhed) □ Ermeli (See Attenhed)	charge to cover costs associated with the handling, management	PARTS AMOUNT	
Devised Estimate	*			Cree (See Arteched)	and disposa) of toxic waates or hazardous aubstances under		
By slepine be	l	deden that way		and suthorized the	A. de la	SUBLET AMOUNT	
Deglerable to p	perform the sarvic	sa/repairs itemized	in this invoke a	nd that you received.	ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *	
		ti any replaced pa			1444 544 4	TOTAL CHARGES	
NOTICE	TO CONSU	IVIEK: PLEA	SE READ	IMPORTANT	INDICATED.	LESS INSURANCE	
	ATION ON B				Some Parts Not Returnable	SALES TAX	
DATE	GUS	STÖMER SIGNATUR	IE	AUTHORIZED DEÂLEI	ASHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	

MURRIETA, CA

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22APR12

PARTS:

CUSTOMER #: UNIT# CTR0398

9514916331



INVOICE

D C H AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 676-0010

Service Direct (951) 491-2150

PAGE 2

EPA # CAR 000146647

BAR # ARD00249903

1101-121	CONTINA						
BUS:	CELL:	SER	VICE ADVISOR:	544 DEN	NIS WILLI	AMS	
COLOR YEAR	MAKE/MODEL	a, menigén, deben a c	WIN.	LICENSE	MILEAGE	IN / OUT	TAG
	í	1			1.		
TUNGSTEN M 11	DODGE CHARGER	2B3CI	L3CG8BH		25612/	25612	
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ELE ASSESSED		A COUNTAGE		RATE	PAYMENT	INV. C	PATE.
	1						

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

WAIT 22JUN12

07:56 22JUN12 <u>09:5</u>0 22JUN12

LINE OPCODE TECH TYPE HOURS

PRESSURE AS INDICATED ON THE VEHICLES TIRE

PRESSURE LABEL. ADJUSTED

3.181

0.00

0.00 TOTAL LINE C:

اەت

0.00

D** PERFORM PLAT REPAIR LEFT

CAUSE: NAIL IN TIRE . 01 -ACCESSORIES

3164 CPO

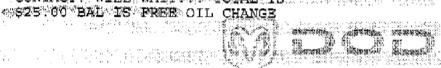
25.00 25.00 PARTS: 0.00 LABOR TOTAL LINE D:

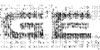
INSECTED TIRE FROM OUTSIDE FOUND REPAIR IS IN REPAIRABLE POSITION IN TIRE DISMOUNTED TIRE FOUND NO TIRE DAMAGE TO SIDE WALLS OR LINER IN TIREPERFROMED A 2 PIECE REPAIR (PLUS PATCH) RESEALED LINER.

MOUNTED AND BALANCED TIRE AND WHEEL ROAD TEST OK

EST: 0.00

CONTACT WILL WAIT ... TOTAL IS







Original Estimate (Parts & Labor)	Total Additional Coal Authorized	Approved By:	Date & Time	Authorization Obtained By:
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Rovistad hatimate d	5			□F#s (Sum Allenbers) □F#s (Sum Allenbers) □F:#All (Sum Attrophyd)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the sprvipsy/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 SIGNATURE

INDICATED. Some Parts Not Returnable AUTHORIZED GEALERSHIP REPRESENTATIVE SIGNATURE

F	SHIP REPRESENTÄTIVE SIGNATURE	PLEASE PAY	ينهجن فاحد
	Some Parts Not Returnable	SALES TAX	1.87
	INDICATED,	LESS INSURANCE	0.00
	UNLESS OTHERWISE	TOTAL CHARGES	60.10
	ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *	0.00
	California and Federal Law.	SUBLET AMOUNT	0.00
	and disposal of toxic wastes or hazardous substances under		0.00
	with the handling, management	PARTS AMOUNT	24.10
	<u>COSTS:</u> We have added this charge to cover costs associated		36.00
ļ	*HAZARDOUS WASTE DISPOSAL	The second livery	TOTALS

DCH Chrysler Jeep Dodge 9514912140 26845 Ynez Road Temecula CA

。 1980年以表现的政治<u>學學和新特別學會</u>



Customer Name	R.O. Number	- <u> </u>	
	T.C. Number	Phone	Vehicle Year/Model Checked and OK Will need future attention
VIN Number	Mileage	Date	Requires immediate attention Not applicable
EXTERIOR CHECKUP	UNDERHOO	D CHECKUP	UNDER VEHICLE CHECKUP
Headlamps Left Front Wipers Oil Change Interval Indicator Reset	Battery Check Floses Belts Power Steening Fluid Motor (Engire Coolant Tre Air Filter Cabin Air Filter Cabin Filtid	Steering/Suspension It Front Tire Shock/Struits Right Front Tire 732nds It Front Re Pads Front Differential Axle Boots Transfer Case U-Joints Educate System Educate System
Rear Wiper Taillamps		Bra ●(Rear Differential Right Rear Brake Pads Bear Tire Depth /32nds Spare Tire Treed Depth /32nds

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

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WESTMAR

PAGE 11/30



100 Years Under the Hood



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

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE	CENTER	NFORMAT	TON · \
Murneta, CA		VIN: 283CL3CG88H 2011 DODGE CHARGER 6 CYL, 3.6L 220 Ft ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		GN0115- MANAGEI 40430 Cz ARD# 26	Murrieta R: Trevor S alifornia Oa 8162 EPA# CA 92562		
MAINTENANCE CHECKS		SERVICES PERPORMED				With Water In	الم المستعدلة
Lubrication Point s	Sealed	ITEM DESCRIPTION	QTY	UNIT	RARTS	LABOR 7	MOUNT
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			18.00	21.99	<i>,</i> ≱9.9
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110 Valvoline 5W30 Conventional Motor	1.00 5.90	ËA QT			/
Battory	Not Checked	Oil	3.50	Ų			
Windshield Wash Fluid Level	Added	Discount (KEEP)					-10.0
Coolsiit Beservoir Level	Checked-OK	Extra Oil Charge					4.4
Tiro Pressure	Checked-OK Front 30 Rear 30				,		
arensnassion Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
		ohnny, Cody BOTTOMS/DE: Brandon					

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

COMMENTS WE RECOMMEND TIRE ROTATION EVERY 7,500 MILES SECOMMEND REAR DIFFERENTIAL CHANGE

RECOMMEND CABIN AIR FILTER

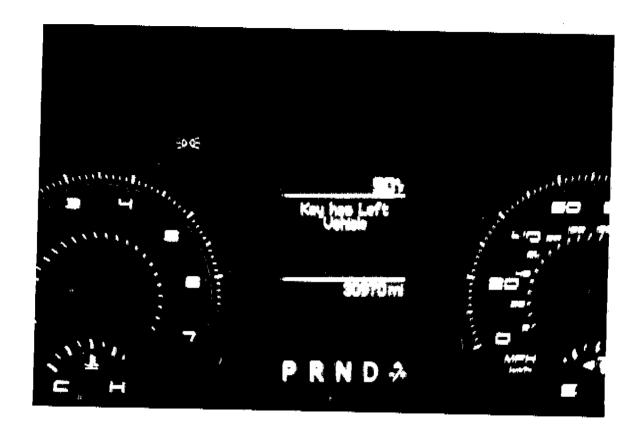
Subtotal	34.48
Parts Subtotal	17.49
Labor Subtotal	16.99
Tax	1.3€
Total	35.84
Visa (35.84
Change Due	0.00

Carcholder agrees to pay to issuer total charges per the byreement between the carcholder and issuer.

"Dimetel time offer, not valid on first vehicles, capacitize continued with any other infolyings discourts.

mlag: 30,970

Sept 2012



DéalerCAP ©2006 ADP 104/09/

9514916331

AUTO GROUP CUSTOMER # DCH Chrysler/Jeep/Dodge UNIT# CTR0398 *INVOICE* 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: CONT:N/A BUS: SERVICE ADVISOR: CELL: 3230 Randy Folds COLOR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG TUNGSTEN M DODGE CHARGER 11 2B3CL3CG8BH 31068/31069 DEL DATE PRODIDATE WARR EXP. PROMISED PO No. RATE PAYMENT INV. 22APR12 DD :00 17SEP1 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 6000 ISA (N/C)PARTS. 0.00 LABOR: 0.00 CONTROL OF CONTROL OF TOTAL DINE A! B AS PER THE CALIFORNIA AIR RESOURCES BOARD, YOUR VEHICLES TIRE PRESSURE MUST BE CHECKED AND ADJUSTED TO THE PROPER BIRE PRESSURE AS INDICATED ON THE VEHICLES TIPE DRESSURE LABEL. ADJUSTED TO (38/92/2018/64) TP AS PER THE CALIFORNIA AIR RESOURCES BOARD YOUR
VEHICLES TIRE PRESSURE MUST SE CHECKET AND ADJUSTED TO THE PROPER TIRE PRESSURE AS INDICATED ON THE VEHICLES TIRE PRESSURE LABEL ADJUSTED TO D.OD OTHER: 50 00 000000 LOUNE B: 0.00 5000 ISA PARTS: 0.00 LABOR: C CUST STATES INTERMITTENLY EVIC DISPLAY READS KEY NOT DETECTED AND ONE TIME RKE WOULD NOT OPEN DOOR OR START VEHCICLE CHECK AND ADVISE (Battery has been replace) CAUSE: KEY PHOBE 708 - ELECTRICAL SYSTEM 6000 W (N/C)1 68051387AE KEY FOB-INTEGRATED KEY FOB (N/C) FC: PART#: COUNT: Original Estimate (Parts & Labor) HAZARDOUS WASTE DISPOSAL Total Additional Approved By: DESCRIPTION Authorization Obtained By: COSTS: We have added this LABOR AMOUNT □ Telepone □ Fee (See Attached) □ Crmsif (See Attached) charge to cover costs associated PARTS AMOUNT with the handling, management Revised Estimate and disposal of toxic wastes or GAS, OIL, LUBE hazardous substances under SUBLET AMOUNT California and Federal Law. By signing below, you acknowledge that you were notified of and authorized the Doalership below, you desponsed and you were natured to and appropriate are Doalership 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 ALL PARTS ARE NEW TOTAL CHARGES UNLESS OTHERWISE NOTICE TO CONSUMER: PLEASE READ IMPORTANT LESS INSURANCE INDICATED. INFORMATION ON BACK. Some Parts Not Returnable SALES TAX CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT

9514916331

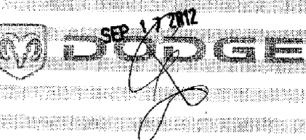
A PROPERTY OF THE PROPERTY OF

PLEASE PAY
THIS AMOUNT

AUTO GROUP CUSTOMER # Refused to Check grading unless of paid for the rotation. They would not take aff would not take aff tick and check for file UNIT# CTR0398 DCH Chrysler/Jeep/Dodge of Temecula 26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 678-0010 MURRIETA. CA. Service Direct (951) 491-2150 HOME CONT EPA # CAR 000146647 BAR # ARD00249903 BUS: CELL 3230 Randy Folds MAKE COLOR YEAR UCENSE MILEAGE IN / OUT TAG TUNGSTEN DODGE 31068/31069 PROD DATE WARE DEL DATE RATE PAYMENT INV. 22APR12 DD 17SEP12R.O. OPENED :45189 08:18 17SEP12 14:54 LINE OPCODE TECH TYPE H CLAIM TYPE: AUTH CODE: PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 or de distribuir de la constanta de la constant NO DTC NO TSB NO FLASH REPLACE KEY AND P D PEFORM M10 RECALL CAUSE RECALL 35 CAMPAIGNS FOCO W (N/C) 1 68183960AA WIRING KI FC; PART#: COUNTS CLAIM TYPE: AUTH CODE: PARTS: 0:00 LABOR: 0:00 OTHER: 0:00 TOTAL LINE D: 0:00 TIRES CAUSE: MANTANCE BRAKE PERFORM BRAKE INSPECTION 5000 CP 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 ***************************** *HAZARDOUS WASTE DISPOSAL)rigimal Estimata (Parts & Labori Date & Time DESCRIPTION Authorization Obtained By: TOTALS COSTS: We have added this LABOR AMOUNT □Telepone □Tes (\$aa Atteched) □E-meh (\$oa Atteched) charge to cover costs associated with the handling, management PARTS AMOUNT and disposal of toxic wastes or GAS, OIL, LUBE hazardous substançes under SUBLET AMOUNT California and Federal Law. y signing below, you acknowledge that you were notified of and authorized the y signing below, you asking thou you wrete notined of and applicable dis-epiership to perform the services/repairs itemized in this invoice and that you received in had the opportunity to inspect) any replaced parts as requested by you. WASTE DISPOSAL COSTS ALL PARTS ARE NEW TOTAL CHARGES UNLESS OTHERWISE IOTICE TO CONSUMER: PLEASE READ IMPORTANT LESS INSURANCE INDICATED VFORMATION ON BACK. Some Parts Not Returnable SALES TAX DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

 $D \subset H$ AUTO GROUP CUSTOMER #: UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula NEZ RO TEMECULA, CA 9250 19571 078-0010 Service Direct (95% 491-2150) 26845 YNEZ RD: MURRIFTA PAGE 3 HOME: CONT:N/A EPA # CAR 000146647 AD00249903 BUS: CELL: SERVICE ADVISOR: 3230 Folds Randy COLOR YEAR! MAKE/MODE VIN LICENSE MILEAGE IN / TAG TUNGSTEN DODGE CHARGER 2B3CL3CG8BH 31068 /31069 PROD. DATE WARR, EXP PROMISED DEL. DATE PO NO. RATE PAYMENT ANV. DATE 22APR12 DI7:00 17SEP12 CASH 0.00 17SEP12 R.O. OPENED READY OPTIONS: STK: CTR0398 DLR: 45189 14:54 17SEP12 08:18 17SEP12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL





Original Estimate (Parte & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	"HAZARDOUS COSTS: We
•	1			□Telepone □Fox (See Arraghed) □Frmail (See Attached)	charge to cov with the hand
Rovised Estimate 5	5		""	□ Talapana □ Pax (Cor Artached) □ EthoNi (Son Atteched)	and disposal hezerdous s

Note: The feet of the second o

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK. CUSTOMER SIGNATURE DATE

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7	and disposal of toxic wastes o
П	charge to cover costs associated with the handling, managemen
┙	<u> COSTS:</u> We have added this

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nd that you received by you.	ALL PARTS ARE NEW	ŀ
IMPORTANT	UNLESS OTHERWISE	ŀ
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	Some Parts Not Returnable	ſ
AUTHORIZED DEALER	ISHIP REPRESENTATIVE SIGNATURE	ľ

DISPOSAL

Ξ		100 m
S	LABOR AMOUNT	26.95
t	PARTS AMOUNT	0.00
r	GAS, OIL, LUBE	0.00
١,	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	28 95

EST: 26.95 178EP12 09:18 SA: 3230

RO# _____

AUTO GROUP

Year/Make/Model _ Color _____

Driven by a better way-

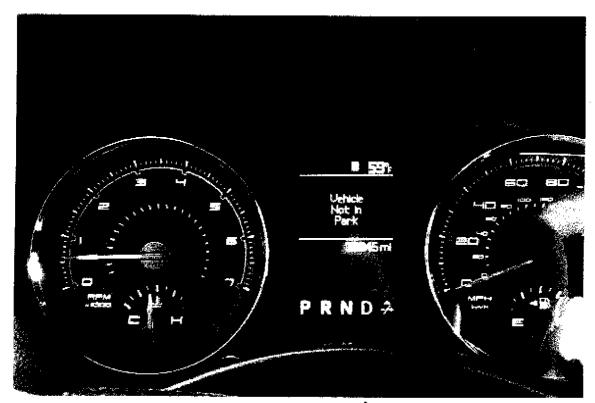
Mileage 3/068 Service Consultant ___

2182_ VIN#_

9514916331

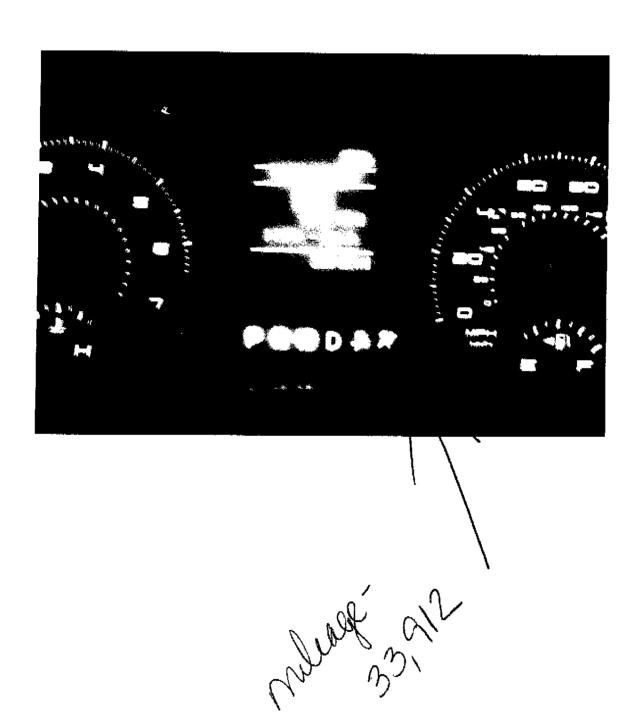
Customer Name _

parare r Mark		INS	PECTION RESULT - OK SANVIDAGE FURE RUBERT	R:ATTEN	ITION CO	SECURES IMME	DIATE ATTENTION
			Inspect Each Service		And the same of the control of the c	es/Measure Tire	
) C		Window washer fluid level	Three /	resure Serite Ly Recommendation		Real Z/7
	E		Automatic transmission fluid level/condition	Statement	7/32 or greater		
	K		Brake fluid level/condition		4/32 to 6/32		7/32 or greater 4/32 to 6/32
	F		Power steering fluid level/condition		3/32 or less		4/32 to 6/32
	<u> </u>		Coolant recovery reservoir fluid level/condition			3	W62 01 1839
	L	1	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)		7/32 or greater	W	7/32 or greater
		· · · · ·	Windshield for cracks, chips and pitting	\$.a. 64	4/32 to 6/32		4/32 to 6/32
			Operation of horn, interior and exterior lights		3/32 or less		3/32 or less
			Windshield washer spray and wiper operation	Sta	te Inspect	ion	
			Cooling system for visible leaks and damage		e Date:		
			Oil and/or fluid leaks (Specify)	(Approximate)	Measuro	Front / Rear Bra	ke Linings
			Constant velocity (CV) drive axie boots (if equipped)		ДN	W. T. N.	A L
			Exhaust system (leaks, visible damage, looss parts)			18/1	
			Drive bolt(s)	3		MAA	AN
		3	Steering, steering linkages/wheel bearing play	1	╱ ╶╢ ╵╵		
			Suspension (shocks/struts for bounce/leaks/damage)		" 具.[]	11/32	
	187		Brake lines, hoses, parking braka				
	21.		Battery terminals (cleen, if necessery)				
	: 73		Clutch operation (if equipped)		Over 5m	m (Disc) or Over 2mm	ar (Drum) M. Drum L
		"	Recommended Additional Service	FIGURE	Less than:	3mm (Disc) or 1mm or	less (Drum)
Υ		N	Rotate Tires	Brak	e Meastraments	PNOTERED THE S	ervic a:Vio lt
Υ		N	Air Filter	2.56(-47.4-4-1).	The state of the s		
Υ		N	Wiper inserts	Cha	ck Battery		Pass
Υ		N	Tire Repair	7,,,	au marral à	járomán Mathemy 199 _{1.}	Fail
Υ		N	Brakes (Specify)		"		- 4111
Y		Z	Other			7 11	
				7	D (CH AUDA	ROUP



Cat of the proton of the color of the color

9514916331



CUSTOMER #: UNIT# CTR0398

MURRIETA, CA

HOME:



AUTO GROUP

DCH Chrysler/Jeep/Dodge

of Temecula 26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 678-0010 Service Direct (951) 491-2150

PAGE 1

BUS:		_	ELL:		SER'	VICE ADVIS)		BAN # AROQU24	5803
COLOR	YEAR	, it is a	/AKE/MODEL			VIN	1.0.0	ICENSE	eve Huc		TAG
TUNGSTEN	M 11	DODG			2B3CL	3CG8BH			3484	6/34852	
DELODATE	STREED!	DATES	VARR. EXP	PROMI	SEC	PO NO.	FI FI	ATE .	PAYMENT		6245 million
22APR12 I	DE NERS	H-mai	READY	17:00 2				0.00	CASH	23NOV1	2
A CONTRACT OF THE PROPERTY OF	MANAGE STATE	1000000	ne A en	OPTION	s: STK	:CTR0398	DLR:45	189		•	

15:50 23NOV12 10:19 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

ROLE:

CAUSE: CHECKED BRAKE FOR PROPER OPERATION. ALL WORKING AS DESIGNED 01 -ACCESSORIES

8000 W

(N/C)(N/C).

2 4778570 SLEEVE-HEAT SHRINK 1 SOLDER ROLL

(N/C)

FC: FARTH: COUNT: 754 CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 MOTHER: 0.00 TOTAL LINE A: 0.00

SLABAL, ECASTONS THAT SHE WILL FORS UP AND SAYS "VEHICLE NOT IN B CUSTOMER STATES THAT WHEN DRIVE GET A WARNING IN THE DASH THAT

PARK". IT USUALLY COMES ON WHEN THE CAR TS DRIVING AROUNG 40

MPH OR SO.

CAUSE: CHECKED COMPUTER FOR FAULTS, NONE STORED. COULD NOT DUPLICATE. 01 -ACCESSORIES and the state of Aparita

W 8000

FC: PART#: COUNTY

CLAIM TYPE: W AUTH CODE:

(N/C)

TOTALS

DATE

PARTS: 0.00 LABOR: 0.00 CTHER: 0.00 TOTAL LINE B:

PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING

				<u> </u>	
Original Estimate (Parts & Labor)	Total Additional Cost Authorised	Approved By;	Date & Time	Authorization Obtained By:	II.
	à			Trilipores FAY (See Attechad) C-mult (See Attechad)	0
Revisind Enginete	5		<u> </u>	□Telepone : □Feer (Beet Attention)	lla In

ly signing below, you acknowledge that you were notified of and authorized the lealership 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 NFORMATION ON BACK.

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 nazerdous aubstances under California and Federal Law

a postante (S)

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Some Parts Not Returnable AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

DESCRIPTION

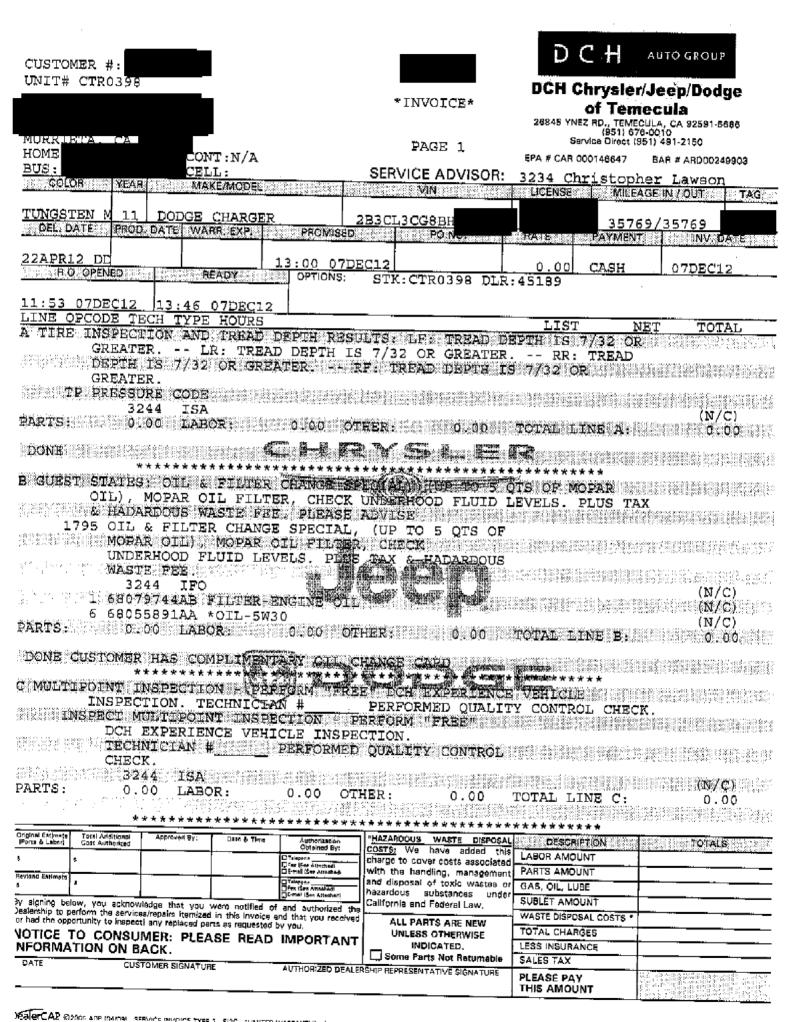
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MENERCAP @2008 ADP (04/08) SERVICE INVOICE TYPE \$ - 8/20 - "INMITTER

CUSTOMER #:				DCH	AUTO GROUP
UNIT# CTR0398		!		DCH Chrysl	er/Jeep/Dodge
			INVOICE	of Te	mecula MECULA CA 93501 5804
MURRIETA, CA			DACE 6	(951) Service Direc	MECULA, CA 92591-5686 676-0010 it (951) 491-2150
	CONT:		PAGE 2	EPA # CAR 000146647	
	ELL: Make/Model	i e end out til i i i i i i i i i i i i i i i i i	SERVICE ADVISOR:	3232 Steve H	udson
			35.50 Sept. 19.41 N 35.5 Sept. 19.5 Sept. 19	LICENSE M	LEAGE IN / OUT TAG
TUNGSTEN M 11 DODG	E CHARGER	PROMISED:	B3CL3CG8BH	<u>34</u>	846/34852
		TROMISED	PO NO.	HATE PAYM	NT INV. DATE
22APR12 DD R.O. OPENED	READY	17:00 23NC		0.00 CASH	23NOV12
0,000,000		OPHONS:	STK:CTR0398 DLR	:45189	
10:19 23NOV12 15:5 LINE OPCODE TECH TY	0 23NOV12	į			
CAUSE: CODES B0028	PE HOURS	SUAD WIDT	0M70255705-255 NIT-ALDERS - 15-55	LIST	NET TOTAL
01 -ACCESSORIE	S	Car and the continues of			
9000 FC: PART#:	W COUNT:				(N/C)
CLAIM TYPE	LOUNT:				
AUTH CODE:	ledes and a second		n 1995 (n. 1996) e de la compansión de la La compansión de la compa	an eta erra garaga parti 1900 arren eta	
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PARTS: 0.00 L	ABOR:	0.00 OT	HER 0.00	TOTAL LINE C	
***	****	*****	***	*********	
D CUSTOMER STATES TO PARK, IT IS	· · · · · · · · · · · · · · · · · · ·	ES WHEN T ET IT OUT		CAR OUT OF TAKE A LOT O	
EFFORT OR T	tme				
CAUSE: CAR IS SHIFT		ND OUT OF	GEAR AS DESIGNED) _ 00001989898888888899999999999999	18308 (0404648 4644 4644 18800000 00 00 00 00 00 00 00 00 00 00 00
8000	W				(N/C)
FC: PART#: CLAIM TYPE	COUNT:				
AUTH CODE:	College Borger det Sobrant Scholle				
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and a contract consistence we well should be a governmental	G.747		MICH TOP THAT THE THE STREET	SE PRESIDENTAL SE SE PRESIDENTAL SE SE	
PARTS: 0.00 L	BOR: ()		Bri wow o bow	Total line d	0.00
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E AS PER THE CALIFOR	NIA AIR R	ESOURCES 1	BOARD, YOUR VEHICL	ES TIRE PRESS	BURE
INDICATED ON	THE VEHI	CLES TIRE	THE PROPER TIRE PRESSURE LABEL.	PRESSURE AS ADJUSTED TO	
VEHICLES	ALLFORNIA TRE PRESS	AIR RESOU DRE MUST	URCES BOARD, YOUR BE CHECKED AND		000 bb 6
ADJUSTED T	O THE PRO	PER TIRE I	PRESSURE AS		bed the option of the second of the first own of the
Original Satimate Total Additional Approved B (Parts & Labor) Cort Authorized	y: Date & Time	Authorization Obtained By:	"HAZARDOUS WASTE DISPOSAL COSTS: We have edded this	DESCRIPTION	TOTALS
4 9		Trianeno Fre (See Attached)	charge to cover costs associated with the handling, management	PARTS AMOUNT	
Raviand Extenste 3		☐Trilebone ☐Fox (3on Arreoned) ☐C-mail (See Affected)	and disposal of toxic wastes or hazardous substances under	GAS, OIL, LUBE	
y signing below, you acknowledge that y lealership to perform the services/repairs item		and authorized the	California and Federal Law.	SUBLET AMOUNT WASTE DISPOSAL COSTS	•
or had the opportunity to inspect) any replace	d parts as requested (y you.	ALL PARTS ARE NEW UNLESS OTHERWISE	TOTAL CHARGES	
NFORMATION ON BACK.	LEADE READ	IMPORTANT	INDICATED. Some Parts Not Returnable	LESS INSURANCE SALES TAX	
DATE CUSTOMER SIGNA	NTURE "	AUTHORIZED DEALER	RSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY	
				THIS AMOUNT	

11/22/2013 13:47 9514916331 WESTMAR PAGE 21/30 AUTO GROUP CUSTOMER # UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ RD., TÉMECULA, CA 92591-5686 (951) 676-0010 MURRIETA. CA Service Direct (951) 491-2150 PAGE 3 HOME: CONT: EPA # CAR 000146647 BAR # ARD00249903 BUS: CELL: SERVICE ADVISOR: 3232 Steve Hudson COLOR YEAR MAKE/MODEL Vin LICENSE MILEAGE N / OUT TAG <u>TU</u>NGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 34846/34852 PROD. DATE WARR, EXP. DEL DATE PROMISED PO NO. RATE PAYMENT NV. 22APR12 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 (m/c) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 archertenbangage Original Estimate (Farts & Labor) Total Additional Cost Authorized Approved By WASTE DISPOSAL DESCRIPTION TOTALS Authorization Obtained By: COSTS: LABOR AMOUNT □Telepone □Fex (See Attached) □E-mail (See Attached) 0.00 charge to cover costs associated PARTS AMOUNT with the handling, management 0.00 and disposal of toxic wastes or ☐ Telepane ☐ Fey (See Atlantical) ☐ E-melt (See Atlantic GAS, OIL, LUBE 0.00 hazardous substances under SUBLET AMOUNT 0.00 y signing below, you acknowledge that you were notified of and authorized the California and Federal Law. galership to perform the services/mpairs itemized in this invoice and that you received it had the opportunity to inaped) any replaced parts as requested by you. WASTE DISPOSAL COSTS 0.00 ALL PARTS ARE NEW TOTAL CHARGES UNLESS OTHERWISE 0.00 IOTICE TO CONSUMER: PLEASE READ IMPORTANT INDICATED. LESS INSURANCE VFORMATION ON BACK. 0.00 Some Parts Not Returnable SALES TAX ٥. . 00 CUSTOMER SIGNATURE AUTHORIZEO DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT 0.00

EA CCAP 82005 ADE 104/19) SERVICE INVOICE TYPE 2 - 8/20 THE REPORTED MARRIAGE DATE OF THE PARTY OF THE PARTY



CUSTOMER #: UNIT# CTR0398

CA

MURRIETA

HOME



AUTO GROUP

INVOICE

PAGE 2

DCH Chrysler/Jeep/Dodge of Temecula

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

EPA # CAR 000146647

BAR # ARD00249903

	ELL:	SERVICE ADVISOR:	3234 Christoph	er Lawson
COLOR MEAR	/AKE/MODEL	VIN :		GEIN / OUT TAG
TUNGSTEN M 11 DODGE	E CHARGER	2B3CL3CG8BH	<u>ಕ್ಷಾಣಕ್ಕೆ</u>	0.42555
DEL DATE PROD DATE W	VARR. EXP. PROMISED	PONG	DATE PAYMENT	9/35769 INV DATE
22APR12 DD	13:00 07D	EC12	0.00 CASH	277 273 2
R.O. GPENED	READY OPTIONS:	STK:CTR0398 DLR:	45189	07DEC12

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.

9514916331

CONT:N/A

3244 ISA

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

(N/C)0.00

EST: 0.00 07DEC12

CONTACT: MAIN: 951-252-3218





HAZARDOUS

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
1				☐ Triappora ☐ First (See Attached) ☐ 5-mild (See Attached)
ovisod Estimate	8			Talapany The (See Acceding) Commit (See Acceding)

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

CUSTOMER SIGNATURE

IOTICE TO CONSUMER: PLEASE READ IMPORTANT VEORMATION ON BACK. DATE

California and Federal Law.

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

WASTE DISPOSAL

DESCRIPTION TOTALS COSTS: We have added this LASOR AMOUNT 0.00 charge to gover costs associated with the handling, management PARTS AMOUNT 0.00 and disposal of toxic wastes or GAS, OIL, LUBE 0.00 hazardous substances undor SUBLET AMOUNT 0.00 WASTE DISPOSAL COSTS 0.00 TOTAL CHARGES <u>0.0</u>0 LESS INSURANCE 0.00 SALES TAX ÓΟ PLEASE PAY

THIS AMOUNT

0.00

EMERCAP @2006 ADP [04/09] SERVICE INVOICE TYPE 2 - 5/20 - 1/1MITE

13:47

11/22/2013

DCH Chrysler Jeep Dodge 9514912150



TEMECULA	, CA 92589		FINE OUR BLANKERS OF LIGHT
VIN Number	35769 Mileage	Phone 12/7//2 Date	Vehicle Year/Model Checked and OK Will need future attention Requires immediate altention Not applicable
EXTERIOR CHECKUP	UNDE	RHOOD CHECKUP	UNDER VEHICLE CHECKUP
Left Front Wipers Oil Change Interval Indicator Reset Rear Wiper Taillamps Taillamps	Power Steering Fluid Wastier Fluid Brake Ribie	Selts Air Filter Aofor Cil Cabin Air Filter Accompany of the Color Cil Cabin Air Filter Accompany of the Col	Left Front Tire Shocks/Shrets Tread Depth /32nd Left Front Brake Pads Left Axie Boots Left Rear Brake Pads Left Rear Tire Tread Depth /32nds Left Rear Tire Tread Depth /32nds Space Tie Tread Depth /32nds Right Front Brake Pads Brake Pads



100 Years Under the Hood



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

	VEHICLE INFORMATION		SERVIC	CENTER	INFORM	YTION.
	VIN: 2B3CL3CG8BH 2011 DODGE		GN0115-	Murrieta		NGE
	6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MIL'EAGE: 29,680		40430 C ARD# 26 Murrieta	alifornia Oa 8162 EPA# . CA 92562	ks Rd. FCAL0003	370 66 6
-		GANGGAR SANGGAR			80003940 8 000	2 100 100 128 138 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 130 13
Sealed	ITEM DESCRIPTION			PARTS		AMOUNT(\$)
Checked-OK	Conventional Oil Change			16.51	23.48	39.99
Checked-OK	Valvoline Oil Filter VO110	1.00	EA			
Not Checked	Oil	5.90	Ųi			
Checked-OK	Discount (HALF)					-20.00
Addęd	Hazardous Waste Fee	1.00	ĒΑ		,	1.49
Checked-OK	Discount (HALF)					-0.75
Checked-OK	Extra Oil Charge					4.49
Front 34 Rear 34	Discount (HALF)					-2.25
Sealed						
Not Checked						
ohnny TOPSIDE	: Todd - BOTTOMSIDE: Christopher					
	Checked-OK Checked-OK Not Checked-OK Added Checked-OK Checked-OK Front 34 Rear 34 Sealed Not Checked	VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MIL'EAGE: 29,680 CURRENT MILEAGE: 42,218 SERVICES PERFORMED Sealed Checked-OK Checked-OK Not Checked Checked-OK Added Checked-OK Added Checked-OK Front 34 Rear 34 Sealed	VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218 SERVICES PERFORMED ITEM DESCRIPTION QTY Conventional Oil Change Valvoline Oil Filter V0110 1.00 Valvoline 5W30 Conventional Motor 5.90 Oil Discount (HALF) Hazardous Waste Fee 1.00 Checked-OK Checked-OK Checked-OK Checked-OK Checked-OK Checked-OK Sealed Not Checked Not Checked Not Checked	VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MIL'EAGE: 29,680 CURRENT MILEAGE: 42,218 Sealed Checked-OK Checked-OK Not Checked Checked-OK Added Checked-OK Checked-OK Checked-OK Added Checked-OK Checked-OK Checked-OK Checked-OK Added Checked-OK	VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218 Sealed Checked-OK Checked-OK Not Checked Checked-OK Checked-	VIN: 2B3CL3CG8BH

NEXT VISIT	TOTALIBE. CHASCOPICE	
	5ubtotal	22.97
Tire Rotation .	Parts Subtotal	11.23
Rear Differential	Labor Subtotal	11.74
Fuel System	Tax	0.90
Fuel Filter	Total	23.87
ower Steering	Visa (*5329)	23.87
COMMENTS	Change Due	0.00

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

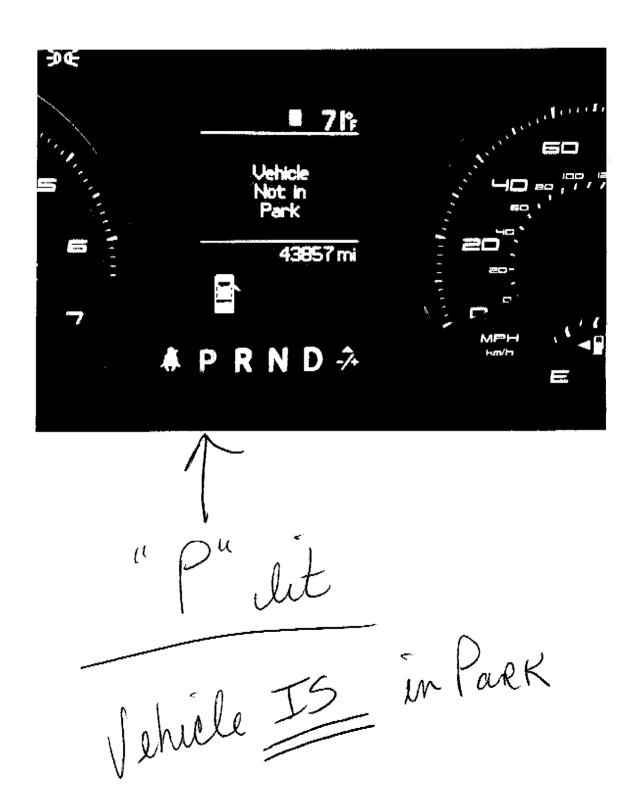
\$10 OFF an oil change for your 2nd car!

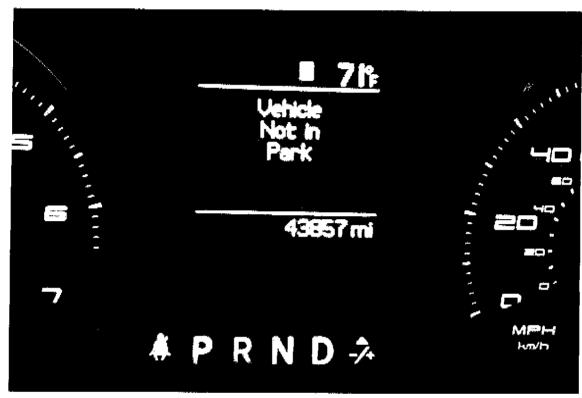
CSR;

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter.

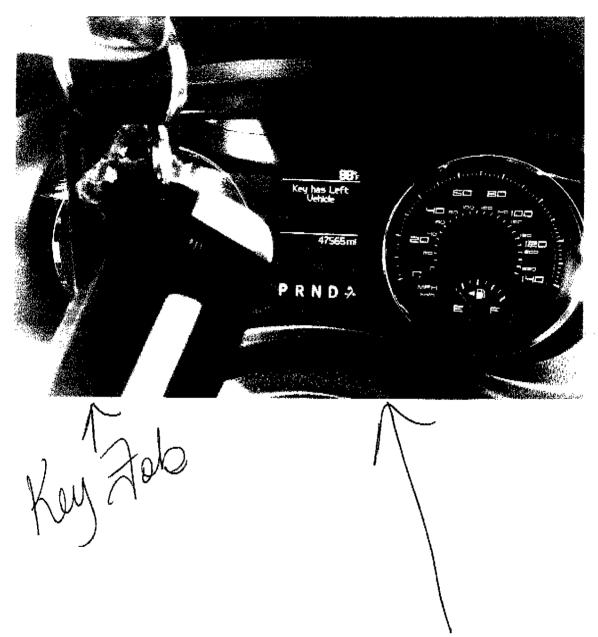
Parts are new unless otherwise noted.*Premium oil filter charge may apply **Haz

increase in the original estimated





A Wald



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

		VEHICLE INFORMATION	Herschieben	SERVIE	E CENTER	INFEST OF	KTION
MURRIETA, CA		VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218	C-25 17 00	VALVOLI GN0115 MANAGE 40430 C ARD# 20	NE INSTAN -Murrieta :R: Javier M alifornia Oa 58162 EPA: , CA 92562	T OIL CHA oreno iks Rd. # CAL000:	NGE
MAINTENANCE CHECKS		CURRENT MILEAGE: 47,693		951-696			***
Lubrication Points	Sealed	SCRVICES PERFORMED ITEM DESCRIPTION	1		STREET, SPEC		
Oil Drain Plug & Gasket			QIT	UNIT	PARTS		AMOUNT
Brake Fluid Level	Checked-OK	Tire Rotation			0.00	21.99	21.
	Checked-OK	Conventional Oil Change Valvoline Oil Filter V0110	1.00	5 4	16.51	23.48	39.
Battery	Sealed	Valvoline 5W30 Conventional Motor	1.00 5.90	EA QT			
Windshield Wash Fluid Level	Added	OII OII		٠,			•
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	ĘΑ			1.4
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oll Charge					4.0
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
		•					
OUR SERVICE TEAM: CSR: J		Javier, Cody BOTTOMSIDE: Kyle					1 57/
VEXT VISIT	avier TOPSIDE:			· · · · · · · · · · · · · · · · · · ·	Discoun	Subtota	
NEXT VISIT Tuel System Tuel Filter			***			t (CNB13) -10.0
NEXT VISIT fuel System fuel Filter Rear Differential				· · · · · · · · · · · · · · · · · · ·	Amt After	t (CNB13) -10.0 t 57.9
NEXT VISIT Tuel System Tuel Filter				-	Amt After Pan	t (CNB13 Discoun) -10.0 t 57.9 d 22.4
NEXT VISIT Fuel System Fuel Filter Rear Differential Power Steering					Amt After Pan	t (CNB13 Discoun ts Subtota) -10.0 t 57.9 d 22.4 d 35.4
NEXT VISIT fuel System fuel Filter Rear Differential				-	Amt After Pan	t (CNB13 Discoun ts Subtota or Subtota) -10.0 t 57.9 d 22.4 d 35.4 x 1.8
NEXT VISIT Fuel System Fuel Filter Rear Differential Power Steering					Amt After Pan Labo Vis	t (CNB13 Discounts Subtota or Subtota Ta: Tota a (*5329	10.00 t 57.9 d 22.4 d 35.4 t 1.8 t 59.7 t 59.7
NEXT VISIT Fuel System Fuel Filter Rear Differential Power Steering					Amt After Pan Labo Vis	t (CNB13 Discounts Subtota or Subtota Ta: Tota	1 -10.0 1 57.9 22.4 35.4 1 1.8 1 59.7 1 59.7
NEXT VISIT Fuel System Fuel Filter Rear Differential Power Steering				· .	Amt After Pan Labo Vis	t (CNB13 Discounts Subtota or Subtota Ta: Tota a (*5329	10.00 t 57.9 d 22.4 d 35.4 k 1.8 59.7 59.7

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

"limited time offer, not valid on fleet vehicles, cannot be combined with any other cilcharge discounts EXPIRES 30 DAYS FROM DATE OF INVOICE Code: INV2

Oll 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)
of an increase in the original estimated

agreement between the cardholder and issuer.

WESTMAN

PAGE 30/30

ASTÉMOTIVA SPECIAL LES ALBYS AVENIDA ALVARADO TEMECILA CA 92698 (931 1 090 5574 MIO 18 (18) 12 17 17 17

1976 AMENIBA ALVARADO TEMECILA, CA 92590 16-557 * 800 \$:08000271613-EPG \$:CRL000062330 NAME OUTOSPECIALTIES.ORG

0.7) 529 5 5 5 12 6 12	.de: 1	721,36 ;14:52 321416	Vehicle Information 1 Year : 2011 Vehicle Information 2000 Colors Col	tion Licks is	Finished Date :	Page 1 1
	Ratch#Y stoner Copy THANK YOU! DHE AGAIN!	8684025 	Rebuilt (U)=land P Description 9LIEFNOTOR	List Price 738.00	Selling Price 492.00	Ext. Price 492. 00
ಇದ್ದರು ಇಕಟ್ಟರೆ! 	ម្មភព្រះ		Work Euspleted		į	abur Price
CHECK EMICH	CADIE	THE SHARE	DIRECTOR OF SEMENT AND REPLACED OF A			199. 09
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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.
12/7/20 12	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

11/22/2013 13:4/

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PAGE 02/30

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	Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc. 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.	NO- Fob / Brakes, Parking Brake
		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)	
November 2013		Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.	
		Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.	

PARTS:



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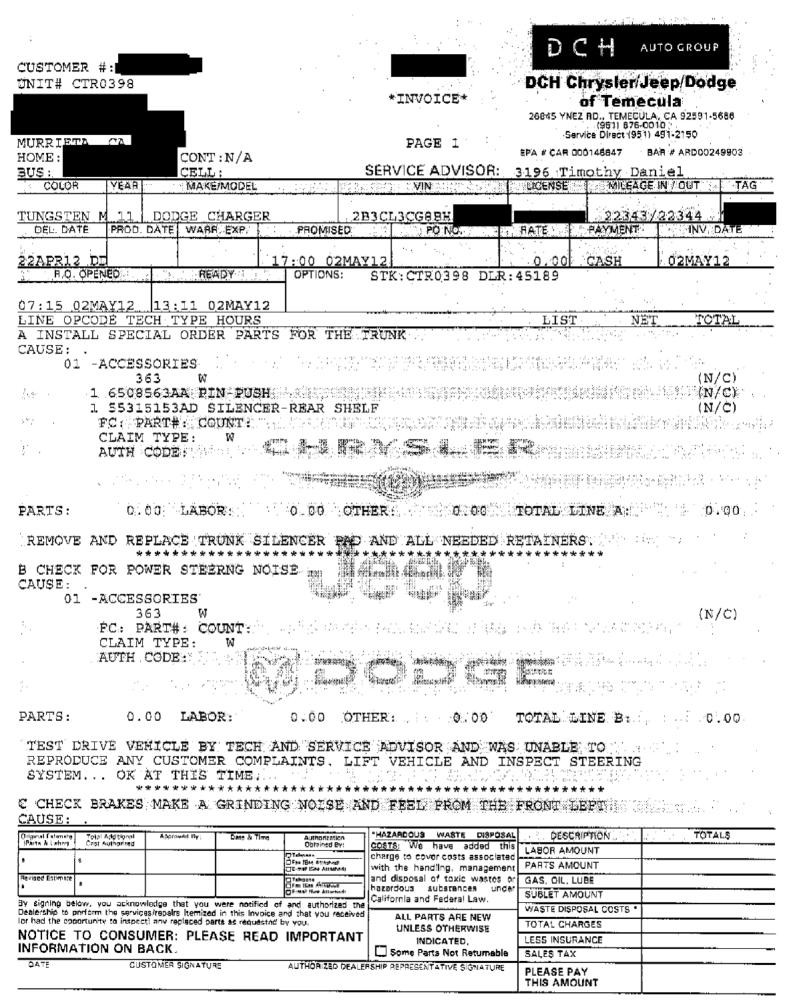
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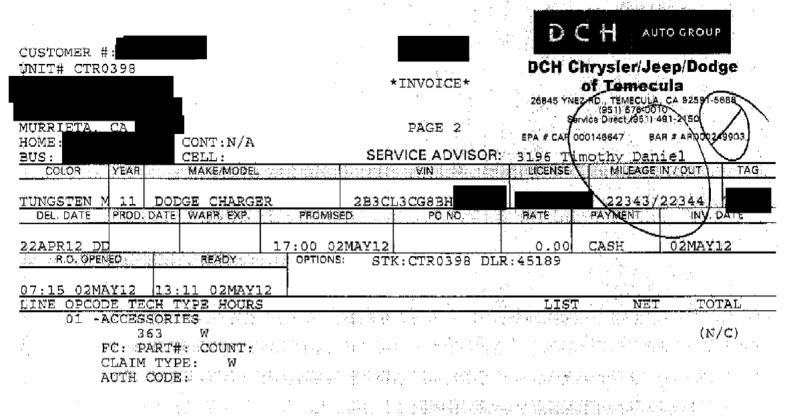
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AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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CUSTOMER SIGNATURE





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CUSTOMER #: UNIT# CTR0398



DCHAUTO GROUP

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

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

MURRIETA. PAGE 1 EPA # CAR 000146847 BAR # ARD00249903 CONT: N/A HOME BUS: CELL: SERVICE ADVISOR: 544 DENNIS WILLIAMS COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TUNGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 25612/25612 DEL DATE PROD DATE WARR EXP. PROMISED HATE % PO NO. PAYMENT NV. 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 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 OTS.
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MURRIETA.

HOME:

PARTS:

CUSTOMER #: UNIT# CTR0398 *INVOICE*

DNT:N/A

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AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 676-0010

Service Direct (951) 491-2150

PAGE 2

EPA # CAR 000146647

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By signing below, you acknowledge that you were notified of and authorized th Dealership to perform the sorvices/repeirs 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.

CUSTOMER SIGNATURE

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DCH Chrysler Jeep Dodge 9514912140 26845 Ynez Road Temecula CA

。 1980年以表现的政策<u>學學和新特別學學</u>



Customer Name	R.O. Number	- <u> </u>	
	T.C. Number	Phone	Vehicle Year/Model Checked and OK Will need future attention
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ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE

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WESTMAR

PAGE 11/30



100 Years Under the Hood



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

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVIC	e center i	NEORMAT	ION \
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arensnassion Fluid Level	Sealed						
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NEXT VISIT RECOMMENDATIONS SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES Rear Differential Huel Filter ∦Oi! Change Tire Rotation <u>Power Steering</u> COMMENTS

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

Subtotal 34.48 Parts Subtotal 17.49 Labor Subtotal 16.99 Tax Total 35.84

Visa (35.84 Change Due

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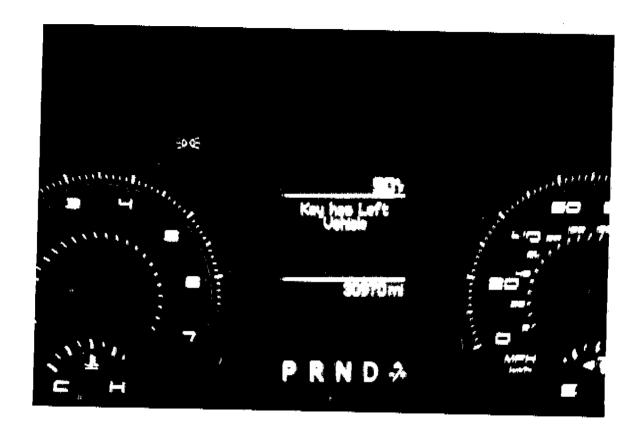
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Cardholder agrees to pay to issuer total charges per the agreement belongen the cardholder and issuer.

"Dimmed time offer, not valid on their vehicles, capacitive continued with any other infolloring educations."

mlag: 30,970

Sept 2012



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By signing below, you acknowledge that you were notified of Doalership to perform the services/rapairs itemized in this invoice as	and authorized the	California and Federal Law.	WASTE DISPOS			
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Some Parts Not Returnable

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

TOTAL CHARGES

LESS INSURANCE

PLEASE PAY THIS AMOUNT

SALES TAX

DESIGNAD @2006 ADP 104/09) SERVICE INVOICE TYPE 2 - 2124 - 2114/17EN WAL

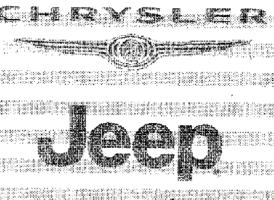
NOTICE TO CONSUMER: PLEASE READ IMPORTANT

CUSTOMER SIGNATURE

INFORMATION ON BACK.

CUSTOMER #:			DCH	AUTO GROUP
UNIT# CTR0398			DCH Chrysler	Jeep/Dodge
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y signing below, you acknowledge that you w	Trispose Ass (Am Attended) Great (See Atteched)	hazardous substances under California and Federal Law.	GAS, OIL, LUBE SUBLET AMOUNT	
in had the opportunity to inspect any replaced parts	in this invoice and that you received is as requested by you.	ALL PARTS ARE NEW	WASTE DISPOSAL COSTS •	
IOTICE TO CONSUMER: PLEAS VFORMATION ON BACK.	SE READ IMPORTANT	UNLESS OTHERWISE INDICATED.	TOTAL CHARGES LESS INSURANCE	
DATE CUSTOMER SIGNATURE	AUTHORIZED DEALE	Some Parta Not Returnable ASHIP REPRESENTATIVE SIGNATURE	SALES TAX	
		THE SIGNAL PILE	PLEASE PAY THIS AMOUNT	

 $D \subset H$ AUTO GROUP CUSTOMER #: UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ NEZ RB.: TEMECULA, CA 92594 19571 078-0010 Service Offect (951) 491-2150 ርግለ MURRIETA PAGE 3 HOME: CONT: N/A EPA # CAR 000146647 D00249903 BUS: CELL: SERVICE ADVISOR: 3230 Randy Folds COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN OUT TAG TUNGSTEN DODGE CHARGER 2B3CL3CG8BH **31**068 PROD. DATE WARR, EXP. PROMISED DEL. DATE PO NO. RATE PAYMENT JNV. DATE 22APR12 17:00 17SEP12 0.00 CASH 17SEP12 R.O. OPENED READY OPTIONS: STK: CTR0398 DLR: 45189 14:54 17SEP12 08:18 17SEP12 LINE OPCODE TECH TYPE HOURS LIST



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Original Estimate (Parte & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	7
5800, GUBERUA 1995 F	ecele tul Macdallad Babaca	1600 660 450 000			******************
	iogulius				

BST: 26.95 178BP12 09:18 SA: 3230

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

NFORMAT	TON ON BACK.	•	IMPORTANT	
DATE	CUSTOMER SIGNATURE		AUTHORIZED DEALER	SHIP

J	MAGIE DISPUSAL
┙	COSTS: We have added this
╗	charge to cover costs associated
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IT.	GAS, OIL, LUBE	0.00
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	WASTE DISPOSAL COSTS *	0.00
	TOTAL CHARGES	26.95
	LESS INSURANCE	0.00
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	PLEASE PAY THIS AMOUNT	

NET

TOTAL

RO# _____

AUTO GROUP

Year/Make/Model _ Color _____

Driven by a better way-

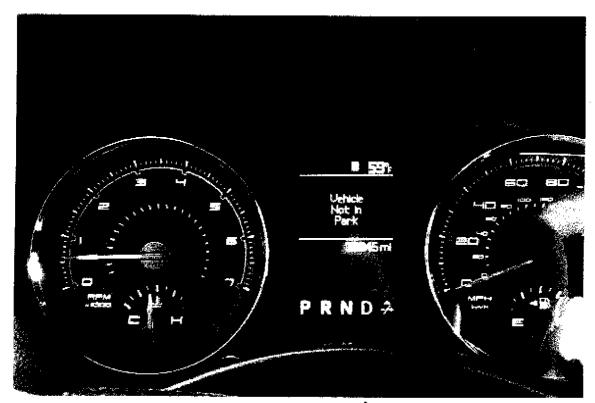
Mileage 3/068 Service Consultant ___

2182_ VIN#_

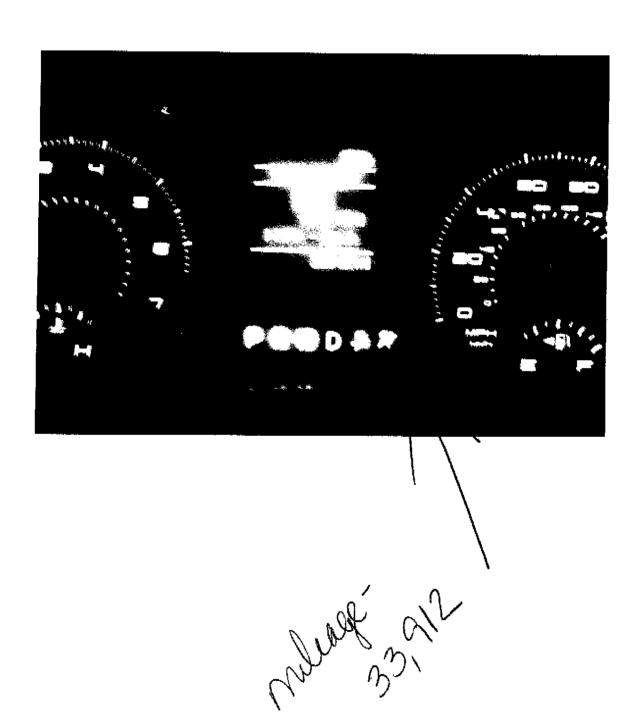
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Customer Name _

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	Ç	I MANNEY	Window washer fluid level	Three / Facto	russure/Ser to ny Recommendation		Rear Z/3
	E		Automatic transmission fluid level/condition	Statement	7/32 or greater		
	K		Brake fluid level/condition		4/32 to 6/32		7/32 or greater 4/32 to 6/32
	A F		Power steering fluid level/condition		3/32 or less	$\mathcal{M}_{\mathcal{A}}$	4/32 to 6/32
	1:		Coolant recovery reservoir fluid level/condition		•	3	9/92 01 168g
	L	1 3 1 1 ₀	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)		7/32 or greater	1	7/32 or greater
		· · · ·	Windshield for cracks, chips and pitting	\$.a. 64	4/32 to 6/32		4/32 to 6/32
			Operation of horn, interior and exterior lights	<u> </u>	3/32 or less		3/32 or less
			Windshield washer spray and wiper operation	Sta	te Inspect	ion	
			Cooling system for visible leaks and damage		e Date:		
			Oil and/or fluid leaks (Specify)	Special section of	Measuro	Front / Rear Bra	ke Linings
			Constant velocity (CV) drive axie boots (if equipped)		ДN	K. J. W.	心上
			Exhaust system (leaks, visible damage, loose parts)		IF O	10/32	
			Drive bolt(s)	5		MAA	
	1 1 5 2 4 1		Steering, steering linkages/wheel bearing play		┵┈		
			Suspension (shocks/struts for bounce/leaks/damage)		L	11/22	
			Brake lines, hoses, parking brake				
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			Recommended Additional Service	S CONSTRUCTION OF THE PARTY OF	Less than:	3mm (Disc) ar 1mm or	less (Drum)
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CUSTOMER #: UNIT# CTR0398



DCH AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 678-0010

MURRIETA, CA	PAGE 1	Service Direct (78-0010 951) 491-2150
HOME: CONT: CELL:	SERVICE ADVISOR:	EPA # CAR 000146647	BAR # AR000249903
COLOR YEAR MAKE/MODEL	SERVICE ADVISOR:	3232 Steve Hu	dson agein/out tag
TUNGSTEN M 11 DODGE CHARGER : DEL DATE PROMISED	BBCL3CG8BH	348	46/34852
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22APR12 DD 17:00 23NC		0.00 CASH	23NOV12
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CAUSE: CHECKED BRAKE FOR PROPER OPERAT	ION. ALL WORKING	AS DESIGNED.	and the same of
W 0008			(N/C)
2 4778570 SLEEVE HEAT SHRINK			in/ē)
1 SOLDER ROLL FC: PART#: CCUNT: 4			(N/C)
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AUTH CODE,			
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TANK + EI OCOMINI COMES ON MHR	N THE CAR TS DRIV	TNG ABOUNG 40	IN
CAUSE: CHECKED COMPUTER FOR FAULTS, NO	CONTRACTOR CONTRACTOR AND A STATE OF THE STA	NOT DUPLICATE.	95 59993500500 A M 4 A H H H H H H H H H H H H H H H H H H
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FC: PART#: COUNTY CLAIM TYPE: W	NOTES AND		

PARTS: 0.00 LABOR: 0.00 CTHER: 0.00 TOTAL LINE B: 0.00

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

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Original Estimeto (Parto & Labor)	Total Additional Cost Authorised	Approved By:	Date & Time	Authorization Obtained By:	T.	
•				Talephore Fay (She Attached) C-mail (See Attached)		Ī
Revisind Extimate	•			□Telepone □Fox (See Attached) □E-mail (See Attached)		1

ly signing below, you acknowledge that you were notified of and authorized the lealership 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.

VOTICE TO CONSUMER: PLEASE READ IMPORTANT NEORMATION ON BACK.

CUSTOMER SIGNATURE

DATE

Some Parts Not Returnable
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 hazerdous 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

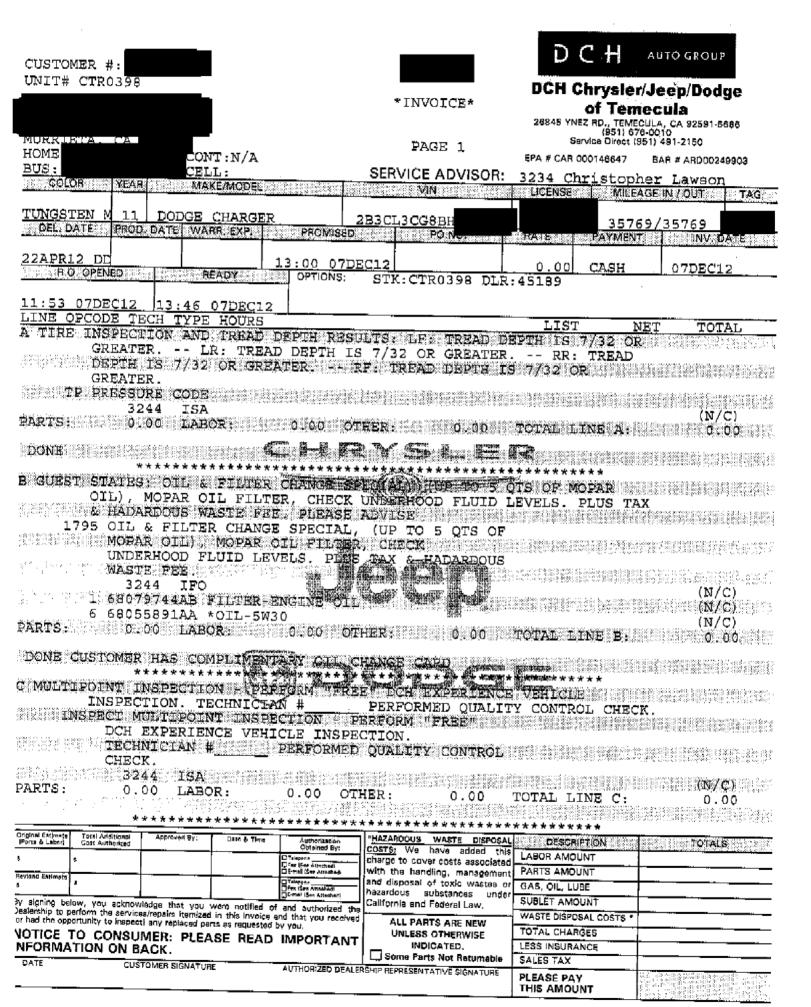
WEALETCAP @ 2008 ADD (04/08) SERVICE INVOICE TYPS \$ - 8/20 - "LIMITED WARRANTY" - CALLEGRADIA - GAOGRESS

CUSTOMER #:		DCH	AUTO GROUP
UNIT# CTR0398		DCH Chrysle	r/Jeep/Dodge
	INVOICE	of Ten	necula
		26845 YNEZ RD., TEMI (951) 6	CULA, CA 92591-5686 76-0010
MURRIETA, CA CONT:	PAGE 2	Service Direct	951) 497-2150
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PARTS: 0.00 LABOR: 0.00 CT	HER. 0 00	TOTAL LINE C:	
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PARK, IT IS HARD TO GET IT OUT EFFORT OR TIME	AND IT SEEMS TO	TAKE A LOT OF	BOD KROOMS AND WARRED AWARD FOR FROM SUIT
CAUSE: CAR IS SHIFTING INTO AND OUT	GEAR AS DESIGNED		
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8000 W FC: PART#: COUNT:		. \$100.0000 \$100.000 66666 e164666 a cozecuja	(N/C)
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PeviAnd Estimate ☐ Triebons ☐ For Iterative Attempts	and disposal of toxic wastea or hazardous substances under	GAS, OIL, LUBE	
y signing below, you acknowledge that you were notified of and authorized the	California and Federal Law.	SUBLET AMOUNT WASTE DISPOSAL COSTS *	
in the tile opportunity to inspect) any replaced parts as requested by you.	ALL PARTS ARE NEW UNLESS OTHERWISE	TOTAL CHARGES	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT NEORMATION ON BACK.	INDICATED.	LESS INSURANCE	
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	The second secon	PLEASE PAY THIS AMOUNT	

11/22/2013 13:47 9514916331 WESTMAR PAGE 21/30 AUTO GROUP CUSTOMER # UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ RD., TÉMECULA, CA 92591-5686 (951) 676-0010 MURRIETA. CA Service Direct (951) 491-2150 PAGE 3 HOME: CONT: EPA # CAR 000146647 BAR # ARD00249903 BUS: CELL: SERVICE ADVISOR: 3232 Steve Hudson COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG <u>TU</u>NGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 34846/34852 PROD. DATE WARR, EXP. DEL DATE PROMISED PONO RATE PAYMENT INV. Comp 22APR12 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 (m/c) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 archertenbangage Original Estimate (Farts & Labor) Total Additional Cost Authorized Approved By WASTE DISPOSAL DESCRIPTION TOTALS Authorization Obtained By: COSTS: LABOR AMOUNT □Telepone □Fex (See Attached) □E-mail (See Attached) 0.00 charge to cover costs associated PARTS AMOUNT with the handling, management 0.00 levised Estimat and disposal of toxic wastes or ☐ Telepane ☐ Fey (See Atlantical) ☐ E-melt (See Atlantic GAS, OIL, LUBE 0.00 hazardous substances under SUBLET AMOUNT 0.00 y signing below, you acknowledge that you were notified of and authorized the California and Federal Law. galership to perform the services/mpairs itemized in this invoice and that you received it had the opportunity to inaped) any replaced parts as requested by you. WASTE DISPOSAL COSTS 0.00 ALL PARTS ARE NEW TOTAL CHARGES UNLESS OTHERWISE 0.00 IOTICE TO CONSUMER: PLEASE READ IMPORTANT INDICATED. LESS INSURANCE VFORMATION ON BACK. 0.00 Some Parts Not Returnable SALES TAX ٥. . 00 CUSTOMER SIGNATURE AUTHORIZEO DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT 0.00

EA ECCAP @2005 ADE (04/08) SERVICE INVOICE TYPE 2 . SIGC. SUBSTITUTE MARRIANTIC DATASET

XealerCAP の2006 ARP 104/194



CA

CUSTOMER #: UNIT# CTR0398

MURRIETA,

HOME !



AUTO GROUP

INVOICE

PAGE 2

DCH Chrysler/Jeep/Dodge of Temecula

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

(N/C)

BUS:	CELL:	OFFICE AND SEC	EPA # CAR 000148647 BAR # ARD00249903
COLOR		SERVICE ADVISOR:	TO THE PERSON OF
		VIN	CICENSE MILEAGE IN / OUT TAG
TUNGSTEN M 11	DODGE CHARGER	20201.200001	
	CONTRACTOR OF THE CONTRACTOR O	2B3CL3CG8BH	35769/35769
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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.

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0.00

EST: 0.00 07DEC12

CONTACT: MAIN: 951-252-3218





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Original Estimata (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Dam & Time	Authorization Obtained By:] 22
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AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or nazardous substances under California and Federal Law.	LASOR AMOUNT	0.00
	PARTS AMOUNT	0.00
		0.00
	SUBLET AMOUNT	0.00
ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *	0.00
UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	0.00
	LESS INSURANCE	0.00
Some Parts Not Returnable	SALES TAX	0.00
HIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Taillamps
Notes _____

24/

AGENTIA SOLO EL MOSO

PINK - FOLLOW-UP FILE

Left Rear Tire

Tread Depth

Right Rear Tire

Tread Depth



100 Years Under the Hood



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

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVIC	E CENTER	INFORM.	VTION.
Murrieta CA		VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218		GN0115- MANAGE 40430 C ARD# 26 Murrieta 951-696	R; Javier M alifornia Oa 58162 EPA# , CA 92562 -2882	oreno iks Rd. / CAL0003	
MAINTENANCE CHECKS		SERVICES PERFORMED	Kanggan dan Manggan				z jiron jarez szensky sas Zengin, estenniszta fizik
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 Valvoline 5W30 Conventional Motor	1.00	EA			
Power Steering Fluid Level	Not Checked	Oil Oil	5.90	QT			
Battery	Checked-OK	Discount (MALF)					-20.00
Windshield Wash Fluid Level	Added	Hazardous Waste Fee	1.00	ËΑ			1.49
Coolant Reservoir Level	Checked-OK	Discount (HALF)					-0.79
Fire Pressure	Checked-OK	Extra Oil Charge					4.49
	Front 34 Rear 34	Discount (HALF)					-2.25
Fransmission Fluid Level	Sealed						
VC Refrigerant	Not Checked						
4.							
		'					
		1					

NEXT VISIT	Subtotal	22.97
Tire Rotation .	Parts Subtotal	11.23
Rear Differential	Labor Subtotai	11.74
Fuel System	Tax	0.90
Fuel Filter	Total	23.87
ower Steering	Visa (*5329)	23.87
OMMENTS	Change Due	0.00

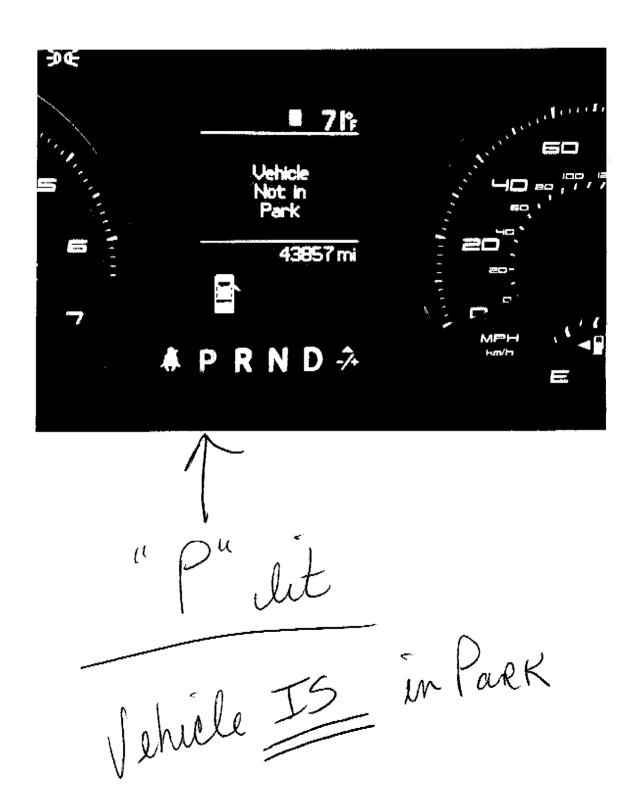
Caronnide agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

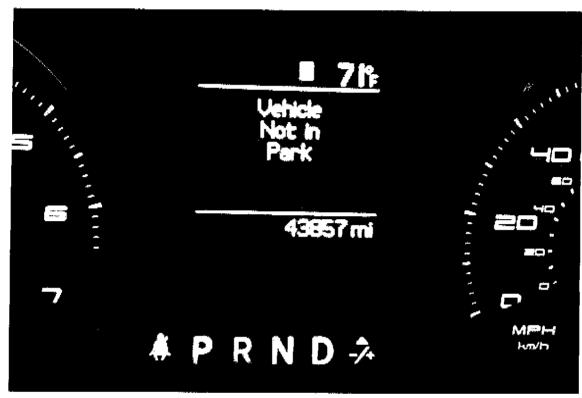
\$10 OFF an oil change for your 2nd car! Limited line effer, not yolid on fleet scholes, cannot be combined with any other of charge discounts

CSR;

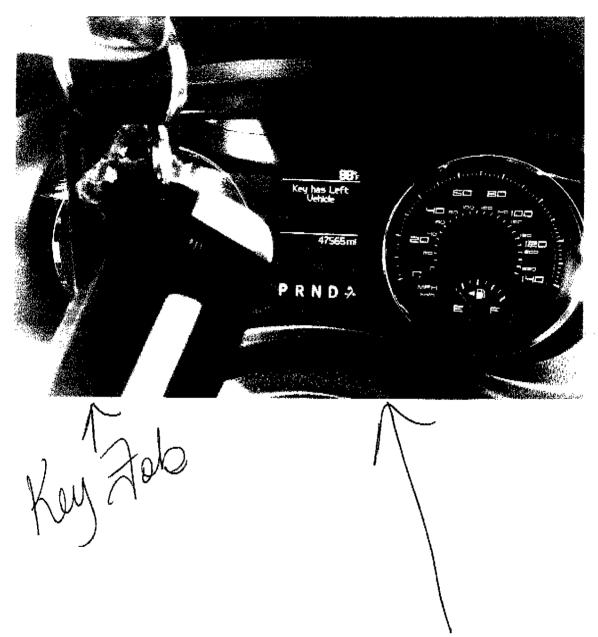
Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted.*Premium oil filter charge may apply **Haz

increase in the original estimated





A Wald



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

CUSTOMER INFORMATION	A Phillips (MA SA VIII)	3、北海 沙产科和 森林区外的特别性的企业的企业的大量和企业的企业。	التكامية إلى والماكن	ألبث مايز بوزغطة يعاويك		تقفات إكريس ويصور وللالة	
MURRIETA, CA		VEHICLE INFORMATION VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218 CURRENT MILEAGE: 47,693		VALVOLI GN0115 MANAGE 40430 C ARD# 26 Murrieta 951-696		T OIL CHA oreno iks Rd. # CALOOO!	NGE 370666
MAINTENANCE CHECKS				***			All and the state of the state
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(
Oil Drain Plug & Gasket	Checked-OK	Tire Rotation			0.00	21.99	21.9
Brake Fluid Level	Checked-OK	Conventional Oil Change Valvoline Oil Filter V0110			16.51	23.48	39.9
Battery	Sealed	Valvoline 5W30 Conventional Motor	1.00 5.90	EA QT			
Windshield Wash Fluid Level	Added	OII.	3130	٧.			
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	ĘΑ			1.4
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oll Charge					4.4
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
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		,					
OUR SERVICE TEAM: CSR: J	avier TOPSIDE:	Javier, Cody BOTTOMSIDE: Kyle					
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	avier TOPSIDE:	Javier, Cody BOTTOMSIDE: Kyle				(CNB13) -10.0
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VEXT VISIT Fuel System Fuel Filter Rear Differential Power Steering					Amt After Park Labo	t (CNB13 Discounts Subtota or Subtota Ta:) -10.0 t 57.9 d 22.4 d 35.4 x 1.8 l 59.7

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

"limited time offer, not valid on fleet vehicles, cannot be combined with any other cilcharge discounts EXPIRES 30 DAYS FROM DATE OF INVOICE Code: INV2

Oll 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)
of an increase in the original estimated

agreemant between the cardholder and issuer.

WESTMAN

PAGE 30/30

ASTÉMOTIVA SPECIAL LES ALBYS AVENIDA ALVARADO TEMECILA CA 92698 (931 1 090 5574 MIO 18 (18) 12 1791

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718.84	CURTOTES - Add me
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TRINK YOU FOR YOUR BUGINESS Business Hours 7:30-5:	30pm MON-FRI

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.
12/7/20 12	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

11/22/2013 13:4/

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WEG I BOX

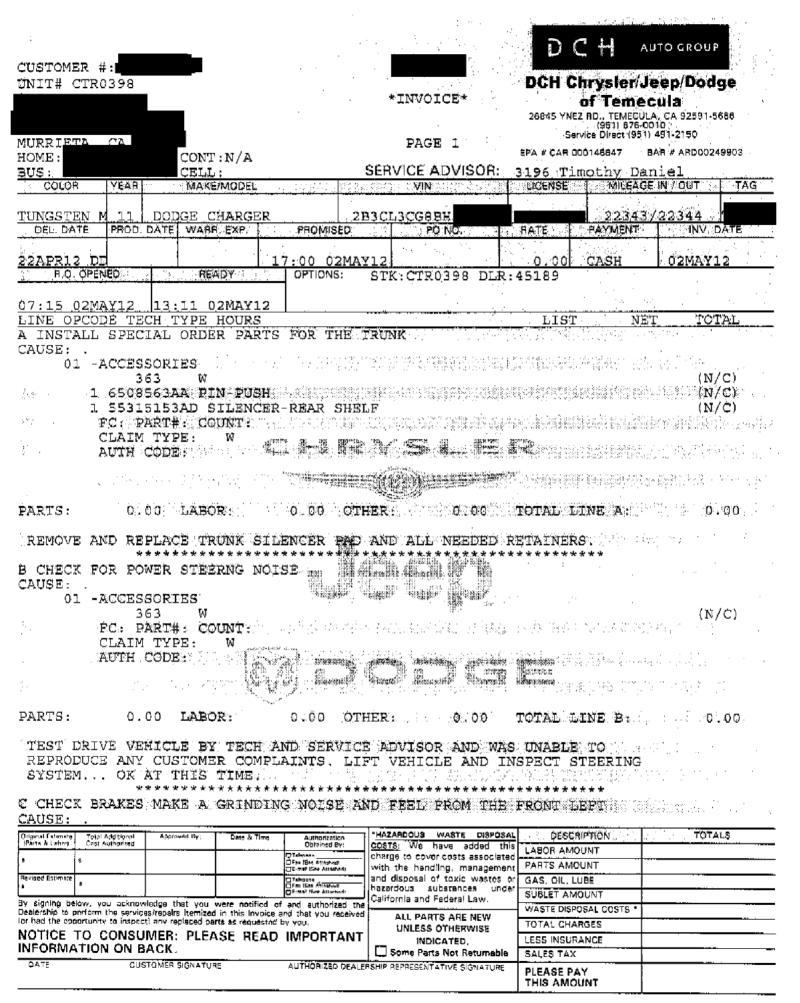
PAGE 02/30

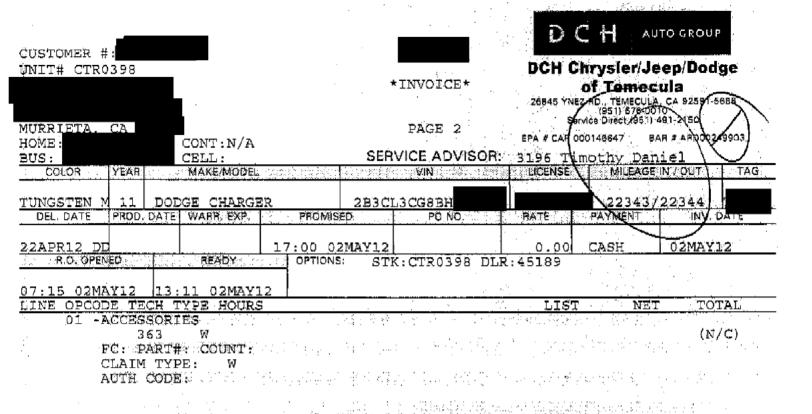
Date	Mileage	Description	Resolved
Jan – Present	Various	Called DCH multiple times regarding key fob problems, grinding brakes and parking brake not working again; also, air conditioning vent, previously "fixed" had fallen down into dashboard; was told that they would be happy to inspect, but I would 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	Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc. 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.	NO- Fob / Brakes, Parking Brake
		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)	
November 2013		Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.	
		Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.	

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		DCH	AUTO GROUP
CUSTOMER #: UNIT# CTR0398		DCH Chrysler	Jeen/Dodge
with the state of	*INVOICE*	of Teme	
		26845 YNEZ RD., TEMECI (951) 676	JLA, CA 92591-5686 0010
MURRIETA, CA	PAGE 1	Service Direct (95 EPA # CAR COD148647	BAR # ARDOD249903
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b San San Atlantard	and disposal of toxic wastes or hezerdous substances under California and Federal Law.	GAS, OIL, LUBE SUBLET AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repeirs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.		WASTE DISPOSAL COSTS *	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT	4.4	TOTAL CHARGES LESS INSURANCE	
INFORMATION ON BACK. DATE CUSTOMER SIGNATURE AUTHORIZED DEALE	Some Parts Not Roturnable	SALES TAX	
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DealerCAP @2000 ADD (04/08) SERVICE INVOICE TYPE 2 - SIZC - THUTED WARRANTY - CAUSDRING - 00000000





PARTS:

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OFFICE OTHER

TOTAL LINE C

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





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CUSTOMER #: UNIT# CTR0398



DCHAUTO GROUP

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

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

MURRIETA. PAGE 1 EPA # CAR 000146847 BAR # ARD00249903 CONT: N/A HOME BUS: CELL: SERVICE ADVISOR: 544 DENNIS WILLIAMS COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TUNGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 25612/25612 DEL DATE PROD DATE WARR EXP. PROMISED HATE % PO NO. PAYMENT NV. 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 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 OTS.
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1151 ISA (N/C)

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 CHECK. PARTS: 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 & Lebor)	Total Additional Cost Authorizad	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this		TOTALS
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BAR # ARD00249903

CUSTOMER #: UNIT# CTR0398

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MURRIETA.

HOME:

PARTS:



INVOICE

D C H AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 676-0010

Service Direct (951) 491-2150

PAGE 2

SERVICE ADVISOR: 544 DENNIS WILLIAMS

EPA # CAR 000146647

BUS: CELL: COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT YEAR TAG TUNGSTEN M DODGE CHARGE 2B3CL3CG8BH 25612/25612 DEL DATE PROD DATE WARR EXP. PROMISED PO NO. RATE PAYMENT INV. DATE

22APR12 DD WAIT 22JUN1 CASH 22JUN12 READY R.O. OPENED OPTIONS: STK:CTR0398 DLR:45189

07:56 22JUN12 <u>09:50 22JUN12</u>

LINE OPCODE TECH TYPE HOURS

PRESSURE AS INDICATED ON THE VEHICLES TIRE

PRESSURE LABEL. ADJUSTED TO

CONT:N/A

3.181 ISA

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CONTACT: WILL WAIT: TOTAL IS

***\$25:00 BAL IS FREE OIL CHANGE



*HAZARDOUR

AUTHORIZED DEALERSHIP REPRESENTÄTIVE SIGNATURE



Original Estimate (Parts & Labor)	Total Additional Goal Authorized	Approved By:	Date & Time	Authorization Obtained By:
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Rovistad hatimate 3	5			□ Talepone □ Fite (Sum Altenber) □ F: MAIL (Base Attrophys)

By signing below, you acknowledge that you were notified of and authorized the Destership 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 SIGNATURE

We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes of hazardous substances unde California and Federal Law.

WASTE

DISPOSAL

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

s	DESCRIPTION	IOIALS
s d	LABOR AMOUNT	36.00
ŧ	PARTS AMOUNT	24.10
er er	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	5i 97

DCH Chrysler Jeep Dodge 9514912140 26845 Ynez Road Temecula CA

。 1980年以表现的政策<u>學學和新特別學學</u>



Customer Name	R.O. Number	- <u> </u>	
	T.C. Number	Phone	Vehicle Year/Model Checked and OK Will need future attention
VIN Number	Mileage	Date	Requires immediate attention Not applicable
EXTERIOR CHECKUP	UNDERHOO	D CHECKUP	UNDER VEHICLE CHECKUP
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ORIGINAL - CUSTOMER COPY, CANARY - DEALER FILE, PINK - FOLLOW-UP FILE

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WESTMAR

PAGE 11/30



100 Years Under the Hood



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

USTOMER INFORMATION		VEHICLE INFORMATION		SERVICE	CENTER	NFORMA	TION \
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ensnession Fluid Level	Sealed						
C Refrigerant	Not Checked						

NEXT VISIT RECOMMENDATIONS SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES Rear Differential Huel Filter ∦Oi! Change Tire Rotation <u>Power Steering</u> COMMENTS

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

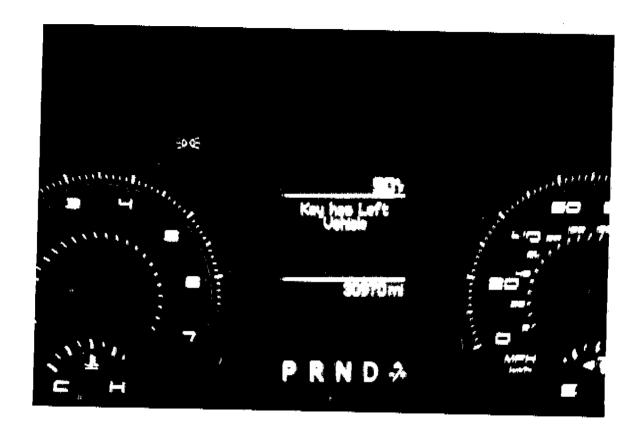
Subtotal 34.48 Parts Subtotal 17.49 Labor Subtotal 16.99 Tax 1.36 Total 35.84 Vísa (35.84 Change Due 0.00

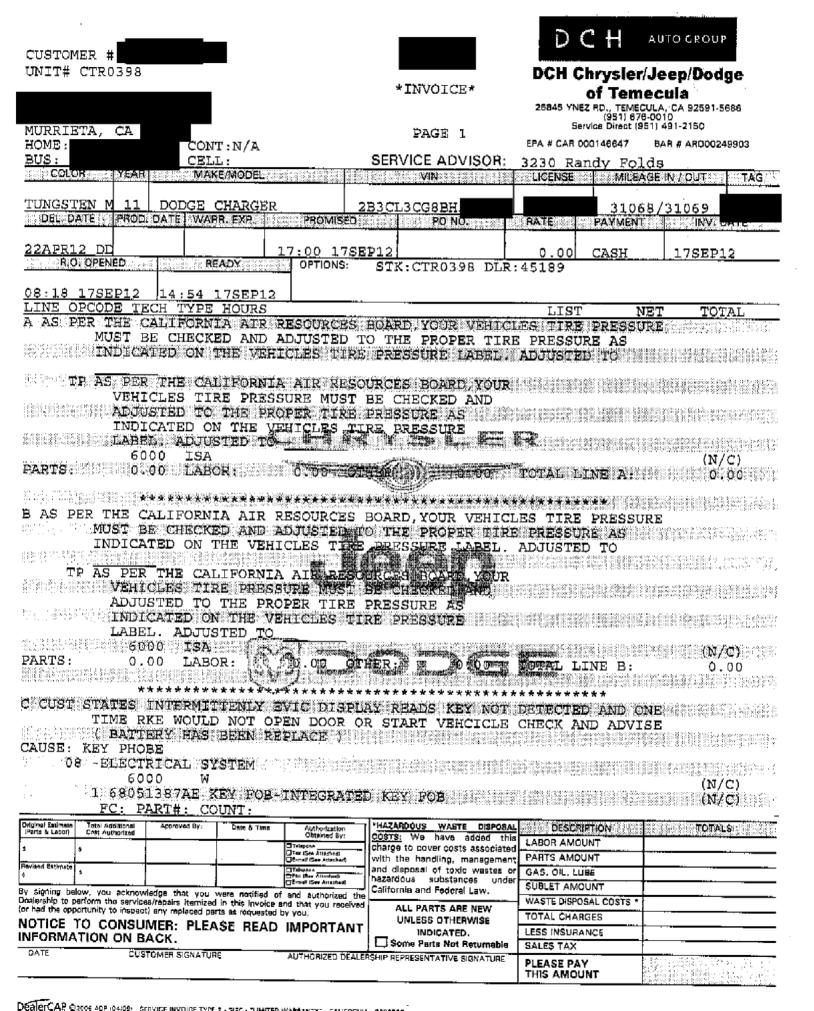
Carribolder agrees to pay to issuer total charges per the

"Dimmed time offer, not valid on their vehicles, capacitive continued with any other infolloring educations."

mlag: 30,970

Sept 2012

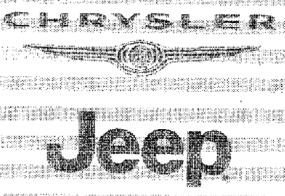




CUSTOMER #:			DCH	AUTO GROUP
UNIT# CTR0398		·	DCH Chrysle	r/Jeep/Dodge
	_ DCh	<u>/</u>	of Ten 26845 YNEZ RD., TEM	necula ECULA, CA 92591-5888
MURRIETA, CA	Refused heck go	0 To	(961) 6 Service Direct	ECULA, CA 92591-5686 78-0010 (951) 491-2150
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JA.	nless & s	paid for 1	HATE PAYMEN	TO SEE HINVALLANDERS
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lavised Estimata 8	□ E-meh (Soe Asteched) □ Telepope □ Per (See Asteched) □ E-mell (See Asteched)	with the handling, management and disposal of toxic wastes or hazardous substances under	GAS OF THE	
y signing below, you acknowledge that you were notification and the perform the services/repairs itemized in this low is had the accordingly to leave the discountry to leave the construction of the construc	ied of and authorized the	California and Federal Law.	SUBLET AMOUNT WASTE DISPOSAL COSTS *	
IOTICE TO CONSUMER: PLEASE RE	88těd by vou.	ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.	TOTAL CHARGES	
DATE CUSTOMER SIGNATURE		Some Parta Not Returnable RSHIP REPRESENTATIVE SIGNATURE	SALES TAX	Booth was to be a Second
		The state of the s	PLEASE PAY THIS AMOUNT	

11/22/2013 13:47 3314316331 WESTMAR FAGE 13/3

 $D \subset H$ AUTO GROUP CUSTOMER #: UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula NEZ RO TEMECULA, CA 9259 19571 079-0010 Service Direct (95% 491-2150/ 26845 YNEZ RD: MURRIETA ጣለ PAGE 3 HOME: CONT:N/A EPA # CAR 000146647 JID00249903 BUS: CELL: SERVICE ADVISOR: 3230 Folds Randy COLOR YEAR! MAKE/MODEL VIN LICENSE MILEAGE IN / TAG TUNGSTEN DODGE CHARGER 2B3CL3CG8BH 31068 PROD. DATE WARR, EXP PROMISED DEL. DATE PO NO. RATE PAYMENT JNV. DATE 22APR12 DI7:00 17SEP12 CASH 0.00 17SEP12 R.O. OPENED READY OPTIONS: STK: CTR0398 DLR: 45189 14:54 17SEP12 08:18 17SEP12 LINE OPCODE TECH TYPE HOURS LIST NET TOTAL



				•	
Original Estimate (Parte & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:	"HAZARDOUS WASTE COSTS: We have ad
	1				charge to cover costs a with the handling, ma
Ravised Estimate	9		""		and disposal of toxic v hezerdous substances

Note: The feet of the second o

Sy signing below, you acknowledge that you were notified of and authorized the Dealarship to perform the services/repairs itemized in this involce and that you received or had the apportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALE

┙	COSTS: We have added this
╗	charge to cover costs associated
- 1	with the handling, management
7	and disposal of toxic wastes of hezerdous substances under
1	hezerdous sybatances under
	California and Federal Law.
ed .	
_	ALL PARTS ARE NEW
_	UNLESS OTHERWISE

nd that you received y you. IMPORTANT	Hai see atuebares			
	INDICATED.			
	Some Parts Not Returnable			
AUTHORIZED DEALER	SHIP REPRESENTATIVE SIGNATURE			

L	DESCRIPTION	TOTALS
s d	LABOR AMOUNT	26.95
t	PARTS AMOUNT	0.00
r	GAS, OIL, LUBE	0.00
١,	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 2C

EalerCAP © 2008 ADD (04/03) SERVICE INVOICE TYPE Z - SIZC - "LIMITED WARRANTY" - CANTORNIA - 2698022

BST: 26.95 178BP12 09:18 SA: 3230

RO# _____

AUTO GROUP

Year/Make/Model _ Color _____

Driven by a better way-

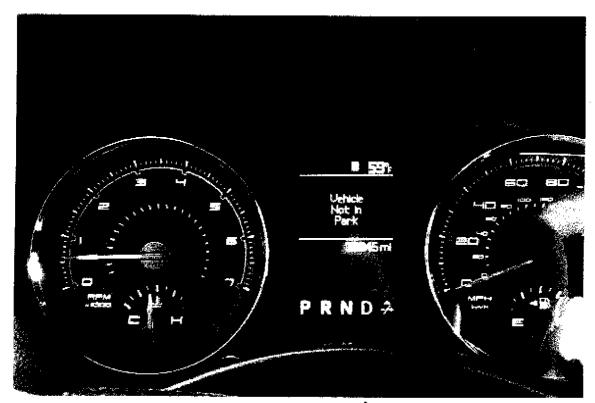
Mileage 3/068 Service Consultant ___

2182_ VIN#_

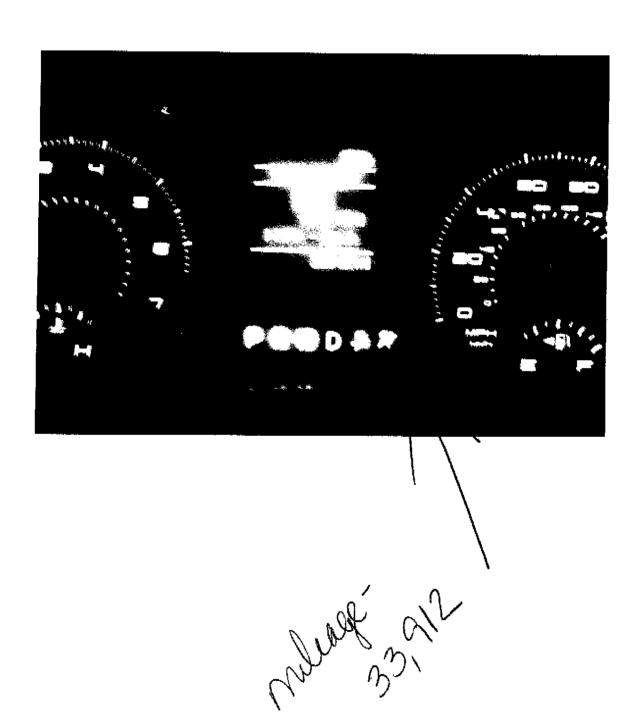
9514916331

Customer Name _

		INS	PECTION RESULT - OK SANOTORIE TURE TO BE SEED TO SEED	R:ATTEN	ITION GO	SECURES IMME	DIATE ATTENTION
			Inspect Each Service	A COLUMN TO A	And the same of the control of the c	es/Measure Tire	
	〕 Ç □ H	I MANNEY	Window washer fluid level	Three /	russure/Ser to ny Recommendation		Rear Z/3
	E		Automatic transmission fluid level/condition	Statement	7/32 or greater		
	K		Brake fluid level/condition		4/32 to 6/32		7/32 or greater 4/32 to 6/32
	A F		Power steering fluid level/condition		3/32 or less	$\mathcal{M}_{\mathcal{A}}$	4/32 to 6/32
	1:		Coolant recovery reservoir fluid level/condition		•	3	9/92 01 168g
	L	1 3 1 1 ₀	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)		7/32 or greater	1	7/32 or greater
		· · · ·	Windshield for cracks, chips and pitting	\$.a. 64	4/32 to 6/32		4/32 to 6/32
			Operation of horn, interior and exterior lights	<u> </u>	3/32 or less		3/32 or less
			Windshield washer spray and wiper operation	Sta	te Inspect	ion	
			Cooling system for visible leaks and damage		e Date:		
			Oil and/or fluid leaks (Specify)	Special section of	Measuro	Front / Rear Bra	ke Linings
			Constant velocity (CV) drive axie boots (if equipped)		ДN	K. J. W.	心上
			Exhaust system (leaks, visible damage, loose parts)		IF O	10/32	
			Drive bolt(s)	5		NAA	
	1 1 5 2 4 1		Steering, steering linkages/wheel bearing play		┵┈		
			Suspension (shocks/struts for bounce/leaks/damage)		L	11/22	
			Brake lines, hoses, parking brake				
		, i	Battery terminals (cleen, if necessery)				
	1.77		Ciutch operation (if equipped)		Over 5m	m (Disc) or Over 2mm	or (Drum) me(Drum)
			Recommended Additional Service	S CONSTRUCTION OF THE PARTY OF	Less than:	3mm (Disc) ar 1mm or	less (Drum)
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Υ		N	Air Filter	200000000000000000000000000000000000000			
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Υ		N	Brakes (Specify)				- 4415
Υ		N	Other			7 11	
				7	Ð	C H _ AUD 6	าเมือง



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CUSTOMER #: UNIT# CTR0398 MURRIETA, CA HOME: CONT:



INVOICE

AUTO GROUP

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 BUS: CELL; SERVICE ADVISOR: 3232 Steve Hudson COLOR YEAR MAKE/MODEL VINE LICENSE MILEAGE IN / OUT TAG TUNGSTEN M DODGE CHARGER 2B3CL3CG8BH 34846/34852 DEL DATE PRODIDATE WARR EXP PROMISED PO NO. RATE PAYMENT INV. DATE 22APR12 <u> 17:00 23NO</u>V12 .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 ROLE 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: FART#: COUNT: 5 CLAIM TYPE: W AUTH CODE:

PARTS: 0.00 LABOR: 0.00 MOTHER: 0.00 TOTAL LINE A. 0.00 B CUSTOMER STATES THAT WHEN DRIV

SEARCH DECASTONS THAT SHE WILL FORS UP AND SAYS "VEHICLE NOT IN GET A WARNING IN THE DASH THAT PARK". IT USUALLY COMES ON WHEN THE CAR TS DRIVING AROUNG 40 MPH OR SO.

CAUSE: CHECKED COMPUTER FOR _FAULTS, NONE STORED. COULD NOT DUPLICATE. andress spile

STORY OF THE STORY

01 ACCESSORIES 8000 W FC: PART#: COUNT!

CLAIM TYPE: W

(N/C)

AUTH CODE:

DATE

PARTS: 0.00 LABOR: 0.00 CTHER: 0.00 TOTAL LINE B:

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING

Total Additional Cost Authorises Date & Time Authorization Obtained By: Faldporse Fay (8 no Attachad) E-mail (Sae Attacha Revisind Eaglimate

ly signing below, you acknowledge that you were notified of and authorized the Designship 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 NFORMATION ON BACK.

CUSTOMER SIGNATURE

COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazerdous aubstances under California and Federal Law

"HAZARDOUS WASTE DISPOSAL

a restruction

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

TOTALS LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT WASTE DISPOSAL COSTS TOTAL CHARGES LESS INSURANCE SALES TAX

DESCRIPTION

PLEASE PAY THIS AMOUNT

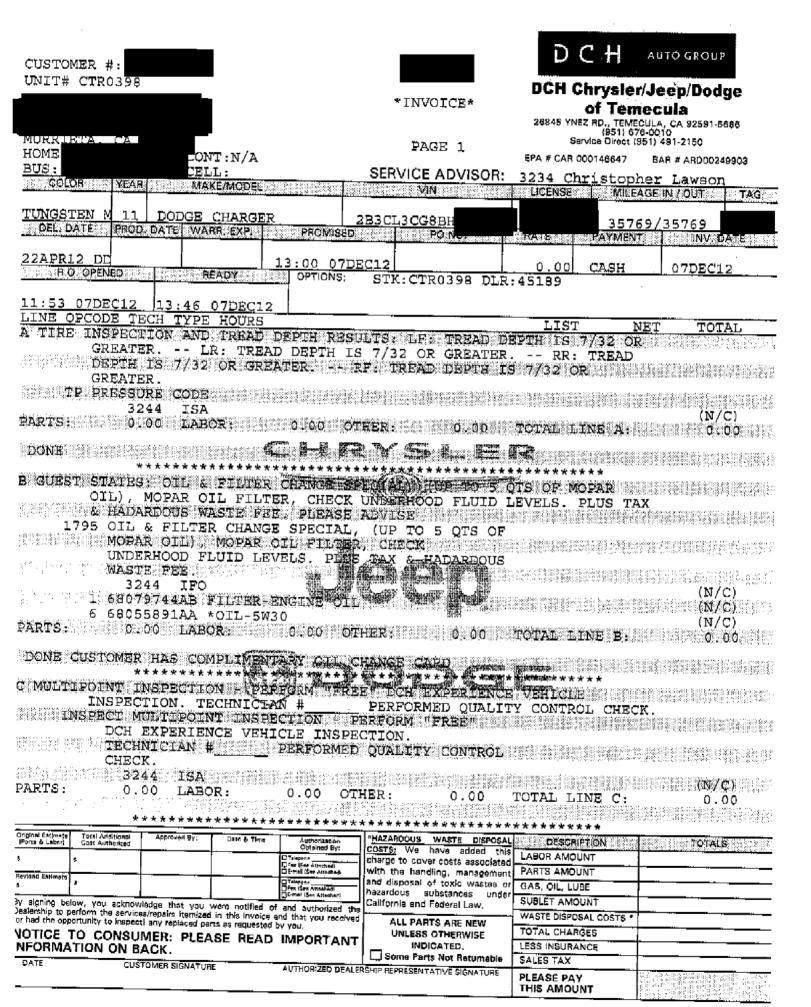
XEATERCAP @ 2008 ADP (04/08) SERVICE INVOICE TYPE 2 - 8/20

CUSTOMER #: UNIT# CTR0398		DCF	AUTO GROUP
	INVOICE	of Ten	r/Jeep/Dodge necula
MURRIETA, CA		26845 YNEZ RD., TEMI (951) 6	CULA, CA 92591-5686 78-0010 951) 491-2150
HOME: CONT:	PAGE 2	EPA # CAR 000146647	951) 497-2150 9AR # ARD00249903
BUS: CELL:	SERVICE ADVISOR:	3232 Steve Hu	
GOLUR YEAR MAKE/MODEL	VIN	LICENSE MILE	AGE IN / OUT TAG
TUNGSTEN M 11 DODGE CHARGER	BBCL3CG8BH	240	4.5 (0.405)
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22APR12 DD 17:00 23NO	3173.0		j
READY OPTIONS:		0.00 CASH :45189	23NOV12
10:19 23NOV12 15:50 23NOV12			
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D CUSTOMER STATES THAT AT TIMES WHEN T PARK, IT IS HARD TO GET IT OUT		CAR OUT OF	
EFFORT OR TIME	'AND IT SEEMS TO	TAKE A LOT OF	######################################
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d 8 □ Trinnete □ Frv Ibre Attrebed □ □ Frv Ibre Attrebed	charge to cover costs associated with the handling, management	PARTS AMOUNT	
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y signing below, you acknowledge that you were notified of and authorized the	California and Federal Law.	SUBLET AMOUNT WASTE DISPOSAL COSTS *	
inac the opportunity to inspect) any replaced parts as requested by you.	ALL PARTS ARE NEW UNLESS OTHERWISE	TOTAL CHARGES	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT NEORMATION ON BACK.	INDICATED. Some Parts Not Returnable	LESS INSURANCE	
	RSHIP REPRESENTATIVE SIGNATURE	SALES TAX PLEASE PAY	
	i	THIS AMOUNT	

11/22/2013 13:47 9514916331 WESTMAR PAGE 21/30 AUTO GROUP CUSTOMER # UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ RD., TÉMECULA, CA 92591-5686 (951) 676-0010 MURRIETA. CA Service Direct (951) 491-2150 PAGE 3 HOME: CONT: EPA # CAR 000146647 BAR # ARD00249903 BUS: CELL: SERVICE ADVISOR: 3232 Steve Hudson COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG <u>TU</u>NGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 34846/34852 PROD. DATE WARR, EXP. DEL DATE PROMISED PONO RATE PAYMENT INV. Comp 22APR12 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 (m/c) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 archertenbangage Original Estimate (Farts & Labor) Total Additional Cost Authorized Approved By WASTE DISPOSAL DESCRIPTION TOTALS Authorization Obtained By: COSTS: LABOR AMOUNT □Telepone □Fex (See Attached) □E-mail (See Attached) 0.00 charge to cover costs associated PARTS AMOUNT with the handling, management 0.00 levised Estimat and disposal of toxic wastes or ☐ Telepane ☐ Fey (See Atlantical) ☐ E-melt (See Atlantic GAS, OIL, LUBE 0.00 hazardous substances under SUBLET AMOUNT 0.00 y signing below, you acknowledge that you were notified of and authorized the California and Federal Law. galership to perform the services/mpairs itemized in this invoice and that you received it had the opportunity to inaped) any replaced parts as requested by you. WASTE DISPOSAL COSTS 0.00 ALL PARTS ARE NEW TOTAL CHARGES UNLESS OTHERWISE 0.00 IOTICE TO CONSUMER: PLEASE READ IMPORTANT INDICATED. LESS INSURANCE VFORMATION ON BACK. 0.00 Some Parts Not Returnable SALES TAX ٥. . 00 CUSTOMER SIGNATURE AUTHORIZEO DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT 0.00

EACCAP \$2006 ADE (04/08). SERVICE INVOICE TYPE 2 . SIZE . SIZE MARKET WARRANTS. DALVES

XealerCAP の2006 ARP 104/194



CUSTOMER #: UNIT# CTR0398

CA

MURRIETA

HOME:

avisod Estimate

DATE

B



AUTO GROUP

INVOICE

PAGE 2

DCH Chrysler/Jeep/Dodge of Temecula

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

EBA # CAD ODOLADOAR

DITO		CO11 1 + 14/ 27	1			E(M # Q	MN 000146647	BAK # ARDOO	249903
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11:53 07DEC12 13:46 07DEC12

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CALL I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER

ON MATTERS CONCERNING MY VEHICLES.

9514916331

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

EST: 0.00 07DEC12

□Tnispons □For (See Attached) □E-miN (See Attached)

CONTACT: MAIN: 951-252-3218



LAS TELEVE SELECTER EELE EFFER Kiginal Estimata (Parts & Labor) Total Additional Cost Authorized HAZARDOUS Date & Time WASTE DISPOSAL DESCRIPTION TOTALS Authorization Obrained By: COSTS: We have added this

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Talanana _ y signing below, you acknowledge that you were notified of and authorized the ealership to perform the services/repairs itemized in this invoice and that you received if had the opportunity to inspect) any replaced parts as requested by you.

IOTICE TO CONSUMER: PLEASE READ IMPORTANT VEORMATION ON BACK.

CUSTOMER SIGNATURE

with the handling, management and disposal of toxic wastes or hazardous substances undor California and Federal Law. ALL PARTS ARE NEW **UNLESS OTHERWISE**

INDICATED. 🔲 Some Parts Not Returnable

LASOR AMOUNT 0.00 charge to gover costs associated PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 WASTE DISPOSAL COSTS 0.00 TOTAL CHARGES <u>0.0</u>0 LESS INSURANCE 0.00 SALES TAX O. ÓΟ PLEASE PAY

THIS AMOUNT

0.00

WESTMAR

9514916331

13:47

11/22/2013

DCH Chrysler Jeep Dodge 9514912150 26845 Ynez Road

1.00 #343



	ILA, CA 92589					
VIN Number	35769 Mileage	Phone 12/7//2 Date	Vehicle Year/Model Checked and OK Will need future attention Requires immediate attention Not applicable			
EXTERIOR CHECKUP	UNDE	ERHOOD CHECKUP	UNDER VEHICLE CHECKUP			
Left Front Wipers Oil Change Interval Indicator Reset	Power Steefing Fluid Washer Fluid Brake Rose	Belts Air Filter Air Filter Air Filter Ansmission Fluid:	Steering/Suspension Left Front Tire Tread Depth /32nds Left Front Brake Pads Front Brake Pads Left Axle Boots Transfer Case U-Joints Exhaust System			
Rear Wiper Taillamps Notes	Motor Man al	Me files sea	Left Rear Brake Pads B			

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					
Mucrieta CA		VIN: 2B3CL3CG8BH 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	Kappan ina. Madalah				z jir ja jane 1929, pjes, mag Pjenjing Birkin ji poja jekogiji
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 Valvoline 5W30 Conventional Motor	1.00 5.90	EA			
Power Steering Fluid Level	Not Checked	Oil	5.90	QT			
Battery	Checked-OK	Discount (MALF)					-20.00
Windshield Wash Fluid Level	Added	Hazardous Waste Fee	1.00	EA			1.49
Conlant Reservoir Level	Checked-OK	Discount (HALF)					-0.75
Tire Pressure	Checked-OK	Extra Oil Charge					4.49
	Front 34 Rear 34	Discount (HALF)					-2.25
Transmission Fluid Level	Sealed						
4/C Refrigerant	Not Checked						
4							
		•					
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NEXT VISIT	C.i.e.e.l	
Tino Detektor	5ubtotal	22.97
Tire Rotation .	. Parts Subtotal	11.23
Rear Differential	Labor Subtotal	11.74
Füël System	Tax	0.90
Fuel Filter	,	
•	Total	23.87
ower Steering	Visa (*5329)	23.87
COMMENTS		
	Change Due	0.00

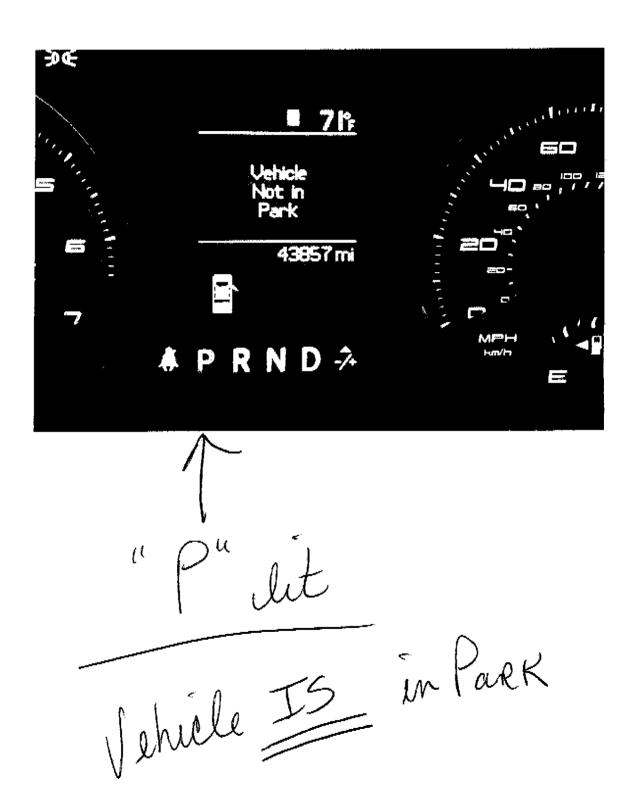
Caronnings agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

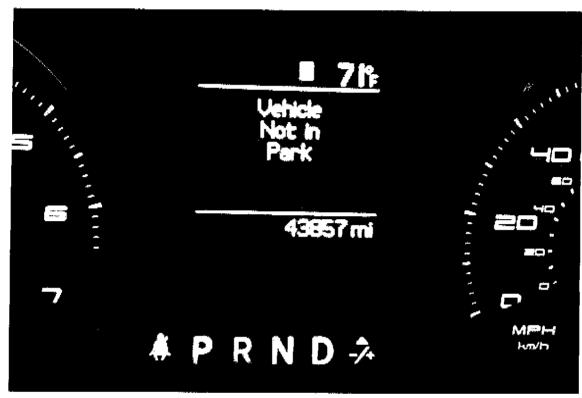
\$10 OFF an oil change for your 2nd car!

Oil change includes up to 5 quarts of motor oil and a new *standard oil filter.

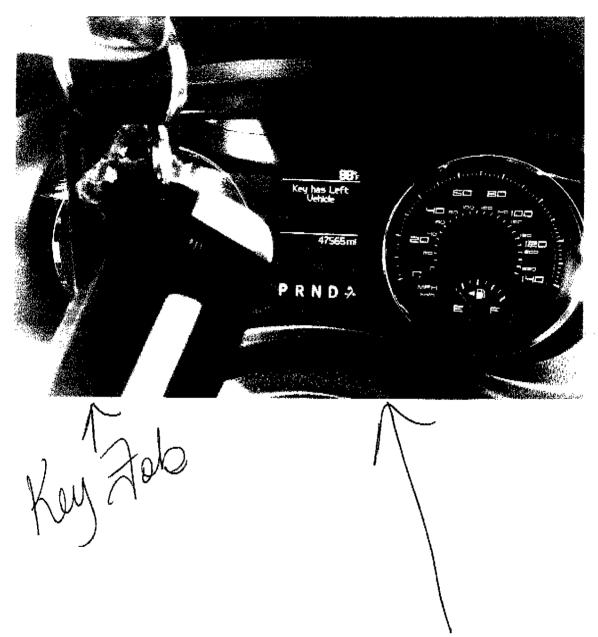
Parts are new unless otherwise noted.*Premium oil filter charge may apply **Haz

increase in the original estimated





A Wald



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

CUSTOMER INFORMATION		VEHICLE INFORMATION	US 위한병	SERVAGI	e center	INFORM	ATION
MURRIETA, CA		VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 Ft ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218		VALVOLI GN0115 MANAGE 40430 C ARD# 26	NE INSTAN	T OIL CHA oreno iks Rd.	NGE
MAINTENANCE CHECKS		CURRENT MILEAGE: 47,693		951- 696-	2882		
Lubrication Points	CII	SERVICES PERFORMED	1		的時期,即		
Oil Drain Plug & Gasket	Sealed		QTY	UNIT	PARTS	LABOR	AMOUNT(
_	Checked-OK	Tire Rotation			0.00	21.99	21.9
Brake Fluid Level	Checked-OK	Conventional Oil Change Valvoline Oil Filter V0110	1.00		16.51	23.48	39.9
Battery	Sealed	Valvoline 5W30 Conventional Motor	1.00 5.90	EA QT			
Windshield Wash Fluid Level	Added	OII	3,36	Q.			
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	ĘΑ			1.4
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oll Charge					4.4
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
OUR SERVICE TEAM: CSR: J		Javier, Cody BOTTOMSIDE: Kyle					
vel System	Alaman da	ranger and the control of the contro				Subtota	
fuel Filter						: (CNB13	,
Rear Differential					Amt After		
ower Steering						s Subtota	
-					Labo	r Subtota Ta :	
OMMENTS		on the group of the control of the c				Tota	
		- market and a second part of the second part of th			Vis	a (*5329	
						ange Du	

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

"limited time offer, not valid on fleet vehicles, cannot be combined with any other cilcharge discounts EXPIRES 30 DAYS FROM DATE OF INVOICE Code: INV2

Oll 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)
of an increase in the original estimated

agreement between the cardholder and issuer.

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PAGE 30/30

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evised estimate is greater than original estimate I acknowledge notice and oral approval of an a the original estimate price. The standard labor marranty period is 6 worths or 6,000 miles. Check with the manufacturer of any equipment you say purchase to determine your specific ardware warrantee. NOTE: MIL USED COMPRENT CORRYS & 30 DOV MORROWTY.	increase :	N-TAXABLE PARTS:	492. <i>0</i> 0 190. 90
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saker Shepcking Date of Checks / 19#: Amount Paids \$; T£		721-36
TENM YOU FOR YOUR BUGINESS Business Hours 7:	30-5:30;	on MON-FRI	

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.
12/7/20 12	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

11/22/2013 13:4/

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PAGE 02/30

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	Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc. 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.	NO- Fob / Brakes, Parking Brake
		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)	
November 2013		Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.	
		Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.	

Original Estimata (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Tirre	Authorization Obtained By:	"HAZARDOUS WASTE DISPOSAL COSTS: We have added this
*	5				charge to cover costs associated with the handling, management
Revised Estimate s					and disposal of toxic wastes or hazardous substances under
By signing be	llow, you acknow	rladge that you s	vere natified e	1 and authorized the	California and Federal Law.

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NOTICE TO INFORMATIO

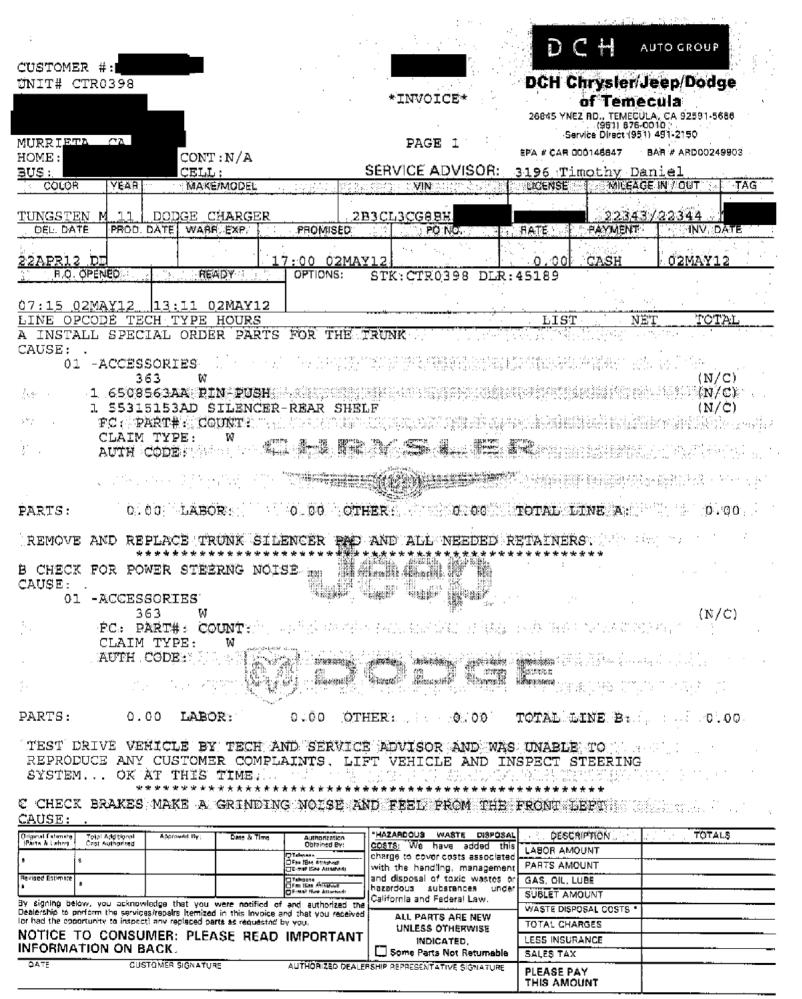
the	with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law.
ed.	ALL PARTS ARE NEW

is.	DESCRIPTION	TOTALS
is d	LABOR AMOUNT	0.00
١ţ	PARTS AMOUNT	0.00
) r 9 r	GAS, OIL, LUBE	0.00
,	SUBLET AMQUNT	0.00
_	WASTE DISPOSAL COSTS *	0.00
	TOTAL CHARGES	0.00
	LĒŠŠ INSURANCE	0.00
	SALES TAX	0.00
	PLEASE PAY	

DealerCAP @2006 ADD (04/08)

PARTS:

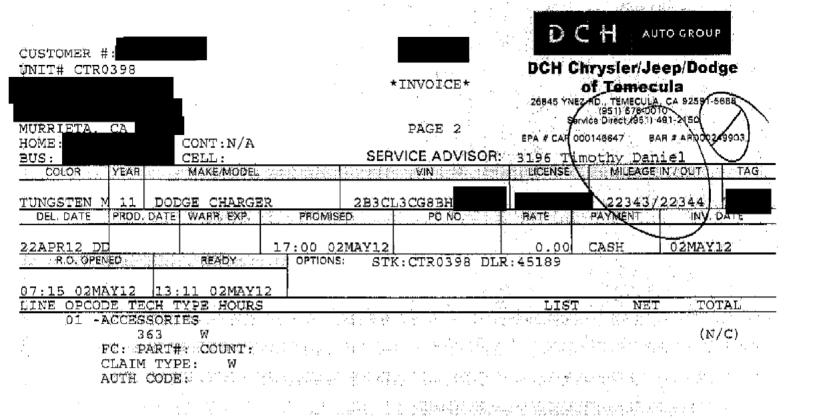
, you acknowledge that you ware notified of and authorized the	California and Federal Law.	SUBLET AMOUNT	0.00
orm the services/repairs itemized in this invoice and that you received	ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *	0.00
mity to inspect) any raplaced parts as requested by you.	UNII FOR ATTION	TOTAL CHARGES	0.00
ONSUMER: PLEASE READ IMPORTANT ON ON BACK.	- MOIGATED.	LĒŠŠ INSURANCE	0.00
	Some Parts Not Returnable	SALES TAX	0.00
CUSTOMER SIGNATURE AUTHORIZED DEALER	RŠHIP REPRESENTATIVĖ SIGNATURE	PLEASE PAY THIS AMOUNT	0.00



PARTS:

0.00

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



Approved By: Original Estimate (Parts & Labor) Tetal Additional Cost Authorized Date & Time Authorization Obtained By ⊏iTelepone []Eax ISaa Americada []E-mai/ ISaa Altecho **Havisad Fatimes**

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 receive for had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE

7	"HAZARDOUS WASTE DISPOSAL GOSTS: We have added this
1	COSTS: We have added this
.1	charge to cover costs associated
ı	with the handling, management
7	and disposal of toxic wastes or
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UNLESS OTHERWISE INDICATED. Some Parts Not Returnable

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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ent.	PARTS AMOUNT	0.00
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-	WASTE DISPOSAL COSTS *	0.00
	TOTAL CHARGES	0.00
	LEŞS INSURANCE	0.00
9	SALES TAX	0
	PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #: UNIT# CTR0398



DCH AUTO GROUP

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

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

MURRIETA. PAGE 1 EPA # CAR 000146847 BAR # ARD00249903 CONT: N/A HOME BUS: CELL: SERVICE ADVISOR: 544 DENNIS WILLIAMS COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TUNGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 25612/25612 DEL DATE PROD DATE WARR EXP. PROMISED HATE & PO NO. PAYMENT NV. 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 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 OTS.
NEW MOPAR OIL FILTER: SYNTHETIC & PREMIUM: 1 OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE VILLING NOMBER 1151 11.00 11.00 1 68079744AB FILTER-ENGINE OIL 6 68055891AA *OIL-5W30 3.35 2.60 15.60 24.10 LABOR: 11.50 BOTHER: 55.10 B MULTIPOINT INSPECTION - PERFORM "BEEF" DCH EXPERIENCE VEHICLE
INSPECTION. TECHNICIAN # PERFORMED OALITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. CONTROL OF THE C TECHNICIAN # PERFORMED QUALITY CONTROL IECK.

1151 ISA (N/C)

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

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 & Lebor)	Total Additional Cost Authorizad	Approved By:	Date & Time	Authorization Obtained By:	*HAZARDOUS WASTE DISPOSAL COSTS: We have added this		TOTALS
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		ti any replaced pa			1444 544 4	TOTAL CHARGES	
NOTICE	TO CONSU	IVIEK: PLEA	SE READ	IMPORTANT	INDICATED.	LESS INSURANCE	
	ATION ON B				Some Parts Not Returnable	SALES TAX	
DATE	GUS	STÖMER SIGNATUR	IE	AUTHORIZED DEÂLEI	ASHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	

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MURRIETA.

HOME:

BAR # ARD00249903

CUSTOMER #: UNIT# CTR0398 *INVOICE*

CONT:N/A

9514916331

DCHAUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 676-0010

Service Direct (951) 491-2150

PAGE 2

EPA # CAR 000146647

SERVICE ADVISOR: 544 DENNIS WILLIAMS

BUS: CELL: COLOR MAKE/MODEL LICENSE MILEAGE IN / OUT" YEAR TAG TUNGSTEN M DODGE CHARGE 2B3CL3CG8BH 25612/25612 DEL DATE PROD DATE WARR EXP. PROMISED INV. DATE PO NO. RATE PAYMENT 22APR12 WAIT 22JUN1 DD CASH 22JUN12 READY R.O. OPENED OPTIONS: STK:CTR0398 DLR:45189

07:56 22JUN12 <u>09:50 22JUN12</u>

LINE OPCODE TECH TYPE HOURS

PRESSURE AS INDICATED ON THE VEHICLES TIRE

PRESSURE LABEL. ADJUSTED

3.181

PARTS: 0.00 LABOR:

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0.00

D** PERFORM PLAT REPAIR LEFT

CAUSE: NAIL IN TIRE

O1 ACCESSORIES 3164

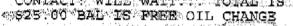
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MOUNTED AND BALANCED TIRE AND WHEEL ROAD TEST OK

EST: 0.00

CONTACT: WILL WAIT: TOTAL IS







Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
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By signing below, you acknowledge that you were notified of and authorized th Dealership to perform the sorvices/repeirs 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.

CUSTOMER SIGNATURE

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╧	COSTS: We have added this
]	charge to cover costs associated
1	charge to cover costs associated with the handling, management and disposal of toxic wastes or nazardous substances under California and Federal Law. ALL PARTS ARE NEW
7	and disposal of toxic wastes or
ı	hazardous substances under
_	California and Federal Law.
9	
•	ALL PARTS ARE NEW

UNLESS OTHERWISE INDICATED. Some Parts Not Returnable

AUTHORIZED GEALERSHIP REPRESENTATIVE SIGNATURE

AL	DESCRIPTION	TOTALS
nis ed	LABOR AMOUNT	36.00
пt	PARTS AMOUNT	24.10
er er	GAS, OIL, LUBE	0.00
er	SUBLET AMOUNT	0.00
	WASTE DISPOSAL COSTS *	0.00
	TOTAL CHARGES	60.10
	LESS INSURANCE	0.00
_	SALES TAX	1.87
	PLEASE PAY	£1 09

DCH Chrysler Jeep Dodge 9514912140 26845 Ynez Road Temecula CA

。 1980年以表现的政策<u>學學和新特別學會</u>



Customer Name	R.O. Number	- <u> </u>	
	T.C. Number	Phone	Vehicle Year/Model Checked and OK Will need future attention
VIN Number	Mileage	Date	Requires immediate attention Not applicable
EXTERIOR CHECKUP	UNDERHOO	D CHECKUP	UNDER VEHICLE CHECKUP
Headlamps Left Front Wipers Oil Change Interval Indicator Reset	Battery Check Floses Belts Power Steening Fluid Motor (Engire Coolant Tre Air Filter Cabin Air Filter Cabin Filtid	Steering/Suspension Right Front Tire art Depth /32nds t Front ke Pads Front Differential Axte Boots Transfer Case U-Joints Ednaust System Ednaust System
Rear Wiper Taillamps		Bra ●(Rear Differential Right Rear Brake Pads Brake Pads Brake Pads Right Rear Tire Depth /32nds Spare Tire Tread Depth /32nds

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

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WESTMAR

PAGE 11/30



100 Years Under the Hood



Invoice: 5156 / 7U3L-DIVÉ 08/23/2012 4:41:27 PN R

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVIC	e center	INFORMA	TION \
Murnella, CA		VIN: 283CL3CG88H 2011 DODGE CHARGER 6 CYL, 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		GN0115- MANAGE 40430 C AND# 26	R: Trevor S alifornia Oa 88162 EPA# , CA 92562	odia ks Rđ.	
MAINTENANCE CHECKS	The Control of the Art	SERVICES PERFORMED					والمرابع المبلغة والمرابع
Eubrication Point s	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(:
Oli Drain Plug & Gasket	Checked-OK	Conventional Oil Change			18.00	21.99	<i>7</i> 59.9
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110		ËA QT			
Battery	Not Checked	Oil	5.90	Ų			
Windshield Wash Fluid Level	Added	Discount (KEEP)					-10.0
Coolant Reservoir Level	Checked-OK	Extra Oil Charge					4.4
Man Bressure	Checked-OK Front 30 Rear 30				,		
menshrission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						

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 OF COMMEND REAR DIFFERENTIAL CHANGE

RECOMMEND CABIN AIR FILTER

 Subtotal
 34.48

 Parts Subtotal
 17.49

 Labor Subtotal
 16.99

 Tax
 1.36

 Total
 35.84

 Change Due
 0.00

Sign #36

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

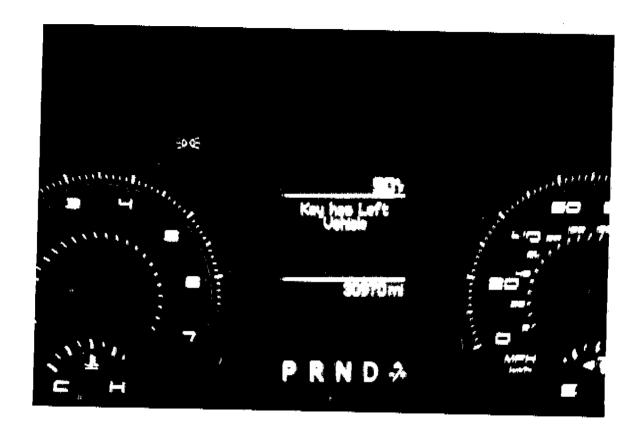
\$10 OFF an oil change for your 2nd car!

*Limited time offer, not valid on their vehicles, cannot be continued with any other articles up-discourse.

Code: (NV2 CSR: J PRESS 100) (SFR)

mlag: 30,970

Sept 2012



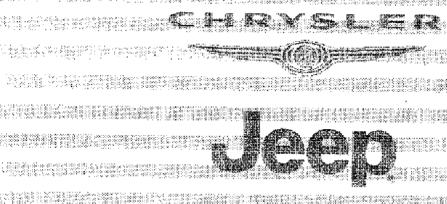
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CUSTOMER #			DCU Character	-/ 1 /5%
ONII# CIRUSSO		*INVOICE*	DCH Chrysler	
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MUDD TOTAL			26845 YNEZ RD., TEMÉ (951) 67 Service Direct (9	8-0010 9511 491-2150
MURRIETA, CA HOME: CONT:N/A		PAGE 1	EPA # CAR 000146647	BAR # ARD00249903
BUS: CELL:		SERVICE ADVISOR:	3230 Randy Fo	
COLOR YEAR MAKE/MODEL		WIN :		AGEIN/OUT
	-			
TUNGSTEN M 11 DODGE CHARGER	25	3CL3CG8BH		68/31069
DECEMBER STREET	PROMISED	PO No.	RATE PAYMEN	I SINV
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y Sy signing below, you acknowledge that you were notified of		Nazardous substances under California and Federal Law.	SUBLET AMOUNT	· · · · · · · · · · · · · · · · · · ·
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DATE CUSTOMER SIGNATURE	AUTHORIZED DÉALERS	HIP REPRESENTATIVE SIGNATURE	PLEASE PAY	
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DESIGNED AND 104/09) SERVICE INVOICE TYPE 2 - 2125 - 7 HATTER WARTHANDS

9514916331

CUSTOMER #:	DCH AUTOGROUP
UNIT# CTR0398	DCH Chrysler/Jeep/Dodge
$\mathcal{O}\mathcal{C}\mathcal{M}$	of Temecula
MURRIETA, CA	26845 YNEZ RD., TEMECULA, CA 92591-5688 (961) 678-0010 Service Direct (951) 491-2150
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a Bridgen Best Amphoes hazardous substances under	GAS, OIL, LUBE
y signing below, you acknowledge that you were notified of and authorized the California and Federal Law.	SUBLET AMOUNT WASTE DISPOSAL COSTS •
IOTICE TO CONSUMER: PLEASE READ IMPORTANT. UNLESS OTHERWISE	TOTAL CHARGES
Some Parts Not Returnable	LESS INSURANCE SALES TAX
DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

 $D \subset H$ AUTO GROUP CUSTOMER #: UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ RD., TEMECULA, CA 9254-19571 678-0010 Serv/co Direct (95%) 491-2150/ MURRIETA ጣለ PAGE 3 HOME CONT:N/A AR 000146847 D00249903 BUS: CELL: SERVICE ADVISOR: 3230 Folds Randy COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / TAG TUNGSTEN DODGE CHARGER 2B3CL3CG8BH 31068 /31069 PROD. DATE WARR, EXP PROMISED DEL. DATE PO NO. RATE PAYMENT ANV. DATE 22APR12 17:00 17SEP12 CASH 0.00 17SEP12RO OPENED READY OPTIONS: STK: CTR0398 DLR: 45189 14:54 17SEP12 08:18 17SEP12



Original Estimate (Parte & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
•	1			□Telapone □Fox (See Arteghed) □Frmeil (See Attached)
Revised Estimate	5			□ Talapone □ Pax Coe Artedaect □ StraW (Soe Atteched)

LINE OPCODE TECH TYPE HOURS

EST: 26:95 17SEP12 09:18 SA: 3230

signing below, you acknowledge that you were notified of and authorized the Dozinrship to perform the sprvices/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 IMPORTAN INFORMATION ON BACK. CUSTOMER SIGNATURE DATE

nd that you received by you.	I'MI ECC OTHERWISE
IMPORTANT	INDICATED.
	Some Parts Not Returnable
AUTHORIZED DEALER	SHIP REPRESENTATIVE SIGNATURE

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7	SHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	26.95
ı	L. Some Parts Not Returnable	SALES TAX	0.00
UNLESS OTHERWISEINDICATED.		LESS INSURANCE	0.00
		TOTAL CHARGES	26.95
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TOTAL

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AUTO GROUP

Year/Make/Model _ Color _____

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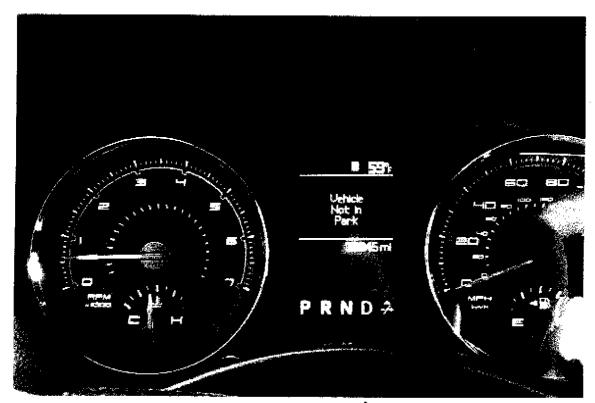
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2182_ VIN#_

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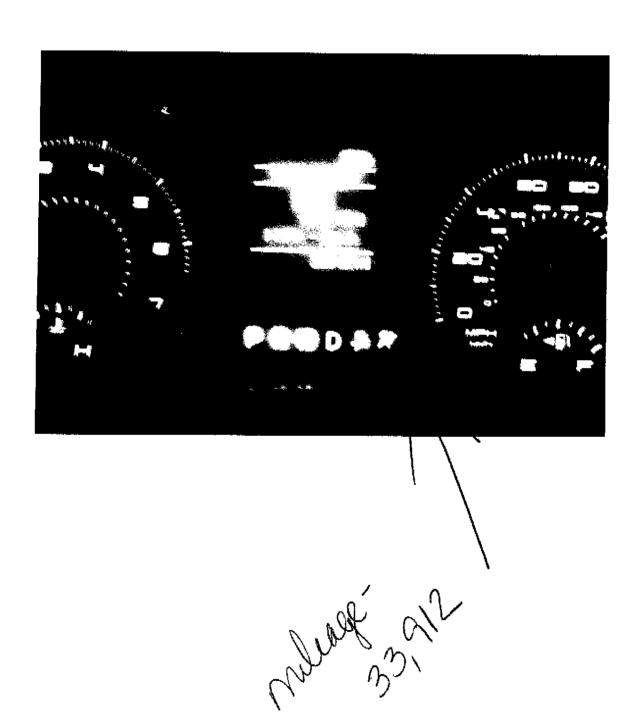
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	E		Automatic transmission fluid level/condition	Statement	7/32 or greater		
	K		Brake fluid level/condition		4/32 to 6/32		7/32 or greater 4/32 to 6/32
	A F		Power steering fluid level/condition		3/32 or less	$\mathcal{M}_{\mathcal{A}}$	4/32 to 6/32
	1:		Coolant recovery reservoir fluid level/condition		•	3	9/92 01 168g
	L	1 3 1 1 ₀	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)		7/32 or greater	1	7/32 or greater
		· · · ·	Windshield for cracks, chips and pitting	\$.a. 64	4/32 to 6/32		4/32 to 6/32
			Operation of horn, interior and exterior lights	<u> </u>	3/32 or less		3/32 or less
			Windshield washer spray and wiper operation	Sta	te Inspect	ion	
			Cooling system for visible leaks and damage		e Date:		
			Oil and/or fluid leaks (Specify)	Special section of	Measuro	Front / Rear Bra	ke Linings
			Constant velocity (CV) drive axie boots (if equipped)		ДN	K. J. W.	心上
			Exhaust system (leaks, visible damage, loose parts)		IF O	10/32	
			Drive bolt(s)	5		MAA	
	1 1 5 2 4 1		Steering, steering linkages/wheel bearing play		┵┈		
			Suspension (shocks/struts for bounce/leaks/damage)		L	11/22	
			Brake lines, hoses, parking brake				
		, i	Battery terminals (cleen, if necessery)				
	1.77		Ciutch operation (if equipped)		Over 5m	m (Disc) or Over 2mm	or (Drum) me(Drum)
			Recommended Additional Service	S CONSTRUCTION OF THE PARTY OF	Less than:	3mm (Disc) ar 1mm or	less (Drum)
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9514916331



CUSTOMER #: UNIT# CTR0398

INVOICE

AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686

MURRIETA, CA CONT:		PAGE 1	9. Service D EPA # CAR 000146	51) 678-0010 rect (951) 491-2150 547 BAR # ARD00249903
BUS: CELL:		RVICE ADVISOR:	3232 Steve	
COLOR YEAR MAKE/MODEL		VIN		MILEAGE IN / OUT TAG
TUNGSTEN M 11 DODGE CHARGER		L3CG8BH	1	34846/34852
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PASS SIDE AIR BAG LIGHT

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COMES ON AND OFF WHILE DRIVING Total Additional Cost Authorises Date & Time Authorization Obtained By: Talaparya Fay (849 Attachad) E-mail (Sae Attachad) Revisind Extimate California and Federal Law.

CLAIM TYPE:

ly signing below, you acknowledge that you were notified of and authorized the lealership 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 NFORMATION ON BACK.

CUSTOMER SIGNATURE

DATE

Some Parts Not Returnable AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW

UNLESS OTHERWISE

INDICATED.

"HAZARDOUS WASTE DISPOSAL DESCRIPTION TOTALS COSTS: We have added this LABOR AMOUNT charge to cover costs associated with the handling, management PARTS AMOUNT and disposal of toxic wastes or GAS, OIL, LUBE hazerdous aubstances under SUBLET AMOUNT WASTE DISPOSAL COSTS TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY

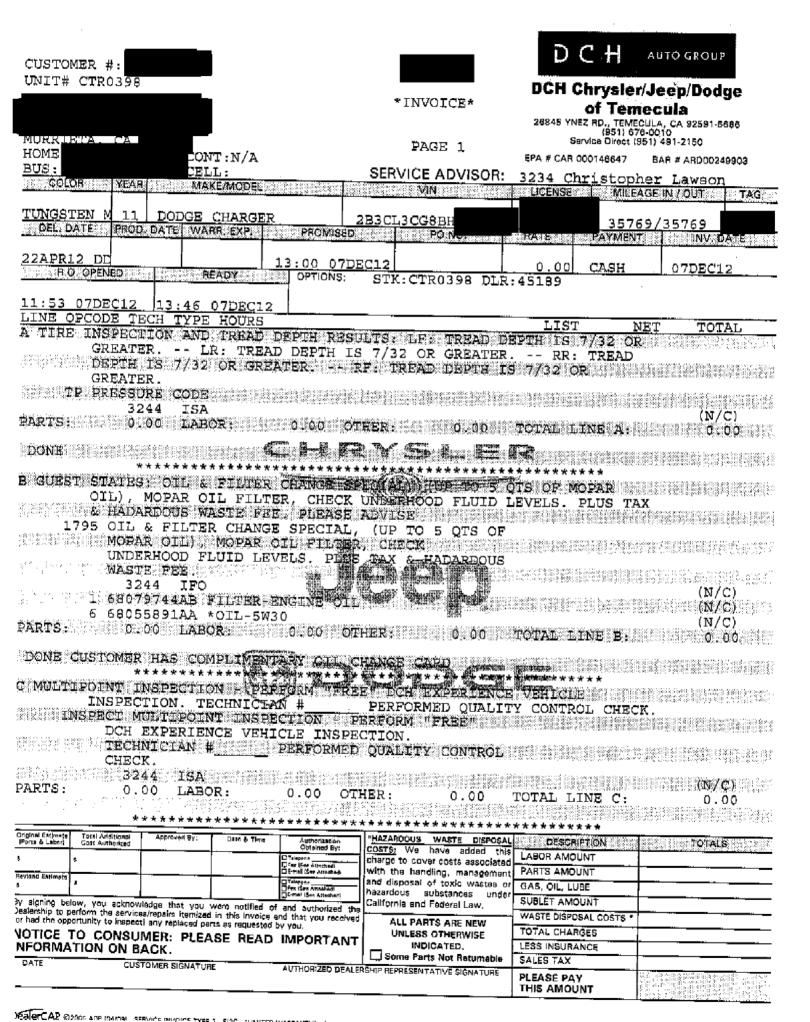
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MEATERCAP @2008 ADD (04/08) SERVICE INVOICE TYPE \$ - \$190 - "I MITTED WAR

CUSTOMER #:				D.C.	AUTO	GROUP
UNIT# CTR0398		!	+ TM 10 Y /2 D +	DCH Chry		
			INVOICE	of 26845 YNEZ RD.	Temecul:	A 92501.5804
MURRIETA, CA			PAGE 2	26845 YNEZ RD. (Serviço (951) 876-0010 Direct (951) 491-	2150
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or had the opportunity to inspect) any replaced par	in this involce ar Is as requested b	nd that you received in you.	ALL PARTS ARE NEW	WASTE DISPOSAL CO	STS *	
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11/22/2013 13:47 9514916331 WESTMAR PAGE 21/30 AUTO GROUP CUSTOMER # UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ RD., TÉMECULA, CA 92591-5686 (951) 676-0010 MURRIETA. CA Service Direct (951) 491-2150 PAGE 3 HOME: CONT: EPA # CAR 000146647 BAR # ARD00249903 BUS: CELL: SERVICE ADVISOR: 3232 Steve Hudson COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG <u>TU</u>NGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 34846/34852 PROD. DATE WARR, EXP. DEL DATE PROMISED PONO RATE PAYMENT INV. Comp 22APR12 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 (m/c) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 archertenbangage Original Estimate (Farts & Labor) Total Additional Cost Authorized Approved By WASTE DISPOSAL DESCRIPTION TOTALS Authorization Obtained By: COSTS: LABOR AMOUNT □Telepone □Fex (See Attached) □E-mail (See Attached) 0.00 charge to cover costs associated PARTS AMOUNT with the handling, management 0.00 levised Estimat and disposal of toxic wastes or ☐ Telepane ☐ Fey (See Atlantical) ☐ E-melt (See Atlantic GAS, OIL, LUBE 0.00 hazardous substances under SUBLET AMOUNT 0.00 y signing below, you acknowledge that you were notified of and authorized the California and Federal Law. galership to perform the services/mpairs itemized in this invoice and that you received it had the opportunity to inaped) any replaced parts as requested by you. WASTE DISPOSAL COSTS 0.00 ALL PARTS ARE NEW TOTAL CHARGES UNLESS OTHERWISE 0.00 IOTICE TO CONSUMER: PLEASE READ IMPORTANT INDICATED. LESS INSURANCE VFORMATION ON BACK. 0.00 Some Parts Not Returnable SALES TAX ٥. . 00 CUSTOMER SIGNATURE AUTHORIZEO DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT 0.00

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CA

CUSTOMER #: UNIT# CTR0398

MURRIETA.

HOME:



AUTO GROUP

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

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

PAGE 2

EPA # CAR 000146647

BAR # ARDDO249903

BUS: CELL:	SERVICE ADVISOR:	3234 Christophe	er Lawson
COEOR YEAR MAKE/MODEL	VIN		E:IN / OUT TAG
TUNGSTEN M 11 DODGE CHARGER DEL DATE PROD DATE WARR EXP. PROMIS	2B3CL3CG8BH	35763	/35769
PRODUCTE WARRIEXE.	FO No.	HAVE PAYMENT	INV. DAILE
	DEC12	0.00 CASH	07DEC12
READY OPTIONS	STK:CTR0398 DLR	: 45189	

11:53 07DEC12 13:46 07DEC12

LINE OPCODE TECH TYPE HOURS

LIST NET D I AUTHORIZE DCH TO CONTACT ME AT MY NUMBER ON MATTERS CONCERNING MY TOTAL

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

ON MATTERS CONCERNING MY VEHICLES.

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CONT:N/A

3244 ISA

PARTS: 0.00 LABOR: 0.00 GTHER: 0.00 TOTAL LINE D:

(N/C)0.00

TOTALS

0.00

EST: 0.00 07DEC12

CONTACT: MAIN: 951-252-3218





HAZARDOUS

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

			-	
Original Extimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Dam & Time	Authorization Obtained By:
1				□Tniepons □Fnz (See Attached) □F-MM (See Attached)
:avisod (sylmate)	8	"		Talapany

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

CUSTOMER SIGNATURE

IOTICE TO CONSUMER: PLEASE READ IMPORTANT VEORMATION ON BACK. DATE

with the handling, management and disposal of toxic wastes or hazardous substances undor California and Federal Law. ALL PARTS ARE NEW **UNLESS OTHERWISE**

COSTS: We have added this

WASTE DISPOSAL

INDICATED. 🔲 Some Parts Not Returnable

LASOR AMOUNT 0.00 charge to gover costs associated PARTS AMOUNT 0.00 GAS, OIL, LUBE 0.00 SUBLET AMOUNT 0.00 WASTE DISPOSAL COSTS 0.00 TOTAL CHARGES <u>0.0</u>0 LESS INSURANCE 0.00 SALES TAX ÓΟ PLEASE PAY

DESCRIPTION

THIS AMOUNT

EMERCAP @2006 ADP [04/09] SERVICE INVOICE TYPE 2 - 5/20 - 1/1MITE

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13:47

11/22/2013

DCH Chrysler Jeep Dodge 9514912150



Z6845 YII TEMECULA	, CA 92589		Estable Officer and services as
VIN Number	35769 Mileage	Phone 12/7//2 Date	Vehicle Year/Model Checked and OK Will need future attention Requires immediate attention Not applicable
EXTERIOR CHECKUP	UNDERHO	OD CHECKUP	UNDER VEHICLE CHECKUP
Left Front Wipers Wipers Wipers	Battery Check Heses Belts Power Steering Fluid	Air Filter	Steering/Suspension Left Front Tire Shocks/Strets, Right Front Tire Tread Depth /32nds Left Front Brake Pads Left Axie Boots Steering/Suspension Right Front Tire Tread Depth /32nds Brake Pads Fight Axie Boots Right Axie Boots
Oil Change Interval Indicator Reset	y 2	Cabin Al Filler	Transfer Case D-Joints Left Rear Brake Pads Rear Differential Brake Pads Brake Pads
Rear Wiper Taillamps Taillamps	Notes Man Jan	Eller Decar	Left Rear Tire Tread Depth //32nds Span Tip Tread Depth //32nds

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	ri (Africa de la Colonia d Referencia de la Colonia d	SERVIC	E CENTER	INFORM.	VTION.
Murrieta CA		VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ((G) ERB) CA QTMXMOM LAST VISIT MILEAGE: 29,680 CURRENT MILEAGE: 42,218		GN0115- MANAGE 40430 C ARD# 26	NE INSTAN Murrieta R: Javier M alifornia Oa 58162 EPA# , CA 92562 -2882	oreno iks Rd.	
MAINTENANCE CHECKS		SERVICES PERFORMED	ucappati isa. Madalari				a jirili ja janen 1890 yan wasi Mangila Kalibanji da lakutik
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 Valvoline 5W30 Conventional Motor	1.00 5.90	EA QT			
Power Steering Fluid Level	Not Checked	Oil	5.90	Ų			
Battery	Checked-OK	Discount (MALF)					-20.00
Windshield Wash Fluid Level	Added	Hazardous Waste Fee	1.00	ËΑ		1,	1.49
Coolant Reservoir Level	Checked-OK	Discount (HALF)					-0.75
Tire Pressure	Checked-OK	Extra Oil Charge					4,49
	Front 34 Rear 34	Discount (HALF)					-2.25
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
4.							
		•					
		· -					
OUR SERVICE TEAM: CSR. I	ohnny TOPSIDE	: Todd BOTTOMSIDE: Christopher					

	OTTO DE CONSCIPICI	
NEXT VISIT	Subtotal	22.97
Tire Rotation	, Parts Subtotal	11.23
Rear Differential	Labor Subtotal	11.74
Fuel System	Tax	0.90
Fuel Filter	Total	23.87
Ower Steering	Visa (*5329)	23.87
COMMENTS	Change Due	0.00

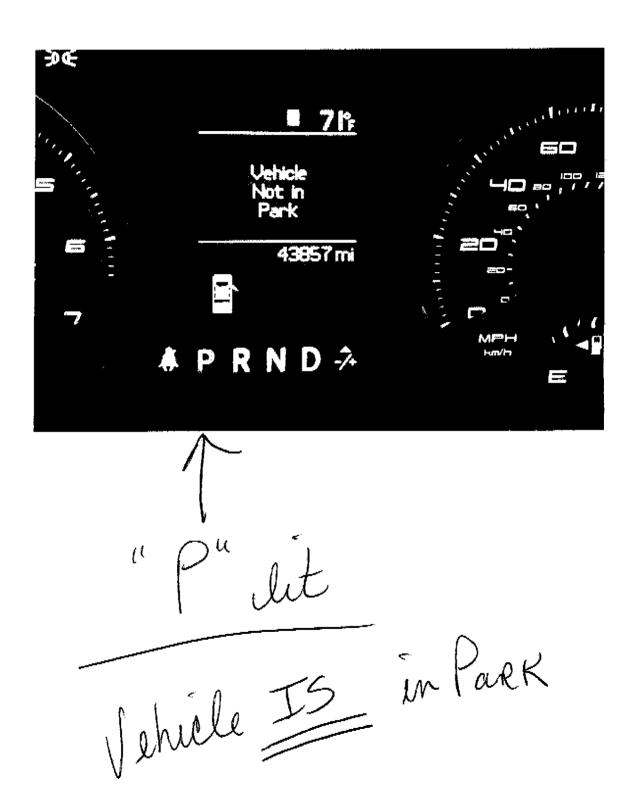
Caronnogs agrees to pay to usuer total charges per the agreement between the cardholder and issuer.

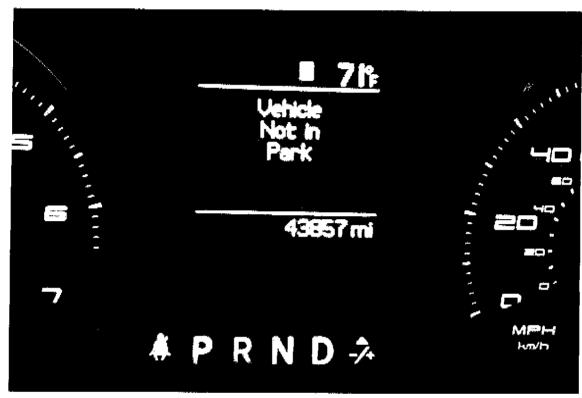
\$10 OFF an oil change for your 2nd car! Limited time effer, not yolid on fleet scholes, cannot be combined with any other of charge the counts

CSR;

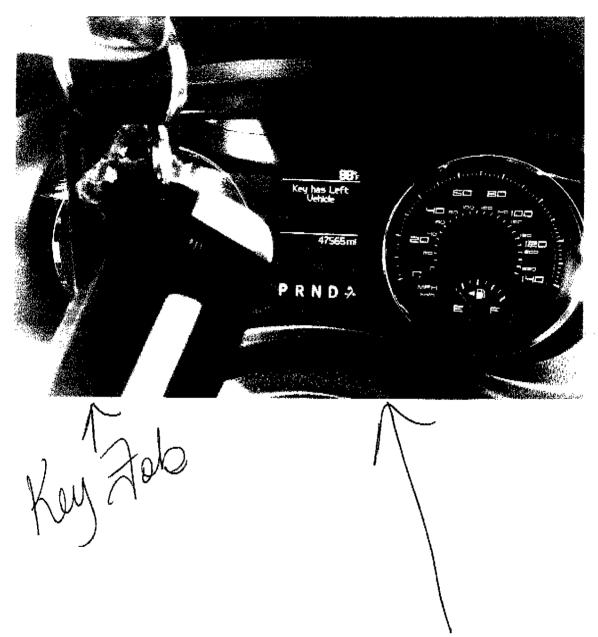
Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted.*Premium oil filter charge may apply **Haz

increase in the original estimated.





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

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MURRIETA, CA		VEHRCLE INFORMATION VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 42,218 CURRENT MILEAGE: 47,693 SERVICE GENTER INFORMAT VALVOLINE INSTANT OIL CHANG GN0115-Murrieta MANAGER: Javier Moreno 40430 California Oaks Rd. ARD# 268162 EPA# CAL000370 Murrieta, CA 92562 951-696-2882	GE
MAINTENANCE CHECKS		SERVICES PERFORMED	
Lubrication Points	Sealed	ITEM DESCRIPTION QTY UNIT PARTS LABOR A	MOUNT(
Oil Drain Plug & Gasket	Checked-OK	Tire Rotation 0.00 21.99	21.
Brake Fluid Level	Checked-OK	Conventional Oil Change 16.51 23.48	39.
Battery	Sealed	Valvoline Oil Filter VO110 1.00 EA	
Windshield Wash Fluid Level	Added	Valvoline 5W30 Conventional Motor 5.90 QT	
Coolant Reservoir Level	Low	Hazardous Waste Fee 1.00 EA	1.4
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oll Charge	4.4
Fransmission Fluid Level	Sealed		
Landingsion Ligita Ferci			
A/C Refrigerant	Not Checked		
	Not Checked		
OUR SERVICE TEAM: CSR; J		Javier, Cody BOTTOMSIDE: Kyle	
OUR SERVICE TEAM: CSR: J		Subtotal	
OUR SERVICE TEAM: CSR: Jo VEXT VISIT Tuel System		Subtotal Discount (CNB13)	-10.0
OUR SERVICE TEAM: CSR: J. VEXT VISIT Vel System Fuel Filter		Subtotal Discount (CNB13) Amt After Discount	-10.0 57.9
OUR SERVICE TEAM: C5R; J. NEXT VISIT Vel System Fuel Filter Rear Differential		Subtotal Discount (CNB13) Amt After Discount Parts Subtotal	-10.0 57.9 22.4
OUR SERVICE TEAM: CSR: Ja NEXT VISIT Tuel System Tuel Filter Rear Differential Power Steering		Subtotal Discount (CNB13) Amt After Discount Parts Subtotal Labor Subtotal	-10.0 57.9 22.4 35.4
OUR SERVICE TEAM: CSR: Jo NEXT VISIT Tuel System Tuel Filter Rear Differential Power Steering		Subtotal Discount (CNB13) Amt After Discount Parts Subtotal Labor Subtotal Tax	67.9 -10.0 57.9 22.4 35.4 1.8
OUR SERVICE TEAM: CSR: Jo NEXT VISIT Tuel System Tuel Filter Rear Differential Power Steering	avier TOPSIDE:	Subtotal Discount (CNB13) Amt After Discount Parts Subtotal Labor Subtotal Tax	-10.0 57.9 22.4 35.4

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

EXPIRES 30 DAYS FROM DATE OF INVOICE Code: INV2

Oll 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 \$1.45 applies to labor (non tax)
of an increase in the original estimated

agreement between the cardholder and issuer.

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PAGE 30/30

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1976 AMENIDA AL VORADO TEMECILA, CA 92590
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NAM. ALTOSPECIAL TIES. ORG

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TENM YOU FOR YOUR BUCINESS Business Hours 7:30-5:	30om MON-FRI

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	25,812	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	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.
12/7/20 12	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

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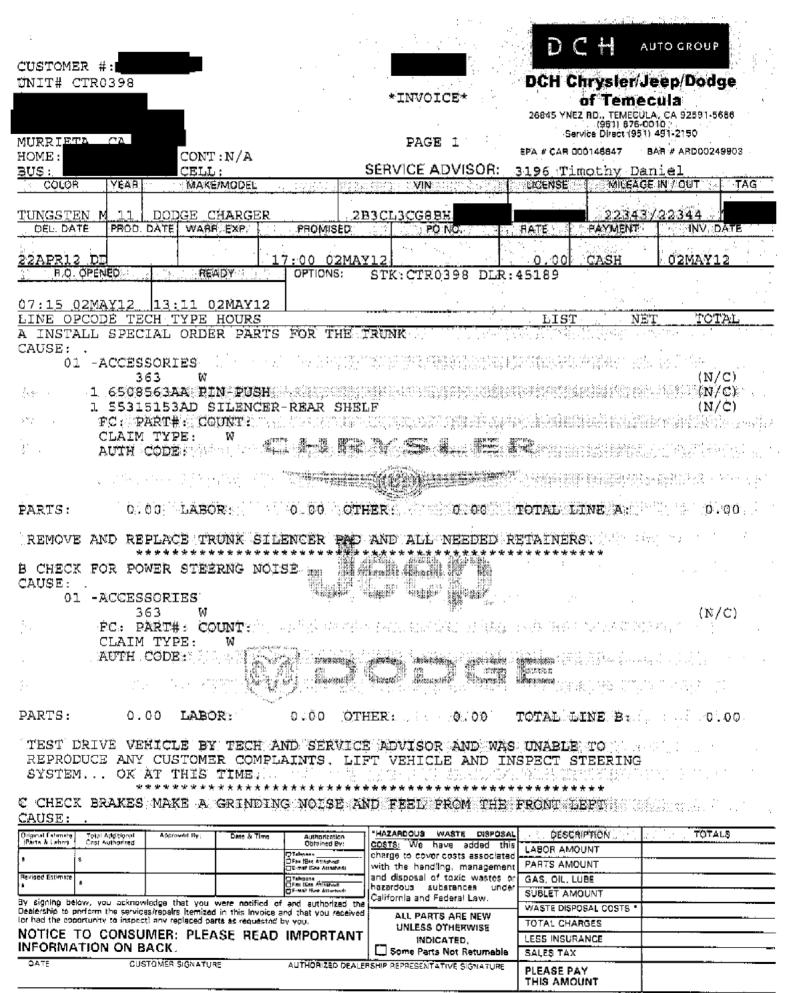
PAGE 02/30

Date	Mileage	Description	Resolved
Jan – Present			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	Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc. 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.	NO- Fob / Brakes, Parking Brake
		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)	
November 2013		Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.	
		Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.	

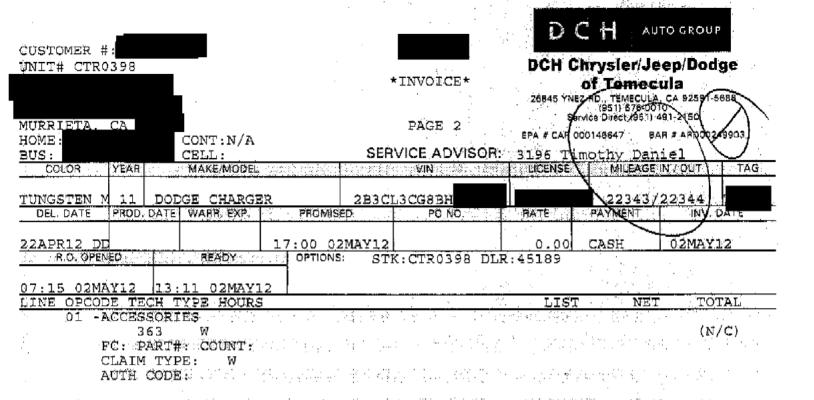
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		DCH	AUTO GROUP
CUSTOMER #: UNIT# CTR0398		DCH Chrysler	Jeen/Dodge
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		26845 YNEZ RD., TEMECI (951) 676	JLA, CA 92591-5686 0010
MURRIETA, CA	PAGE 1	Service Direct (95 EPA # CAR COD148647	BAR # ARDOD249903
HOME: CONT:N/A BUS: CELL:	SERVICE ADVISOR:	3196 Timothy Da	
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\$ □ Talapana □ Fee (San Amaphag) □ Comel (See Assoches)	charge to cover costs associated with the handling, management	PARTS AMOUNT	
b San San Atlantard	and disposal of toxic wastes or hezerdous substances under California and Federal Law.	GAS, OIL, LUBE SUBLET AMOUNT	
By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repeirs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.		WASTE DISPOSAL COSTS *	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT	4.4	TOTAL CHARGES LESS INSURANCE	
INFORMATION ON BACK. DATE CUSTOMER SIGNATURE AUTHORIZED DEALE	Some Parts Not Roturnable	SALES TAX	
AVI FUNIZED DEALE		PLEASE PAY THIS AMOUNT	
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Original Estimata (Parts & Labor)	Total Additional Cost Authorized	Арргохад Ву:	Date & Tirre	Authorization Obtained By:	"HAZARDOUS WASTE DISPOSAL	DESCRIPTION	TOTALS
				□ Talagaea	<u>COSTS:</u> We have added this charge to cover costs associated		0.00
<u> </u>	<u>, </u>			□ Fax (See Attended) □ E-mail (See Attended)	with the handling, management	PARTS AMQUNT	0.00
Revised Estimate	*		,,,	☐ Telepone ☐ Fer ISes Effettetil	and disposal of toxic wastes or hazardous substances under	GAS, OIL, LUBE	0.00
By signing be	low you acknow	l	ware aptitled of	and authorized the		SUBLET AMOUNT	0.00
Dealership to p	iorform the sarvici	na/repairs itemizac	l in this Invoice a	od that you received.	ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *	0.00
NOTICE 1	TO CONCL	t) any replaced pa	rts as requested t	y you.		TOTAL CHARGES	0.00
INCTICE	TION ON B	NICK: PLEA	ISE READ	IMPORTANT		LESS INSURANCE	0.00
DATE					Some Parts Not Returnable	SALES TAX	0.00
DATE.	cus	TOMER SIGNATUR	RE	AUTHORIZED DEALS	RSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	0.00



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PARTS:

0.00 LABOR:

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TOTAL LINE C

THIS AMOUNT

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





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Original Estimate	Total Additional	Approved By:	Date & Time	Authorization	"HAZARDOUS WASTE DISPOSAL	DESCRIPTION	TOTALS
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a	ŝ			DE-milition Attechedi	charge to cover costs associated with the handling, management	PARTS AMOUNT	0.00
Stavised Estimato					and disposal of toxic wastes or		0.00
3				C-moll (Sea Arreched)	hazerdous substances under California and Federal Law.	SUBLET AMOUNT	0.00
	By signing below, you acknowledge that you were notified of and authorized the Dasiership 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.			ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *	0.00	
for had the opp					TOTAL CHARGES	0.00	
			SE READ	IMPORTANT	INDICATED.	LESS INSURANCE	0.00
INFORMATION ON BACK.			Some Parts Not Returnable	SALES TAX	0		
DATE	cus	TOMER SIGNATUR	Ė	AUTHORIZED DEALE	RSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY	

DESIGN AP ROOM AND MAKEN SERVICE INVOICE TYPE 2. SIZE. SIMILED WARRANTY: CAUSEMINA SAMERE

CUSTOMER #: UNIT# CTR0398

PARTS:



DCHAUTO GROUP

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

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

MURRIETA. PAGE 1 EPA # CAR 000146847 BAR # ARD00249903 CONT: N/A HOME BUS: CELL: SERVICE ADVISOR: 544 DENNIS WILLIAMS COLOR YEAR MAKE/MODEL LICENSE MILEAGE IN / OUT TUNGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 25612/25612 DEL DATE PROD DATE WARR EXP. PROMISED HATE % PO NO. PAYMENT NV. 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 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 OTS.
NEW MOPAR OIL FILTER: SYNTHETIC & PREMIUM: 1 OILS HIGHER. COUPON MUST BE ATTACHED TO INVOICE AND MATCH VEHICLE VILLING NOMBER 1151 11.00 11.00 1 68079744AB FILTER-ENGINE OIL 6 68055891AA *OIL-5W30 3.35 2.60 15.60 24.10 LABOR: 11.50 BOTHER: 55.10 B MULTIPOINT INSPECTION - PERFORM "BEEF" DCH EXPERIENCE VEHICLE
INSPECTION. TECHNICIAN # PERFORMED OADITY CONTROL CHECK. INSPECT MULTIPOINT INSPECTION - PERFORM "FREE" DCH EXPERIENCE VEHICLE INSPECTION. CONTROL OF THE C TECHNICIAN # PERFORMED QUALITY CONTROL IECK.

1151 ISA (N/C)

0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 CHECK.

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

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Dealership to p	erform the sarvice	sa/repairs itemized	in this invoke a	nd that you received	ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *	
for had the ope	ortunity to inspec	ti any repisced pa	rts as requested t	ly you.	LINE SAA CONSTRUCT	TOTAL CHARGES	
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DATE	cus	TÖMER SIGNATUR	NE	AUTHORIZED DEALE	ASHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	

CUSTOMER #: UNIT# CTR0398

MURRIETA.

HOME 1

PARTS:



INVOICE

AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 676-0010

Service Direct (951) 491-2150

PAGE 2

EPA # CAR 000146647

BAR # ARD00249903

BUS: CELL:	SERVICE ADVISOR: 544 DENNIS WILLIAMS
COLOR YEAR MAKE/MODEL	WIN: USENSE MILEAGE IN A OUT TAG
TUNGSTEN M 11 DODGE CHARGE	R 2B3CL3CG8BH 25.612/25.612
DEL DATE PROD DATE WARR EXP.	PROMISED PO NO BATE 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

0.00

LINE OPCODE TECH TYPE HOURS

PRESSURE AS INDICATED ON THE VEHICLES TIRE

PRESSURE LABEL. ADJUSTED

9514916331

3.181

The constant of the confidence of the confidence of $(\mathbf{N}/\mathbf{C})_{i,0}$ 0.00 TOTAL LINE C:

0.00

D** PERFORM PLAT REPAIR LEFT

CAUSE: NAIL IN TIRE

O1 ACCESSORIES

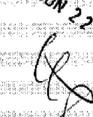
3164 CPO 25.00 25.00 PARTS: 0.00 LABOR TOTAL LINE D:

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EST: 0.00

CONTACT: WILL WAIT: TOTAL IS ***\$25 00 BAL IS FREE OIL CHANGE





Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
5	s			□Talegade □Fate (San Attached) □E-mail (San Attached)
Rovisad hatimate 3	5			□Talapone □Fth (Sim Altentica) □E-Mail (See Attached)

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the sorvices/repairs itemized in this Involve 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.

CUSTOMER SIGNATURE

1	"HAZARDOUS V	VASTE	DISPOSAL
Ì	"HAZARBOUS V COSTS: We had charge to cover	ive ad-	ded this
]	charge to cover	costs a	ssociated
l	with the handling and disposal of hazardous sub- California and Fe	ng, mar	naģement
11	and disposal of	toxic v	vastes or
П	hazardous sut	stances	under
1	California and Fe	ideral La	w.
7			
ſ			

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

AUTHORIZED GEALERSHIP REPRESENTATIVE SIGNATURE

IS	DESCRIPTION	TOTALS
iş d	LABOR AWOUNT	36.00
ıt	PARTS AMOUNT	24.10
or er	GAS, OIL, LUBE	0.00
=1	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	ድ ፤ ውሣ

DCH Chrysler Jeep Dodge 9514912140 26845 Ynez Road Temecula CA

。 1980年以表现的政治<u>學學和新特別學會</u>



Customer Name	R.O. Number	- <u> </u>	
	T.C. Number	Phone	Vehicle Year/Model Checked and OK Will need future attention
VIN Number	Mileage	Date	Requires immediate attention Not applicable
EXTERIOR CHECKUP	UNDERHOO	D CHECKUP	UNDER VEHICLE CHECKUP
Headlamps Left Front Wipers Oil Change Interval Indicator Reset	Battery Check Floses Belts Power Steening Fluid Motor (Engire Coolant Tre Air Filter Cabin Air Filter Cabin Filtid	Steering/Suspension Right Front Tire art Depth /32nds t Front ke Pads Front Differential Axte Boots Transfer Case U-Joints Ednaust System Ednaust System
Rear Wiper Taillamps		Bra ●(Rear Differential Right Rear Brake Pads Brake Pads Brake Pads Right Rear Tire Depth /32nds Spare Tire Tread Depth /32nds

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

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WESTMAR

PAGE 11/30



100 Years Under the Hood



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

CUSTOMER INFORMATION		VEHICLE INFORMATION		SERVICE	CENTER	NEORMAT	TON · \
Murnella, CA		VIN: 283CL3CG88H 2011 DODGE CHARGER 6 CYL, 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		GN0115- MANAGE 40430 C: AND# 26	R: Trevor So alifornia Oa 88162 EPA# , CA 92562	odia ks Rd.	
MAINTENANCE CHECKS		SERVICES PERPORMED				Wife Walder	الماري المبينين الم
Eubrication Point s	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR 7	MOUNT
Oîl Drain Plug & Gasket	Checked-OK	Conventional Oil Change	1.00		18.00	21.99	<i>≱</i> 9.9
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110 Valvoline 5W30 Conventional Motor		ËA QT	·		/
Battory	Not Checked	Oil	5.90	Ųi			
Windshield Wash Fluid Level	Added	Discount (KEEP)					-10.0
Coelant Reservoir Level	Checked-OK	Extra Oil Charge					4.4
Yan Brassure	Checked-OK Front 30 Rear 30						
menshrission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
	i						
,							

NEXT VISIT RECOMMENDATIONS SERVICE(S) DUE ON 01/23/2013 AT 34,680 MILES Rear Differential Huel Filter ∦Oi! Change Tire Rotation <u>Power Steering</u> COMMENTS

WE RECOMMEND TIRE ROTATION EVERY 7,500 MILES SECOMMEND REAR DIFFERENTIAL CHANGE

RECOMMEND CABIN AIR FILTER

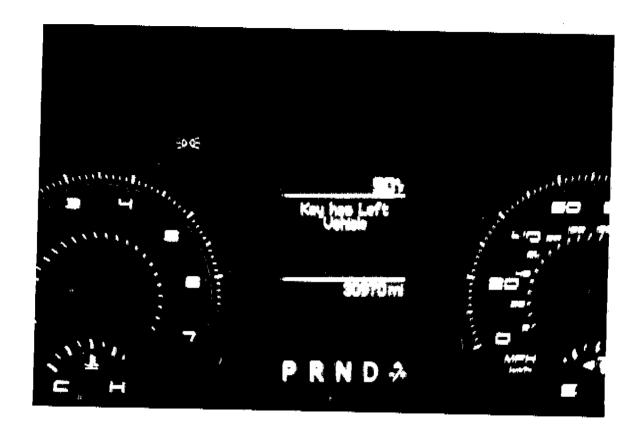
Subtotal 34.48 Parts Subtotal 17.49 Labor Subtotal 16.991.36 Total 35.84 Vísa (35.84 Change Due 0.00

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

"Dimmed time offer, not valid on their vehicles, capacitive continued with any other infolloring educations."

mlag: 30,970

Sept 2012



CUSTOMER #				. III A	JIO GROUP
UNIT# CTR0398			DCH Ch	rysler/J	eep/Dodge
		INVOICE	0	f Teme	:ula
				(951) 676-00	A, CA 92591-5686
MURRIETA, CA HOME: CONT:N/A		PAGE I	EPA # CAR 000	ce Direct (951)	491-2150 AR # ARD00249903
BUS: CELL:		SERVICE ADVISOR:	3230 Ran		
COLUR YEAR MAKE/MODEL		VIN :		MILEAGE	
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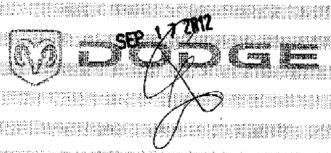
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CUSTOMER #:			DCH	AUTO GROUP
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		The state of the s	PLEASE PAY THIS AMOUNT	

 $D \subset H$ AUTO GROUP CUSTOMER #: UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula NEZ RO TEMECULA, CA 9250 19571 078-0010 Service Direct (95% 491-2150) 26845 YNEZ RD: MURRIETA ጣለ PAGE 3 HOME: CONT: N/A EPA # CAR 000146647 AD00249903 BUS: CELL: SERVICE ADVISOR: 3230 Folds Randy COLOR YEAR! MAKE/MODEL VIN LICENSE MILEAGE IN OUT TAG TUNGSTEN DODGE CHARGER 2B3CL3CG8BH 31068 PROD. DATE WARR, EXP. PROMISED DEL. DATE PO NO. RATE PAYMENT ANV. DATE 22APR12 DI7:00 17SEP12 CASH 0.00 17SEP12 R.O. OPENED READY OPTIONS: STK: CTR0398 DLR: 45189 14:54 17SEP12 08:18 17SEP12

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Original Estimate Parte & Labori	Total Additional Coat Authorized	Approved By:	Date & Time	Authorization Obtained By:
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by signing below, you acknowledge that you were notified of and authorized the Ocalinship to perform the services/repairs itemized in this involce and that you receive or had the opportunity to inspect any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT

NEURIVIA	TION ON BACK.	•	ΙÇ
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALES	ISHi

LINE OPCODE TECH TYPE HOURS

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П	with the handling, management
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	ALL PARTS ARE NEW
	UNLESS OTHERWISE

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.
Some Parts Not Returnable
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ī	DESCRIPTION	TOTALS
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IT.	GAS, OIL, LUBE	0.00
٠,	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	o o

LIST

NET

TOTAL

AUTO GROUP

Customer Name _ RO# _____ Year/Make/Model _ Color _____

Driven by a better way-

Mileage 3/068 Service Consultant ___

2122

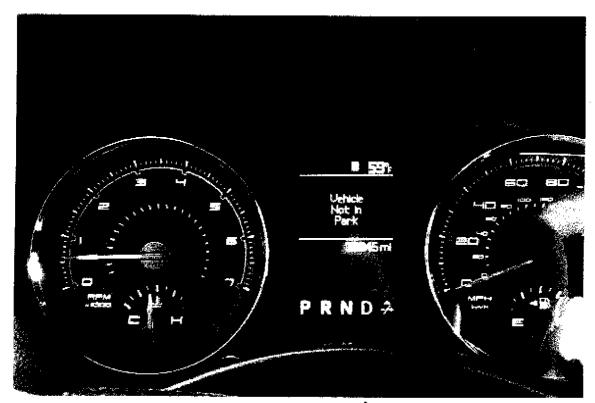
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VIN#_

		PECTION RESULT - OK PRESULT - OK Inspect Each Service		IMEDIATE ATTENTION
C	; (1)		Check Tires/Measure 1	12 - 100 Star 100 Shell on Arthur supplicated make \$100 bearing and
H	direktin de	Window washer fluid level	Tire-Pressure/Set 16 PSI Front 3	Rear_ <u>3</u> ~
		Automatic transmission fluid level/condition	7/32 or greater	7/32 or greater
K		Brake fluid level/condition	4/32 to 6/32	4/32 to 6/32
F		Power steering fluid level/condition	3/32 or less	3/32 or less
<u> </u>	1.00	Coolant recovery reservoir fluid level/condition		
	1.5	Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)	7/32 or greater	7/32 or greater
		Windshield for cracks, chips and pitting	4/32 to 6/32	4/32 to 6/32
		Operation of horn, interior and exterior lights	3/32 or less	3/32 or less
		Windshield washer spray and wiper operation	State Inspection	,
		Cooling system for visible leaks and damage	Due Date:	
		Oil and/or fluid leaks (Specify)	Measure Front / Rear	Brake Linings
		Constant velocity (CV) drive axle boots (if equipped)		
		Exhaust system (leaks, visible damage, loosa parts)		
		Drive bolt(s)		ART
10 kg		Steering, steering linkages/wheel bearing play		
		Suspension (shocks/struts for bounce/leaks/damage)	1 1/32	
		Brake lines, hoses, parking brake		
Ž.		Battery terminals (clean, if necessary)		
		Ciutch operation (if equipped)	Over 5mm (Disc) or Over 2	2mm ar (Drum) 182mm (Drum)
		Recommended Additional Service	Less than 3mm (Disc) or 1m	m or less (Drum)
	Z	Rotate Tiras	Brake Measurements Notifiaker Titl	2 Service Visit
] "	N	Air Filter		
	N	Wiper Inserts	Charle Barrer	Pass
	N	Tire Repair	Check Battery	Fail
	N	Brakes (Specify)		· Feli
	N	Other	DCH AU	

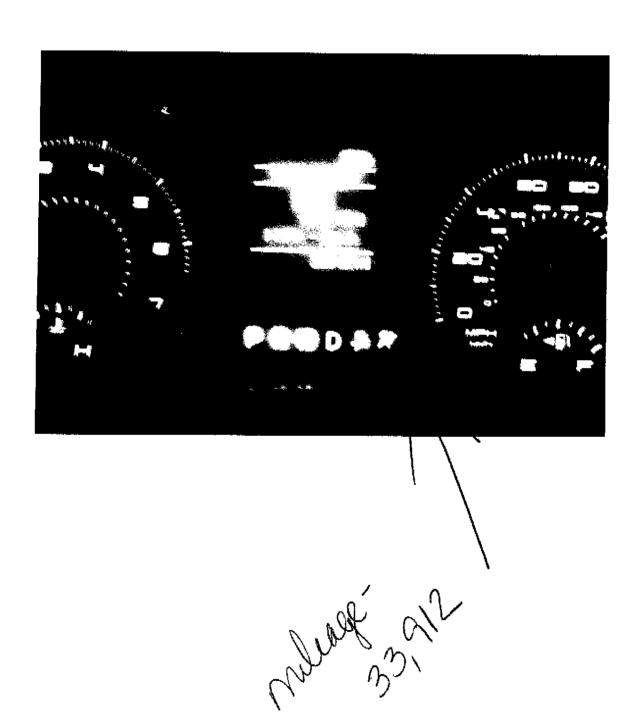
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AUTO GROUP CUSTOMER #: UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 678-0010 MURRIETA, CA Service Direct (951) 491-2150 PAGE 1 HOME: CONT: EPA # CAR 000146647 BAR # ARD00249903 BUS: CELL; SERVICE ADVISOR: 3232 Steve Hudson COLOR YEAR MAKE/MODEL VINE LICENSE MILEAGE IN / OUT TAG TUNGSTEN M DODGE CHARGER 2B3CL3CG8BH 34846/34852 DEL DATE PRODIDATE WARR EXP PROMISED PO NO. RATE PAYMENT INV. DATE 22APR12 <u> 17:00 23NO</u>V12 .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 ROLE 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: FART#: COUNT: 5 CLAIM TYPE: W AUTH CODE: PARTS: 0.00 LABOR: 0.00 MOTHER: 0.00 TOTAL LINE A. 0.00 B CUSTOMER STATES THAT WHEN DRIV SEARCH DECASTONS THAT SHE WILL FORS UP AND SAYS "VEHICLE NOT IN GET A WARNING IN THE DASH PARK". IT USUALLY COMES ON WHEN THE CAR TS DRIVING AROUNG 40 MPH OR SO. CAUSE: CHECKED COMPUTER FOR _FAULTS, NONE STORED. COULD NOT DUPLICATE. 01 ACCESSORIES andrew spile a restruction 8000 W STORY OF THE STORY (N/C)FC: PART#: COUNT! CLAIM TYPE: W AUTH CODE: PARTS: 0.00 LABOR: 0.00 CTHER: 0.00 TOTAL LINE B: PASS SIDE AIR BAG LIGHT COMES ON AND OFF WHILE DRIVING Total Additional Cost Authorises "HAZARDOUS WASTE DISPOSAL Date & Time Authorization Obtained By: DESCRIPTION TOTALS COSTS: We have added this LABOR AMOUNT

NOTICE TO CONSUMER: PLEASE READ IMPORTANT UNLESS OTHERWISE INDICATED. LESS INSURANCE NFORMATION ON BACK. Some Parts Not Returnable SALES TAX DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT

charge to cover costs associated with the handling, management

and disposal of toxic wastes or

hazerdous aubstances under

ALL PARTS ARE NEW

California and Federal Law

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

TOTAL CHARGES

WASTE DISPOSAL COSTS

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ly signing below, you acknowledge that you were notified of and authorized the

Designship 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.

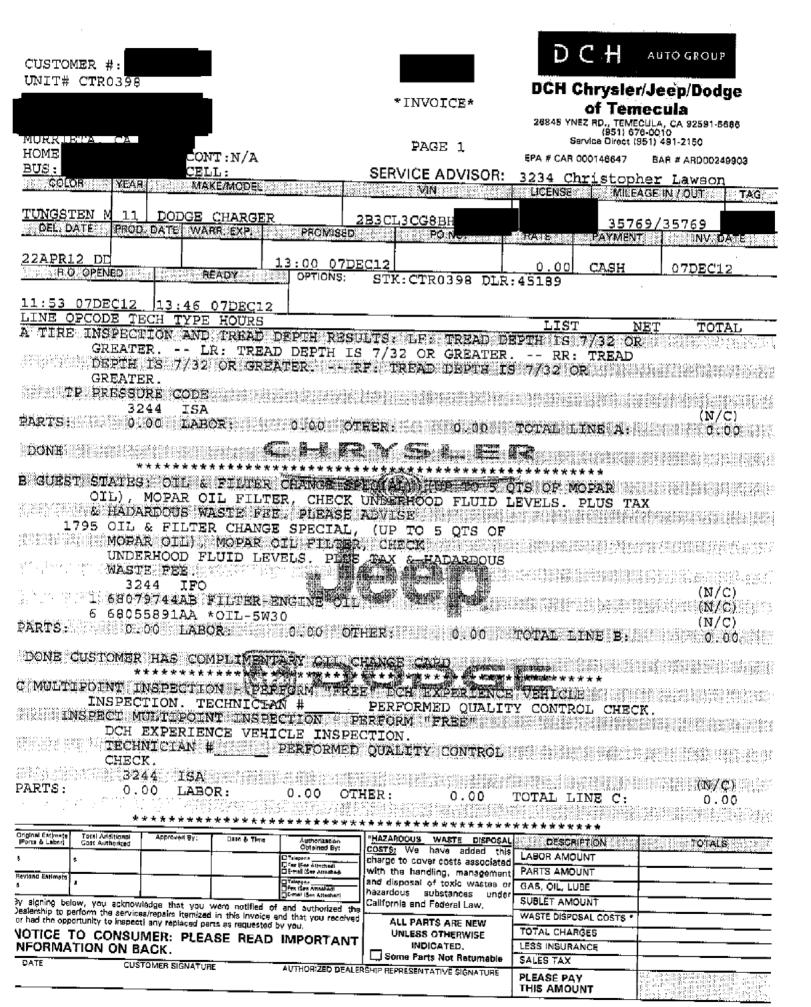
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CUSTOMER #:			:		DCH	AUTO GROUP
UNIT# CTR0398			!	*INVOICE*		ler/Jeep/Dodge
			1			emecula FEMECULA, CA 92591-5686 1) 678-0010
MURRIETA, CA HOME:	CON	···		PAGE 2	Service Dir	ect (951) 491-2150
BUS:	CEL	L:		SERVICE ADVISOR:	3232 Steve	
		(E/MODEL		VIN		ALEAGE IN A QUIT TAG
TUNGSTEN M 11 DEL DATE PROC	DODGE DATE WAR	CHARGER R EXP.	PROMISED:	B3CL3CG8BH	3	4846/34852
22APR12 DD				**************************************	RATE PAY	MENT INVESTEE
R.O. OPENED		ADY J	7:00 23N0	OV12 STK:CTR0398 DLR:	0.00 CAS 45189	H 23NOV12
10:19 23NOV12	 15:50	23NOV12				•
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FC: B	ART#: CO	OUNT:				(N/C)
CLAIN AUTH	ITYPE:	W			877 F	
		8 (Capacita Maria Capacita Cap				
PARTS: 0.	00 LABO	OR:	0.00 OT	HER. 0.00	TOTAL LINE	
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ADJU:	STED TO	THE PRO	PER TIRE	PRESSURE AS		
Original Satimate Total Additional (Parts & Labor) Cort Authorized	Approved By:	Date & Time	Authorization Obtained By:	"HAZARDOUS WASTE DISPOSAL COSTS: We have added this	DESCRIPTION:	TOTALS
a aviand Extensive			Taispedo Fax (See Attached) Temsi (See Attached)	charge to cover costs associated with the handling, management and disposal of toxic wastes or	PARTS AMOUNT	
as signing below you acknow	adge that you		□Fox (Son Arrestad)	hazardous substances under California and Federal Law.	GAS, OIL, LUBE SUBLET AMOUNT	
or had the opportunity to inspect	strepairs itemized any rapiaced par	in this invoice ar ts as requested b	nd that you received y you.	ALL PARTS ARE NEW	WASTE DISPOSAL COST	S •
NOTICE TO CONSUM NEORMATION ON BA	MER: PLEA ACK.	SE READ	IMPORTANT	UNLESS OTHERWISE INDICATED. Some Parts Not Returnable	LESS INSURANCE	
	ÖMER SIGNATUR	Ξ	AUTHORIZED DEALE	RSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY	
					THIS AMOUNT	

11/22/2013 13:47 9514916331 WESTMAR PAGE 21/30 AUTO GROUP CUSTOMER # UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ RD., TÉMECULA, CA 92591-5686 (951) 676-0010 MURRIETA. CA Service Direct (951) 491-2150 PAGE 3 HOME: CONT: EPA # CAR 000146647 BAR # ARD00249903 BUS: CELL: SERVICE ADVISOR: 3232 Steve Hudson COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG <u>TU</u>NGSTEN M 11 DODGE CHARGER 2B3CL3CG8BH 34846/34852 PROD. DATE WARR, EXP. DEL DATE PROMISED PONO RATE PAYMENT INV. Comp 22APR12 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 (m/c) PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 archertenbangage Original Estimate (Farts & Labor) Total Additional Cost Authorized Approved By WASTE DISPOSAL DESCRIPTION TOTALS Authorization Obtained By: COSTS: LABOR AMOUNT □Telepone □Fex (See Attached) □E-mail (See Attached) 0.00 charge to cover costs associated PARTS AMOUNT with the handling, management 0.00 and disposal of toxic wastes or ☐ Telepane ☐ Fey (See Atlantical) ☐ E-melt (See Atlantic GAS, OIL, LUBE 0.00 hazardous substances under SUBLET AMOUNT 0.00 y signing below, you acknowledge that you were notified of and authorized the California and Federal Law. galership to perform the services/mpairs itemized in this invoice and that you received it had the opportunity to inaped) any replaced parts as requested by you. WASTE DISPOSAL COSTS 0.00 ALL PARTS ARE NEW TOTAL CHARGES UNLESS OTHERWISE 0.00 IOTICE TO CONSUMER: PLEASE READ IMPORTANT INDICATED. LESS INSURANCE VFORMATION ON BACK. 0.00 Some Parts Not Returnable SALES TAX ٥. . 00 CUSTOMER SIGNATURE AUTHORIZEO DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT 0.00

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CUSTOMER #: UNIT# CTR0398

CA

MURRIETA,



AUTO GROUP

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

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

PAGE 2

HOME: BUS:	CONT:N/A CELL:	SERVICE ADVISOR:	EPA # CAR 000148647 BAR # ARD00249903
CO ton NEAR	MAKE/MODEL	VIN	3234 Christopher Lawson Cicense MILEAGE IN / OUT TAG
TUNGSTEN M 11	DODGE CHARGER DATE WARRIEXE PROM	2B3CL3CG8BH	35769/35769
22APR12 DE	13:00 READY OPTIC	07DEC12 DNS: STK:CTR0398 DLR	0.00 CASH 07DEC12

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.

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3244 ISA

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

(N/C)0.00

EST: 0.00 07DEC12

CONTACT: MAIN: 951-252-3218





Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
1				□Triapons □Fox (See Attached) □F-MM (See Attached)
idvisod Eatlmate	8	"	· ·	Talapeter For (Gas Assault)

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

CUSTOMER SIGNATURE

IOTICE TO CONSUMER: PLEASE READ IMPORTANT VEORMATION ON BACK. DATE

HAZARDOUS WASTE DISPOSAL COSTS: We have added this LABOR AMOUNT charge to cover costs associate with the handling, managemen and disposal of toxic wastes of hazardous substances unde California and Federal Law. ALL PARTS ARE NEW

UNLESS OTHERWISE INDICATED. 🔲 Some Parts Not Returnable

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

	PLEASE PAY THIS AMOUNT	0.00
_	SALES TAX	0.00
	LESS INSURANCE	0.00
	TOTAL CHARGES	0.00
	WASTE DISPOSAL COSTS *	0.00
	SUBLET AMOUNT	0.00
01 01	GAS, OIL, LUBE	0.00
пţ	PARTS AMOUNT	0.00
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DESCRIPTION

TOTALS

WESTMAR

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13:47

11/22/2013

DCH Chrysler Jeep Dodge 9514912150 26845 Ynez Road

#343



	ULA, CA 92589		ENSTRONG BLANTERS OF THREE
VIN Number	35769 Mileage	Phone 12/7//2 Date	Vehicle Year/Model Checked and OK Will need future attention Requires immediate attention Not applicable
EXTERIOR CHECKUP	UNDI	RHOOD CHECKUP	UNDER VEHICLE CHECKUP
Left Front Wipers Oil Change interval Indicator Reset	Power Steerang Fluid Washer Fluid Brake Rink	Belts Air Filter Cabin Air Filter ansmission Fluid	Steering/Suspension Left Front Tire Shops: Streets Tread Depth 32nds Left Front Brake Pads
Rear Wiper Taillamps Notes	Motos Man Car	Me files sea	Left Rear Brake Pads B

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	r (a) manari (a marangan	SERVIC	ECENTER	INFORM	ATION.
Murrieta CA		VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MIL'EAGE: 29,680 CURRENT MILEAGE: 42,218		GN0115- MANAGE 40430 C ARD# 26	NE INSTAN Murrieta R: Javier M alifornia Oa 58162 EPA: , CA 92562 -2882	oreno iks Rd. 7 CAL0003	
MAINTENANCE CHECKS		SERVICES PERFORMED	ucappang asa Madaharaka				a jirili jaran 1899, 1915, may Serifi in Kalion jiroha livesiik
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 Valvoline 5W30 Conventional Motor	1.00 5.90				
Power Steering Fluid Level	Not Checked	Oil	5.90	QT			
Battery	Checked-OK	Discount (MALF)					-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	Extra Oil Charge					4.49
	Front 34 Rear 34	Discount (HALF)					-2.25
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
4.							
		j '					
							i
OUR SERVICE TEAM: CSR. J	ohnny TOPSIDE	: Todd BOTTOMSIDE: Christopher					

OOK SERVICE TEXMS. CSA. JOHNING TOPSIDE: Todd BOTTOMSIDE: Christopher		I
NEXT VISIT	Subtotal	22,97
Fire Rotation	. Parts Subtotal	
Rear Differential	•	11.23
	Labor Subtotai	11.74
Fuel System	Tax	0.90
Fuel Filter	Total	23.87
Power Steering	Visa (*5329)	23.87
COMMENTS	Change Due	
	Change Due	0.00

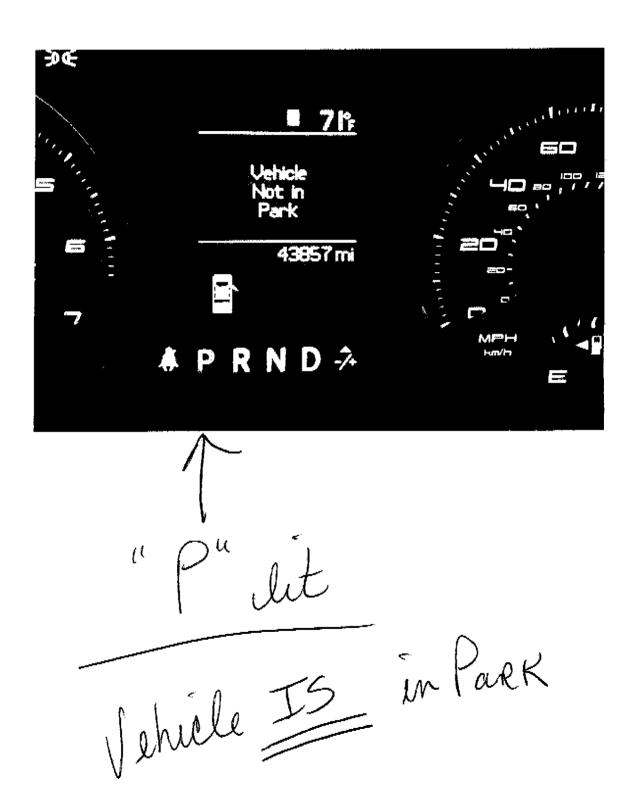
Calendars agrees to pay to issuer total charges per the agreement between the cardholder and issuer.

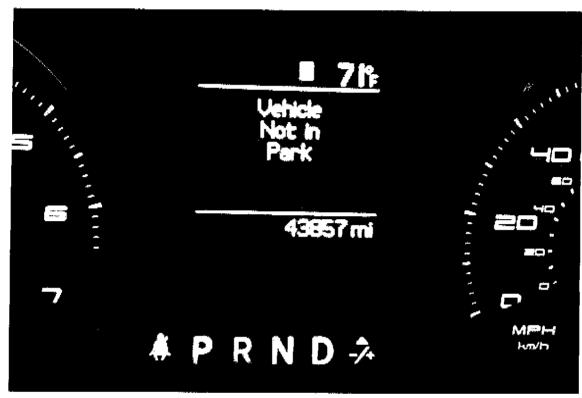
\$10 OFF an oil change for your 2nd car! Limited line effer, not yolid on fleet scholes, cannot be combined with any other of charge discounts

CSR;

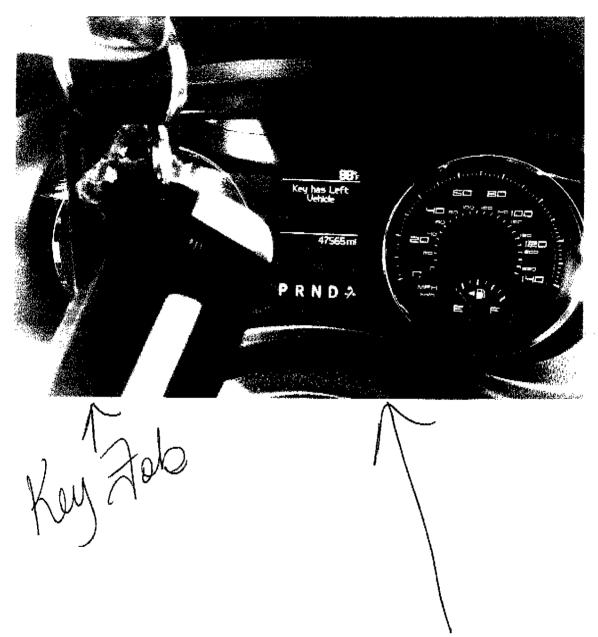
Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted.*Premium oil filter charge may apply **Haz

increase in the original estimated





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Invoice: 14923 7U3K-DIVE 05/24/2013 6:31:16 PM 8

VAIN 283CL3C688H 2011 DODGE 2011 DODGE 2011 DODGE 2011 DODGE 2011 DOGGE 2011 DOG	CUSTOMER INFORMATION		VEHICLE INFORMATION	발스하다 생	SERVIC	E CENTER	INFORM	ATION
CURRENT MILEAGE: 47,693 951-696-2882	TMURRIETA. CA		VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 Ft ([G] ERB) CA QTMXMOM		VALVOLI GN0115 MANAGE 40430 C ARD# 26	NE INSTAN Murrieta R: Javier M alifornia Oa 18162 EPA#	T OIL CHA oreno aks Rd. # CAL000:	NGE
Lubrication Points Sealed Checked-OK Brake Fluid Level Checked-OK Battery Sealed Windshield Wash Fluid Level Added Coolant Reservoir Level Low Checked-OK Front 30 Rear 30 Rea					951-696	, CA 92562 •2 882		
Lubrication Points Sealed Oil Drain Plug & Gasket Checked-OK Battery Sealed Windshield Wash Fluid Level Added Coolant Reservoir Level Low Checked-OK Front 30 Reer 30 State A/C Refrigerant Not Checked Not Ch	MAINTENANCE CHECKS	general de la company	SERVICES PERFORMED				HOUSE THE	
Oil Drain Plug & Gasket Checked-OK Brake Fluid Level Checked-OK Brake Fluid Level Checked-OK Brake Fluid Level Checked-OK Brake Fluid Level Checked-OK Windshield Wash Fluid Level Added Oolant Reservoir Level Low Hazardous Waste Fee 1.00 EA Tire Pressure Checked-OK Front 30 Reer 30 Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reservoir Level Sealed A/C Refrigerant Not Checked Ool Reservoir Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked Ool Reer 30 Transmission Fluid Level Sealed A/C Re	Lubrication Points	Sealed	ITEM DESCRIPTION					
Brake Fluid Level Checked-OK Battery Sealed Windshield Wash Fluid Level Added Windshield Wash Fluid Level Low Windshield Wash Fluid Level Low Tire Pressure Checked-OK Front 30 Rear 30 Rear 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked	Oil Drain Plug & Gasket	Checked-OK	Tire Rotation					21.
Battery Sealed Windshield Wash Fluid Level Added Oil Filter V0110 1.00 EA Valvoline SW30 Conventional Motor 5.90 QT Oil Mazardous Waste Fee 1.00 EA Extra Oil Charge Front 30 Rear 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked OUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle NEXT VISIT VISIT VISIT VISIT VILL System	Brake Fluid Level	Checked-OK	Conventional Oil Change			16.51		39.
Windshield Wash Fluid Level Added Coolant Reservoir Level Low Tire Pressure Checked-OK Front 30 Reer 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked OUR SERVICE TEAM: C5R: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle NEXT VISIT Viel System Viel Filter Reor Differential Parts Subtotal 2 Reor Subcount (CNB13) -11 Amt After Discount 5 Reor Subtotal 3 Amt After Discount 5 Reor Subtotal 3 Amt After Discount 3 Tax 5 Total 55 Visa (*5329) 55	Battery	Sealed	Valvoline Oil Filter VO110				25.40	55.
Tire Pressure Checked-OK Front 30 Rear 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked OUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle NEXT VISIT Fuel System Fuel Filter Fuel System Fuel Filter	Windshield Wash Fluid Level	Added		5.90	QT			
Tire Pressure Checked-OK Front 30 Rear 30 Transmission Fluid Level Sealed A/C Refrigerant Not Checked OUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle NEXT VISIT Fuel System Fuel Filter Fuel System F	Coolant Reservoir Level			1 00	EΔ		•	
OUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle NEXT VISIT Visit System Visit Pilter Visit After Discount (CNB13) -10 Power Steering Discount (CNB13) -10 Power Steering Labor Subtotal 30 Tax Total 55 Visa (*5329) 55		Checked-OK Front 30		1.00	~^			4.6
OUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle NEXT VISIT Tuel System Tuel Filter Rear Differential Power Steering Labor Subtotal Tax Total Sylvant Total	Transmission Fluid Level	Sealed						
OUR SERVICE TEAM: CSR: Javier TOPSIDE: Javier, Cody BOTTOMSIDE: Kyle NEXT VISIT Tuel System Tuel Filter Rear Differential Power Steering Labor Subtotal Tax Total Sylvant Total	A/C Refrigerant	Not Checked						
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Subtotal 6	OUD CEDVICE TEAM COL							
Total 59 Subtotal 6 Subtotal 6 Discount (CNB13) -1 Amt After Discount 5 Parts Subtotal 2 Labor Subtotal 3 Tax Total 59 Visa (*5329) 59	JEST WEIT							
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Parts Subtotal 2.	The state of the s							
Comments	uel System					Aug aca.		t 5/9
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Total 59 Visa (*5329) 59	vel System vel Filter Rear Differential					Part	ts Subtota	1 22.4
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\$10 OFF an oil change for your 2nd car!
- Limited time offer, not valid on fleet webcles, cannot be combined with any other collaborates

EXPIRES 30 DAYS FROM DATE OF INVOICE Code: INV2

Oll 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)
of an increase in the original estimated

agreement between the cardholder and issuer.

WESTMAN

PAGE 30/30

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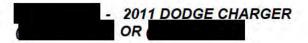
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This information was also faxed on 11/22. Thank you.



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
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		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
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";	
9/17/2012	31,068	(See attached image)	NO- Fob / Brakes
9/17/2012	31,000	Took vehicle to DCH regarding key fob and brakes again; dealership advised that they previously replaced battery in fob and	NO- FOD / Blakes
		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	
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	NO- Fob, Brakes
, = 0, = 0 . =	0 .,0 .0	parking brake not holding vehicle in driveway; car was "jamming"	
		into gear while parked on driveway; again told no problems with	YES – Parking brake
		brakes or parking brake; when picking up vehicle, I demanded that	worked for about 3 months
		advisor ride in car to back parking lot of dealership where there was	after adjustment and not
		a hill and set the parking brake; when set, car rolled right down hill;	holding vehicle again.
		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	
12/7/2012	35,769	Took vehicle to DCH for oil change and grinding in brakes and key	NO- Fob / Brakes
		fob issues; concerned because factory warranty was expiring;	
		again told no problems could be reproduced	

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	Severe smoke coming from engine compartment of front right side of vehicle; no messages; temperature gauge was fine; car completely "shut down"; computer, etc. 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.	NO- Fob / Brakes, Parking Brake
		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)	
November 2013		Passenger side headlight flickering; husband went to change bulb, and found wiring and wiring harness melted.	
		Called 800 number for Chrysler/Dodge regarding this and other ongoing problems and opened case.	

DCH AUTO GROUP CUSTOMER #: UNIT# CTR0398 DCH Chrysler/Jeep/Dodge *INVOICE* of Temecula 26845 YNEZ RD., TEMECULA, CA 92591-5686 Service Direct (951) 491-2150 MURRIETA, CA PAGE 1 EPA # CAR 000146647 BAR # ARD00249903 CONT: N/A HOME SERVICE ADVISOR: BUS: CELL: 3196 Timothy Daniel COLOH MAKE/MODEL LICENSE MILEAGE IN / OUT TAG YEAR TUNGSTEN DODGE CHARGER 3CG8BH 21864 /21864 DEL. DATE PROD. DATE WARR. EXP. PROMISED PO NO PAYMENT INV. DATE 22APR12 DD 17:00 25APR1 0.00 CASH 25APR12 R.O. OPENED READY OPTIONS: STK:CTR0398 DLR:45189 07:34 25APR12 13:00 25APR12 LINE OPCODE TECH TYPE HOURS TOTAL LIST A PERFORM FACTORY RECALL #L 28 CAUSE: 23L28182 Replace both front exterior door handles 363 (N/C)1 CEB1L282AA HANDLE-FRONT DOOR EXTERIOR (N/C) FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE: 0.00 PARTS: 0.00 LABOR: TOTAL LINE A: 0.00 OTHER: 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: AUTH CODE: STREET STREET 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

DESCRIPTION TOTALS *HAZARDOUS WASTE DISPOSAL Original Estimate (Parts & Labor) COSTS: We have added this LABOR AMOUNT charge to cover costs associated ☐ Yelepone ☐ Fax (Son Attached) ☐ E-mail (Son Attache PARTS AMOUNT with the handling, management and disposal of toxic wastes or Revised Estimate GAS, OIL, LUBE hazardous substances under SUBLET AMOUNT California and Federal Law. By signing below, you acknowledge that you were notified of and authorized the WASTE DISPOSAL COSTS * 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. ALL PARTS ARE NEW TOTAL CHARGES UNLESS OTHERWISE NOTICE TO CONSUMER: PLEASE READ IMPORTANT LESS INSURANCE INDICATED. INFORMATION ON BACK. Some Parts Not Returnable SALES TAX DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT

INDICATED ON THE VEHICLES TIRE PRESSURE LABEL. ADJUSTED TO

CUSTOMER # UNIT# CTRO MURRIETA HOME: BUS:		CONT:N/A			INVOICE* PAGE 2 VICE ADVISOR:	DCH C	hrysler/J of Teme 22 RD. TEMECUI (951) 676,6 ervice Direct (951	LA CA 92591-5686 1000 1491-2150 BAR & ARDOOZ49903
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Original Estimate (Parts & Labor)

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11-082 UPDATE BCM IN ACCORDANCE

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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.

Approved 8

Total Additional Cost Authorized

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00 INDICATED. LESS INSURANCE Some Parts Not Returnable SALES TAX 0. 00 PLEASE PAY THIS AMOUNT 0.00

CUSTOMER #: DCH Chrysler/Jeep/Dodge UNIT# CTR0398 *INVOICE* 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 CONT:N/A HOME SERVICE ADVISOR: BUS: CELL: 3196 Timothy Daniel COLOR YEAR MAKE/MODEL 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 D 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 (N/C)363 1 6508563AA PIN-PUSH (N/C) 1 55315153AD SILENCER-REAR SHELF (N/C)FC: PART#: COUNT: CLAIM TYPE: AUTH CODE: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 PARTS: REMOVE AND REPLACE TRUNK SILENCER PAD AND ALL NEEDED RETAINERS. ************* B CHECK FOR POWER STEERING NOISE CAUSE: . 01 -ACCESSORIES 363 (N/C)FC: PART#: COUNT: CLAIM TYPE: BRIGHT (I) AUTH CODE: American Sometime Securitaria. . Harante on estat 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 (Paris & Labor) Authorization Obtained By: ☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached) Revised Estimat

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.

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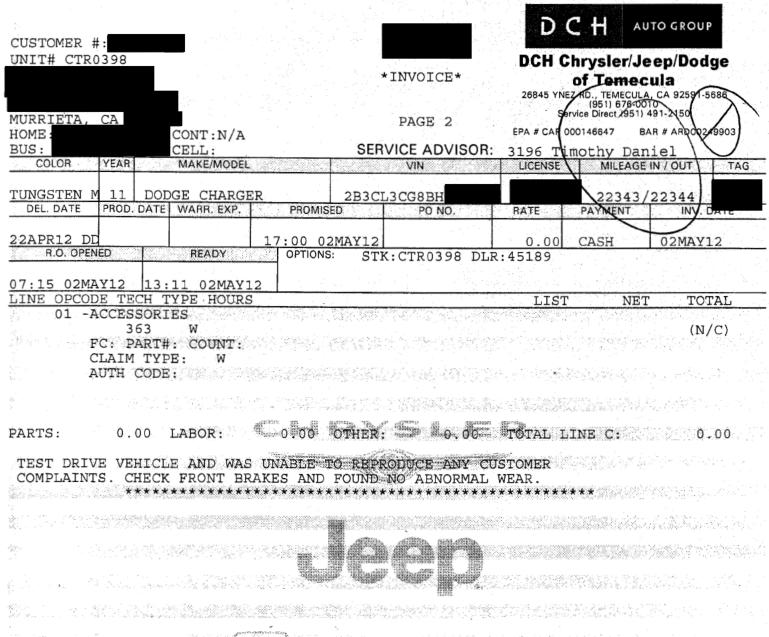
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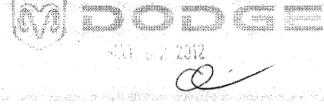
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Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

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CUSTOMER #: UNIT# CTR0398

MURRIETA, CA





DCH Chrysler/Jeep/Dodge of Temecula

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

TOTAL CHARGES

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PLEASE PAY THIS AMOUNT

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AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

INVOICE

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INFORMATION ON BACK.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT

CUSTOMER SIGNATURE

CUSTOMER #: 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

MURRIETA, CA	CONT:N/A		PAGE 2	Se EPA # CAR C	ovice Direct (951 000146647) 491-2150 BAR # ARD0024990	03
BUS:	CELL:	SE	RVICE ADVISOR	: 544 DEN	NIS WILL	IAMS	
COLOR YEAR	MAKE/MODEL		VIN	LICENSE	MILEAG	E IN / OUT	TAG
TUNGSTEN M 11	DODGE CHARGE	R 2B3	CL3CG8BH		25612	/25612	
DEL, DATE PROD	. DATE WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DAT	E
22APR12 DD		WAIT 22JUN1:	2	0.00	CASH	22JUN12	
R.O. OPENED	READY	OPTIONS: S'	TK:CTR0398 DI	R:45189			1,000

07:56 22JUN12 09:50 22JUN12

0.00

LINE OPCODE TECH TYPE HOURS TOTAL NET

PRESSURE AS INDICATED ON THE VEHICLES TIRE

PRESSURE LABEL. ADJUSTED TO

3181 ISA

LABOR:

0.00 OTHER: 0.00 TOTAL LINE C:

0.00

(N/C)

D** PERFORM FLAT REPAIR LEFT REAR TIRE

CAUSE: NAIL IN TIRE

PARTS:

01 -ACCESSORIES

3164 CPO

PARTS: 0.00 LABOR: 25.00 OTHER

25.00 TOTAL LINE D:

25.00 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

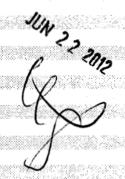
EST: 0.00

DATE

22JUN12 07:56 544

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





Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate	\$			Telepone Fex (See Attached) 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 (or had the opportunity to inspect) any replaced parts as requested by you.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE

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

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

-1		
	SALES TAX	1.87
	LESS INSURANCE	0.00
ı	TOTAL CHARGES	60.10
1	WASTE DISPOSAL COSTS *	0.00
1	SUBLET AMOUNT	0.00
1	GAS, OIL, LUBE	0.00
ч	TARTE AMOUNT	24.10

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE PLEASE PAY THIS AMOUNT

DESCRIPTION

LABOR AMOUNT

TOTALS

24

36.00

DealerCAP @2006 ADP (04/09) SERVICE INVOICE TYPE 2 - SIZC - "LIMITED WARRANTY" - CALIFORNIA 9598022

DCH Chrysler Jeep Dodge 9514912140 26845 Ynez Road Temecula CA





Customer Name	R.O. Number Phone	Vehicle Year/Model
VIN Number	Mileage Date	Will need future attention Requires immediate attention Not applicable
EXTERIOR CHECKUP	UNDERHOOD CHECKUP	UNDER VEHICLE CHECKUP
Left Front Wipers Oil Change Interval Indicator Reset Right Front Wipers Oil Change Interval Indicator Reset	Power Steering Fluid Motor Oil Washer Fluid Brake Fluid Cabin Air Filter Cabin Air Filter Left Brake Fluid Left Brake Fluid Left Brake Fluid Left Lef	Steering/Suspension Shocks/Struts Tread Depth /32nds Front Re Pads Front Brake Pads Axle Boots Transfer Case U-Joints Rear Re Pads Rear Tire do Depth /32nds Rear Tire do Depth /32nds Spare Tire Tread Depth /32nds Right Front Brake Pads Exhaust Syste Right Rear Tire Right Rear T



100 Years Under the Hood



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

CUSTOMER INFORMATION		VEHICLE INFORMATION		CHECK DATE OF CHILD STATE	E CENTER I	STATE OF THE PARTY	A STATE OF THE PARTY OF THE PAR
Murriela, CA		VIN: 2B3CL3CG8BH 2011 DODGE CHARGER 6 CYL. 3.6L 220 FI ([G] ERB) CA QTMXMOM LAST VISIT MILEAGE: 0 CURRENT MILEAGE: 29,680		GN0115 MANAGI 40430 C ARD# 2	INE INSTANT i-Murrieta ER: Trevor Scalifornia Oal 68162 EPA# a, CA 92562 5-2882	odia ks Rd.	
MAINTENANCE CHECKS		SERVICES PERFORMED	23.55 Kg/t	/	CHE CHAPTER SE		\mathcal{A}
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	RARTS	LABOR	AMOUNT(
Oil Drain Plug & Gasket	Checked-OK	Conventional Oil Change			18.00	21.99	39.9
Brake Fluid Level	Checked-OK	Valvoline Oil Filter VO110 Valvoline 5W30 Conventional Motor	1.00 5.90	EA QT			
Battery	Not Checked	Oil	3.90	Q1			
Windshield Wash Fluid Level	Added	Discount (KEEP)					-10.0
Coolant Reservoir Level	Checked-OK	Extra Oil Charge					4.4
Tiro Pressure	Checked-OK Front 30 Rear 30						
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
		,					
		ohony Cody ROTTOMSIDE: Brandon					an water to be being an appropriate to the

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 Labor Subtotal 16.99 Tax 1.36 Total 35.84 Visa (*3613) 35.84 Change Due 0.00

Subtotal

Parts Subtotal

34.48

17.49

RECOMMEND REAR DIFFERENTIAL CHANGE RECOMMEND CABIN AIR FILTER

Sign

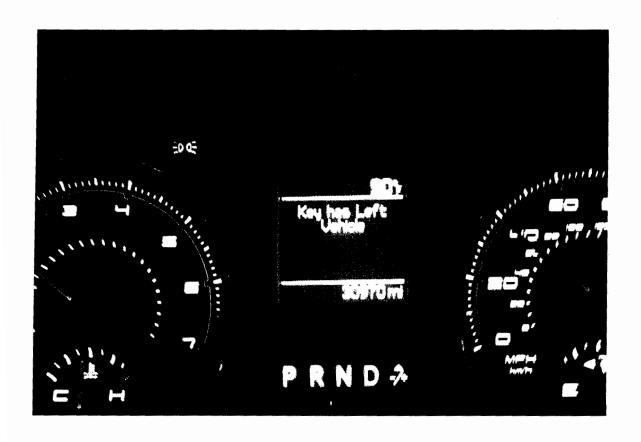
agreement between the cardholder and issuer.

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

Code: INV2 CSR:.

mlag: 30,970

Sept 2012





DCH AUTO GROUP

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 CONT:N/A HOME: BUS: SERVICE ADVISOR: CELL: 3230 Randy Folds COLOR YEAR MAKE/MODEL VIN LICENSE MILEAGE IN / OUT TAG TUNGSTEN M 11 31068/31069 DODGE CHARGER 2B3CL3CG8BH DEL. DATE PROD. DATE WARR, EXP. PAYMENT INV. DATE PROMISED PO NO. RATE 22APR12 DD 17:00 17SEP12 CASH 17SEP12 0.00 R.O. OPENED READY OPTIONS: STK:CTR0398 DLR:45189 08:18 17SEP12 14:54 17SEP12 LINE OPCODE TECH TYPE HOURS TOTAL LIST NET 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 LABEL. ADJUSTED TO TO THE REPORT OF THE PARTY OF THE PART 6000 ISA (N/C) PARTS: 0.00 LABOR: 0.00 OTHER: 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 DRESSURF 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 (N/C)

ISA 6000 PARTS:

0.00 LABOR:

D O ***********

TOTAL LINE B:

DESCRIPTION

LABOR AMOUNT

THIS AMOUNT

0.00

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

CAUSE: KEY PHOBE

DATE

08 -ELECTRICAL SYSTEM

6000

1 68051387AE KEY FOB-INTEGRATED KEY FOB

(N/C)

TOTALS

FC: PART#: COUNT:

(N/C)

Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
5	\$			☐ Telepone ☐ Fax (See Attached) ☐ E-mail (See Attached)
Revised Estimate	\$			Telepone Fex (See Attached) E-mail (See Attached)

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE

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

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

California and Federal Law.

*HAZARDOUS WASTE DISPOSAL

COSTS: We have added this

charge to cover costs associated PARTS AMOUNT with the handling, management and disposal of toxic wastes or GAS, OIL, LUBE hazardous substances under SUBLET AMOUNT WASTE DISPOSAL COSTS TOTAL CHARGES LESS INSURANCE SALES TAX PLEASE PAY

CONT Refrused to
CELL

MAKE

MAKE

Check granding

MARE

WARE

WAR MURRIETA CA HOME: BUS: COLOR DODGE C TUNGSTEN M PROD. DATE WARF DEL. DATE 22APR12 DD R.O. OPENED 08:18 17SEP12 14:54 LINE OPCODE TECH TYPE H CLAIM TYPE: AUTH CODE:

AUTO GROUP

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 Ra	and	ly Folds	3	
	LICENSE		MILEAGE	IN / OUT	TAG
)	6SBS2	46	31068/	/31069	
RATE		J	PAYMENT	INV. D	ATE
	0.00		CASH	17SEP1	2
7.	45189				

TOTAL LIST NET

PARTS:

0.00 LABOR: 0.00 OTHER: 0.00

TOTAL LINE C:

0.00

(N/C)

NO DTC NO TSB NO FLASH REPLAC E **********

PEFORM M10 RECALL

CAUSE: RECALL

35 CAMPAIGNS

6000

1 68183960AA WIRING KI

FC: PART#: COUNT:

CLAIM TYPE:

AUTH CODE:

(N/C)

PARTS:

PARTS: 0.00 LABOR:

0.00 OTHER: 0.00 TOTAL LINE D:

0 00

MODIFIED TIPM ABS WIRING OK

E PERFORM BRAKE INSPECTION

***** GRINDING TYPE NOISE ALSO ROTATE

0.00



CAUSE: MANTANCE

TIRES

BRAKE PERFORM BRAKE INSPECTION

6000 CP

0.00 LABOR:

26.95 OTHER:

26.95 TOTAL LINE E:

26.95 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:	ļ
\$	\$			☐ Telepone ☐ Fax (See Attached) ☐ E-mell (See Attached)	
Revised Estimate	\$			Telepone Fex (See Attached)	ı

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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

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

DealerCAP @2008 ADP (04/09) SERVICE INVOICE TYPE 2 - \$12C - "LIMITED WARRANTY" - CALIFOR

CA

YEAR

11

MURRIETA,

COLOR

TUNGSTEN M

DEL. DATE

HOME:

BUS:

INVOICE

PO NO.

DCH Chrysler/Jeep/Dodge of Temecula

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

PAYMENT

PAGE 3

AR 000146647 D00249903

INV. DATE

SERVICE ADVISOR: 3230 Randv Folds VIN LICENSE MILEAGE IN / OUT TAG

2B3CL3CG8BH 31068 **PROMISED** RATE

22APR12 DI 17:00 17SEP1 0.00 CASH 7SEP12

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

14:54 17SEP12 08:18 17SEP12

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EST: 26.95 17SEP12 08:18 SA: 3230

CONT:N/A

MAKE/MODEL

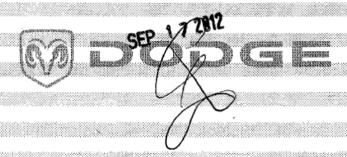
CELL:

DODGE CHARGER

PROD. DATE WARR, EXP.







Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	5			☐ Yelepone
Revised Estimate \$	s			Telepone Fax (See Attached) E-mail (See Attached)

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CUSTOMER SIGNATURE

DATE

Some Parts Not Returnable AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*HAZARDOUS WASTE DISPOSAL	DESCRIPTION	TOTALS
COSTS: We have added this		26.95
charge to cover costs associated with the handling, management and disposal of toxic wastes or nazardous substances under California and Federal Law.		0.00
	2,10,010,000	0.00
	SUBLET AMOUNT	0.00
ALL PARTS ARE NEW	WASTE DISPOSAL COSTS *	0.00
UNLESS OTHERWISE	TOTAL CHARGES	26.95
INDICATED.	LESS INSURANCE	0.00
Some Parts Not Returnable	SALES TAX	0.00
SHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	26 95

	1
∂ C H '	AUTO GROUP

Customer Name _____

RO# _____

Year/Make/Model _

Color _____

Driven by a better way

Mileage 31068

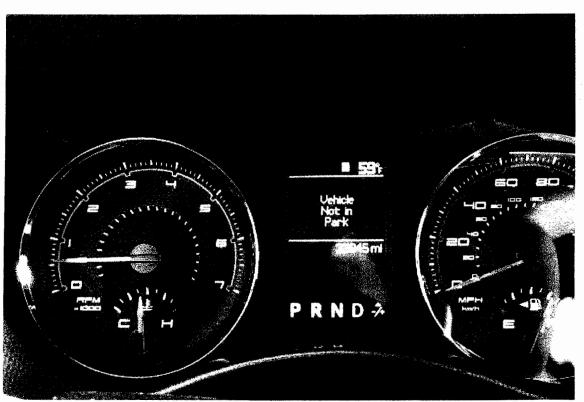
_____ Service Consultant _

2122

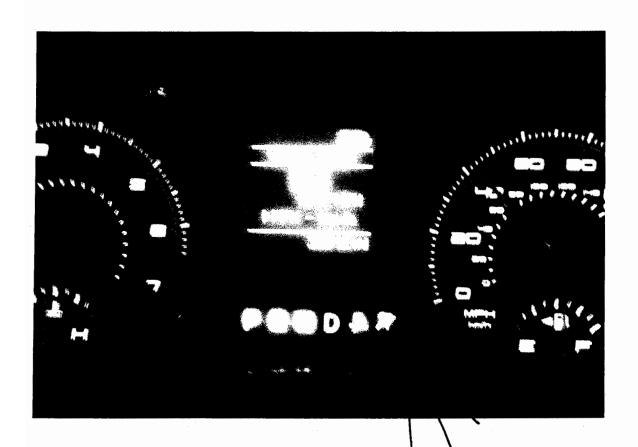
VIN#

The DCH Experience

		INSPE	ECTION RESULT - OK WILL REQUIRE SUBSTITUTE	
			Inspect Each Service	Check Tires/Measure Tire Tread Depth
	C H		Window washer fluid level	Tire Pressure Set to Factory Recommendation PSI Front 31 Rear 32
GENERAL SERVICE	E		Automatic transmission fluid level/condition	7/32 or greater 7/32 or greater
	ĸ		Brake fluid level/condition	4/32 to 6/32 4/32 to 6/32
	& F		Power steering fluid level/condition	3/32 or less 3/32 or less
	1		Coolant recovery reservoir fluid level/condition	7/32 or greater 7/32 or greater
	L		Transaxle, transfer case, clutch reservoir fluid/condition (as equipped)	4/32 to 6/32 4/32 to 6/32
			Windshield for cracks, chips and pitting	3/32 or less 3/32 or less
			Operation of horn, interior and exterior lights	
			Windshield washer spray and wiper operation	State_Inspection
			Cooling system for visible leaks and damage	Due Date: Measure Front / Rear Brake Linings
			Oil and/or fluid leaks (Specify)	Weasure Front / Rear Brake Limings
			Constant velocity (CV) drive axle boots (if equipped)	LE STOPE RE
		10	Exhaust system (leaks, visible damage, loose parts)	
			Drive belt(s)	
			Steering, steering linkages/wheel bearing play	
			Suspension (shocks/struts for bounce/leaks/damage)	LR OF RR
			Brake lines, hoses, parking brake	
			Battery terminals (clean, if necessary)	Over 5mm (Disc) or Over 2mm or (Drum)
		0.65	Clutch operation (if equipped)	3 to 5mm (Disc) or 1.01 to 2mm (Drum)
			Recommended Additional Service	Less than 3mm (Disc) or 1mm or less (Drum)
Υ		N	Rotate Tires	Brake Measurements Not Taken This Service Visit
Υ		N	Air Filter	
Υ		N	Wiper Inserts	Check Battery Restriction
Υ		N	Tire Repair	Fail
Υ		N	Brakes (Specify)	
Υ		N	Other	D C H AUTO GROUP



Cat rise heter color by and color by an another b



whole on



INVOICE

DCH AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

THIS AMOUNT

26845 YNEZ RD., TEMECULA, CA 92591-5686

		(951) 676 Service Direct (9	
MURRIETA, CA	PAGE 1	EPA # CAR 000146647	
HOME: CONT: BUS: CELL:	SERVICE ADVISOR:	3232 Steve Hud	
COLOR YEAR MAKE/MODEL	VIN		GE IN / OUT TAG
	<u>.</u>		
TUNGSTEN M 11 DODGE CHARGER	2B3CL3CG8BH	3484	6/34852
DEL. DATE PROD. DATE WARR, EXP. PROMIS	ED PO NO.	RATE PAYMENT	INV. DATE
22APR12 DD 17:00 23 R.O. OPENED READY OPTIONS		0.00 CASH	23NOV12
H.O. OFENED READ! OFTIONS	STK:CTR0398 DLR:	45189	
10:19 23NOV12 15:50 23NOV12			
LINE OPCODE TECH TYPE HOURS		LIST N	ET TOTAL
A CUSTOMER STATES THAT THE PARKING F	BRAKE WILL NOT HOLD	THE CAR. IF SH	IE
SETS THE BRAKE AND PUTS THE	CAR INTO NEUTRAL, T	HE CAR WILL	
ROLE.			
CAUSE: CHECKED BRAKE FOR PROPER OPER	RATION. ALL WORKING	AS DESIGNED.	
01 -ACCESSORIES 8000 W	1		(N/C)
2 4778570 SLEEVE-HEAT SHRIN			(N/C)
1 SOLDER ROLL	Personal Transaction of Assertation of the Contraction of the Contract	CCT/DDDA.	(N/C)
FC: PART#: COUNT:	is not the included in	FT.	
CLAIM TYPE: W	253	ti	***************************************
AUTH CODE:	 (((20))		
V-100x75 4000411 200 00 00 00 00 00 00 00 00 00 00 00 00	1		
PARTS: 0.00 LABOR: 0.00	OTHER: 0.00	TOTAL LINE A:	0.00
TO STATE TO THE TOTAL OF THE TO		***************************************	
C1111	******	*56050506000000000000000000000000000000	
B CUSTOMER STATES THAT WHEN DRIVING			
GET A WARNING IN THE DASH T			IN
PARK". IT USUALLY COMES ON WITH OR SO.	WHEN THE CAR IS DRIV	ING AROUNG 40	
CAUSE: CHECKED COMPUTER FOR FAULTS,	NONE STORED COLLD	NOT DUPLICATE	
01 -ACCESSORIES		SSERVE DOLD DOLD DE CELLED.	
8000 W (&',5)		SURFERING STATE OF THE STATE OF	(N/C)
FC: PART#: COUNTY W	HIN ANTHON, BUSHINGSON, ANDRESSONS	456555555333	
CLAIM TYPE: W			
AUTH CODE:			
PARTS: 0.00 LABOR: 0.00	OTHER: 0.00	TOTAL LINE B:	0.00
***	4		

C PASS SIDE AIR BAG LIGHT COMES ON A	*HAZARDOUR WARTE DISDOCA	LOS DE CONTRACTOR DE LA	TOTALS
Original Estimate Total Additional Approved By: Date & Time Authorizati (Parts & Labor) Cest Authorized Obtained B			IUIALS
	charge to cover costs associated with the handling, managemen	d	
Revised Estimate	and disposal of toxic wastes of	GAS, OIL, LUBE	
G □ Fax (See Attached □ E-mail (See Attached	California and Endored Law	SUBLET AMOUNT	
By signing below, you acknowledge that you were notified of and authorize Dealership to perform the services/repairs itemized in this Invoice and that you re	ed the	WASTE DISPOSAL COSTS	
(or had the opportunity to inspect) any replaced parts as requested by you.	LINI ESS OTHERWISE	TOTAL CHARGES	
NOTICE TO CONSUMER: PLEASE READ IMPORT INFORMATION ON BACK.	INDICATED. Some Parts Not Returnable	LESS INSURANCE	
	DEALERSHIP REPRESENTATIVE SIGNATURE	SALES TAX	
AOTHORIZED	TO THE MEDITATIVE SIGNATURE	PLEASE PAY	



D C H AUTO GROUP

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686 (951) 676-0010

MURRIETA CA					PAGE 2	ervice Direct (951)				
HOME BUS:		CONT:			VICE ADVISOR:	EPA # CAR 000146647 BAR # ARD00249903				
COLOR YEAR		E/MODEL		VIN			R: 3232 Steve Hudson LICENSE MILEAGE IN / OUT			
	2022									
TUNGSTEN M 11 DEL DATE PROD.	DODGE O	CHARGER B. EXP	PROMISE		L3CG8BH PO NO.	RATE	34846/ PAYMENT	34852 INV. DATE		
					10 110.		17XII WEIT	IIIV. DATE		
22APR12 DD R.O. OPENED			L7:00 23			0.00	CASH	23NOV12		
H.O. OFENED	, ne	ADY	OPTIONS	STI	K:CTR0398 DLR	:45189				
10:19 23NOV12				1						
LINE OPCODE TE				I		LIST	' NEI	' TOTAL		
CAUSE: CODES B		EPAIRED	SEAT WI	RING A	AS NEEDED.					
80	00 W							(N/C)		
	ART#: CO	ebbagaan oo aa abaan oo aa baaw	and the second s	* ************************************	Si Norrid ideas dilikasi ya Saa Saasaa Ao oo diisii o	Georgia apparities (11 - 15 - 15 - 15 - 15 - 15 - 15 - 15	d-1000, (1000) 1000, 1000, 1000	Service Control Control		
CLAIM AUTH	TYPE:	W		i i						
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PARTS: 0.	00 LAB	`` ``R•	COLUMN TO THE REAL PROPERTY AND ADDRESS OF THE PERTY ADDRESS OF THE PERT	OTHER	suffering constitute grantment	TOTAL L	TNE C.	0.00		
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ARREST OF THE PARTY OF THE PROPERTY OF THE PARTY OF THE P				1	********					
D CUSTOMER STA					NG TO TAKE TH D IT SEEMS TO					
EFFORT	OR TIME	3.	ı				DO1 01			
CAUSE: CAR IS		J INTO A	ND OUT	OF GEZ	AR AS DESIGNE	D.				
21 -TRANS 80								(N/C)		
ALLEGE COST COST CONTRACTOR OF THE SECURIOR OF	ART#: CO		The state of the s	y Talif				(147.07		
CONTRACTOR AND ADMINISTRAL CONTRACTOR AND ADMINISTRATION AND ADMINISTRATIO	TYPE:	W	5.7597.000000.0000000100000	100 2240 200 200 000 000 000	550	MATA CONTRACTOR CONTRA	454446400000000000000000000000000000000			
AUTH	CODE:							-		
		fav.	namana (ite seutin	to Comments accommo	WHITE SALES				
<u> </u>	20720-0170720020020020	įψ,				#1040000H				
PARTS: 0.	00 LABO)R: 1/2	0.00	OTHER:	0.00	TOTAL I	INE D:	0.00		
*	*****	*****	*****	*****	******	*****	***			
E AS PER THE C										
					HE PROPER TIR ESSURE LABEL.					
INDICA	-22 01 1	41111		ALL FALL	LOUGH HADEN.	and out I	0			
					S BOARD, YOUR					
					CHECKED AND SSURE AS					
Original Estimate Total Additional	Approved By:	Date & Time	Authorization	*HAZ	ARDOUS WASTE DISPOS		RIPTION	TOTALS		
(Parts & Labor) Cost Authorized			Obtained By:	COST	S: We have added the to cover costs associate		DUNT			

DATE	DATE CUSTOMER SIGNATURE AUTHORIZED DEALER			RSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT	
			AUTUODITED DEALE			
INFORM/	ATION ON BACK			Some Parts Not Returnable	SALES TAX	
NOTICE	TO CONSUMER	: PLEASE REA	D IMPORTANT	INDICATED.	LESS INSURANCE	
	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.			UNLESS OTHERWISE	TOTAL CHARGES	
Dealership to					WASTE DISPOSAL COSTS *	
Py signing h	alow you acknowledge	that wall more patitied	DE-mell (See Atteched)	California and Federal Law	SUBLET AMOUNT	
Revised Estimate	\$		Telepone Fax (See Attached)	and disposal of toxic wastes or hazardous substances under	07.07 0.127 20.02	
\$	•		Fex (See Atteched)	with the handling, management	PARTS AMOUNT	
(Parts & Labor)	Cost Authorized		Obtained By:	charge to cover costs associated	LABOR AMOUNT	

MURRIETA, CA

HOME:

PARTS:

DATE

BUS:



INVOICE

DCH **AUTO GROUP**

DCH Chrysler/Jeep/Dodge of Temecula

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

PAGE 3

EPA # CAR 000146647

BAR # ARD00249903

23NOV12

SERVICE ADVISOR:

3232 Steve Hudson

COLOH YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE	IN / OUT	TAG
1							
TUNGSTEN M 11	DODGE CHARGE	ER	2B3CL3CG8BH		34846/	34852	
DEL. DATE PROD	. DATE WARR, EXP.	PROMIS	ED PO NO.	RATE	PAYMENT	INV. DATE	2

22APR12 DD 17:00 23NOV12 0.00 CASH R.O. OPENED READY OPTIONS: STK: CTR0398 DLR: 45189

15:50 23NOV12 10:19 23NOV12

LINE OPCODE TECH TYPE HOURS NET LIST TOTAL

INDICATED ON THE VEHICLES TIRE PRESSURE

LABEL. ADJUSTED TO

LABOR:

CONT:

CELL

8000 ISA 0.00

0.00 OTHER:

0.00

TOTAL LINE E:

(N/C) 0.00







Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			Telepone Fex (See Attached) E-mail (See Attached)
Revised Estimate \$	\$			Telepone Fex (See Attached) E-meil (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.

CUSTOMER SIGNATURE

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

> ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

Some Parts Not Returnable AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

<u>AL</u>	DESCRIPTION	IUIALS
is ed	LABOR AMOUNT	0.00
nt	PARTS AMOUNT	0.00
or	GAS, OIL, LUBE	0.00
er	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



AUTO GROUP

INVOICE

DCH Chrysler/Jeep/Dodge of Temecula

26845 YNEZ RD., TEMECULA, CA 92591-5686

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

MURRIETA, C	7				DACE 1	Service Direct (951) 491-2150				
HOME:	A	CONT	:N/A		PAGE 1	EPA # CAR 00	0146647 B	AR # ARD00249903		
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s s				☐Telepone ☐Fex (See Atteched)	charge to cover costs associat	ed LABOR AMOU				
Revised Estimate				☐E-mail (See Atteched)	with the handling, manageme					
\$ 5				Telepone Fax (See Attached) E-mell (See Attached)	hazardous substances und	er 0710, 012, 20				
By signing below, you a	cknowledge t	hat you	were notified	of and authorized	California and Federal Law.	SUBLET AMO WASTE DISPO				
Dealership to perform the (or had the opportunity to	services/repair	s itemized	l in this invoice	and that you receive	ALL PARTS ARE NEW	TOTAL CHAR				
				. ,	LINLESS OTHERWISE	I TOTAL CHAR				

UNLESS OTHERWISE

INDICATED.

Some Parts Not Returnable

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT

CUSTOMER SIGNATURE

INFORMATION ON BACK.



DCH AUTO GROUP

DCH Chrysler/Jeep/Dodge of Temecula

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

HOME: CONT:N	/ a	PAG	E 2	EPA # CAR 000146647 BAR # ARD00249903				
BUS: CELL:		SERVICE ADVISOR:		3234 Christopher Lawson				
COLOR YEAR MAKE/MO	DEL	VIN		LICENSE	MILEAGE	IN / OUT	TAG	
TUNGSTEN M 11 DODGE CHAR	RGER	2B3CL3CG8	BH		35769	/35769		
DEL. DATE PROD. DATE WARR. EX	P. PROMIS	ED P	O NO.	RATE	PAYMENT	INV.	000000000000000000000000000000000000000	
22APR12 DD R.O. OPENED READY	13:00 0	7DEC12	0398 DLR	0.00	CASH	07DEC1	2	

11:53 07DEC12 13:46 07DEC12 LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

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.

3244 ISA (N/C)

PARTS: 0.00 LABOR:

OTHER: 0.00

0.00

EST: 0.00

DATE

07DEC12

CONTACT: MAIN: 951-252-3218





Original Estimate (Parts & Labor)	Total Additional Cost Authorized	Approved By:	Date & Time	Authorization Obtained By:
\$	\$			□Telepone □Fax (See Atteched) □E-mail (See Atteched)
Revised Estimate	\$			☐ Telepone ☐ Fex (See Attached) ☐ E-mail (See Attached)

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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J	COSTS: We	have a	added	this
7	charge to cov with the han and disposal hazardous California and	er costs	associa	ited
Ш	with the han	dling, m	anagem	ent
1	and disposal	of toxic	wastes	or
l	hazardous	substanc	es un	der
4	California and	Federal	Law.	
8				

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

L	DESCRIPTION	EUTALS
s d	LABOR AMOUNT	0.00
t	PARTS AMOUNT	0.00
r	GAS, OIL, LUBE	0.00
r	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



Customer Name VIN Number	Phone 35769 Mileage 12/7//2 Date	Vehicle Year/Model Checked and OK Will need future attention Requires immediate attention Not applicable
EXTERIOR CHECKUP	UNDERHOOD CHECKUP	UNDER VEHICLE CHECKUP
Left Front Wipers Oil Change Interval Indicator Reset Right Front Wipers Page 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Battery Check Hoses Engine Coolant Belts Motor Oil Transmission Fluid Notes Not	Left Front Tire Tread Depth /32 pcs Left Front Brake Pads Front Differential Left Axle Boots Transfer Case U-Joints Left Rear Brake Pads Exhaust System Exhaust System Left Rear Differential Brake Pads Fight Rear Fight



100 Years Under the Hood



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

CUSTOMER INFORMATION		VEHICLE INFORMATION	de la company de	SERVICE CENTER INFORMATION				
Murrieta. CA	-	VIN: 2B3CL3CG8BH 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			Manual Land			
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 Valvoline 5W30 Conventional Motor	1.00	EA QT				
Power Steering Fluid Level	Not Checked	Oil	5.90	Ų				
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	Extra Oil Charge					4.49	
	Front 34 Rear 34	Discount (HALF)					-2.25	
Transmission Fluid Level	Sealed							
A/C Refrigerant	Not Checked							
			-					
	•							
YOUR SERVICE TEAM: CER.	Johnny TORFIDE	: Todd BOTTOMSIDE: Christopher				-		

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

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

22.97
11.23
11.74
0.90
23.87
23.87
0.00

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

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

Code: INV2 CSR:

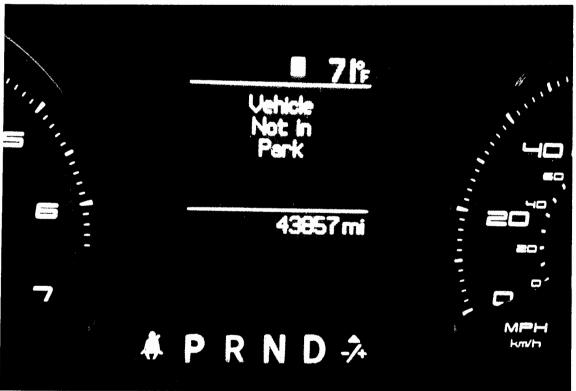
Oil change includes up to 5 quarts of motor oil and a new *standard oil filter. Parts are new unless otherwise noted.*Premium oil filter charge may apply **Haz Waste Fee \$1.49 applies to labor (non tax)

proval of an increase in the original estimated

www.vioc.com



1 Pu dit Vehicle IS in Park



N R'I MANA



Key Fob

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

CUSTOMER INFORMATION	人名英格兰	VEHICLE INFORMATION	CHARGE.	SERVICE	CENTER	INFORMA	ATION
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		GN0115- MANAGE 40430 Ca ARD# 26	R: Javier Malifornia Oa 8162 EPA# CA 92562	oreno iks Rd. # CAL0003	
MAINTENANCE CHECKS		SERVICES PERFORMED	45.0	W. Hose			
Lubrication Points	Sealed	ITEM DESCRIPTION	QTY	UNIT	PARTS	LABOR	AMOUNT(\$
Oil Drain Plug & Gasket	Checked-OK	Tire Rotation			0.00	21.99	21.9
Brake Fluid Level	Checked-OK	Conventional Oil Change			16.51	23.48	39.9
Battery	Sealed	Valvoline Oil Filter VO110 Valvoline 5W30 Conventional Motor	1.00 5.90	EA QT			
Windshield Wash Fluid Level	Added	Oil	5.90	Qī			
Coolant Reservoir Level	Low	Hazardous Waste Fee	1.00	ĘΑ			1.49
Tire Pressure	Checked-OK Front 30 Rear 30	Extra Oil Charge					4.49
Transmission Fluid Level	Sealed						
A/C Refrigerant	Not Checked						
		,					
•							
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NEXT VISIT Fuel System Fuel Filter Rear Differential Power Steering COMMENTS

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 0.00 **Change Due**

\$10 OFF an oil change for your 2nd car! EXPIRES 30 DAYS FROM DATE OF INVOICE

Code: INV2

CSR:

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)

acknowledge notice and oral approval of an increase in the original estimated

price. Custom

agreement between the cardholder and issuer.

ANTONOTIVE SPECIAL LES 41975 AVENIUM ALVIANDO TEMECULA CA 92596 (951) 296 5574 MID 08/00/2000/791

% hast to be in 1,77,910.

17 CMCTIVE SPECIALTIES 1976 AMENIDA ALVARADO TEMECULA, CA 92590 16-55* * BAR %: ARDO0271613-EPA #: CAL000062330 4866. AUTOSPECIALTIES. DRG

02345 23 of 19712 Taylit Bar	Entry Method: Swiped \$ 721.36 13:14:52 .de: 921416	A A A MINISTER OF THE A A A A A A A A A A A A A A A A A A A	Vehicle Information Vehicle Information Vear : 2011 Nake : 20056 Color: Model: CHARGER Size: Chom : 55593 VINN : 283CL3C688	n] ich: !!	Finished Date :	Page 1 1
1	BatchA: 000025 stower Copy THANK YOU' DME AGAIN!	Rebuilt (L Descript AG ALTERNAT	THE RESERVE OF THE PROPERTY OF	List Price	Selling Price 492.00	492.00
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T187, 951 - NF, 361F, 3689, 351N, 36			AS REQUESTED ())	THOSHE FIODRE SHE	m tag :	0.00

	; LPAYMENT TERMS]	
ALL PARTS LISTED ADOVE ARE NEW, UNLESS OTHERWISE INDICATED. I	NTEREST WILL BE CHARSED AT THE RATE OF : C.O.D.	
153 PER MONTH (ANNUAL PERCENTAGE NATE OF 18X) ON THE UNPAID BAL	ANCE OF ALL INVOICES OVER 30 DAYS. If :	
revised estimate is greater than original estimate I acknowledge m	etice and oral approval of an increase: TAXABLE PARTS: 492.00	
in the original estimate price. The standard labor marranty period	is 6 wonths or 6,000 miles :NON-TAXABLE PARTS:	
Check with the manufacturer of any equipment you may purchase to	determine your specific : LABOR: 190.00	
hardware warrantee. NOTE: ALL USED EQUIPMENT CARRYS A 30 DAY WARRA	NTY. SUBLET LABOR:	
Notes Te Customer:		
	;	
	AND	
	: :	
	: SUBTOTAL: 682.20	
	: SALES TAX: 39.36	
Custower's Accepta	Date Signed: _/_/ :	
	; TOTAL TICKET \$4: 721.36	
Cash: Check#: Date of Check: // ID#:	Asount Paid: 1	
		_
THANK YOU FOR YOUR BUSINESS	Business Hours 7:30-5:30pm MON-FRI	