

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



VENDOR NO: F0000001

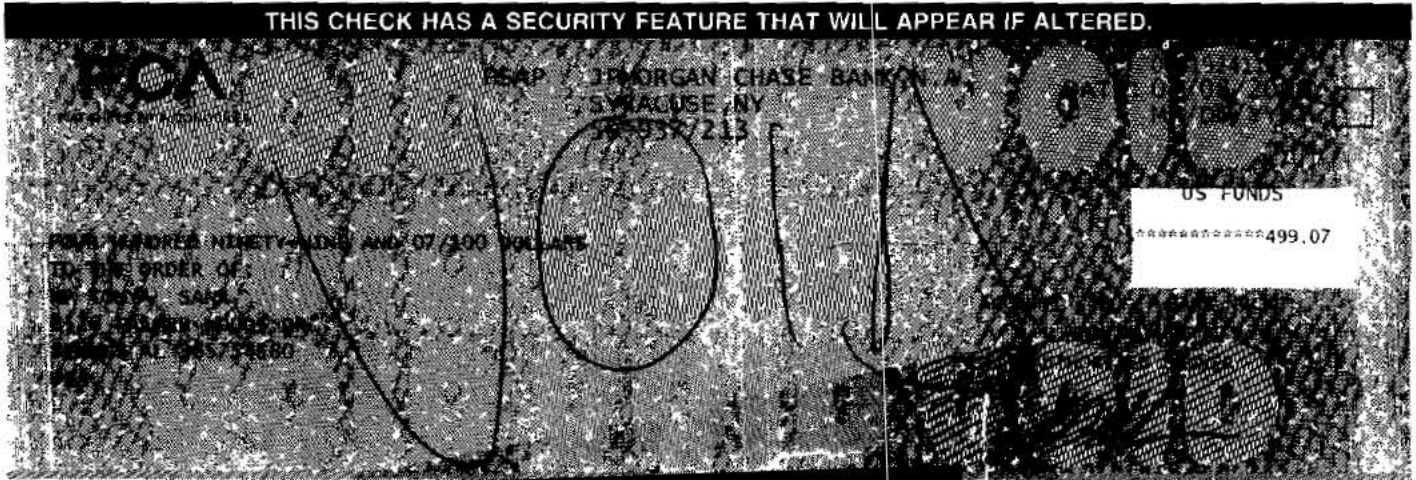
FCA US LLC
CORPORATE ACCOUNTS PAYABLE
P.O. BOX 537933
LIVONIA MI 48153-7933

PAR REF. NO: 0001924112
DATE: 01/08/2016
PM: NUCLIC SOURCE: SI
MAIL:

INV/REF DATE	INVOICE/REFERENCE NUMBER-SCHEDULE PAY NO.	GROSS AMOUNT	DISCOUNT AMOUNT	NET AMOUNT
01/08/2016	[REDACTED]	499.07	0.00	499.07
ZONE 88 VIN.2C3CDXBGZDH	TOTALS	499.07	0.00	499.07

REMOVE CHECK ALONG THIS PERFORATION

THIS CHECK HAS A SECURITY FEATURE THAT WILL APPEAR IF ALTERED.



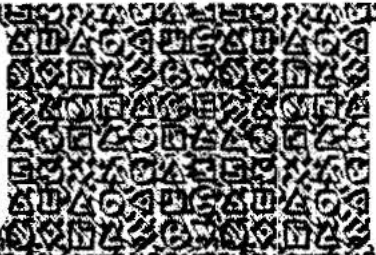
SEE REVERSE SIDE FOR OPENING INSTRUCTIONS

FCA

FIA CHRYSLER AUTOMOBILES

FCA US LLC
CORPORATE ACCOUNTS PAYABLE
P.O. BOX 537933
LIVONIA, MI 48153-7933

PRESORTED
FIRST CLASS
U.S. POSTAGE
PAID
PERMIT # 1601
DETROIT MI



US 0001924112

F0000001 SI



SEMME AL 36575
USA

LBT-1P1 36575



REMOVE SIDE EDGES FIRST
THEN FOLD, CREASE AND TEAR THIS STUB ALONG PERFORATION

I spoke with
Christine (40543)

I am unable to cash
this check my name
is incorrect, please
re-issue another. Thank you

Either

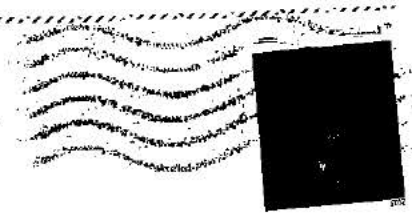


OR

(name
on
INS. CARD)

Semmes AL

PROBILE MI 48153
NOV 20 10 30 AM 2005



CK

FCA
FCA US LLC
Corporate Accounts Payable
P.O. BOX 537933
Livonia, MI 48153-7933

48153793333



Skinner Susan (FCA)

To: CAP Void and Reissue Checks Group
Subject: RE: sANK VOIDED CK. #1924112

From: CAP Void and Reissue Checks Group
Sent: Wednesday, January 27, 2016 12:35 PM
To: Skinner Susan (FCA); CAP Void and Reissue Checks Group
Subject: RE: [REDACTED] VOIDED CK. #1924112

Sue,

This check has been voided, and will not be reissued.

Frank

From: Skinner Susan (FCA)
Sent: Tuesday, January 26, 2016 2:00 PM
To: CAP Void and Reissue Checks Group
Subject: [REDACTED] VOIDED CK. #1924112

Sue Skinner
Senior Clerk
Customer Assistance Center

Document Recieved from Customer

Cair [REDACTED]

Date Received: 2015-12-11 07:57:03.114025

Files Not Recieved: 0

I have had my vehicle in with Autonation the first time 17 days without being able to receive a loaner car within picking up my vehicle the next 3 days the same problem reoccurred which was in with Autonation 3 weeks after a week of my vehicle being in the shop I was given a loaner which I was instructed I couldn't leave out the state of Alabama which inconvenient me for the Thanksgiving holidays. I have paid car note for the months of October, November and just paid December and I may have had my vehicle 7-10 days in between theses months any assistant can be of great help I have paid out much money trying to get to and from work during theses times and I was still responsible for my car note which has put me in a finical bind. I feel if this problem was solved the first time back in June this situation could have been avoided. Thank You For Your Concerns.

Document Recieved from Customer

Cair Number: [REDACTED]

Date Received: 2015-12-29 10:04:55.639810

Files Not Recieved: 0



For Returned Mail Purposes Only
 WELLS FARGO AUTO FINANCE
 MACN9777-112
 PO BOX 5189
 SIOUX FALLS, SD 57117-5189

Account Statement

Statement Date	11/13/15
Account Number	[REDACTED]
Payment Due Date	12/02/15
Regular Scheduled Payment	\$499.07
Total Amount Due	\$1,030.63
Maturity Date	09/02/19
Interest Rate	3.24%
Payoff Amount as of 12/02/15	\$22,144.95
Contact Customer Service for payoff instructions.	
*After 12/12/15 a late charge may apply of	\$39.00

Customer Service

Telephone

Please refer to the back of your statement for the telephone number, payment addresses and other valuable information.

Correspondence

PO Box 29704
 Phoenix, AZ 85038-9704

Online Banking
www.wellsfargo.com

0CHQSC0TDW 001983



SEMMES AL



Statement Summary

In 2014 you paid \$296.74 in interest on this account.

Wells Fargo Bank
 Transaction Receipt

Store 40063594 Consumer Loan Payment

Account Number *****0001
 07438 01

CASH TO [REDACTED] \$500.00
 A/DN [REDACTED] \$100.00
 E/D [REDACTED] \$300.00
 906 7014

TOTAL PAYMENT \$500.00

Transaction ID 000 000
 01/10/15 11/17/15 Credit Card 11/17/15

Payments are late 1 to 3 business days to post but will be credited to your account as of the credited date on your payment. Please refer to receipt as well (03/11/15).

DP1 500 cash on hand and Wells Fargo. These credits appear on next 3 year to enter the interest payment history and provide payment receipt services at wellsfargo.com

Thank you, DIRMESHIA

GEICO Alabama Insurance ID Card
1-800-841-3000
geico.com

GEICO CASUALTY COMPANY
One GEICO Center • Macon, GA 31205-0001

NAIC Code: 41491

Policy Number	Effective Date	Expiration Date
[REDACTED]	08-05-15	02-05-16

Year	Make	Model	Vehicle ID N
2013	DODGE	CHARGER SE	2C3CDXBG20H[REDACTED]

Insured:
Tanya D Burroughs

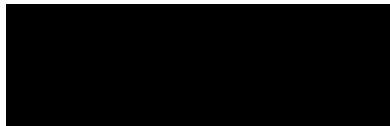
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Oct 26 10:34:42 EDT 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

2015 jeep 1C4RJCF7FC [REDACTED]

Comments:

vehical does not shift into park. The dealer informed me that you have to press the brake firmly, push the button and press the lever into park. Every vehical I have owned in over 60 years has not had this problem. When you think yoyu are in park it may be in neutral, reverse or whatever. You can exit the car and it may still be on. I justed stopped at the dealer to mentioned this for the second time and when I exited the vehical it was in neutral and rolled back. I have visited with others and know this is a problem. You now have hard copy on my issue and if I have a serious problem before I buy something else this fall I will be contacting you. I am sure this is a wide spread problem you don't want to address

[REDACTED]

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Mon Nov 16 17:24:04 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED]

Thank you for contacting the Jeep Customer Assistance Center.

We would like to apologize for the delayed response to your email.

We are sorry to learn of the shifting concern you are having and we appreciate the time and effort you have taken to bring this matter to our attention.

The owner information we have on file does not match what was sent in your email. Please reply to this email to confirm the correct owner information so that we may keep our records up to date. We will have your case sent to the Case Management team for further assistance. They will be in contact with you as soon as possible.

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Victoria

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9440300V12644L0KM&

Original Message Follows:

US Customer Service - MOPAR Brand Site

Brief Description:

2015 jeep 1C4RJCF7FC6 [REDACTED]

Comments:

vehical does not shift into park. The dealer informed me that you have to press the brake firmly, push the button and press the lever into park.

Every vehical I have owned in over 60 years has not had this problem. When you think yoyu are in park it may be in neutral, reverse or whatever. You can exit the car and it may still be on. I justed stopped at the dealer to mentioned this for the second time and when I exited the vehical it was in neutral and rolled back. I have visited with others and know this is a problem. You now have hard copy on my issue and if I have a serious problem before I buy something else this fall I will be contacting you. I am sure this is a wide spread problem you don't want to address [REDACTED]

VIN:

FO [REDACTED]

Mileage:

20000

Servicing Dealer:

Nikles

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]

Address 1:

[REDACTED]

Address 2:

City:

petersburg

State:

IL

Zip:

[REDACTED]

Email:

[REDACTED]

Work Phone:

[REDACTED]

EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup





November 18, 2015

[REDACTED]
Oak Park, MI [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RJFBG7FC [REDACTED]
Vehicle: 2015 Jeep Grand Cherokee

Dear Mr. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Jeep Grand Cherokee.

Mr. [REDACTED] naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.

Thank you for allowing us the opportunity in reviewing this matter with you.

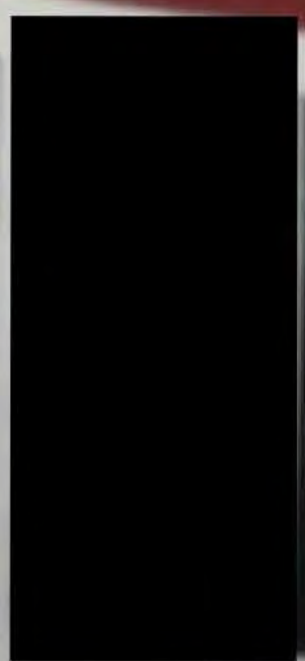
Sincerely,

Lisa Martinez

Lisa Martinez
Special Investigations
586-274-8169

LMM/sk

Phone 800.992.1897



THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR
 STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN

VIN: 1C4RJFBG7FC [REDACTED] TYPE: MPV
 VEHICLE MADE IN U.S.A. PAINT: PRP TRIM: ULXS

BY FCA US LLC

F MFR (BUILT): 4-15

FRONT: 1452 KG 3200 LB
20X8.0

GVWR: 2949 KG 6500 LB

WITH 265/50R20 TIRES
RIMS AT 250 KPA (36 PSI) COLD

REAR: 1679 KG 3700 LB
20X8.0

WITH 265/50R20 TIRES
RIMS AT 250 KPA (36 PSI) COLD



THIS VEHICLE
STARTS
VIN:
VEHICLE

TC4R 11 PG7 FCS





6119

Jeep



6119

Jeep



478



Jeep



4x4

LIMITED







6119

Jeep



2113

V6







DOT AVON 02/02/15 9.0 mm VL

NETTOYER LE Bouchon DE REPLENIR AVANT DE REPLENIR
CLEAN BEFORE REPLENISHING
REINIGEN VORER FÜLLEN

DOT AVON







• 6719 •

Press Brake
and
Push Button
to Start

1496 mi



51°F



MPH

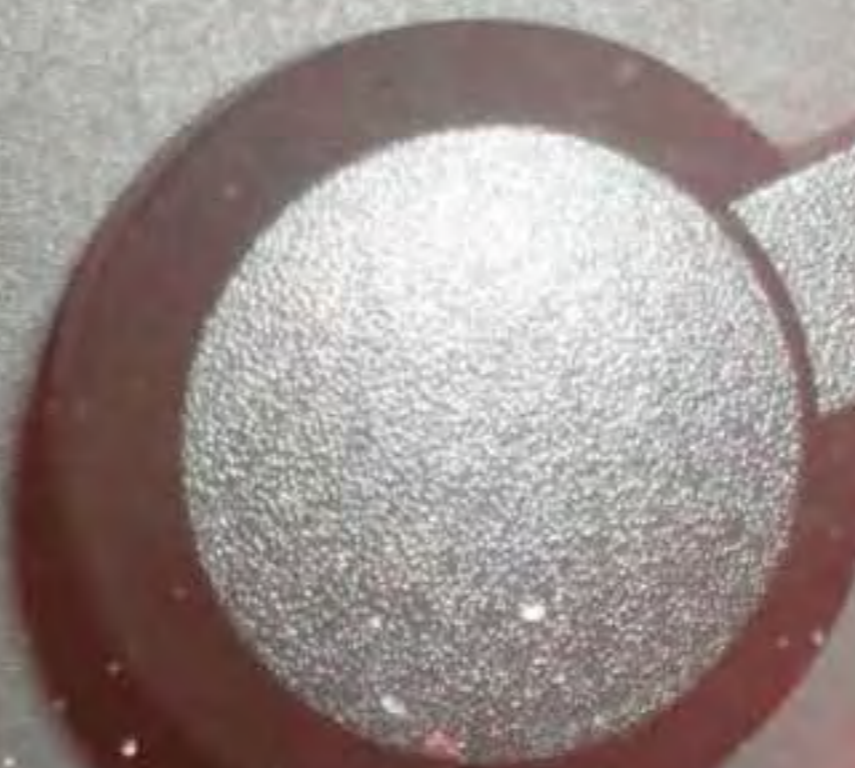
Ignition or
Accessory On

1486 mi



110
40

S D N R P



BRAKE



E

C

F























ASSURANCE HC

GOODYEAR







ASSURANCE HC

GOODYEAR

http://w05.dealerconnect.chrysler.com/service_bulletin/US/00000003201502043.pdf

W05.dealerconnect.chrysler.com

OVERVIEW:

This bulletin involves reprogramming of the Transmission Control Module (TCM) latest available software.

MODELS:

2015	(WK)	Jeep Grand Cherokee
2015	(WD)	Dodge Durango

NOTE: This bulletin applies to vehicles within the following markets/countries
NAFTA, EMEA, APAC.

- www1.chrysler.com/techconnect/2012/bulletin_US/1000000026962043.pdf
- w05.dealerconnect.chrysler... X
- Improved shift points during aggressive driving.
 - Calibration improvement to correct bump feel during 2-1 downshift.
 - Improved shift timing while in snow, base, and hill modes.

3.6L Gas Engine (Sales Code ERB)

- P1DCD - TCM monitoring processor performance multiple clutches lo
- P1B13 - Park-By-Wire unintended out of park position.
- P0734 - Gear 4 Shift Incorrect Ratio.
- Improved 4-3 and 3-2 downshifts.
- Improved shift timing at higher altitudes.
- Improved shift timing while in sand mode.
- Calibration improvement for multi-gear downshift timing during passing r
- Calibration improvement for intermittent delayed upshift.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issue on repair order and repair as necessary before proceeding further with this bulletin.

- P0734 - Gear 4 Shift Incorrect Ratio.
- Improved 4-3 and 3-2 downshifts.
- Improved shift timing at higher altitudes.
- Improved shift timing while in sand mode.
- Calibration improvement for multi-gear downshift timing during passing maneuver.
- Calibration improvement for intermittent delayed upshift.

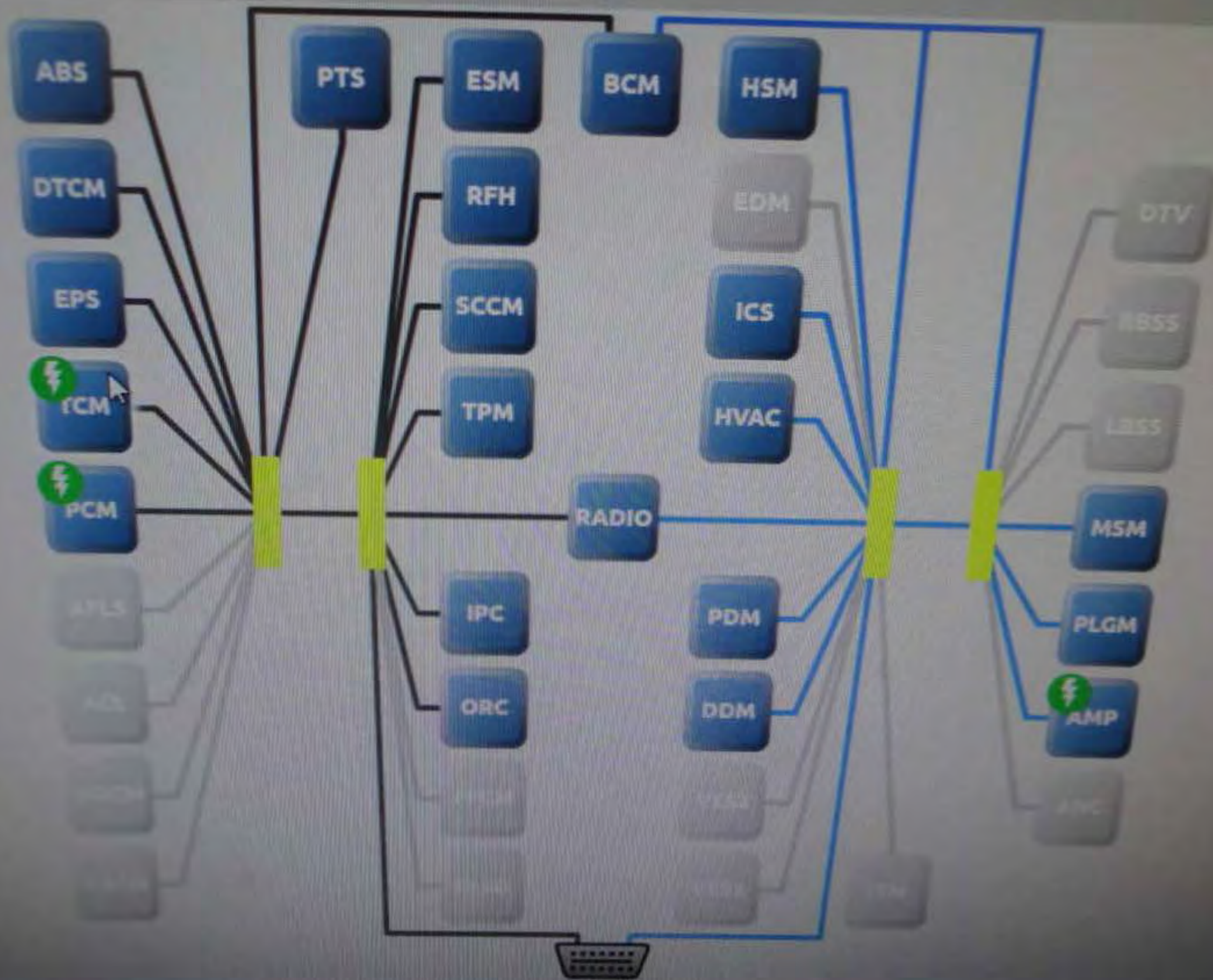
DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.

DELL

TY AUTO PARTS FOR A



Status	Description
There are no DTCs present	



2015 WK 3.6L

VIN: 1C4RJFBG7FC [REDACTED]

Battery:  12.074 volts

Legend



Active ECU



Non-responsive ECU



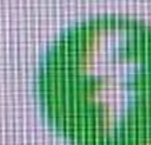
DTCs Present



ECU Not Built



Scanning ECU



New Flash Available



CAN-C



CAN-IHS

Name:

Occupant Restraint

Flash Part Number:

68222877AA

Bus Type:

CAN C

Hardware Version:

12.43.0

Software Version:

#2: 00.00.00 , #1: 13.15.00 , #0: 13.11.00

Spare Part Number:

N/A

ISO Code:

Software Number:

N/A

Hardware Number:

N/A

Original VIN

N/C

1-12 THU 11:43AM
Joe Be.

There are no DTCs present















0905A111013065



0905A111013065



MPH

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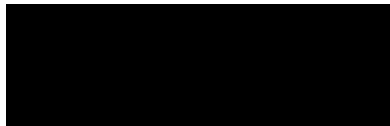
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



CHRYSLER

November 16, 2015

Coco & Gio LLC
[REDACTED]
Brighten, MI 4 [REDACTED]

RE: CAIR: [REDACTED]
VIN: 1C4RJFBG3FC [REDACTED]
Vehicle: 2015 Jeep Grand Cherokee

Dear Mr. [REDACTED]

This will further acknowledge contact to Fiat Chrysler Automobiles, regarding your 2015 Jeep Grand Cherokee.

Mr. [REDACTED] naturally, we were sorry to learn of the incident described to us during the initial contact. However, we have had the opportunity to review the inspection report and must inform you that we are not led to believe that the incident was due to a manufacturing responsibility. Therefore, we must respectfully decline any assistance associated with this incident.

Based on this information, we can only suggest that you refer this matter to your insurance carrier. Should they feel a manufacturing responsibility exists, they have full subrogation rights under the terms of your policy.


Thank you for allowing us the opportunity in reviewing this matter with you.

Sincerely,

Lisa Martinez

Lisa Martinez
Special Investigations
586-274-8169

LMM/sk



VEHICLE CONFORMS TO ALL APPLICABLE U.S.A. FEDERAL MOTOR
STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN A

1C4RJFBG3[REDACTED] TYPE: MPV
VEHICLE MADE IN U.S.A. PAINT: PSC TRIM: ULX9

CA US LLC

BUILT): 10-15

1452 KG 3200 LB WITH
18X8.0 RIMS AT

1679 KG 3700 LB WITH
18X8.0 RIMS AT

GVWR: 2949 KG 6500 LB
P265/60R18 109T TIRES

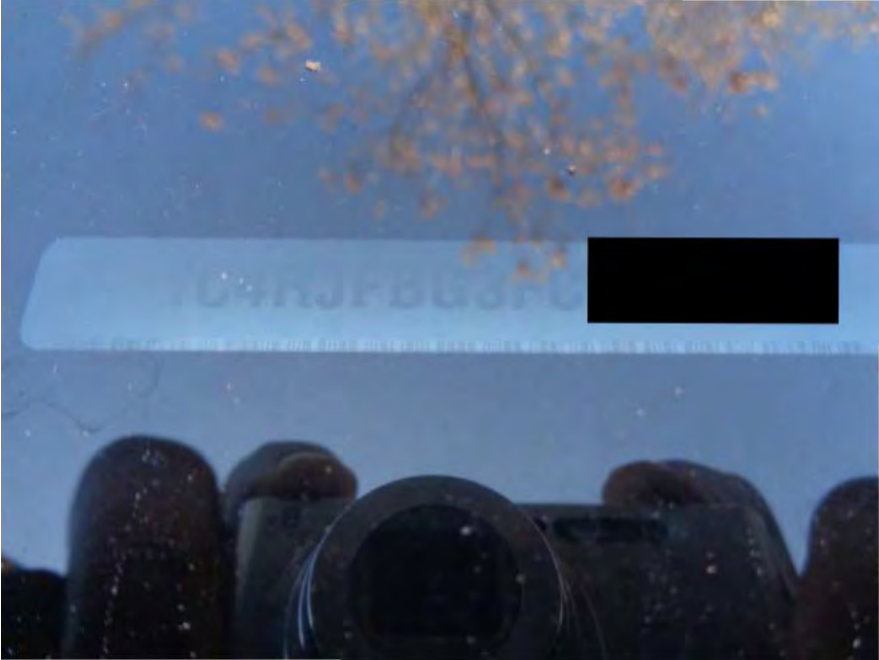
250 KPA (36 PSI) COLD

P265/60R18 109T TIRES

250 KPA (36 PSI) COLD



THIS



CANJF06370



Jeep

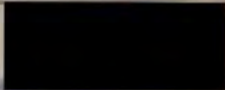








Jeep



4x4

LIMITED

CP-307




















1082 mi



























F10	REAR LIGHT	F11	GPC APPROVAL	F12	STOP LIGHT	F13	STOP LIGHT	F14	STOP LIGHT	F15	STOP LIGHT	F16	STOP LIGHT	F17	STOP LIGHT	F18	STOP LIGHT	F19	STOP LIGHT	F20	STOP LIGHT	F21	STOP LIGHT	F22	STOP LIGHT	F23	STOP LIGHT	F24	STOP LIGHT	F25	STOP LIGHT	F26	STOP LIGHT	F27	STOP LIGHT	F28	STOP LIGHT	F29	STOP LIGHT	F30	STOP LIGHT	F31	STOP LIGHT	F32	STOP LIGHT	F33	STOP LIGHT	F34	STOP LIGHT	F35	STOP LIGHT	F36	STOP LIGHT	F37	STOP LIGHT	F38	STOP LIGHT	F39	STOP LIGHT	F40	STOP LIGHT	F41	STOP LIGHT	F42	STOP LIGHT	F43	STOP LIGHT	F44	STOP LIGHT	F45	STOP LIGHT	F46	STOP LIGHT	F47	STOP LIGHT	F48	STOP LIGHT	F49	STOP LIGHT	F50	STOP LIGHT	F51	STOP LIGHT	F52	STOP LIGHT	F53	STOP LIGHT	F54	STOP LIGHT	F55	STOP LIGHT	F56	STOP LIGHT	F57	STOP LIGHT	F58	STOP LIGHT	F59	STOP LIGHT	F60	STOP LIGHT	F61	STOP LIGHT	F62	STOP LIGHT	F63	STOP LIGHT	F64	STOP LIGHT	F65	STOP LIGHT	F66	STOP LIGHT	F67	STOP LIGHT	F68	STOP LIGHT	F69	STOP LIGHT	F70	STOP LIGHT	F71	STOP LIGHT	F72	STOP LIGHT	F73	STOP LIGHT	F74	STOP LIGHT	F75	STOP LIGHT	F76	STOP LIGHT	F77	STOP LIGHT	F78	STOP LIGHT	F79	STOP LIGHT	F80	STOP LIGHT	F81	STOP LIGHT	F82	STOP LIGHT	F83	STOP LIGHT	F84	STOP LIGHT	F85	STOP LIGHT	F86	STOP LIGHT	F87	STOP LIGHT	F88	STOP LIGHT	F89	STOP LIGHT	F90	STOP LIGHT	F91	STOP LIGHT	F92	STOP LIGHT	F93	STOP LIGHT	F94	STOP LIGHT	F95	STOP LIGHT	F96	STOP LIGHT	F97	STOP LIGHT	F98	STOP LIGHT	F99	STOP LIGHT	F100	STOP LIGHT
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30 AMP FUSE

30A
EOL-0790C
875-A-0-01 UN
12VDC

30A
EOL-0790C
875-A-0-01 UN
12VDC

30A
EOL-0790C
875-A-0-01 UN
12VDC

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875-A-0-01 UN
12VDC

30A
EOL-0790C
875-A-0-01 UN
12VDC











W 111290

P265/60R18

109T



50°F



0

Tip A
1082.4 mi



1082 mi

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Vehicle View









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

2015 WK 3.6L

VIN: 1C4RJFBG3FC16 [REDACTED]

Battery:  12.108 volts

Legend

-  Active ECU
-  Non-responsive ECU
-  DTCs Present
-  ECU Not Built
-  Scanning ECU
-  New Flash Available
-  CAN-C
-  CAN-HS

All DTCs

[Engine](#) [Transmission](#) [Body](#) [Chassis](#) [Electrical](#)

US

Description

There are no DTCs present

All DTCs

Diagnostic Procedures

Customer Preferences

Double-click row selection to view environmental data. Click on c

All Active Stored Pending

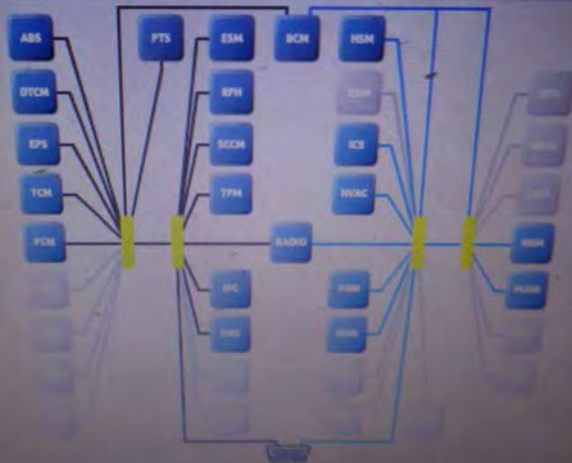
	ECU	Code

Knowledge Base Articles



Control




















A close-up photograph of a metal component, possibly a sensor or actuator, mounted on a dark, textured surface. The component is rectangular and has two circular ports on its top surface. Below the component, a metal plate features a QR code and a serial number. The scene is dimly lit, with a bright light source creating a strong highlight on the component's top surface.

2695E104021112

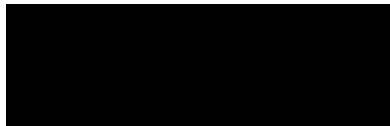
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



From: [REDACTED]
To: customerassist@chrysler.com
Date: Mon Nov 09 21:08:17 EST 2015
Subject: Chrysler Group LLC Customer Assistance
Form Selected:

Category: US Customer Service

Brief Description:

Electronic Shifter

Comments:

Is jeep going to do anything to replace the electronic shifter in Jeep Grand Cherokee. I love my Jeep but hate the shifter. It is just plain dangerous. Already got out of my vehicle while it was still running and in reverse. Thought I was in park and had shut car off, but didn't. Trying to shift from neutral to drive after going through the car wash and the car behind me almost hit me. The guy behind me thought I was stupid hitting brakes so I could get the stupid vehicle back in drive. I know you probably think I am just another stupid customer, but I am not. I have never sent a complaint to anyone before this. The next contact will be the NTSB with a request they investigate.

Sender Information:

Title:

First Name: [REDACTED]

Middle Initial:

Last Name: [REDACTED]

From: customerassist@chrysler.com

To: [REDACTED]

Date: Tue Nov 10 02:57:14 EST 2015

Subject: Re: Chrysler Group LLC Customer Assistance

Dear [REDACTED],

Thank you for contacting the Jeep Customer Assistance Center in regards to yourr electronic shifter concern.

We certainly appreciate the opportunity to review your recent email and again apologize for the issues you have experienced.

We appreciate the time and effort you took to tell us of your dissatisfaction in our product.

In order for us to further assist you, we need to verify if your vehicle has been diagnosed in the last 30 days at a certified Chrysler dealership. If it has been diagnosed, please provide the name of the dealership, and the individual you have been working with.

If you have not had the vehicle diagnosed, please ensure you have a diagnosis completed. You can visit Jeep.com and use the 'Find a Dealer' link to locate the nearest Chrysler dealership in your area

Thank you again for your email. Should you require additional assistance, or have any new information to provide, please reply to this email message or call 1-877-I-AM-JEEP (1-877-426-5337).

Sincerely,

Jenna

Customer Service Representative

Jeep Customer Assistance Center

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

REFERENCE NUMBER: [REDACTED]

EMAIL CASE NUMBER: [REDACTED]

REPLY LINK:

http://www.chrysler.com/wccs/brand_forms/us/reply.jsp?trk_ID=KMM9430621V42234L0KM&

Original Message Follows:

US Customer Service - Jeep Brand Site

Brief Description:

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Is jeep going to do anything to replace the electronic shifter in Jeep Grand Cherokee. I love my Jeep but hate the shifter. It is just plain dangerous. Already got out of my vehicle while it was still running and in reverse. Thought I was in park and had shut car off, but didn't. Trying to shift from neutral to drive after going through the car wash and the car behind me almost hit me. The guy behind me thought I was stupid hitting brakes so I could get the stupid vehicle back in drive. I know you probably think I

am just another stupid customer, but I am not. I have never sent a complaint to anyone before this. The next contact will be the NTSB with a request they investigate.

VIN:

FO [REDACTED]

Mileage:

9845

Servicing Dealer:

Crown

Title:

First Name:

[REDACTED]

Middle Initial:

Last Name:

[REDACTED]g

Address 1:

[REDACTED]

Address 2:

City:

Holland

State:

MI

[REDACTED]

[REDACTED]

Email:

[REDACTED]

[REDACTED]

[REDACTED]

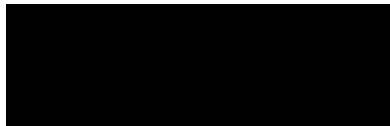
EA16-002

FLAT CHRYSLER

5-12-2016

ENCLOSURE 04

CAIR Backup



KARLEN

KOONS OF TYSONS

Workfile ID:

abd8beeb

2000 CHAIN BRIDGE RD, VIENNA, VA 22182

Phone: (703) 448-7211

FAX: (703) 448-7021

Estimate

RO Number:

Customer:

[REDACTED]

Insurance:

COD

Adjuster:

Phone:

Claim:

Loss Date:

Deductible:

Estimator:

Mo Ashkar

Create Date:

3/11/2015

Year: 2015

Style: 4D UTV

VIN: 1C4RJFAG0FC6 [REDACTED]

Mileage In:

Make: JEEP

Color: BLACK

Mileage Out:

Model: GRAND CHEROKEE 4X4

License:

Job Number:

Vehicle Out:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		REAR BUMPER						
2	E01	Remove/Replace	O/H rear bumper				3.1	Body	
3	E01	Remove/Replace	Bumper cover w/insert, w/o blind spot accent insert	1	335.00T	OEM	0.0	Body	2.8
4	E01		Add for Clear Coat						1.1
5	E01	Remove/Replace	Lower cover TYPE 2	1	212.00T	OEM	0.0	Body	1.8
6	E01		Add for Clear Coat						0.7
7	E01	Remove/Replace	Absorber	1	105.00T	OEM	0.0	Body	
8	E01	Remove/Replace	Step pad	1	53.50T	OEM	0.0	Body	
9	E01	Remove/Replace	Step panel black	1	209.90	OEM	0.0	Body	
10	E01		REAR LAMPS						
11	E01	Remove/Replace	RT Tail lamp assy Laredo & Limited satin trim	1	324.00T	OEM	0.3	Body	
12	E01	Remove/Replace	RT Tail lamp assy w/o SRT8 w/satin trim	1	317.00T	OEM	0.0	Body	
13	E01	Remove/Replace	RT Reflector	1	44.70T	OEM	0.0	Body	
14	E01		LIFT GATE						
15	E01	Repair	Lift gate				4.0	Body	2.2
16	E01		Add for Clear Coat						0.9
17	E01	Remove/Replace	Applique black	1	116.00T	OEM	0.3	Body	
18	E01	Remove/Replace	Nameplate "4x4" w/o code MUK, M1C	1	38.25T	OEM	0.2	Body	

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts					1,594.55
Labor, Body			46.00	7.9	363.40
Labor, Refinish			46.00	9.5	437.00
Material, Paint			34.00	9.5	323.00
Material, Shop			7.50	4.8	36.00
Subtotal					2,753.95

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

Estimate

RO Number:

Vehicle: 2015 JEEP GRAND CHEROKEE 4X4 ALTITUDE 4D UTV 6-3.6L-FI BLACK

Sales Tax	117.2
Grand Total	2,871.16
Net Total	2,871.16

Estimate Version	Total \$
Original	2,871.16

Insurance Total \$:	2,871.16
Received from Insurance \$:	0.00
Balance due from Insurance \$:	2,871.16
Customer Total \$:	0.00
Received from Customer \$:	0.00
Balance due from Customer \$:	0.00

Transaction Receipt

KOONS OF TYSONS CORNER
2000 CHAIN BRIDGE RD
VIENNA, VA 2218200000, US
7033560400

Store #1001281546

03/11/15 11:45:49 AM

Retail Sale

Billing Address

PEDRO A ROMERO

Credit Card Information

SWIPE CARD: Yes
STATUS: APPROVED - 12371P
ORDER NUMBER: 74722a
PO NUMBER: 74722a

Qty	Unit Cost	Extended Cost
1	574.23	574.23
SUBTOTAL:		\$574.23
TOTAL:		\$574.23

I AGREE TO PAY ABOVE AMOUNT ACCORDING TO CARD ISSUER.

SIGNATURE X _____
PEDRO A ROMERO

KOONS OF TYSONS CORNER
2000 CHAIN BRIDGE RD
VIENNA, VA 221820000, US
7033560400

Store #1001281546

03/28/15 09:26:26 AM

Retail Sale

Billing Address

PEDRO A ROMERO

Credit Card Information

SWIPE CARD: Yes
STATUS: APPROVED - 34039P
ORDER NUMBER: 74722
PO NUMBER: 74722

Qty	Unit Cost	Extended Cost
1	2,719.24	2,719.24
	SUBTOTAL:	\$2,719.24
	TOTAL:	\$2,719.24

I AGREE TO PAY ABOVE AMOUNT ACCORDING TO CARD ISSUER.

SIGNATURE X
PEDRO A ROMERO

Handwritten notes:
3/23
11/15
14/2

KOONS

CHEVROLET - BUICK - GMC
TYSONS CORNER

2000 Chain Bridge Rd, Vienna, VA 22182

Service Department (703) 448-7221
Sales and General Office (703) 790-9800
Body Shop (703) 448-7211
Parts (703) 448-7100



KOONS

CHRYSLER - DODGE - JEEP - RAM
TYSONS CORNER

2050 Chain Bridge Rd, Vienna, VA 22182

Service Department (703) 448-7226
Sales and General Office (703) 790-0900
Body Shop (703) 448-7211
Parts (703) 245-2800

Adv: 887 PHILLIP RACEY	Tid: [REDACTED]	License: [REDACTED]	IC4RJFAG0 [REDACTED]	Page 1	Invoice [REDACTED]
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Invoice to		Driver/Owner Information			
[REDACTED] OXON HILL, MD Cell: [REDACTED]		[REDACTED] OXON HILL, MD Cell: [REDACTED]			
For Office Use		Vehicle Information			
Customer in: 1838	Out:	Dist: GMC BOD D	Prelim	15 JEEP G CHEROKEE 4DR SUV BLACK	
Begin: 03/11/15	Done: 03/27/15	Invoiced: 03/27/15 12:17 PM			

Customer Waiting

Concern	51	Operation	Tech	Amount	
Corrosion	REPAIR	9999	FLI	399.00	
Parts			B37	S	552.91
				Sell	
	Part Number	Qty			
	010 1VQ67TZAA	1 C		212.00	212.00
	010 57010720AC	1 C		44.70	44.70
	010 68236144AA	1 C		39.75	39.75
	010 1VQ65TEZAA	1 C		335.00	335.00
	010 68236104AB	1 C		324.00	324.00
	010 68236106AA	1 C		317.00	317.00
	010 58E89AXRAA	1 C		307.00	307.00
	010 04E78827AG	1 C		355.00	355.00
	010 68236106AA	1		8.95	8.95
	Chk 68236106AA				
	Tech B31 CHO, BYONGTAB				
	Tech B37 PHAM, CAM V				
				Subtotal	
				PARTS	1943.40
				BODY SHOP MATERIALS	266.00
				BODY SHOP LABOR	951.51
				TOTAL CHARGE FOR CONCERN	3160.91

Type: BOD Line Flags: DCD

HOURS OF OPERATION:

Service: Monday thru Friday 7am - 7pm • Saturday 8am - 4pm

Body Shop Hours: Monday thru Friday 7:30am - 6pm

Parts Department Hours: Monday thru Friday 7:30 am - 5:30pm • Saturday 8am - 4pm

X

KOONS

CHEVROLET - BUICK - GMC
TYSONS CORNER

2000 Chain Bridge Rd, Vienna, VA 22182

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KOONS

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TYSONS CORNER

2050 Chain Bridge Rd, Vienna, VA 22182

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Sales and General Office (703) 790-0900
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Parts (703) 245-2800

Adv: SHILLIE RACEY	Tag 8219	Licenses 2	1C4R0YAG0	Page 1 (Last)	Invoice
Invoice to:			Driver/Owner: ROMERO, PEDRO		
Invoice Date: 03/27/15 11:13:39 AM			13 JEEP G CHEROKEE 4DR SUV BLACK		
Summary of Charges for Invoice 2			Payment Distribution for Invoice		
PARTS	1943.40	TOTAL CHARGE	3293.47		
BODY SHOP MATERIALS	266.00	CASH DUE	3293.47		
BODY SHOP LABOR	951.51				
SUB-TOTAL	3160.91				
TAX	132.56				
TOTAL CHARGE	3293.47				
Customer Waiting					
<p>SELF PAY</p> <p>If you have any questions - please see SHILLIE RACEY</p> <p>===== ==> IF WE HAVE PLEASSED YOU, PLEASE REMEMBER TO RETURN YOUR SURVEY <== =====>>> "COMPLETELY SATISFIED" <<<=====</p>					

HOURS OF OPERATION:

Service: Monday thru Friday 7am - 7pm • Saturday 8am - 4pm
 Body Shop Hours: Monday thru Friday 7:30am - 6pm
 Parts Department Hours: Monday thru Friday 7:30 am - 5:30pm • Saturday 8am - 4pm

