

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2015-07-21 17:50:42.149879**

**Files Not Recieved: 0**

To whom this may concern These attachments are for are case # [REDACTED] We are working with [REDACTED] your Ram Customer Care and are 2014 Ram 3500 pickup. could you please forward these documents to her Thanks [REDACTED].



LITHIA CHRYSLER JEEP DODGE  
OF GREAT FALLS #132

4025 10TH AVENUE S - GREAT FALLS, MT 59405-5884  
PHONE: (406) 791-8800 - FAX: (406) 761-7392  
TOLL FREE: 1-800-625-2091

\*INVOICE\* Invoice #: [REDACTED] Tag #: [REDACTED]

GREAT FALLS, MT [REDACTED]  
Home: [REDACTED] Bus: [REDACTED]  
Call: [REDACTED] Email: [REDACTED]

Customer: [REDACTED] Home: [REDACTED]  
Service Advisor: 73173 CHAD MERRIMAN

YEAR	14	MAKE/MODEL	Ram 3500	PO NO.		RATE	0.00	PAYMENT	CASH	INV. DATE	17JUL15	RO. OPENED	19231	READY	19232
DEL DATE	28MAY14	WARR. EXP.	18:00 17JUL15												
OPTIONS	SOLD-STR:EG239659 ENGR:7 Leer Tacho TRNOC7 6-Std Autom														

**ASSURED SERVICE**  
**RIGHT NOW SERVICE**

QUALITY SERVICE WHEN YOU NEED IT.  
THE WAY YOU WANT IT.  
LINE OPCODE TECH TYPE HOURS  
A CUSTOMER STATES WHEN THEY WERE DRIVING THE VEHICLE THE STEERING  
LOOSENED AND THE STEERING WHEEL WAS TURNING ON THEM WHEN THEY  
WERE TRAVELING STRAIGHT. CHECK AND ADVISE

CAUSE: e  
STEER STEERING  
WD4 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)  
77304 0.00 LABOR: 0.00 TOTAL LINE B: 0.00

PARTS: 19233 VERIFIED THE STEERING WHEEL IS OFF CENTER, INSP AND FOUND THE  
ADJUSTING SLEEVE IS LOOSE, ADJUSTED THE STEERING WHEEL, INSTALLED LOCK  
TITE ON THE JAM NUTS, TIGHTENED THE NUTS, TEST OK

B PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF  
VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.  
VI PERFORM COURTESY VEHICLE INSPECTION. INCLUDES:  
C VISUAL INSPECTION OF VEHICLE, TIRES, AND SET  
TIRE PRESSURE TO SPEC'S.

PARTS: 77304 CDR 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
77304 CDR 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C\*\* ALIGN FRONT END 49.95 OTHER: 0.00 TOTAL LINE C: 49.95  
ALIGN ALIGN FRONT END 77304 CDR 0.00 TOTAL TEST 49.95

PARTS: 19233 PERFORMED ALIGNMENT, ADJUSTED TOE AND STEERING WHEEL  
\*\*\*\*\*

*Chrysler before cost  
1-800-247-9753*

**WE SELL TIRES**  
WITH EVERY TIRE PURCHASE  
YOU RECEIVE:  
■ FREE TIRE REPLACEMENT  
■ FREE TIRE ROTATION  
■ FREE FLAT REPAIRS



**HOW'S OUR DRIVING?**

LITHIA Cares.com  
[877] 883-7299

LABOR AMOUNT	49.95	
PARTS AMOUNT	0.00	
GAS OIL LUBE	0.00	
SUBLET AMOUNT	0.00	
MSG. CHARGES	3.74	
TOTAL CHARGES	53.69	
LESS INS/DIED/DIS	0.00	
SALES TAX	0.00	
PLEASE PAY THIS AMOUNT	53.69	

Customer Signature: \_\_\_\_\_  
Page 1 of 1  
THANK YOU!



Wells Fargo Online®

Account Activity



Activity Summary

Current Posted Balance	[REDACTED]
Pending Withdrawals/ Debits	[REDACTED]
Pending Deposits/ Credits	\$0.00
Available Balance	[REDACTED]

Transactions

Find Transactions

Description or Keyword

Dates3

Last 90 Days

Amounts or Check Numbers Amount \$63.69

Type

Date ↓	Description	Deposits / Credits	Withdrawals / Debits
Pending Transactions Note: Debit card transaction amounts may change			
No pending transactions meet your criteria above.			
Posted Transactions			
[REDACTED]	PURCHASE AUTHORIZED ON 07/17 LITHIA CHY JP DGE GREAT FALLS MT [REDACTED]		\$53.69
Totals		\$0.00	\$53.69

Deposit products offered by Wells Fargo Bank, N.A. Member FDIC. Wells Fargo Bank, N.A. is a banking affiliate of Wells Fargo & Company.

Equal Housing Lender

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**Cair Number:** [REDACTED]

**Date Received: 2015-07-21 14:54:08.949581**

**Files Not Recieved: 0**

Hi I spoke with [REDACTED] on are account case # [REDACTED] and here is the documentation She asked for proof of the cost for the front end alignment on my 2014 Ram 3500 pickup, for Questions feel free to contact me at Phone-[REDACTED] email [REDACTED].com Thanks [REDACTED]

[REDACTED]

LITHIA CHY JP DGE HND GR FALLS  
4025 10TH AVENUE SOUTH  
GREAT FALLS, MT 59405  
406-791-8600

[REDACTED]

Date: 07/17/2015 12:28:55 PM

CREDIT CARD SALE

CARD NUMBER: \*\*\*\*\* [REDACTED] S  
TRAN AMOUNT: 353.25  
APPROVAL CD: [REDACTED]  
RECORD #: 000  
CLERK ID: [REDACTED]  
CUST CODE: [REDACTED]  
SALES TAX: \$0.00  
DESCRIPTION: [REDACTED]

Customer Copy

[REDACTED]

2015

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\*INVOICE\* Invoice #: [REDACTED] Tag #: [REDACTED]

GREAT FALLS, MT [REDACTED]  
Home: [REDACTED] Bus: [REDACTED]  
Call: [REDACTED] Email: [REDACTED]

Customer: [REDACTED] Home: [REDACTED]  
Service Advisor: 73173 CHAD MERRIMAN

PER/DOWN	14	MARK/MODEL	RAM 3500	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	RD. OPENED	READY
DEL DATE	28MAY14	WARR. EXP.	18:00 17JUL15	0.00	CASH	17JUL15	08:59 17JUL15	10:58 17JUL15		

**ASSURED SERVICE**  
RIGHT NOW SERVICE  
QUALITY SERVICE WHEN YOU NEED IT.  
THE WAY YOU WANT IT.

LINE OPCODE TECH TYPE HOURS  
A CUSTOMER STATES WHEN THEY WERE DRIVING THE VEHICLE THE STEERING  
LOOSENED AND THE STEERING WHEEL WAS TURNING ON THEM WHEN THEY  
WERE TRAVELING STRAIGHT. CHECK AND ADVISE

CAUSE: e  
STEER STEERING

**UP FRONT PRICING**  
THE PRICE YOU'RE QUOTED IS THE  
PRICE YOU'LL PAY.. PERIOD

**3 YEAR/50K MILE  
REPAIR WARRANTY**  
IF IT BREAKS WE FIX IT... FREE

PARTS: 77304 W4 0.00 OTHER: 0.00 TOTAL LINE A: (N/C)  
0.00 LABOR: 0.00  
19233 VERIFIED THE STEERING WHEEL IS OFF CENTER, INSP AND FOUND THE  
ADJUSTING SLEEVE IS LOOSE, ADJUSTED THE STEERING WHEEL, INSTALLED LOCK  
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0.00 LABOR: 0.00  
C\*\* ALIGN FRONT END 49.95 OTHER: 0.00 TOTAL LINE C: 49.95  
ALIGN ALIGN FRONT END 77304 CDR 0.00  
PARTS: PERFORMED ALIGNMENT, ADJUSTED TOE AND STEERING WHEEL TEST OK  
19233 PERFORMED ALIGNMENT, ADJUSTED TOE AND STEERING WHEEL TEST OK  
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WITH EVERY TIRE PURCHASE  
YOU RECEIVE:  
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■ FREE TIRE ROTATION  
■ FREE FLAT REPAIRS

**HOW'S OUR  
DRIVING ?**

LITHIA Cares.com  
[877] 883-7299

1. Acknowledges notice and oral approval of an increase in the original estimated price.  
Signature or Initials: \_\_\_\_\_  
STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT  
The factory warranty constitutes a contract of adhesion. The sale of this vehicle is made on an "as is" basis. The seller disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item. Any dispute arising out of or in connection with this agreement shall be governed by the Federal Arbitration Act 9 U.S.C. § 1 et. seq. The arbitrator shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to by law or in equity.  
CUSTOMER SIGNATURE \_\_\_\_\_

Customer Copy

Page 1 of 1

THANK YOU!

LABOR AMOUNT	49.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MSG. CHARGES	3.74
TOTAL CHARGES	53.69
LESS INS/DIED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	53.69



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