

**Document Recieved from Customer**

**Cair Number:** [REDACTED]

**Date Received: 2016-07-19 10:19:16.330269**

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CHRYSLER

Jeep



# HOOVER

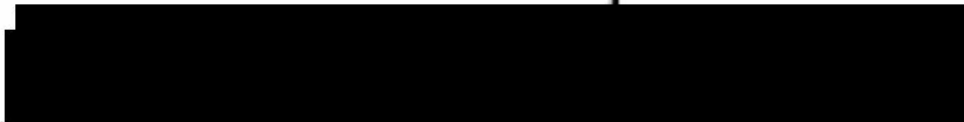
AUTOMOTIVE, LLC  
195 Mary Meade Drive P.O. Box 1518  
SUMMERVILLE, S.C. 29483  
(843) 873-1114 (843) 873-8762 FAX



RAM



ATTN!



CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[REDACTED]	DAVID ROBERTS	781	07/15/16	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE	COLOR
[REDACTED]	79.76		15,058	/
[REDACTED]	YEAR MAKE MODEL		DELIVERY DATE	DELIVERY MILES
EDISTO ISLAND, SC	15/RAM/3500/4WD CREW CAB 169"			
[REDACTED]	[REDACTED]	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]	[REDACTED]	R.O. DATE	
[REDACTED]	[REDACTED]	[REDACTED]	07/09/16	
REFERENCE PHONE	BUSINESS PHONE	COMMENTS		MO: [REDACTED]

LABOR & PARTS

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
506	07/11/16	7.40	9.30	1.90	0.00	FINISHED
506	07/11/16	0.00	0.00	0.00	0.00	FINISHED
873	07/14/16	0.00	0.00	0.00	0.70	ENTERED IN INVOICING
TOTAL TECH TIME				1.90	0.70	

PULLS TO THE RIGHT AND STEERING WHEEL IS OFF A LITTLE WANTS TO KNOW ABOUT TIRE REPLACEMENT DUE TO LAST VISIT (Steering Suspension Concern)  
RECENTER STEERING WHEEL  
AUTH 2 TIRES FROM CALL CENTER CASE MGR TROY  
FOR CUSTOMER SATISFACTION. CASE 29626691

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE
JOB # 1	2	TN13353N-XK	TIRE 235/ 22001017	147.00	294.00	205.80
JOB # 1 COST TOTAL				294.00		
JOB # 1 TOTAL PARTS					411.60	
JOB # 1 TOTAL LABOR & PARTS					467.43	

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
506	07/11/16	9.30	9.60	0.30	0.00	FINISHED
506	07/11/16	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.30	0.00	

AT TIMES WHEN VEH IS OFF IT WILL BLOW HORN (Electrical Concern)  
UNABLE TO VERIFY CONCERN, SWITCHES ECT NORMAL HORN PAD OK

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
506	07/11/16	9.60	9.60	0.00	0.00	FINISHED
506	07/11/16	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

MISC	CODE	DESCRIPTION	CONTROL NO.
JOB # 3	RENT-S/CT	RENTAL SURCHARGE TRUCK	
JOB # 3	RENT-S/TT	RENTAL SALES TAX TRUCK	
JOB # 3	RENT-T	RENTAL INCOME TRUCK	
TOTAL - MISC			40.00
R/O TAX			0.00
R/O TOTALS			50.43

WARRANTY CLAIM DETAIL TOTALS

CLAIM#..... TOTAL.....

The Reynolds and Reynolds Company - ENVIRONMENTAL (REV 07)

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[REDACTED]	15/RAM/3500/4WD CREW CAB 169"			
EDISTO ISLAND, SC	[REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	[REDACTED]		R.O. DATE	
[REDACTED]	[REDACTED]		07/09/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
[REDACTED]	[REDACTED]			

MO: [REDACTED]

LABOR & PARTS

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 UNABLE TO VERIFY CONCERN, SWITCHES ECT NORMAL HORN PAD OK

JOB # 2 TOTAL LABOR & PARTS 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
506	07/11/16	9.60	9.60	0.00	0.00	FINISHED
506	07/11/16	0.00	0.00	0.00	0.00	FINISHED
TOTAL TECH TIME				0.00	0.00	

JOB # 3 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO.
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JOB # 3	RENT-S/TT	RENTAL SALES TAX TRUCK	
JOB # 3	RENT-T	RENTAL INCOME TRUCK	
TOTAL - MISC			40.00
R/O TAX			0.00
R/O TOTALS			50.43

WARRANTY CLAIM DETAIL TOTALS

CLAIM# TOTAL

The Reynolds and Reynolds Company - EVMS/ERP (REV 0)