

**Document Recieved from Customer**

**Cair Number: 29698731**

**Date Received:** [REDACTED]

**Files Not Recieved: 0**

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Attempt 1: Out of Service 13 days

Attempt 2: Out of Service 13 days

Attempt 3: Out of Service 1 day

Attempt 4: Out of Service 12 days

Attempt 5: Out of Service 1 day, Total 40 days.

Have experienced issues with interior electronics, interior trims pieces not fitting, loose steering components, out of alignment (not driving straight down road), & most recently CONNECT display not working.

INFORMATION REDACTED PURSUANT TO THE FREEDOM OF  
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



(559) 737-6400  
Fax: [REDACTED]

**SERVICE DEPARTMENT HOURS**

Monday - Friday  
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 1
Time Received	Time Promised
[REDACTED]	[REDACTED]
Current Mileage	Mileage Out
215	[REDACTED]
Estimate of Repairs	Service Advisor / Key Tag #
[REDACTED]	2896

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			[REDACTED]	[REDACTED]	
[REDACTED]			Home Phone	Delivery Date	In-Service Date
[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	PEARL WHIT	
N2701 Chrysler 7500 or [REDACTED] Ded 100					

Job Number	Description of Work	Code
1.	ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON.	008 WARR-CHRYSLER

Job Number	Description of Work	Code
2.	FLASH FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM	FLASH WARR-CHRYSLER WARR-CHRYSLER

Job Number	Description of Work	Code
3.	BODY BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER	023 Internal

Job Number	Description of Work	Code
4.	VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE	01DOZ001 Customer Pay

Job Number	Description of Work	Code
5.	TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED BY CALIFORNIA REGULATIONS, SECTION 95550 OF TITLE 17. ADJUST TIRE PRESSURES TO MANUFACTURE	TT1 Customer Pay

**TEAR DOWN ESTIMATE**

I understand that my vehicle will be re-assembled within 10 business days of the date shown above, if I choose not to authorize the services recommended.

ORIGINAL CUSTOMER ESTIMATE: \_\_\_\_\_

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			IF SUBLET	\$
				REVISED TOTAL
				\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			IF SUBLET	\$
				REVISED TOTAL
				\$

TERMS: ST work hereir responsible other cause parts shipm operate the and/or insp the amount

DISCLAIMER the manuf including a neither [REDACTED] sale of said

Attempt #1

#1

ALL PARTS INSTALLED NEW  
WARRANTY INFORMATION ON REVERSE SIDE

**PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE**

# LAMPE

CHRYSLER DODGE JEEP

151 N. Neeley Street  
Visalia, CA 93291  
(559) 737-6400  
Fax: [REDACTED] 749

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED]
Time Received	Time Promised
[REDACTED]	13:15
Current Charge	Charge Out
215	
Estimate of Repairs	Service Advisor / Key Tag #
	[REDACTED] 2896

BAR # ARD00240304 EPA# CAL000357990

10720		Work Phone	Vehicle Identification Number		
[REDACTED]		[REDACTED]	[REDACTED]		
[REDACTED]		Home Phone	Delivery Date	In-Service Date	
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	
Year	Make	Model	Body	Color	License Number
[REDACTED]	[REDACTED]	2500	4WD CREW CAB 149"	PEARL	[REDACTED]
[REDACTED] Chrysler 7500 or [REDACTED]		Ded 100			

Job Number	Description of Work	Code
1.	( ) YOU DECLINE TO HAVE YOUR TIRES CHECKED AND INFLATED DATE SIGNATURE	TT2 Customer Pay

Job Number	Description of Work	Code
2.	RENTAL	RENTAL WARR-CHRYSLER

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

### TEAR DOWN ESTIMATE

I understand that my vehicle will be reassembled within 10 business days of the date shown above, if I choose not to authorize the services recommended.

ORIGINAL CUSTOMER ESTIMATE: \_\_\_\_\_

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON			IF SUBLET	REVISED TOTAL
				\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON			IF SUBLET	REVISED TOTAL
				\$

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**ALL PARTS INSTALLED NEW  
UNLESS SPECIFIED OTHERWISE.**

**PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.**

# LAMPE

151 N. Neeley Street  
Visalia, CA 93291

CHRYSLER DODGE JEEP RAM

Fax: [REDACTED]

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.

R/O Open Date	R/O Number				
[REDACTED]	[REDACTED]				
R/O Close Date	Pre-Invoice				
[REDACTED]	[REDACTED]				
Mileage In	Mileage Out				
215	235				
Service Advisor / Tag #					
[REDACTED]	2896				
Vehicle Identification Number					
[REDACTED]					
Delivery Date	In-Service Date				
[REDACTED]	[REDACTED]				
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	PEARL WHITE	[REDACTED]

BAR # [REDACTED] # CAL000357990

Work Phone		Vehicle Identification Number			
[REDACTED]		[REDACTED]			
Home Phone		Delivery Date			
[REDACTED]		[REDACTED]			
Home Phone		In-Service Date			
[REDACTED]		[REDACTED]			
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	PEARL WHITE	[REDACTED]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [REDACTED]	Email: [REDACTED]	
#1 - 008: ELECTRICAL		
ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON. CHECK AND ADVISE		
Caused by		
AMPLIFIER AND VARIOUS PANELS TO GAIN ACCESS TO THE AFFECTED AREA NEAR THE SM11B SPLICE TO REPAIR THE WIRE AND HARNESS. I CUT OUT THE BAD PART OF THE M11 YL/VT WIRE AND REPAIR IT BY SOLDERING AND HEAT SHRINKING THE CONNECTIONS THAT I MADE. RETESTED FOR THE ORIGINAL CONCERN AND IT WAS NO LONGER PRESENT. THE INTERIOR COURTESY LAMPS ILLUMINATED UPON ENTRY INTO THE VEHICLE. PUT ALL REMOVED COMPONENTS BACK IN PLACE AND RETESTED THE CIRCUIT, TEST GOOD		
Installed 68245054AC :MODULE: BODY CONTROLLER	682 Qty: 1	Warranty
Installed 68269912AA :SWITCH: HEADLAMP	682 Qty: 1	Warranty
FOUND ACTIVE CODE		
B1751-11-COURTESY LAMP CONTROL - CIRCUIT SHORT TO ROUND		
FOLLOWED PINPOINT TESTING AND DETERMINED TO CONDEMN BCM		
CONTACTED [REDACTED] AND I AM WAITING FOR A RESPONSE [REDACTED] STILL IN CONTACT WITH [REDACTED] TO ATTEMPT REPAIR ON VEHICLE.		
UPON FURTHER INSPECTION OF THE M11 CIRCUIT FINDING AT THE INLINE BODY/SEAT REAR LEFT CONNECTOR AND WIRES, MOVING TO THE INLINE BODY/SEAT REAR RIGHT C		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.		
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		
LABOR		
PARTS		
DEDUCTIBLE		
SUBLET		
SHOP SUPPLIES		
HAZARDOUS MATERIALS		
SALES TAX OR TAX I.D.		
SPECIAL ORDER DEPOSIT		
DISCOUNTS		
TOTAL DUE		

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

# LAMPE

151 N. Neeley Street  
Visalia, CA 93291

Fax [REDACTED]

## SERVICE DEPARTMENT HOURS

R/O Open Date	R/O Number
[REDACTED]	[REDACTED]
R/O Close Date	Status
[REDACTED]	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
[REDACTED]	2896

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]		Work Phone	Vehicle Identification Number		
[REDACTED]		[REDACTED]	[REDACTED]		
[REDACTED]		Home Phone	Delivery Date	In-Service Date	
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	
Year	Make	Model	Body	Color	License Number
N2701	RAM	2500	4WD CREW CAB 149"	WHIT	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
CONNECTOR AND WIRES, REMOVING VARIOUS TRIM PANELS TO GAIN ACCESS TO THE WIRE HARNESS LEADING UP TO THE SM11B SPLICE. UPON DETAILED INSPECTION OF THE AREA SURROUNDING THE SM11B SPLICE I FOUND THAT THERE WAS A SMALL HOLE THAT HAD RUBBED THROUGH THE PROTECTIVE OUTER COVER OF THE WIRE HARNESS ON THE BCM C7/G CONNECTOR SIDE OF THE SPLICE AND SUBSEQUENTLY THROUGH THE M11 YL/VT CIRCUIT CAUSING THE CIRCUIT TO INTERMITTENTLY GROUND OUT. I REMOVED THE	
-----	
#2 - FLASH: FLASH FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM 18-19-04-FB MODULE, ENGINE CONTROL (ECM) - REPROGR	
-----	
#3 - 023: BODY BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER Work performed by House Tech (999) Work performed by 2106 : 14151 REPAIRED BUMPER AS PER DUE BILL	Internal Internal
-----	
#4 - 01DOZ001: VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) PERFORMED MULTI POINT INSPECTION Sub Total: .00	
-----	
#5 - TT1: TIRE CHECK/INFLATION SERVICE PERFORMED AS	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto \*

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

- LABOR
- PARTS
- DEDUCTIBLE
- SUBLET
- SHOP SUPPLIES
- HAZARDOUS MATERIALS
- SALES TAX OR TAX I.D.
- SPECIAL ORDER DEPOSIT
- DISCOUNTS
- TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



INFORMATION  
REDACTED  
PURSUANT TO  
THE FREEDOM OF  
INFORMATION ACT  
(FOIA), 5 U.S.C.  
552(B)(6)

151 N. Naeley Street  
 Visalia, CA 93291  
 Fax: (559) 651-1749

SERVICE DEPARTMENT HOURS  
 8:00 a.m. to 5:00 p.m.

R/O Open Date	R/O Number
	/1
R/O Close Date	Status
	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
2896	
Vehicle Identification Number	
Delivery Date	In-Service Date
Color	License Number

BAR # [REDACTED] EPA# [REDACTED]

Year	Make	Model	Body	Color	License Number
N2701	RAM	2500	4WD CREW CAB 149"		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 008: ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON. CHECK AND ADVISE Caused by AMPLIFIER AND VARIOUS PANELS TO GAIN ACCESS TO THE AFFECTED AREA NEAR THE SM1B SPLICE TO REPAIR THE WIRE AND HARNESS. I CUT OUT THE BAD PART OF THE M 11 YL/VT WIRE AND REPAIRED IT BY SOLDERING AND HEAT SHRINKING THE CONNECTIONS THAT I MADE. RETESTED FOR THE ORIGINAL CONCERN AND IT WAS NO LONGER PRESENT. THE INTERIOR COURTESY LAMPS ILLUMINATED UPON ENTRY INTO THE VEHICLE. PUT ALL REMOVED COMPONENTS BACK IN PLACE AND RETESTED THE CIRCUIT, TEST GOOD	
Installed 68245054AC :MODULE: BODY CONTROLLER 682 Qty: 1	Warranty
Installed 68269912AA :SWITCH: HEADLAMP 682 Qty: 1	Warranty
Installed 1WA64DX9AC :OUTLET: AIR CONDITIONING & H 1WA Qty: 1	Warranty
Installed 1HR97DX9AC :PANEL: CLOSE OUT 1HR Qty: 1	Warranty
Installed 5MZ89DX9AA :SHIELD: OUTBOARD 5MZ Qty: 1	Warranty
Installed 1NK88DX9AA :SHIELD: INBOARD 1NK Qty: 1	Warranty
Installed 5NH65DX9AA :WHEEL: STEERING 5NH Qty: 1	Warranty
Installed 5MZ91DX9AA :COVER: RISER 5MZ Qty: 1	Warranty
Freight: AS PER RODNEY FOUND ACTIVE CODE B1751-11-COURTESY LAMP CONTROL - CIRCUIT SHORT TO ROUND	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume or it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR  
 PARTS  
 DEDUCTIBLE  
 SUBLET  
 SHOP SUPPLIES  
 HAZARDOUS MA  
 SALES TAX OR 1  
 SPECIAL ORDER  
 DISCOUNTS  
 TOTAL DUE

Attempt  
 #2

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

**LAMPE**151 N. Naeley Street  
Visalia, CA 93291

## SERVICE DEPARTMENT HOURS

Friday

Fax:

R/O Open Date	R/O Number
R/O Close Date	Status
	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
	2896

BAR # ABD00240304 EPA# CAL000357990

Year			Make	Model	Work Phone	Vehicle Identification Number		
			RAM	2500				
					Home Phone	Delivery Date	In-Service Date	
					Body	Color	License Number	
					4WD CREW CAB 149"	WHIT		
N2701								

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>FOLLOWED PINPOINT TESTING AND DETERMINED TO CONDEMN BCM CONTACTED [REDACTED] I AM WAITING FOR A RESPONSE [REDACTED] STILL IN CONTACT WITH [REDACTED] TO ATTEMPT REPAIR ON VEHICLE. UPON FURTHER INSPECTION OF THE M11 CIRCUIT [REDACTED] PINNING AT THE INLINE BODY/SEAT REAR LEFT CONNECTOR AND WIRES, MOVING TO THE INLINE BODY/SEAT REAR RIGHT CONNECTOR AND WIRES, REMOVING VARIOUS TRIM PANELS TO GAIN ACCESS TO THE WIRE HARNESS LEADING UP TO THE SM11B SPLICE. UPON DETAILED INSPECTION OF THE AREA SURROUNDING THE SM11B SPLICE I FOUND THAT THERE WAS A SMALL HOLE THAT HAD RUBBED THROUGH THE PROTECTIVE OUTER COVER OF THE WIRE HARNESS ON THE BCM C7/G CONNECTOR SIDE OF THE SPLICE AND SUBSEQUENTLY THROUGH THE M11 YL/VT CIRCUIT CAUSING THE CIRCUIT TO INTERMITTENTLY GROUND OUT. I REMOVED THE</p>	
<p>#2 - FLASH: FLASH FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM 18-19-04-FB MODULE, ENGINE CONTROL (ECM) - REPROGR</p>	
<p>#3 - 023: BODY BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER Work performed by House Tech (999) Work performed by 2106 : 14151 Work performed by 19324 : 23802 REPAIRED BUMPER AS PER DUE BILL</p>	<p>Internal Internal Internal</p>
<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*</p>	<p>LABOR PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE</p>
<p>DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume or it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>	
<p>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</p>	
X	

# LAMPE

CHRYSLER DODGE JEEP RAM  
RAM

151 N. Neeley Street  
Visalia, CA 93291

(5 [REDACTED])  
Fax: [REDACTED]

### SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.

Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 3
R/O Close Date	Status
[REDACTED]	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
[REDACTED]	2896

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			[REDACTED]	[REDACTED]	
[REDACTED]			Home Phone	Delivery Date	In-Service Date
[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	PEARL WHIT	
N2701					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - 01DOZ001: VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) PERFORMED MULTI POINT INSPECTION Sub Total: .00	
#5 - TT1: TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED BY CALIFORNIA REGULATIONS, SECTION 95550 OF TITLE 17. ADJUST TIRE PRESSURES TO MANUFACTURER RECO MMENDATION FOR VEHICLE CHECK TIRE PRESSURE SET FRONT TO 65 PSI SET REAR TO 80 PSI Sub Total: .00	
#6 - TT2: ( ) YOU DECLINE TO HAVE YOUR TIRES CHECKED AND INFLATED DATE _____ SIGNATURE _____ Sub Total: .00	
#7 - RENTAL: RENTAL Work performed by 13113 : CAR IN SHOP - DAVID	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume or it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

# LAMPE

151 N. Neeley Street  
Visalia, CA 93291



Fax: [REDACTED]

SERVICE DEPARTMENT HOURS

Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 1
Time Received	Time Promised
[REDACTED]	Waiting
Current Mileage	Mileage Out
577	
Estimate of Repairs	Service Advisor / Key Tag #
[REDACTED]	[REDACTED]

BAR # ARD00240304 # CAL000357990

Work Phone		Vehicle Identification Number	
[REDACTED]		[REDACTED]	
Home Phone		Delivery Date	In-Service Date
[REDACTED]		[REDACTED]	[REDACTED]
Year	Make	Model	Body
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
		Color	License Number
		[REDACTED]	[REDACTED]
Chrysler 7500 or		ded 100	

Job Number	Description of Work	Code
1.	STEERING CUSTOMER STATES STEERING WHEEL IS OFF CENTER. RECHECK AND ADVISE.	019 WARR-CHRYSLER

Job Number	Description of Work	Code
2.	BODY CUSTOMER STATES CENTER CONSOLE PANEL ON THE DRIVER SIDE IS NOT SITTING FLUSH WITH CENTER CONSOLE. IN	023 WARR-CHRYSLER

Job Number	Description of Work	Code
3.	TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED	TT1 Customer Pay

Job Number	Description of Work	Code
4.	( ) YOU DECLINE TO HAVE YOUR TIRES CHECKED AND	TT2 Customer Pay

Job Number	Description of Work	Code
5.	VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION	01DOZ001 Customer Pay Customer Pay

### TEAR DOWN ESTIMATE

I understand that my vehicle will be reassembled within 10 business days of the date shown above. If I choose not to authorize the services recommended.

TERMS: ST work herein responsible other cause parts shipped operate the and/or inspect the amount

DISCLAIMER: the manufacturer including an neither assume sale of said

repair are not or any delays in testing secure

made by implied, e seller with the

### ORIGINAL CUSTOMER ESTIMATE:

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON			IF SUBLET	REVISED TOTAL
				\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON			IF SUBLET	REVISED TOTAL
				\$

Attempt # 3

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

**LAMPE**

151 N. Neeley Street  
Visalia, CA 93291  
(559) 737-6400  
Fax: [REDACTED]

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] 149/1
R/O Close Date	Status
[REDACTED]	Pre-Invoice
	Mileage Out
577	580
Service Advisor / Tag #	
[REDACTED]	W2213*W*

BAR # [REDACTED] EPA# [REDACTED]

Work Phone		Vehicle Identification Number			
[REDACTED]		[REDACTED]			
Home Phone		Delivery Date	In-Service Date		
[REDACTED]		[REDACTED]	[REDACTED]		
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	[REDACTED]	
N2701					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 019: STEERING CUSTOMER STATES STEERING WHEEL IS OFF CENTER. RECC ECK AND ADVISE. Work performed by 2112 : 128398 REMOVED STEERING WHEEL COVER TO GAIN ACCESS TO ALIGNMENT MARKS ON WHEEL TO COLUMN MOUNTING NUT. WHEEL IS ALIGNED. RECC ALIGNMENT	Warranty
#2 - 023: BODY CUSTOMER STATES CENTER CONSOLE PANEL ON THE DRIVER SIDE IS NOT SITTING FLUSH WITH CENTER CONSOLE. IN SPECT AND ADVISE. REMOVED PANEL AND REALIGNED THE CENTER CONSOLE AND INTERGRATED CENTER STACK TO CLOSE GAP IN QUESTION	
#3 - TT1: TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED BY CALIFORNIA REGULATIONS, SECTION 95550 OF TITLE 17. ADJUST TIRE PRESSURES TO MANUFACTURER RECOMMENDATION FOR VEHICLE SET FRONT TO 70 PSI SET REAR TO 80 PSI Sub Total: .00	
#4 - TT2: ( ) YOU DECLINE TO HAVE YOUR TIRES CHECKED AND INFLATED DATE _____ SIGNATURE _____ Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle here described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of fees thereon.

- LABOR
- PARTS
- DEDUCTIBLE
- SUBLET
- SHOP SUPPLIES
- HAZARDOUS MATERIALS
- SALES TAX OR TAX I.D.
- SPECIAL ORDER DEPOSIT
- DISCOUNTS
- TOTAL DUE

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

R/O Open Date	R/O Number
R/O Close Date	Status
	Pre-Invoice
	Mileage Out
	580
Service Advisor / Tag #	
	W2213 *W*

BAR # ARD0024(0304) EPA# CAL000357990

Work Phone			Vehicle Identification Number		
Home Phone			Delivery Date		In-Service Date
Year	Make	Model	Body	Color	License Number
N2701	RAM	2500	4WD CREW CAB 149"	WHIT	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 - 01DOZ001: VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION PERFORMED MULTI POINT INSPECTION Sub Total: .00	
#6 * RENTAL: RENTAL ADDED OPERATION Work performed by 13113 :	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of fees as thereto.

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X





Bakersfield Dodge, Inc.

d.b.a.

HADDAD DODGE

3000 Harris Road • Bakersfield, CA 93313

Phone: [REDACTED]

B.A.R. # ARD038916  
E.P.A. # CAD982487415

CUSTOMER NO	ADVISOR ANGEL	TAG NO 37995	5209	INVO
	LICENSE NO.	847	COLOR	
	YEAR / MAKE / MODEL	16/DODGE TRUCK/2500 DIESEL (6./2500		DELIVERY DATE
			DELIVERY MILES	
			SELLING DEALER NO	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 850

JOB# 1 CHARGES

LABOR  
J# 1 45D0ZZ1 STEERING CONCERN TECH(S):63505  
Customer states FRONT END HAS EXCESSIVE PLAY TRUCK WAS JUST PURCHASED TRACK BAR LOOSE AND STRAIGHT STEERING WHEEL STEERING LINK NUTS WERE LOOSE STEERING WHEEL OFF CENTERED CENTERED STEERING WHEEL AND AND TIGHTENED DOWN STEERING LINK NUTS

WARRANTY



Attent

#4

JOB# 1 TOTALS

JOB# 2 CHARGES

JOB# 2 JOURNAL PREFIX DOCS JOB# 2 TOTAL

LABOR  
J# 2 00D0Z03 CHECK TIRE PRESSURE TECH(S):63505  
CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED TO  
LF65  
RF65  
LR80  
RR80

WARRANTY

JOB# 2 TOTALS

JOB# 3 CHARGES

JOB# 3 JOURNAL PREFIX DOCS JOB# 3 TOTAL

LABOR  
J# 3 70D0Z03 RENTAL TECH(S):63505  
1ST DAY RENTAL MAX CARE TRUCK JUST PURCHASED RENTAL WARRANTY AND SERVICE DUE TO BACK LOG OF SHOP

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION
	39336		113137		RENTAL

TOTAL - SUBLET

WARRANTY

0.00

JOB# 3 TOTALS

JOB# 4 CHARGES

JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL

LABOR  
J# 4+45D0Z05 2 WHEEL ALIGNMENT TECH(S):97570  
PERFORM AN ALIGNMENT AS PER JOB 1 WARRANTY  
STEERING LINK NUTS WERE LOOSE  
STEERING WHEEL OFF CENTERED  
PERFORM 4X4 WHEEL ALIGNMENT

WARRANTY

0.00

You For Your Business!

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly 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 the item/items.

CC721853 Q (08/14)



**Bakersfield Dodge, Inc.**  
d.b.a.  
**HADDAD DODGE**

Phone: (661) 398-0264

B.A.R. # ARD038916  
E.P.A. #

CUSTOMER NO.	ADVISOR ANGEL	TAG NO. 37995 5209	INVO	INVO
	LICENSE NO.	MILEAGE 847	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 16/DODGE TRUCK/2500 DIESEL (6./2500)	DELIVERY DATE	DELIVERY MILES	
		SELLING DEALER NO.	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 850

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
CALLED CUSTOMER ON IN A RENTAL . SINCE NO DIAGNOSIS YET CUSTOMER IS

TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
*	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
*	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
*	TOTAL TAX.....	0.00
*****	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**IMPORTANT**  
You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact our Service Manager.

**SERVICE DEPT HOURS:**

*You  
For Your  
Business!*

**STATEMENT OF DISCLAIMER**  
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0721853 Q (08/14)

Work Order:

VIN:

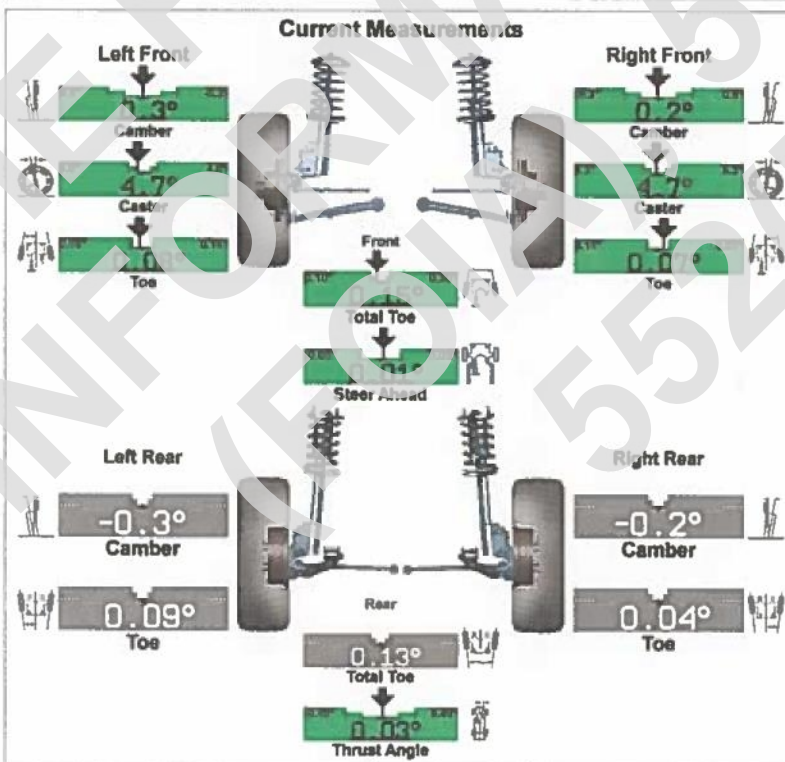
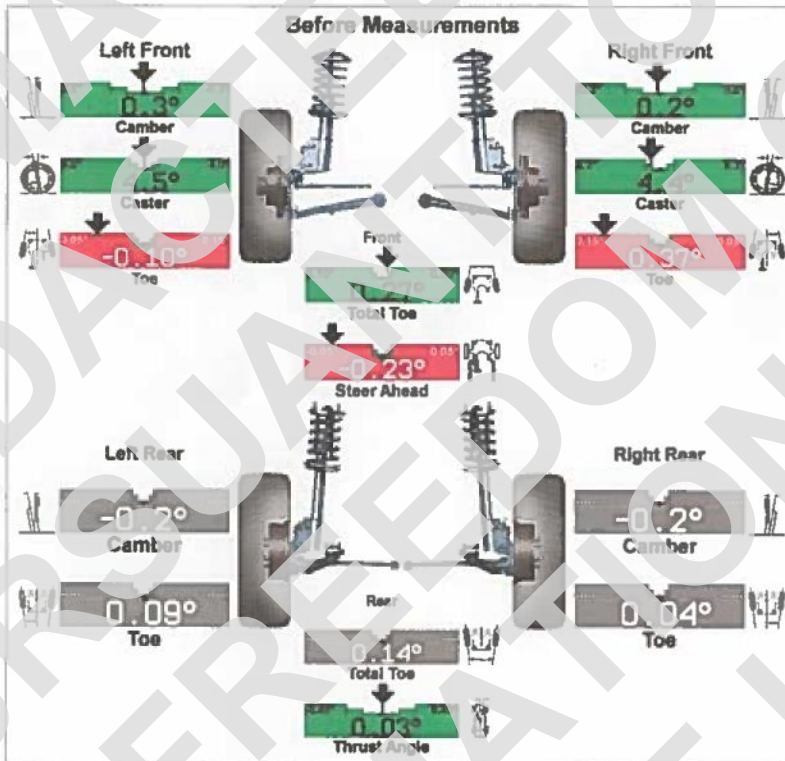
Year:

Date:



3C6UR5FL3GG307617

Dodge / Ram / SRT Ram 2500 4X4  
ExpressAlign Total Alignment



INFORMATION  
REDACTED  
PURSUANT TO  
THE FREEDOM OF  
INFORMATION ACT  
(FOIA), 5 U.S.C.  
552(B)(6)



Bakersfield Dodge, Inc.

d.b.a.

HADDAD DODGE

3000 Harris Road • Bakersfield, CA 93313

Phone: [REDACTED]

B.A.R. # ARD038916  
E.P.A. # [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MANNY	TAG NO 67788	004	INVO [REDACTED]
[REDACTED]	LICENSE NO.	MILEAGE	921	COLOR
[REDACTED]	YEAR / MAKE / MODEL 16 / DODGE TRUCK / 2500 DIESEL (6. / 2500	DELIVERY DATE	DELIVERY MILES	
[REDACTED]	F T E NO.	P O NO.	R O DATE	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		MO: 921

JOB# 1 CHARGES

LABOR  
J# 1 0000Z04 ROTATE TIRES TECH(S):37095 INTERNAL

COMPLIMENTARY CROSS ROTATE (Rotate tires )  
PER COUPON VERIFIED BY PHONE  
PERFORMED TIRE ROTATION

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX DOCQ JOB# 1 TOTAL

JOB# 2 CHARGES

LABOR  
J# 2 0000Z03 CHECK TIRE PRESSURE TECH(S):37095

(A TIRE PRESSURE CHECK)  
TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED TO  
LF65  
RF65  
LR65  
RR65

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX DOCQ JOB# 2 TOTAL

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$19.95 (+TAX)

TOTALS

\*\*\*\*\*  
\* [ ] CASH [ ] CHECK CK NO. [ ] \*  
\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*  
\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*  
\*\*\*\*\*

TOTAL LABOR.... 0.00  
TOTAL PARTS.... 0.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

IMPORTANT

Attached #5

Thank You For Your Business!

STATEMENT OF DISCLAIMER  
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Bakersfield Dodge, Inc.

d.b.a.



HADDAD DODGE

Phone: [REDACTED]

www.HaddadDodge.com

E.P.A. # CAD982487415

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[REDACTED]	45407	847	37995	63505 63505 63505 97570	W C W W	45DOZZ1 00DOZ03 7UD0Z03 45DOZ05	STEERING CONCERN CHECK TIRE PRESSURE RENTAL 2 WHEEL ALIGNMENT

SALESPERSON NO.

QUICK SERVICE

TERMS: CASH  CHECK  VISA  DISCOVER  M/C

MODEL: TRUCK/2500 DIESEL (6./2500) PRODUCTION DATE: [REDACTED] STOCK NO: [REDACTED] LICENSE NO: [REDACTED]

CUSTOMER NO: 99039 SERVICE CONTRACT: [REDACTED] DELIVERY DATE: [REDACTED] DELIVERY MILES: [REDACTED] SELLING DEALER NO: [REDACTED] R.O. DATE: 07/23/16

COLOR: [REDACTED] CONTRACT NO.: [REDACTED] EXPIRATION DATE: [REDACTED] EXPIRATION MILES: [REDACTED] TAG NO: 004

TURBO: [REDACTED] M/MC: DOZZ AIR COND.: [REDACTED] P.S.: [REDACTED] TRANS: [REDACTED] MILEAGE: [REDACTED] ADVISOR NO.: [REDACTED] ADVISOR: [REDACTED]

BUSINESS PHONE: 661-395-6300

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. SUBJECT TO CONDITIONS OF THE REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

APPOINTMENT:  Yes  No

ORIGINAL CUSTOMER ESTIMATE: TOTAL 19.95

X \_\_\_\_\_

1 C \* 00DOZ04 ROTATE TIRES  
COMPLIMENTARY CROSS ROTATE (Rotate tires)

2 C \* 00DOZ03 CHECK TIRE PRESSURE  
(A TIRE PRESSURE CHECK)

65 psi  
30 psi

TEARDOWN ESTIMATE:  
I understand that my vehicle will be reassembled within 10 business days of the date shown above, if I choose not to authorize the services recommended.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$

SERVICE & PARTS DEPT HOURS:



THANK YOU FOR YOUR BUSINESS!

777856 O (08/14)

777856 O (08/14)

Document Received from Customer

Case Number: [REDACTED]

Date Received: [REDACTED]

Files Not Received: 0

ALL INFORMATION CONTAINED  
HEREIN IS UNCLASSIFIED  
EXCEPT WHERE SHOWN  
OTHERWISE. THIS DOCUMENT  
IS RELEASED PURSUANT TO  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(B)(6)

Attempt 1: Out of Service 13 days

Attempt 2: Out of Service 13 days

Attempt 3: Out of Service 1 day

Attempt 4: Out of Service 12 days

Attempt 5: Out of Service 1 day, Total 40 days.

Have experienced issues with interior electronics, interior trims pieces not fitting, loose steering components, out of alignment (not driving straight down road), & most recently CONNECT display not working.

INFORMATION  
REDACTED  
PURSUANT TO  
THE FREEDOM OF  
INFORMATION ACT (FOIA), 5  
U.S.C. 552(B)(6)



(559) 737-6400  
 Fax: [REDACTED]

SERVICE DEPARTMENT HOURS  
 Monday - Friday  
 8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 1
Time Received	Time Promised
[REDACTED]	[REDACTED]
Current Mileage	Mileage Out
215	[REDACTED]
Estimate of Repairs	Service Advisor / Key Tag #
[REDACTED]	2896

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			[REDACTED]	[REDACTED]	
[REDACTED]			Home Phone	Delivery Date	In-Service Date
[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	PEARL WHIT	
N2701 Chrysler 7500 or [REDACTED] Ded 100					

Job Number	Description of Work	Code
1.	ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON.	008 WARR-CHRYSLER

Job Number	Description of Work	Code
2.	FLASH FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM	FLASH WARR-CHRYSLER WARR-CHRYSLER

Job Number	Description of Work	Code
3.	BODY BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER	023 Internal

Job Number	Description of Work	Code
4.	VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE	01DOZ001 Customer Pay

Job Number	Description of Work	Code
5.	TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED BY CALIFORNIA REGULATIONS, SECTION 95550 OF TITLE 17. ADJUST TIRE PRESSURES TO MANUFACTURE	TT1 Customer Pay

**TEAR DOWN ESTIMATE**

I understand that my vehicle will be reassembled within 10 business days of the date shown above, if I choose not to authorize the services recommended.

ORIGINAL CUSTOMER ESTIMATE: \_\_\_\_\_

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			IF SUBLET	\$
				REVISED TOTAL
				\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
REASON			IF SUBLET	\$
				REVISED TOTAL
				\$

TERMS: ST work hereir responsible other cause parts shipm operate the and/or insp the amount

DISCLAIMER the manuf including a neither [REDACTED] sale of said

Attempt #1

#1

ALL PARTS INSTALLED NEW  
 WORK IS STORED IN A SECURE AREA

REPAIR ARE NOT... OR ANY DELAYS IN ASSIGN TO TESTING TO SECURE  
 made by implied. the seller with the

**PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE**

# LAMPE

CHRYSLER DODGE JEEP

151 N. Neeley Street  
Visalia, CA 93291  
(559) 737-6400  
Fax: [REDACTED] 749

SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 2
Time Received	Time Promised
[REDACTED]	[REDACTED] 13:15
Current Charge	Charge Out
215	
Estimate of Repairs	Service Advisor / Key Tag #
	[REDACTED] 2896

BAR # ARD00240304 EPA# CAL000357990

10720		Work Phone	Vehicle Identification Number		
[REDACTED]		[REDACTED]	[REDACTED]		
		Home Phone	Delivery Date	In-Service Date	
		[REDACTED]	[REDACTED]	[REDACTED]	
Year	Make	Model	Body	Color	License Number
[REDACTED]	[REDACTED]	2500	4WD CREW CAB 149"	PEARL	[REDACTED]
[REDACTED] Chrysler 7500 or [REDACTED]		Ded 100			

Job Number	Description of Work	Code
1.	( ) YOU DECLINE TO HAVE YOUR TIRES CHECKED AND INFLATED DATE SIGNATURE	TT2 Customer Pay

Job Number	Description of Work	Code
2.	RENTAL	RENTAL WARR-CHRYSLER

Job Number	Description of Work	Code
3.		

Job Number	Description of Work	Code
4.		

Job Number	Description of Work	Code
5.		

### TEAR DOWN ESTIMATE

I understand that my vehicle will be reassembled within 10 business days of the date shown above, if I choose not to authorize the services recommended.

ORIGINAL CUSTOMER ESTIMATE: \_\_\_\_\_

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON			IF SUBLET	REVISED TOTAL
				\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON			IF SUBLET	REVISED TOTAL
				\$

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

**ALL PARTS INSTALLED NEW  
UNLESS SPECIFIED OTHERWISE.**

**PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE.**

# LAMPE

151 N. Neeley Street  
Visalia, CA 93291

CHRYSLER DODGE JEEP RAM

Fax: [REDACTED]

SERVICE DEPARTMENT HOURS

7:30 a.m. to 5:30 p.m.

R/O Open Date	R/O Number				
[REDACTED]	[REDACTED] /1				
R/O Close Date	Status				
[REDACTED]	Pre-Invoice				
Mileage In	Mileage Out				
215	235				
Service Advisor / Tag #					
[REDACTED]	2896				
Vehicle Identification Number					
[REDACTED]					
Delivery Date	In-Service Date				
[REDACTED]	[REDACTED]				
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	PEARL WHITE	

BAR # [REDACTED] # CAL000357990

Work Phone		Vehicle Identification Number			
[REDACTED]		[REDACTED]			
Home Phone		Delivery Date			
[REDACTED]		[REDACTED]			
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	PEARL WHITE	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
Cell: [REDACTED]	Email: [REDACTED]	
#1 - 008: ELECTRICAL		
ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON. CHECK AND ADVISE		
Caused by		
AMPLIFIER AND VARIOUS PANELS TO GAIN ACCESS TO THE AFFECTED AREA NEAR THE SM11B SPLICE TO REPAIR THE WIRE AND HARNESS. I CUT OUT THE BAD PART OF THE M11 YL/VT WIRE AND REPAIR IT BY SOLDERING AND HEAT SHRINKING THE CONNECTIONS THAT I MADE. RETESTED FOR THE ORIGINAL CONCERN AND IT WAS NO LONGER PRESENT. THE INTERIOR COURTESY LAMPS ILLUMINATED UPON ENTRY INTO THE VEHICLE. PUT ALL REMOVED COMPONENTS BACK IN PLACE AND RETESTED THE CIRCUIT, TEST GOOD		
Installed 68245054AC :MODULE: BODY CONTROLLER	682 Qty: 1	Warranty
Installed 68269912AA :SWITCH: HEADLAMP	682 Qty: 1	Warranty
FOUND ACTIVE CODE		
B1751-11-COURTESY LAMP CONTROL - CIRCUIT SHORT TO ROUND		
FOLLOWED PINPOINT TESTING AND DETERMINED TO CONDEMN BCM		
CONTACTED [REDACTED] AND I AM WAITING FOR A RESPONSE [REDACTED] STILL IN CONTACT WITH [REDACTED] TO ATTEMPT REPAIR ON VEHICLE.		
UPON FURTHER INSPECTION OF THE M11 CIRCUIT FINDING AT THE INLINE BODY/SEAT REAR LEFT CONNECTOR AND WIRES, MOVING TO THE INLINE BODY/SEAT REAR RIGHT C		
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*		
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		
LABOR		
PARTS		
DEDUCTIBLE		
SUBLET		
SHOP SUPPLIES		
HAZARDOUS MATERIALS		
SALES TAX OR TAX I.D.		
SPECIAL ORDER DEPOSIT		
DISCOUNTS		
TOTAL DUE		

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

# LAMPE

151 N. Neeley Street  
Visalia, CA 93291

Fax [REDACTED]

## SERVICE DEPARTMENT HOURS

[REDACTED]

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 2
R/O Close Date	Status
[REDACTED]	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
[REDACTED]	2896

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]	Work Phone	Vehicle Identification Number			
[REDACTED]	[REDACTED]	[REDACTED]			
[REDACTED]	Home Phone	Delivery Date	In-Service Date		
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]		
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	WHIT	[REDACTED]
N2701					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
CONNECTOR AND WIRES, REMOVING VARIOUS TRIM PANELS TO GAIN ACCESS TO THE WIRE HARNESS LEADING UP TO THE SM11B SPLICE. UPON DETAILED INSPECTION OF THE AREA SURROUNDING THE SM11B SPLICE I FOUND THAT THERE WAS A SMALL HOLE THAT HAD RUBBED THROUGH THE PROTECTIVE OUTER COVER OF THE WIRE HARNESS ON THE BCM C7/G CONNECTOR SIDE OF THE SPLICE AND SUBSEQUENTLY THROUGH THE M11 YL/VT CIRCUIT CAUSING THE CIRCUIT TO INTERMITTENTLY GROUND OUT. I REMOVED THE	
#2 - FLASH: FLASH FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM 18-19-04-FB MODULE, ENGINE CONTROL (ECM) - REPROGR	
#3 - 023: BODY BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER Work performed by House Tech (999) Work performed by 2106 : 14151 REPAIRED BUMPER AS PER DUE BILL	Internal Internal
#4 - 01DOZ001: VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) PERFORMED MULTI POINT INSPECTION Sub Total: .00	
#5 - TT1: TIRE CHECK/INFLATION SERVICE PERFORMED AS	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto \*

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

- LABOR
- PARTS
- DEDUCTIBLE
- SUBLET
- SHOP SUPPLIES
- HAZARDOUS MATERIALS
- SALES TAX OR TAX I.D.
- SPECIAL ORDER DEPOSIT
- DISCOUNTS
- TOTAL DUE

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



INFORMATION  
REDACTED  
PURSUANT TO  
THE FREEDOM OF  
INFORMATION ACT  
(FOIA), 5 U.S.C.  
552(B)(6)

151 N. Naeley Street  
 Visalia, CA 93291  
 Fax: (559) 651-1749

SERVICE DEPARTMENT HOURS  
 8:00 a.m. to 5:00 p.m.

R/O Open Date	R/O Number				
	/1				
R/O Close Date	Status				
	Pre-Invoice				
Mileage In	Mileage Out				
215	235				
Service Advisor / Tag #					
2896					
Vehicle Identification Number					
Delivery Date	In-Service Date				
Year	Make	Model	Body	Color	License Number
	RAM	2500	4WD CREW CAB 149"		
N2701					

BAR # [REDACTED] EPA# [REDACTED]

Work Phone		Vehicle Identification Number				
[REDACTED]		[REDACTED]				
Home Phone		Delivery Date				
[REDACTED]		[REDACTED]				
Year		Make	Model	Body	Color	License Number
		RAM	2500	4WD CREW CAB 149"		
N2701						

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 008: ELECTRICAL ELECTRICAL CONCERN CUSTOMER STATES WHEN YOU OPEN THE DOORS THE OVER HEAD LIGHTS DO NOT TURN ON. CHECK AND ADVISE Caused by AMPLIFIER AND VARIOUS PANELS TO GAIN ACCESS TO THE AFFECTED AREA NEAR THE SM1B SPLICE TO REPAIR THE WIRE AND HARNESS. I CUT OUT THE BAD PART OF THE M 11 YL/VT WIRE AND REPAIRED IT BY SOLDERING AND HEAT SHRINKING THE CONNECTIONS THAT I MADE. RETESTED FOR THE ORIGINAL CONCERN AND IT WAS NO LONGER PRESENT. THE INTERIOR COURTESY LAMPS ILLUMINATED UPON ENTRY INTO THE VEHICLE. PUT ALL REMOVED COMPONENTS BACK IN PLACE AND RETESTED THE CIRCUIT, TEST GOOD	
Installed 68245054AC :MODULE: BODY CONTROLLER	682 Qty: 1 Warranty
Installed 68269912AA :SWITCH: HEADLAMP	682 Qty: 1 Warranty
Installed 1WA64DX9AC :OUTLET: AIR CONDITIONING & H	Qty: 1 Warranty
Installed 1HR97DX9AC :PANEL: CLOSE OUT	Qty: 1 Warranty
Installed 5MZ89DX9AA :SHIELD: OUTBOARD	Qty: 1 Warranty
Installed 1NK88DX9AA :SHIELD: INBOARD	1NK Qty: 1 Warranty
Installed 5NH65DX9AA :WHEEL: STEERING	Qty: 1 Warranty
Installed 5MZ91DX9AA :COVER: RISER	5MZ Qty: 1 Warranty
Freight: AS PER RODNEY FOUND ACTIVE CODE B1751-11-COURTESY LAMP CONTROL - CIRCUIT SHORT TO ROUND	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume or it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR  
 PARTS  
 DEDUCTIBLE  
 SUBLET  
 SHOP SUPPLIES  
 HAZARDOUS MA  
 SALES TAX OR 1  
 SPECIAL ORDER  
 DISCOUNTS  
 TOTAL DUE

Attempt #2

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

**LAMPE**151 N. Naeley Street  
Visalia, CA 93291

## SERVICE DEPARTMENT HOURS

Fax: [REDACTED]

[REDACTED] - Friday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 2
R/O Close Date	Status
[REDACTED]	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
[REDACTED]	2896

BAR # ABD00240304 EPA# CAL000357990

[REDACTED]			Work Phone	Vehicle Identification Number		
[REDACTED]			[REDACTED]	[REDACTED]		
[REDACTED]			Home Phone	Delivery Date	In-Service Date	
[REDACTED]			[REDACTED]	[REDACTED]	[REDACTED]	
Year	Make	Model	Body	Color	License Number	
[REDACTED]	RAM	2500	4WD CREW CAB 149"	[REDACTED] WHIT		
N2701						

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>FOLLOWED PINPOINT TESTING AND DETERMINED TO CONDEMN BCM CONTACTED [REDACTED] I AM WAITING FOR A RESPONSE [REDACTED] STILL IN CONTACT WITH [REDACTED] TO ATTTMPT REPAIR ON VEHICLE. UPON FURTHER INSPECTION OF THE M11 CIRCUIT [REDACTED] PIN G AT THE INLINE BODY/SEAT REAR LEFT CONNECTOR AND WIRES, MOVING TO THE INLINE BODY/SEAT REAR RIGHT C ONNECTOR AND WIRES, REMOVING VARIOUS TRIM PANELS T GAIN ACCESS TO THE WIRE HARNESS LEADING UP TO THE SM11B SPLICE. UPON DETAILED INSPECTION OF THE ARE A SURROUNDING THE SM11B SPLICE I FOUND THAT THERE WAS A SMALL HOLE THAT HAD RUBBED THROUGH THE PROTE CTIVE OUTER COVER OF THE WIRE HARNESS ON THE BCM C 7/G CONNECTOR SIDE OF THE SPLICE AND SUBSEQUENTLY THROUGH THE M11 YL/VT CIRCUIT CAUSING THE CIRCUIT O INTERMITTENTLY GROUND OUT. I REMOVED THE</p>	
<p>#2 - FLASH: FLASH FLASH SOFTWARE 1 SOFTWARE FLASH FOR PCM 18-19-04-FB MODULE, ENGINE CONTROL (ECM) - REPROGR</p>	
<p>#3 - 023: BODY BODY CONCERN CUSTOMER STATES THERE IS PAINT COMING OFF ON REAR BUMPER Work performed by House Tech (999) Work performed by 2106 : 14151 Work performed by 19324 : 23802 REPAIRED BUMPER AS PER DUE BILL</p>	<p>Internal Internal Internal</p>
<p>TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.*</p>	<p>LABOR PARTS DEDUCTIBLE SUBLET SHOP SUPPLIES HAZARDOUS MATERIALS SALES TAX OR TAX I.D. SPECIAL ORDER DEPOSIT DISCOUNTS TOTAL DUE</p>
<p>DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume or it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.</p>	
<p>NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.</p>	
<p>X</p>	



151 N. Neeley Street  
 Visalia, CA 93291  
 (5 [REDACTED])  
 Fax: [REDACTED]

SERVICE DEPARTMENT HOURS  
 7:30 a.m. to 5:30 p.m.  
 Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 3
R/O Close Date	Status
[REDACTED]	Pre-Invoice
Mileage In	Mileage Out
215	235
Service Advisor / Tag #	
[REDACTED]	2896

BAR # ARD00240304 EPA# CAL000357990

[REDACTED]		Work Phone	Vehicle Identification Number		
[REDACTED]		[REDACTED]	[REDACTED]		
[REDACTED]		Home Phone	Delivery Date	In-Service Date	
[REDACTED]		[REDACTED]	[REDACTED]	[REDACTED]	
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	PEARL WHIT	
N2701					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#4 - 01DOZ001: VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) PERFORMED MULTI POINT INSPECTION Sub Total: .00	
#5 - TT1: TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED BY CALIFORNIA REGULATIONS, SECTION 95550 OF TITLE 17. ADJUST TIRE PRESSURES TO MANUFACTURER RECO MMENDATION FOR VEHICLE CHECK TIRE PRESSURE SET FRONT TO 65 PSI SET REAR TO 80 PSI Sub Total: .00	
#6 - TT2: ( ) YOU DECLINE TO HAVE YOUR TIRES CHECKED AND INFLATED DATE _____ SIGNATURE _____ Sub Total: .00	
#7 - RENTAL: RENTAL Work performed by 13113 : CAR IN SHOP - DAVID	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. \*I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.\*

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume or it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

# LAMPE

151 N. Neeley Street  
Visalia, CA 93291

CHRYSLER DODGE JEEP RAM

CHRYSLER DODGE JEEP RAM

Fax: [REDACTED]

SERVICE DEPARTMENT HOURS

Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] / 1
Time Received	Time Promised
[REDACTED]	Waiting
Current Mileage	Mileage Out
577	
Estimate of Repairs	Service Advisor / Key Tag #
[REDACTED]	[REDACTED]

BAR # ARD00240304 # CAL000357990

[REDACTED]		Work Phone	Vehicle Identification Number	
[REDACTED]		Home Phone	Delivery Date	In-Service Date
Year	Make	Model	Body	Color
[REDACTED]	[REDACTED]	[REDACTED]	4WD CREW CAB	[REDACTED]
[REDACTED]	Chrysler	7500 or	[REDACTED]	ded 100

Job Number	Description of Work	Code
1.	STEERING CUSTOMER STATES STEERING WHEEL IS OFF CENTER. RECHECK AND ADVISE.	019 WARR-CHRYSLER

Job Number	Description of Work	Code
2.	BODY CUSTOMER STATES CENTER CONSOLE PANEL ON THE DRIVER SIDE IS NOT SITTING FLUSH WITH CENTER CONSOLE. IN	023 WARR-CHRYSLER

Job Number	Description of Work	Code
3.	TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED	TT1 Customer Pay

Job Number	Description of Work	Code
4.	( ) YOU DECLINE TO HAVE YOUR TIRES CHECKED AND	TT2 Customer Pay

Job Number	Description of Work	Code
5.	VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION	01DOZ001 Customer Pay Customer Pay

### TEAR DOWN ESTIMATE

I understand that my vehicle will be reassembled within 10 business days of the date shown above. If I choose not to authorize the services recommended.

TERMS: ST work herein responsible other cause parts shipped and/or inspected the amount

DISCLAIMER: the manufacturer including an neither assume of said

repair are not or any delays in testing secure

made by implied, e seller with the

### ORIGINAL CUSTOMER ESTIMATE:

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON			IF SUBLET	REVISED TOTAL
				\$
DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON			IF SUBLET	REVISED TOTAL
				\$

Attempt # 3

PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

**LAMPE**

151 N. Neeley Street  
Visalia, CA 93291  
(559) 737-6400  
Fax: [REDACTED]

**SERVICE DEPARTMENT HOURS**  
7:30 a.m. to 5:30 p.m.  
Monday - Friday  
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED] /1
R/O Close Date	Status
[REDACTED]	Pre-Invoice
	Mileage Out
577	580
Service Advisor / Tag #	
[REDACTED]	W2213*W*

BAR # [REDACTED] EPA# [REDACTED]

Work Phone		Vehicle Identification Number			
[REDACTED]		[REDACTED]			
Home Phone		Delivery Date	In-Service Date		
[REDACTED]		[REDACTED]	[REDACTED]		
Year	Make	Model	Body	Color	License Number
[REDACTED]	RAM	2500	4WD CREW CAB 149"	[REDACTED]	
N2701					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [REDACTED] Email: [REDACTED]	
#1 - 019: STEERING CUSTOMER STATES STEERING WHEEL IS OFF CENTER. RECC ECK AND ADVISE. Work performed by 2112 : 128398 REMOVED STEERING WHEEL COVER TO GAIN ACCESS TO ALIGNMENT MARKS ON WHEEL TO COLUMN MOUNTING NUT. WHEEL IS ALIGNED. RECC ALIGNMENT	Warranty
#2 - 023: BODY CUSTOMER STATES CENTER CONSOLE PANEL ON THE DRIVER SIDE IS NOT SITTING FLUSH WITH CENTER CONSOLE. IN SPECT AND ADVISE. REMOVED PANEL AND REALIGNED THE CENTER CONSOLE AND INTERGRATED CENTER STACK TO CLOSE GAP IN QUESTION	
#3 - TT1: TIRE CHECK/INFLATION SERVICE PERFORMED AS REQUIRED BY CALIFORNIA REGULATIONS, SECTION 95550 OF TITLE 17. ADJUST TIRE PRESSURES TO MANUFACTURER RECOMMENDATION FOR VEHICLE SET FRONT TO 70 PSI SET REAR TO 80 PSI Sub Total: .00	
#4 - TT2: ( ) YOU DECLINE TO HAVE YOUR TIRES CHECKED AND INFLATED DATE _____ SIGNATURE _____ Sub Total: .00	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle here described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of fees thereon.

- LABOR
- PARTS
- DEDUCTIBLE
- SUBLET
- SHOP SUPPLIES
- HAZARDOUS MATERIALS
- SALES TAX OR TAX I.D.
- SPECIAL ORDER DEPOSIT
- DISCOUNTS
- TOTAL DUE

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



SERVICE DEPARTMENT HOURS  
7:30 a.m. to 5:30 p.m.  
Monday - Friday

R/O Open Date	R/O Number
[REDACTED]	[REDACTED]
R/O Close Date	Status
[REDACTED]	Pre-Invoice
	Mileage Out
	580
Service Advisor / Tag #	
[REDACTED]	W2213 *W*

BAR # ARD0024(0304) EPA# CAL000357990

[REDACTED]			Work Phone	[REDACTED]		
[REDACTED]			Home Phone	[REDACTED]		
Year	Make	Model	Body	Color	License Number	
N2701	RAM	2500	4WD CREW CAB 149"	WHIT		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
#5 - 01DOZ001: VEHICLE INSPECTION CUSTOMER REQUEST MULTI POINT VEHICLE INSPECTION PERFORMED MULTI POINT INSPECTION Sub Total: .00	
#6 * RENTAL: RENTAL ADDED OPERATION Work performed by 13113 :	Warranty

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of fees as thereto.

DISCLAIMER OF WARRANTIES Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

INFORMATION  
REDACTED  
PURSUANT TO  
THE FREEDOM OF  
INFORMATION ACT  
(FOIA), 5 U.S.C.  
552(B)(6)



Bakersfield Dodge, Inc.

d.b.a.

HADDAD DODGE

3000 Harris Road • Bakersfield, CA 93313

Phone: [REDACTED]

B.A.R. # ARD038916  
E.P.A. # CAD982487415

CUSTOMER NO	ADVISOR ANGEL	TAG NO 37995	5209	INVO
	LICENSE NO.	847	COLOR	
	YEAR / MAKE / MODEL 16 / DODGE TRUCK / 2500 DIESEL (6 / 2500	DELIVERY DATE	DELIVERY MILES	
		LING DEALER NO	PRODUCTION DATE	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 850

JOB# 1 CHARGES

LABOR  
J# 1 45D0ZZ1 STEERING CONCERN TECH(S):63505 WARRANTY

Customer states FRONT END HAS EXCESSIVE PLAY TRUCK WAS JUST PURCHASED TRACK BAR LOOSE AND STRAIGHT STEERING WHEEL STEERING LINK NUTS WERE LOOSE STEERING WHEEL OFF CENTERED CENTERED STEERING WHEEL AND AND TIGHTENED DOWN STEERING LINK NUTS

**IMPORTANT**  
You may receive a

*Attent*

**#4**

JOB# 1 TOTALS

JOB# 2 CHARGES

LABOR  
J# 2 00D0Z03 CHECK TIRE PRESSURE TECH(S):63505 WARRANTY

CUSTOMER STATES CHECK TIRE PRESSURE MEASUREMENTS TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED TO  
LF65  
RF65  
LR80  
RR80

JOB# 2 TOTALS

JOB# 3 CHARGES

LABOR  
J# 3 70D0Z03 RENTAL TECH(S):63505 WARRANTY

1ST DAY RENTAL MAX CARE TRUCK JUST PURCHASED RENTAL WARRANTY AND SERVICE DUE TO BACK LOG OF SHOP

SUBLET	PO#	VEND	INV#	INV DATE	DESCRIPTION	WARRANTY
	39336	113137			RENTAL	0.00
TOTAL - SUBLET						0.00

JOB# 3 TOTALS

JOB# 4 CHARGES

LABOR  
J# 4+45D0Z05 2 WHEEL ALIGNMENT TECH(S):97570 WARRANTY

PERFORM AN ALIGNMENT AS PER JOB 1 STEERING LINK NUTS WERE LOOSE STEERING WHEEL OFF CENTERED PERFORM 4X4 WHEEL ALIGNMENT

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX DOCS JOB# 4 TOTAL 0.00

**You For Your Business!**

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly 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 the item/items.

CC721853 Q (08/14)



**Bakersfield Dodge, Inc.**  
d.b.a.  
**HADDAD DODGE**

Phone: (661) 398-0264

B.A.R. # ARD038916  
E.P.A. #

CUSTOMER NO.	ADVISOR ANGEL	TAG NO. 37995 5209	INVO	IN
	LICENSE NO.	MILEAGE 847	COLOR	STOCK NO.
	YEAR / MAKE / MODEL 16/DODGE TRUCK/2500 DIESEL (6./2500	DELIVERY DATE	DELIVERY MILES	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 850	

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$0.00 (+TAX)

COMMENTS  
CALLED CUSTOMER ON IN A RENTAL . SINCE NO DIAGNOSIS YET CUSTOMER IS

TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [ ] CASH [ ] CHECK CK NO. [ ]	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [ ] VISA [ ] MASTERCARD [ ] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE	TOTAL TAX.....	0.00
*****	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

**IMPORTANT**  
You may receive a questionnaire from the manufacturer regarding this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact our Service Manager.

**SERVICE DEPT HOURS:**

*You For Your Business!*

**STATEMENT OF DISCLAIMER**  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly 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 the item/items.

■ C721853 Q (08/14)

Work Order:

VIN:

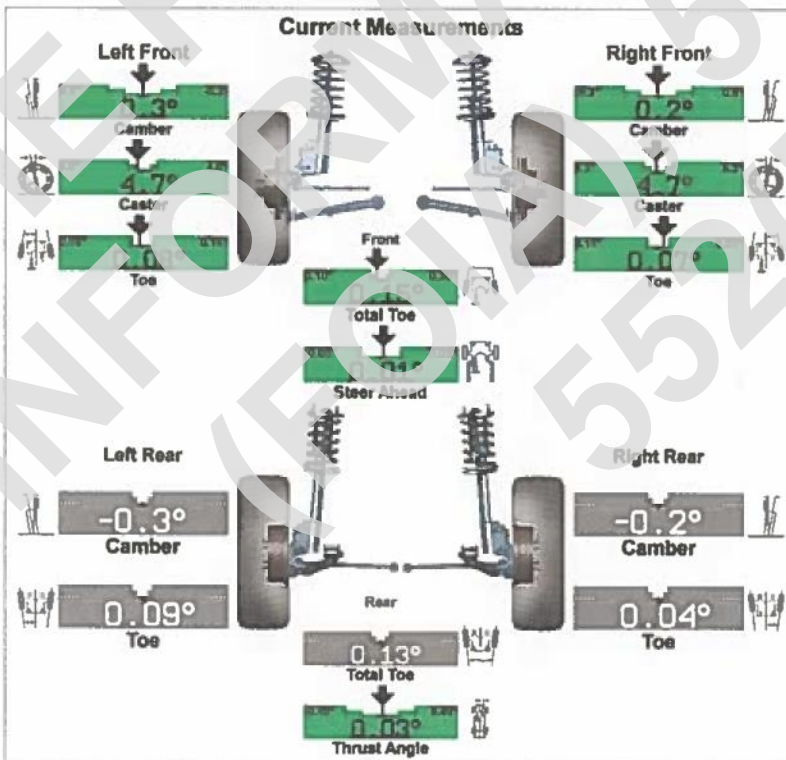
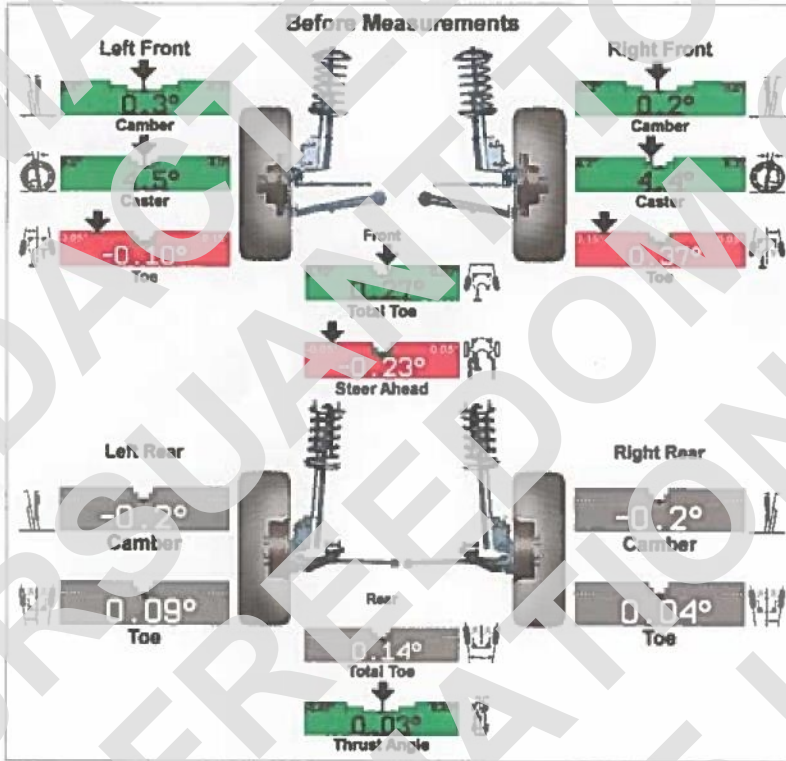
Year:

Date:



3C6UR5FL3GG307617

Dodge / Ram / SRT Ram 2500 4X4  
ExpressAlign Total Alignment



INFORMATION  
REDACTED  
PURSUANT TO  
THE FREEDOM OF  
INFORMATION ACT  
(FOIA), 5 U.S.C.  
552(B)(6)



Bakersfield Dodge, Inc.

d.b.a.

HADDAD DODGE

3000 Harris Road • Bakersfield, CA 93313

Phone: [REDACTED]

B.A.R. # ARD038916  
E.P.A. # [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR MANNY	TAG NO 67788	004	INVO [REDACTED]
[REDACTED]	LICENSE NO.	MILEAGE	921	COLOR
[REDACTED]	YEAR / MAKE / MODEL	16/DODGE TRUCK/2500 DIESEL (6./2500)		DELIVERY DATE
[REDACTED]	[REDACTED]	[REDACTED]		DELIVERY MILES
[REDACTED]	F T E NO.	P O NO.	R O DATE	
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS		MO: 921

JOB# 1 CHARGES

LABOR  
J# 1 000Z04 ROTATE TIRES TECH(S):37095 INTERNAL

COMPLIMENTARY CROSS ROTATE (Rotate tires )  
PER COUPON VERIFIED BY PHONE  
PERFORMED TIRE ROTATION

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX D00Q JOB# 1 TOTAL

JOB# 2 CHARGES

LABOR  
J# 2 000Z03 CHECK TIRE PRESSURE TECH(S):37095

(A TIRE PRESSURE CHECK)  
TIRE PRESSURES ARE AT OR HAVE BEEN ADJUSTED TO  
LF65  
RF65  
LR65  
RR65

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX D00Q JOB# 2 TOTAL

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$19.95 (+TAX)

TOTALS

\*\*\*\*\*

\* [ ] CASH [ ] CHECK CK NO. [ ] \*

\* [ ] VISA [ ] MASTERCARD [ ] DISCOVER \*

\* [ ] AMER XPRESS [ ] OTHER [ ] CHARGE \*

\*\*\*\*\*

TOTAL LABOR.... 0.00

TOTAL PARTS.... 0.00

TOTAL SUBLET... 0.00

TOTAL G.O.G.... 0.00

TOTAL MISC CHG. 0.00

TOTAL MISC DISC 0.00

TOTAL TAX..... 0.00

TOTAL INVOICE \$ 0.00

IMPORTANT

Attached #5

Thank You For Your Business!

STATEMENT OF DISCLAIMER  
The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly 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 the item/items.



Bakersfield Dodge, Inc.

d.b.a.



HADDAD DODGE

Phone: [REDACTED]

www.HaddadDodge.com

E.P.A. # CAD982487415

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
[REDACTED]	45407	847	37995	63505 63505 63505 97570	W C W W	45DOZZ1 00DOZ03 7UD0Z03 45DOZ05	STEERING CONCERN CHECK TIRE PRESSURE RENTAL 2 WHEEL ALIGNMENT

SALESPERSON NO.

QUICK SERVICE

TERMS: CASH  CHECK  VISA  M/C  DISCOVER  AMERICAN EXPRESS

TRUCK/2500 DIESEL (6./2500) PRODUCTION DATE: [REDACTED] STOCK NO: [REDACTED] LICENSE NO: [REDACTED]

CUSTOMER NO: 99039 SERVICE CONTRACT DELIVERY DATE: [REDACTED] DELIVERY MILES: [REDACTED] SELLING DEALER NO: [REDACTED]

CONTRACT NO. [REDACTED] EXPIRATION DATE: [REDACTED] EXPIRATION MILES: [REDACTED] TAG NO: 004

TRBO: [REDACTED] MMC: DOZZ AIR COND. [REDACTED] P.S. [REDACTED] TRANS: [REDACTED] MILEAGE: [REDACTED] ADVISOR NO: [REDACTED] ADVISOR: [REDACTED]

BUSINESS PHONE: 661-395-6300

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze. SUBJECT TO CONDITIONS OF THE REVERSE SIDE OF THIS CONTRACT. CUSTOMER ACKNOWLEDGES RECEIPT OF A COPY HEREOF.

APPOINTMENT:  Yes  No

ORIGINAL CUSTOMER ESTIMATE: TOTAL 19.95

X \_\_\_\_\_

1 C \* 00DOZ04 ROTATE TIRES  
COMPLIMENTARY CROSS ROTATE (Rotate tires)

2 C \* 00DOZ03 CHECK TIRE PRESSURE  
(A TIRE PRESSURE CHECK)

65 psi  
30 psi

TEARDOWN ESTIMATE:  
I understand that my vehicle will be reassembled within 10 business days of the date shown above, if I choose not to authorize the services recommended.

DATE	TIME	PHONE # OR IN PERSON	AUTHORIZED BY	ADDITIONAL AMOUNT
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$
REASON				/ IF SUBLET REVISED TOTAL
				\$

SERVICE & PARTS DEPT HOURS:

[REDACTED]

THANK YOU FOR YOUR BUSINESS!

7721853 O (08/14)

7721853 O (08/14)