



DATE

*4/25/16*



LAYTONVILLE, CA

USE BACK SIDE FOR DEPOSIT ONLY



PAY TO THE ORDER OF

*Spot Chester*  
*Eighteen Hundred and 00/100*

*\$1,885<sup>00/100</sup>*

DOLLARS

Heat Reactive Ink



LAYTONVILLE OFFICE  
**Savings Bank**  
OF MENDOCINO COUNTY

MEMBER FDIC  
44228 HIGHWAY 101, PO. BOX 580  
LAYTONVILLE, CALIFORNIA 95454-0580

MEMO



# Savings Bank of Mendocino County

A Full Service Community Bank  
Member FDIC

[www.savingsbank.com](http://www.savingsbank.com)  
[www.sbmc.mobi](http://www.sbmc.mobi)

## TRANSACTION RECEIPT

FORM #SB 409-S  
10/09



PLEASE NOTE: Transactions completed on Saturday will post on the next business day.



200 Chestnut Street • Fort Bragg, CA 95437  
(707) 964-5915



PARTS AND SERVICE OPEN MON - FRI 8:00 AM TO 5:00 PM  
E.P.A. # CAL 000221797 • BUREAU OF AUTOMOTIVE REPAIR # ARD00213874

[REDACTED]				[REDACTED]		DATE 12/11/2017
2015	RAM	2500 ST	WHITE	O	[REDACTED]	TIME 08:00 10:59 04/25/2018
MILES IN	MILES OUT	FIRST USE	LISC			
18985	18985	00/00/00 00/00/00	CA 10739X1			
SEE ALSO				REG. H:	BUY	WRITER ROWAN\15

(7) CUSTOMER ACKNOWLEDGES NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. AMOUNT AUTH \$1885 APPROVED BY RICHARD AT 4/5 10:00 (Tech:18) A	Labor	T18	.00
	Total Repair (Customer)		.00
(8) PERFORM RECALL T51 REPLACE WATER PUMP COMPLETED (Tech:18) A	Warranty Claim		
	Labor	T18	
	68163848AB (ANTIFREEZ)	1	
	68163849AB (ANTIFREEZ)	1	
	CS2HT512AA (CAMPAIGN)	1	
	.....(Warranty) .....		
(9) RPLCE TRACK BAR, DRAG LINKS, AND TIEROD ENDS COMPLETED (Tech:18) A	Labor	T18	444.80
	68223802AB (BAR)	1	247.00
	6510749AA (NUT)	1	48.35
	6510750AA (NUT)	1	48.35
	6505623AA (NUT)	2	5.00
	68111304AA (SOCKET)	1	347.00
	68111301AA (SOCKET)	1	480.00
	68111302AA (ADJUSTER)	1	146.00
	Total Labor		444.80
	Total Parts		1321.70
	Total Repair (Customer)		1766.50
(X) CUSTOMER REQUESTS PARTS BACK IN THE CONDITION THAT THEY WERE REMOVED FROM THE VEHICLE CUSTOMER DOES NOT WANT ANY WORK DONE ON THE FRONT BUMPER (Tech:18) A	Labor	T18	.00
	Total Repair (Customer)		.00
(Y) CUSTOMER REQUESTS ALIGNMENT (Tech:01) A	Labor	T01	.00
	SPECIAL HA 86729 95850150		13.78
	LOTTENS WH 86729		70.00
	Total Sublet		83.78
	Total Repair (Customer)		83.78

ORIGINAL ESTIMATE \$ _____	DISCOUNT DISCOUNT	AUTHORIZED ADDITIONS \$ _____ X _____	Labor Charges Discounted 110.78	Parts Charges Discounted 110.79
X _____		Date _____ Time _____ By _____	CUSTOMER SIGNATURE _____	
Customer acceptance			I acknowledge notice and oral approval of an increase in the original estimate price.	

<b>DISCLAIMER OF WARRANTIES</b> Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.	<b>TERMS</b> No returns on electrical or special order items. A restocking charge will be applied on all merchandise returned for credit or refund. No returns after 30 days.	WC	INT.	CUSTOMER
		.00	.00	Labor 583.80 Parts 1321.70 Sublet 83.78 Waste Dispos .00 Oil/Grease .00 Less Disc. -221.57 Sub Total 1767.71 Tax 117.30 Total (Due) 1885.01
Page 2 of 2 Job 86729 [REDACTED] Customer Copy		.00	.00	

The Reynolds and Reynolds Company, L.L.C. of Fort Worth, TX (01/01/07)





April 25, 2018

[REDACTED]  
Laytonville Ca [REDACTED]

Dear Mr. [REDACTED],

Enclosed is a copy of your check that was presented as payment for repairs for Repair Order 86729. check was cashed by our bank at the amount it was written out at \$1808.01 not the amount of the repair order which was \$1885.01. I have also enclosed a self-addressed envelope for the remaining balance due of \$77. Please remit payment with 14 days.

Let this also serve as notice that you are not welcome at Sport Chrysler Jeep Dodge after your hostile behavior presented towards my employees and customers. If you come to this dealership you will be trespassing and the authorities will be notified immediately and a restraining order will be sought. This matter is not up for discussion with anyone in my dealership. In 17 years in business I have never had anyone act the way you and your friend did. You honestly should be ashamed that you treated any human in this manner.

Sincerely,

[REDACTED]  
Douna Scramaglia  
Owner/Vice President [REDACTED]

[Redacted]

[Redacted]

[Redacted]

DATE

4/25/16



LAYTONVILLE, CA

USE BACK SIDE FOR DEPOSIT ONLY



PAY TO THE ORDER OF

Spot Charles  
Eighteen Hundred Eight and 00/100

\$ 1,885 00/100

DOLLARS

Heat Reactive Ink

[Redacted]

LAYTONVILLE OFFICE  
**Savings Bank**  
OF MENDOCINO COUNTY  
MEMBER FDIC  
44220 HIGHWAY 101, PO. BOX 580  
LAYTONVILLE, CALIFORNIA 95454-0580

MEMO

[Redacted]

# Savings Bank of Mendocino County

A Full Service Community Bank  
Member FDIC

[www.savingsbank.com](http://www.savingsbank.com)  
[www.sbmc.mobi](http://www.sbmc.mobi)

## TRANSACTION RECEIPT

FORM #SB 409-S  
10/09

[Redacted]

PLEASE NOTE: Transactions completed on Saturday will post on the next business day.



200 Chestnut Street • Fort Bragg, CA 95437  
(707) 964-5915



PARTS AND SERVICE OPEN MON - FRI 8:00 AM TO 5:00 PM  
E.P.A. # CAL 000221797 • BUREAU OF AUTOMOTIVE REPAIR # ARD00213874

VIN [REDACTED]				DATE 12/11/2017	
2015	RAM	2500 ST	WHITE	O	TIME 08:00 10:59 04/25/2018
MILES IN 18985	MILES OUT 18985	FIRST USE 00/00/00 00/00/00	LIC CA 10739X1		
SEE ALSO	REG. BUS. H [REDACTED]			WRITER ROWAN\15	

(7) CUSTOMER ACKNOWLEDGES NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. AMOUNT AUTH \$1885 APPROVED BY RICHARD AT 4/5 10:00 (Tech:18) A	Labor	T18	.00
	Total Repair (Customer)		.00
(8) PERFORM RECALL T51 REPLACE WATER PUMP COMPLETED (Tech:18) A	Warranty Claim		
	Labor	T18	
	68163848AB (ANTIFREEZ)	1	
	68163849AB (ANTIFREEZ)	1	
	CS2HT512AA (CAMPAIGN)	1	
	..... (Warranty)		
(9) RPLCE TRACK BAR, DRAG LINKS, AND TIEROD ENDS COMPLETED (Tech:18) A	Labor	T18	444.80
	68223802AB (BAR)	1	247.00
	6510749AA (NUT)	1	48.35
	6510750AA (NUT)	1	48.35
	6505623AA (NUT)	2	5.00
	68111304AA (SOCKET)	1	347.00
	68111301AA (SOCKET)	1	480.00
	68111302AA (ADJUSTER)	1	146.00
	Total Labor		444.80
	Total Parts		1321.70
	Total Repair (Customer)		1766.50
(X) CUSTOMER REQUESTS PARTS BACK IN THE CONDITION THAT THEY WERE REMOVED FROM THE VEHICLE CUSTOMER DOES NOT WANT ANY WORK DONE ON THE FRONT BUMPER (Tech:18) A	Labor	T18	.00
	Total Repair (Customer)		.00
(Y) CUSTOMER REQUESTS ALIGNMENT (Tech:01) A	Labor	T01	.00
	SPECIAL HA 86729 95850150		13.78
	LOTTENS WH 86729		70.00
	Total Sublet		83.78
	Total Repair (Customer)		83.78

ORIGINAL ESTIMATE \$ _____	DISCOUNT DISCOUNT	AUTHORIZED ADDITIONS \$ _____ X _____	Labor Charges Discounted 110.78	Parts Charges Discounted 110.79
X _____	Customer acceptance	Date _____ Time _____ By _____	CUSTOMER SIGNATURE _____	
			I acknowledge notice and oral approval of an increase in the original estimate price.	

DISCLAIMER OF WARRANTIES Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any 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.	WC	INT.	CUSTOMER	
	.00	.00	Labor	583.80
Page 2 of 2 Job 86729 Customer Copy	.00	.00	Parts	1321.70
			Sublet	83.78
			Waste Dispos	.00
			Oil/Grease	.00
			Less Disc.	-221.57
			Sub Total	1767.71
		Tax	117.30	
		Total (Due)	1885.01	

The Reynolds and Reynolds Company, L.L.C. of Fort Worth, TX





April 25, 2018

[REDACTED]  
Laytonville Ca [REDACTED]

Dear Mr. [REDACTED],

Enclosed is a copy of your check that was presented as payment for repairs for Repair Order 86729. check was cashed by our bank at the amount it was written out at \$1808.01 not the amount of the repair order which was \$1885.01. I have also enclosed a self-addressed envelope for the remaining balance due of \$77. Please remit payment with 14 days.

Let this also serve as notice that you are not welcome at Sport Chrysler Jeep Dodge after your hostile behavior presented towards my employees and customers. If you come to this dealership you will be trespassing and the authorities will be notified immediately and a restraining order will be sought. This matter is not up for discussion with anyone in my dealership. In 17 years in business I have never had anyone act the way you and your friend did. You honestly should be ashamed that you treated any human in this manner.

Sincerely,

[REDACTED]  
Douna Scramaglia  
Owner/Vice President [REDACTED]