

# CROSSROADS



320 Hwy 146 Byp, Liberty, TX 77575  
Phone: (936) 776-3997

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

SERVICE DEPARTMENT HOURS  
7:00 a.m. to 5:30 p.m.  
Monday - Friday  
7:30 a.m. to 2:30 p.m. Saturday

R/O Open Date	R/O Number
06/28/22	
R/O Close Date	Status
07/01/22	Pre-Invoice
Mileage In	Mileage Out
85170	85170
Service Advisor / Tag #	
SHELBY MUNK/1277	
Vehicle Identification Number	
Delivery Date	In-Service Date
09/05/18	
Color	License Number
SILVER	

[REDACTED]			Work Phone
HARDIN, TX [REDACTED]			Home Phone
[REDACTED]			Body
Year	Make	Model	
2018	RAM	CHASSIS 35	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>RECOMMENDED REPLACING DRAG LINK, AND CLOCK SPRING. REPAIRS WERE APPROVED. REMOVED AND REPLACED DRAG LINK AND CLOCK SPRING. TEST DROVE VEHICLE AND VEHICLE IS PERFORMING AS DEISGNE AT THIS TIME. Sub Total: 2084.36</p> <hr/> <p>#3 - 402: GENERAL CONCERN *GENERAL CONCERN #2 [CUSTOMER STATES ABS AND TRACTION CONTROL LIGHT STAYS ON ] Caused by C0020-01-ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE Tech: ENRIQUE SANCHEZ (158) VERIFIED CUSTOMER CONCERN FOUND CODE C0020-01-ABS PUMP MOTOR CONTROL - GENERAL ELECTRICAL FAILURE ACTIVE IN THE ABS MODULE. PERFORMED DIAG ON CODE AND FOUND INTERNAL FAILURE OF THE HCU. RECOMMENDED REPLACING HCU. CUSTOMER APPROVED REMOVED AND REPALCED HCU AND TEST DROVE VEHICLE. VEHICLE IS PERFORMING AS DESIGNED AT THIS TIME Sub Total: 704.00</p> <hr/> <p>#4 - 9091: DOCUMENT CLOUD RETENTION SECTION 2305.006 OF THE TEXAS OCCUPATIONS CODE REQ UIRES US TO RETAIN SERVICE REPAIR RECORDS FOR AT L</p>	<p>704.00</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."

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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

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Vehicle Identification Number	
[REDACTED]	
Delivery Date	In-Service Date
09/05/18	
Color	License Number
SILVER	

[REDACTED]			Work Phone	[REDACTED]	
HARDIN, TX			Home Phone	[REDACTED]	
Year	Make	Model	Body	Color	License Number
2018	RAM	CHASSIS 35		SILVER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
EAST ONE YEAR. DOCUMENT RETENTION FEE DOC RETENTION FEE Sub Total: 1.81	1.81
#5 - 9090: MULTI POINT INSPECTION MULTI POINT INSPECTION Sub Total: .00	.00
#6 - 412B03: SERVICE CONTRACT - MOPAR SERVICE CONTRACT - MOPAR [ADDED CARE PLUS FOR COMMERCIAL \$100.00 DEDUCT] Sub Total: .00	.00
#7 * 401B05: FOUR WHEEL ALIGNMENT PERFORM COMPUTER WHEEL ALIGNMENT TO MANUFACTURER SPECIFICATIONS. GIVES THE BEST TIRE WEAR AND DRIVING PERFORMANCE. Tech: ENRIQUE SANCHEZ (158) Sub Total: 99.95	99.95
SERV & PARTS DISCOUNT - MR	-247.01
<b>Total Fees Amount</b>	<b>1.81</b>

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LABOR	1419.95
PARTS	1468.36
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	103.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	129.87
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-247.01
<b>TOTAL DUE</b>	<b>2876.97</b>

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HARDIN, TX			Work Phone	Vehicle Identification Number	
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Year	Make	Model			
2018	RAM	CHASSIS 35			

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HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
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DISCOUNTS	
TOTAL DUE	

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

# Transaction Details

DDA Transaction History File For 07/05/2022 CHECK \$2,876.97

< > >>



Effective date: [REDACTED] Running collected balance: \$713.47  
Amount: \$2,876.97 Interest rate: 0.0000%  
Description: CHECK Source trace number: [REDACTED]  
Check number: [REDACTED] Printed: Yes  
Last maintained:

Card History

[Front](#) | [Back](#) | [Transaction Set](#) | [Launch NetImage](#)



## Processing Details

**Current**      **Original**  
NON              NON

Close

# Transaction Details



DDA Transaction History File For 07/18/2022 DISCOVER ARC/PAYMENTS \$153.62

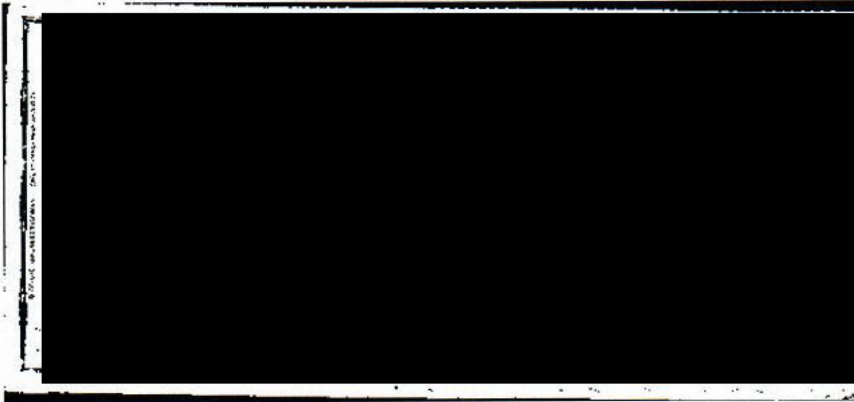


## Transaction

Transaction code: CHECK      Running current balance: \$3,431.63  
Effective date: [REDACTED]      Running collected balance: \$713.47  
Amount: \$2,876.97      Interest rate: 0.0000%  
Description: CHECK      Source trace number: [REDACTED]  
Printed: Yes  
Check number: [REDACTED]      Last maintained:

[Card History](#)

[Front](#) | [Back](#) | [Transaction Set](#) | [Launch NetImage](#)



## Processing Details

	<u>Current</u>	<u>Original</u>
Source:	POD	POD
Sub-Source:	INC	INC
Batch ID:	253	253
Sequence number:	[REDACTED]	[REDACTED]
Processing date:	07/05/2022	07/05/2022

## Reg E Opt-in Decision

For ATM:      Opt-In Accepted  
For POS:      Opt-In Accepted

## Internal Notes

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Service Advisor / Tag #	
SHELBY MUNK/1277	

[REDACTED]			Work Phone	[REDACTED]	
HARDIN, TX [REDACTED]			Home Phone	Delivery Date	In-Service Date
				09/05/18	
Year	Make	Model	Body	Color	License Number
2018	RAM	CHASSIS 35		SILVER	
[REDACTED]					

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
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LABOR	
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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

# Transaction Details



« < DDA Transaction History File For 07/05/2022 CHECK \$2,876.97

> > »

## Transaction

Transaction code: CHECK

Effective date:

Amount: \$2,876.97

Description:

Check number:

Card History

Interest rate:

Source trace number:

Printed:

Last maintained:

0.0000%

No

[Front](#) | [Back](#) | [Transaction Set](#) | [Launch NetImage](#)

Processing Details

Close

# CROSSROADS



320 Hwy 146 Byp, Liberty, TX 77575  
Phone: (936) 776-3997

1-866-932-3878

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Monday - Friday  
7:30 a.m. to 2:30 p.m. Saturday

R/O Open Date	R/O Number
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R/O Close Date	Status
07/01/22	Pre-Invoice
Mileage In	Mileage Out
85170	85170
Service Advisor / Tag #	
SHELBY MUNK/1277	
Vehicle Identification Number	
Delivery Date	In-Service Date
09/05/18	
Color	License Number
SILVER	

Work Phone		Vehicle Identification Number	
Home Phone		Delivery Date	In-Service Date
Year	Make	Model	Body
2018	RAM	CHASSIS 35	
		Color	License Number
		SILVER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Email: [REDACTED]</p> <p>#1 - 414A01: RECALL - MISC RECALL / CUSTOMER SATISFACTION NOTIFICATION 1 [SAFETY RECALL Y26 - WHEEL STUDS ** ] Caused by RECALL Tech: ENRIQUE SANCHEZ (158) PERFORMED RECALL AS PER SERVICE BULLETIN. CHECKED [REDACTED] ALL WHEEL STUDS FOUND ALL STUDS TO PASS. LOP:22Y26181 0.6HRS</p>	Warranty
<p>#2 - 402: GENERAL CONCERN *GENERAL CONCERN #1 [CUSTOMER STATES THERE IS A STEERING ISSUE THAT IS CAUSING THE STEERING WHEEL TO HAVE TURNED ABOUT 1 REVOLUTION AROUND AND GRADUALLY GETTING WORSE. ] Caused by DRAG LINK AND CLOCK SPRING Tech: ENRIQUE SANCHEZ (158) Installed 68528300AA :CLOCKSPRI: STEERING COLUMN C 1@525.98 Installed 68143491AA :CONTROL: ANTI-LOCK BRAKE SYS 1@471.38 Installed 68338342AD :DRAG LINK: STEERING 1@471.00 VERIFIED CUSTOMER CONCERN FOUND DRAG LINK NUTS TO BE LOOSE CAUSING THE DRAG LINK SLEAVE TO TURN MULTIPLE TIMES. DUE TO THE STEERING WHEEL DURNING SO MANY TIMES THE CLOCK SPRING BROKE INTERNALY.</p>	616.00 525.98 471.38 471.00

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LABOR	
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SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
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Vehicle Identification Number	
Delivery Date	In-Service Date
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Color	License Number
SILVER	

[Redacted]			Work Phone	[Redacted]	
HARDIN, TX			Home Phone	[Redacted]	
Year	Make	Model	Body	Color	License Number
2018	RAM	CHASSIS 35		SILVER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
EAST ONE YEAR. DOCUMENT RETENTION FEE DOC RETENTION FEE Sub Total: 1.81	1.81
#5 - 9090: MULTI POINT INSPECTION MULTI POINT INSPECTION Sub Total: .00	
#6 - 412B03: SERVICE CONTRACT - MOPAR SERVICE CONTRACT - MOPAR [ADDED CARE PLUS FOR COMMERCIAL \$100.00 DEDUCT] Sub Total: .00	
#7 * 401B05: FOUR WHEEL ALIGNMENT PERFORM COMPUTER WHEEL ALIGNMENT TO MANUFACTURER SPECIFICATIONS. GIVES THE BEST TIRE WEAR AND DRIVING PERFORMANCE. Tech: ENRIQUE SANCHEZ (158) Sub Total: 99.95	99.95
SERV & PARTS DISCOUNT - MR	-247.01
<b>Total Fees Amount</b>	<b>1.81</b>

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[REDACTED]		
HARDIN, TX [REDACTED]		
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<b>Total Fees Amount</b>	<b>1.81</b>

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LABOR	1419.95
PARTS	1468.36
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	103.99
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	129.87
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	-247.01
<b>TOTAL DUE</b>	<b>2876.97</b>

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

# Transaction Details



« < DDA Transaction History File For 07/05/2022 CHECK \$2,876.97

> > »

## Transaction

Transaction code: CHECK

Effective date:

Amount: \$2,876.97

Interest rate:

0.0000%

Description: CHECK

Source trace number:

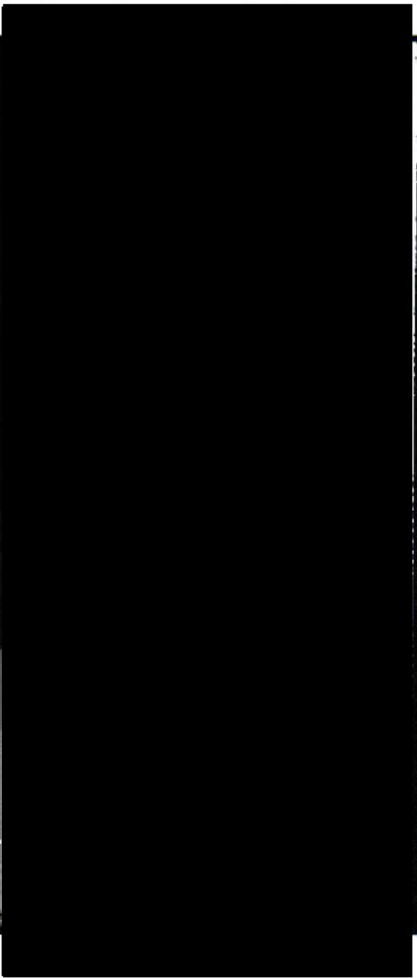
No

Check number:

Last maintained:

Card History

[Front](#) | [Back](#) | [Transaction Set](#) | [Launch NetImage](#)



Processing Details

Close

# CROSSROADS



320 Hwy 146 Byp, Liberty, TX 77575  
Phone: (936) 776-3997

1-866-932-3878

**SERVICE DEPARTMENT HOURS**  
7:00 a.m. to 5:30 p.m.  
Monday - Friday  
7:30 a.m. to 2:30 p.m. Saturday

R/O Open Date	R/O Number
06/28/22	
R/O Close Date	Status
07/01/22	Pre-Invoice
Mileage In	Mileage Out
85170	85170
Service Advisor / Tag #	
SHELBY MUNK/1277	
Vehicle Identification Number	
[REDACTED]	
Work Phone	
Home Phone	
Body	Color
	License Number
09/05/18	
SILVER	

HARDIN, TX [REDACTED]

Year	Make	Model	Body	Color	License Number
2018	RAM	CHASSIS 35		SILVER	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>Email [REDACTED]</p> <p>#1 - 414A01: RECALL - MISC RECALL / CUSTOMER SATISFACTION NOTIFICATION 1 [SAFETY RECALL Y26 - WHEEL STUDS ** ] Caused by RECALL Tech: ENRIQUE SANCHEZ (158) PERFORMED RECALL AS PER SERVICE BULLETIN. CHECKED ALL WHEEL STUDS FOUND ALL STUDS TO PASS. LOP:22Y26181 0.6HRS</p>	Warranty
<p>#2 - 402: GENERAL CONCERN *GENERAL CONCERN #1 [CUSTOMER STATES THERE IS A STEERING ISSUE THAT IS CAUSING THE STEERING WHEEL TO HAVE TURNED ABOUT 1 REVOLUTION AROUND AND GRADUALLY GETTING WORSE. ] Caused by DRAG LINK AND CLOCK SPRING Tech: ENRIQUE SANCHEZ (158) Installed 68528300AA :CLOCKSPRI: STEERING COLUMN C 1@525.98 Installed 68143491AA :CONTROL: ANTI-LOCK BRAKE SYS 1@471.38 Installed 68338342AD :DRAG LINK: STEERING 1@471.00 VERIFIED CUSTOMER CONCERN FOUND DRAG LINK NUTS TO BE LOOSE CAUSING THE DRAG LINK SLEAVE TO TURN MULTIPLE TIMES. DUE TO THE STEERING WHEEL DURNING SO MANY TIMES THE CLOCK SPRING BROKE INTERNALY.</p>	616.00 525.98 471.38 471.00

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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