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

INVOICE

Inv

CHRYSLER, JEEP, DODGE
OF PARAMUSWest 315 Route 4 ■ PARAMUS, N.J. 07652
SERVICE (201) 488-8000 ■ SALES (201) 488-9000

Service Advisor: 3805 Alexander Vargas

Service Advisor: 3805 Alexander Vargas										MILEAGE IN		MILEAGE OUT			
COLOR		YEAR		VEHICLE		VIN		LICENSE		16254		16275			
PW7/White		18		JEEP Wrangler Unlimi		1C4HJXDC									
DEL DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT			
30APR18						18:00 28MAR19				175.00		CASH			
										INV. DATE		R.O. OPENED			
										21MAR19		08:57 28FEB19			
												READY			
												12:23 14MAR19			
OPTIONS: SOLD-STK:JW102082 ENG:ERC 3.6L V6 24V VVT Engine Upg 1 w/ TRN:DFT 8-SPD AUTO _1)WE OWE 6 LOF FOR 6 (More...)															
										LIST		NET		TOTAL	

OPTIONS: SOLD-STK:JW102082 ENG:ERC 3.6L V6 24V VVT Engine Upg 1 w/ TRN:DFT 8-SPD AUTO 1WE OWE 6 LOF FOR 6 (More...)

LIST NET TOTAL

LINE OPCODE TECH TYPE HOURS
9003 LEONESSA, JOHN LIC#: 9003
ISP 0.00

(N/C)

SUBL RENTAL

W2

(N/C)

WE VALUE YOUR BUSINESS.
THANK YOU FOR CHOOSING CHRYSLER, DODGE, JEEP
OF PARAMUS!

VIP

Service Savings

Up to 20% off

Any Service or Repair

See Service Advisor
for DetailsTo Receive
Service Discounts
Text RT4VIP1
to 37483

YOU SAVE

\$ 0.00

ON THIS VISIT

CHRYSLER

Jeep

DODGE

LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repairs were completed. This Limited Warranty specifically excludes: front end alignments, electrical wiring and shorts, and fuel system—when due to contamination. This Limited Warranty is extended to vehicle owner/customer and is not transferable to, nor enforceable by any other person.

During the duration period of this Limited Warranty, the Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

To obtain repairs under this Limited Warranty, customer must: (a) notify the Repair Facility at the address shown on the front of the Repair Order of any defect in labor within a reasonable time after customer discovers or should have discovered any such defect. Such notice, however, must be given to the Repair Facility before the end of the duration period of this Limited Warranty, as specified above; (b) deliver the vehicle to the Repair Facility at the address shown on the front of the Repair Order within five (5) days of notice of such defect in labor; (c) authorize the Repair Facility to make the repairs required; and (d) pay the charges for any additional parts required together with applicable sales tax upon completion of such repair.

All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profit, inconvenience or commercial loss.

This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profit, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.

THIS DEALER'S HOURS OF OPERATION ARE PUBLISHED IN THE AUTHORIZED LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. YOU WILL ONLY BE CHARGED THE BOOK TIME EVEN IF THE ACTUAL CLOCK HOURS ARE GREATER.

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 this item/items.

CUSTOMER SIGNATURE

DESCRIPTION	LABOR AMOUNT	TOTALS
PARTS AMOUNT	0.00	
GAS, OIL, LUBE	0.00	
SUBLET AMOUNT	0.00	
MISC. CHARGES	0.00	
TOTAL CHARGES	0.00	
LESS DISCOUNTS	0.00	
SALES TAX	0.00	
PLEASE PAY THIS AMOUNT	0.00	0.00

Customer Copy

Page 2 of 2

THANK YOU!

CHRYSLER, JEEP, DODGE
OF PARAMUS

West 315 Route 4 . PARAMUS, N.J. 07652
SALES (201) 488-9000
SERVICE (201) 488-8000

Alexander Vargas

License Advisor: 2605 Alexander Vargas VIN: [REDACTED]		MILEAGE IN: 16254 READY	
LICENSE: 16254		R.O. OPENED: 11:09 29MAR19	
INV. DATE: 29MAR19		TOTAL	

175.00	LIST
11WE OWE 6 LOF FOR 6 (More...)	
AUTO 11WE OWE 6 LOF FOR 6 (More...)	
STP WHILE DRIVING PLEASE CHECK AND	

OPTIONS: SOLD-STK:JW10Z002

LINE OPERATOR STATE A THEN
A CUSTOMER ADVISE

Replac (1 -

$$\begin{pmatrix} N \\ C \end{pmatrix} \begin{pmatrix} N \\ C \end{pmatrix}$$

VIP

Service Savings

Up to 20% off

Any Service or Repair

**See Service Advisor
for Details**

To Receive

Service Discounts

Text RT4VIP1

to 37483

YOU SAVE

\$ 21.33

ON THIS VISIT

Copyright 2014 Cox Global, LLC - EMF SERVICE INVOICE - XS16C - 9698069

1 68251580
16254 AS PRE STAR LOOSEN FROM 1 END TEST CAR OK
ALIGNMENT AND REPLACE DAMPER ROAD *****
SUBL RE *****
SUBL GA *****
EX *****
WE VALUE YOUR BUSINESS. CHRYSLER

20.00

20.00

WE VALUE YOUR BUSINESS. CHRYSLER, DODGE, JEEP
THANK YOU FOR CHOOSING.
OF PARAMUS!

LIMITED LABOR WARRANTY

[illegible]

STATEMENT OF DISCLAIMER

The Seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE _____

20-4-1000000

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	20.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS DISCOUNTS	21.33
SALES TAX	1.33
PLEASE PAY THIS AMOUNT	0.00

Customer Copy

Page 1 of 1

THANK YOU!

1-800-521-2779

Invoice
Tag #: RENTAL

CHRYSLER, JEEP, DODGE
OF PARAMUS

West 315 Route 4 ■ PARAMUS, N.J. 07652
SERVICE(201) 488-8000 ■ SALES (201) 488-9000

Service Advisor: 156 STEVE BRADT

PW7/White	18	JEEP Wrangler Unlimi	1C4HJXD	LICENSE	MILEAGE IN	MILEAGE OUT
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
30APR18		18:00 22MAR19			175.00	CASH
				INV. DATE	R.O. OPENED	READY
				22MAR19	13:39 22MAR19	16:32 22MAR19

OPTIONS: SOLD-STK:JW102082 ENG:ERC 3.6L V6 24V VVT Engine Upg I w/ TRN:DFT 8-SPD AUTO 1WE OWE 6 LOF FOR 6 (More...)

LINE	OPCODE	TECH TYPE	LIST	NET	TOTAL
A 12	RENTAL	DAYS AS P			
	RENTAL	CEX 0.00		0.00	0.00
		1389 ROMANIELLO, DOMINIC LIC#: 1389			
		CEX 0.00			

	SUBL RENTAL	CEX		420.00	420.00

WE VALUE YOUR BUSINESS.
THANK YOU FOR CHOOSING CHRYSLER, DODGE, JEEP
OF PARAMUS!

CHRYSLER Jeep DODGE

VIP
Service Savings
Up to 20% off

Any Service or Repair
See Service Advisor
for Details

To Receive
Service Discounts
Text RT4VIP1
to 37483

YOU SAVE
\$ 0.00
ON THIS VISIT

LIMITED LABOR WARRANTY
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All implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration period of this limited warranty. Under no circumstances will the Repair Facility be liable to customer for any incidental or consequential damages including, but not limited to, damages for loss of property, loss of vehicle use, loss of time, loss of income and profits, inconvenience or commercial loss.
This part(s) is sold "as is". The only warranties applying to this part(s) are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with sale of this part(s) and/or service. Buyer shall not be entitled to recover from the selling dealer any consequential damages, damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. In addition, expressly excluded is any dealer liability for defects pertaining to safety or performance, by way of "strict liability", negligence or otherwise.
THIS DEALERSHIP USES THE HOURS PUBLISHED IN THE AUTHORIZED LABOR TIME GUIDE, WHICH REFLECTS AN AVERAGE TIME REQUIREMENT FOR THE PERFORMANCE OF SPECIFIC VEHICLE REPAIRS AND WHICH MAY THEREFORE BE EITHER MORE OR LESS THAN THE ACTUAL CLOCK TIME IN ANY GIVEN INSTANCE. YOU WILL ONLY BE CHARGED THE BOOK TIME EVEN IF THE ACTUAL CLOCK HOURS ARE GREATER.

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CUSTOMER SIGNATURE

DESCRIPTION	LABOR AMOUNT	PARTS AMOUNT	GAS, OIL, LUBE	SUBLET AMOUNT	MISC. CHARGES	TOTAL CHARGES	LESS DISCOUNTS	SALES TAX	PLEASE PAY THIS AMOUNT
	0.00	0.00	0.00	420.00	0.00	420.00	0.00	27.83	447.83

Customer Copy

Page 1 of 1

THANK YOU!

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Customer Copy

ON THIS VISIT

Page 1 of 1

THIS AMOUNT

THANK YOU!

CHRYSLER, JEEP, DODGE
OF PARAMUS

West 315 Route 4 · PARAMUS, N.J. 07652
SERVICE (201) 488-8000 · SALES (201) 488-9000

License Advisor:		VIN		MILEAGE IN		MILEAGE OUT	
1C4HJXDG1J		16254		16254		READY	
RATE		R.O. OPENED		INV. DATE		13:39 22MAR19	
175.00		22MAR19		13:58 22MAR19			
CASH		LIST		NET		TOTAL	
175.00							

PW7/White PROD. DATE 18:00 22MAR19 WARR. EX. 18:00 22MAR19

DEL DATE 30APR18

LINE 12 RENTAL DAYS AS PER

OPTIONS: SOLD-STK:JW102082 ENG:ERC 3.6L V6 24V WT Engine Upg 1 w/ TRN:DFT

A 12 RENTAL RENTAL 1389 ROMANIELLO, DOMINIC LIC#: 1389

CEX 0.00

SUBL RENTAL CEX

WE VALUE YOUR BUSINESS. CHRYSLER, DODGE, JEEP
THANK YOU FOR CHOOSING OF PARAMUS!

0.00 0.00

420.00 420.00

VIP

Service Savings

Up to 20% off

Any Service or Repair

See Service Advisor

for Details

To Receive

Service Discounts

Text RT4VIP1

to 37483

YOU SAVE

\$ 0.00

ON THIS VISIT

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LIMITED LABOR WARRANTY

The Repair Facility guarantees the labor used in performing the repairs listed on the front of the Repair Order for a period of 90 days or 4,000 miles (whichever comes first) from the date such repair is completed. This Limited Warranty is extended to the front end drivetrain, electrical wiring and shorts, and other components not covered by any other warranty. This Limited Warranty is not transferable and is void where prohibited by law. The Repair Facility will provide additional labor, at no expense to customer, for any additional repairs that are necessitated as a result of any defect in labor performed while completing the repairs listed on the front of the Repair Order.

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This part is sold "as is". The only warranties applying to this part are those which may be offered by the manufacturer(s). The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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STATEMENT

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CUSTOMER SIGNATURE

GAS, OIL, LUBE		0.00
SUBLET AMOUNT		0.00
MISC. CHARGES		0.00
TOTAL CHARGES		420.00
LESS DISCOUNTS		0.00
SALES TAX		27.83
PLEASE PAY THIS AMOUNT		447.83

Customer Copy

Page 1 of 1

THANK YOU!

CHRYSLER, JEEP, DODGE
OF PARAMUS

Service Advisor: 3805 Alexander Vargas

ENGINE: 3.0L V6 24V VVT Engine Upg 1 w/ TRN:DFT 8-SPD AUTO 1)WE OWE 6 LOF FOR 6 (More...)

LIST	NET	TOTAL
1	100	100
2	200	200
3	300	300
4	400	400
5	500	500
6	600	600
7	700	700
8	800	800
9	900	900
10	1000	1000
11	1100	1100
12	1200	1200
13	1300	1300
14	1400	1400
15	1500	1500
16	1600	1600
17	1700	1700
18	1800	1800
19	1900	1900
20	2000	2000
21	2100	2100
22	2200	2200
23	2300	2300
24	2400	2400
25	2500	2500
26	2600	2600
27	2700	2700
28	2800	2800
29	2900	2900
30	3000	3000
31	3100	3100
32	3200	3200
33	3300	3300
34	3400	3400
35	3500	3500
36	3600	3600
37	3700	3700
38	3800	3800
39	3900	3900
40	4000	4000
41	4100	4100
42	4200	4200
43	4300	4300
44	4400	4400
45	4500	4500
46	4600	4600
47	4700	4700
48	4800	4800
49	4900	4900
50	5000	5000
51	5100	5100
52	5200	5200
53	5300	5300
54	5400	5400
55	5500	5500
56	5600	5600
57	5700	5700
58	5800	5800
59	5900	5900
60	6000	6000
61	6100	6100
62	6200	6200
63	6300	6300
64	6400	6400
65	6500	6500
66	6600	6600
67	6700	6700
68	6800	6800
69	6900	6900
70	7000	7000
71	7100	7100
72	7200	7200
73	7300	7300
74	7400	7400
75	7500	7500
76	7600	7600
77	7700	7700
78	7800	7800
79	7900	7900
80	8000	8000
81	8100	8100
82	8200	8200
83	8300	8300
84	8400	8400
85	8500	8500
86	8600	8600
87	8700	8700
88	8800	8800
89	8900	8900
90	9000	9000
91	9100	9100
92	9200	9200
93	9300	9300
94	9400	9400
95	9500	9500
96	9600	9600
97	9700	9700
98	9800	9800
99	9900	9900
100	10000	10000

NET TOTAL

Service Savings

Up to 20% off

Any Service or Repair

**See Service Advisor
for Details**

**To Receive
Service Discounts
Text RT4VIP1
to 37483**

YOU SAVE

\$ 21.33

ON THIS VISIT

1 68251580AD DAMPER-STEERING
16254 AS PRE STAR LOOSEN FRONT END AND TORQUE FRONT END DID
ALIGNMENT AND REPLACE DAMPER ROAD TEST CAR OK AT THIS TIME

SUBJ: RENTAL

9003 LEONESSA, JOHN LIC#: 9003
W2 0.30

1 68251580AD DAMPER-STEERING
AS PRE STAR LOOSEN FRONT END

 (C/N)

ALIGNMENT AND REPLACE DAMPER ROAD TEST CAR OK AT THIS TIME

SUBJ RENTAL

ATTENT 280

W2

四

WE VALUE YOUR BUSINESS.
THANK YOU FOR CHOOSING CHRYSLER, DODGE, JEEP
OF PARAMUS!

20.00

20.00

[illegible]

The factory warranty constitutes all of the warranties with respect to the sale of this item/terms. 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 this item/terms.

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CUSTOMER SIGNATURE _____	
DESSCRRP TION	
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	20.00
MISC. CHARGES	0.00
TOTAL CHARGES	20.00
LESS DISCOUNTS	21.33
SALES TAX	1.33
PLEASE PAY THIS AMOUNT	0.00
TOTALS	



Invoice

CHRYSLER, JEEP, DODGE
OF PARAMUS

West 315 Route 4 • PARAMUS, N.J. 07652
SERVICE (201) 488-8000 • SALES (201) 488-9000

■visor: 3505 Alexander Vargas

PW72White	18	JEEP WRANGLER UNLIMITED	1C4HJXDGLJ	WIN	LICENSE	MILEAGE IN	MILEAGE OUT
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED			16254	16254
30APR18		18:00	25MAR19			COUP	29MAR19
			175.00				11:55 25MAR19
OPTIONS: SOLID-STEEL 1020B2 ENGINE 3.6L V6 24V VVT Engine Urag. 1 w/ TRIM:OFT 8-SPD AUTO. 11WE OWE 6 LOF FOR 6 (More...)							

OPTIONS: SOLD-STR;JW102082 ENG:ERC 3.6L V6 24V VVT Engine Upg. 1 w/ TRN:DFT 8-SPD AUTO 1YR OWE 6LOF FOR 6 (More...

LINE OP CODE TECH TYPE HOURS

ADVISOR THEN HIS AMOUBLE WHILE DRIVING PLEASE CHECK AND

VIP

Service Savings

Up to 20% off

Any Service or Repair

**See Service Advisor
for Details**

**To Receive
Service Discounts
Text RT4VIP1
to 37483**

YOU SAVE

\$ 21.33

ON THIS VISIT

[illegible]

WE VALUE YOUR BUSINESS.
THANK YOU FOR CHOOSING CHRYSLER, DODGE, JEEP
OR RAMMUS!

HUMAN RIGHTS

The 1980s have been a decade of change and controversy for the American education system. The decade has been marked by a series of events that have shaped the way we think about education. The most significant of these events have been the passage of the Education Reform Act of 1983, the implementation of the National Education Goals, and the passage of the Education Reform Act of 1994. These events have led to a series of changes in the way we think about education, and they have led to a series of changes in the way we deliver education. In this article, we will explore the impact of these events on the American education system, and we will discuss the challenges that we face as we move forward into the future.

[illegible]

STATEMENT OF DISCLAIMER		
The writer warrants conditions of performance with respect to the job of this contract.		
The Seller, for this expressly, discloses all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither warrants nor authorizes any other person to assume for it any liability in connection with the performance of this contract.		
CUSTOMER SIGNATURE		
LABOR AMOUNT	0.00	
PARTS AMOUNT	0.00	
GAS, OIL, LUBE	0.00	
SUJET AMOUNT	20.00	
MISC. CHARGES	0.00	
TOTAL CHARGES	20.00	
LESS DISCOUNTS	21.33	
SALES TAX	1.33	
PLEASE PAY THIS AMOUNT	0.00	

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Account Name

Status

Posted

Transaction Type

Debit

Running Balance

\$917.00

Reference Number

N/A

Account Name

Status

Posted

Transaction Type

Debit

Running Balance

\$917.00

Reference Number

N/A

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Customer Retention Analysis

VIN: 1C4HJXDN5KW [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED SPORT 2019
ISD: 1/2/2020	Current Mileage: 300
Owner's last name: [REDACTED]	State: California
Dealer name/code: Kearny Mesa Chrysler Dodge Jeep Ram 27116	Business Center: 71-California
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 42,525.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? 55	
Customer-stated reason for buyback request: Other	
Process identifier: Select an identifier	
Days down: 9	Repair attempts: 1
Last repair visit: 1/14/2020	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? N/A	
Offers previously extended: N/A	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
--------	------	---------	----------	-----------	----------	-----------	-------------	-------------------------	---------------------	------

27116		1/6/2020	1/14/2020	9	172	172	W	CUSTOMER STATES THAT WHILE DRIVING STEERING WHEEL SEIZED UP, ALMOST AS IF NO POWER STEERING. CHK AND ADV UPON INSPECTION FOUND THAT INDEED WHEN DRIVING STEERING WHEEL RANDOMLY STIFFEN S AND STEERING EFFORT CHANGES. FOUND FAULT STORED IN BCM B2199-17 BATTERY VOLT AGE ABOVE THRESHOLD. FOR PERFORMED INSPECTIONS AS OUTLINED IN S1908000031. FOUND NO CONCERNS WITH G902A AFTER REMOVING AND CLEANING GROUND. TEST DROVE VEHICLE AND FOUND NO CHANGE IN STEERING QUALITY OR CONSISTENCY IN EFFORT. OPENED STAR CASE, CASE # AND WAS ADVISED TO CONTINUE DIAGNOSIS AS OUTLINED IN STAR CASE, PERFORMED INSPECTIONS AT THE MAIN BATTERY CONNECTIONS AT THE 48V BATTERY B+ AND 12V BATTERY AT THE CHASSIS FOR SECURE CLEAN CONNECTIONS. CLEAN AND SECURE THE GROUND CIRCUIT H122 CIRCUIT/G822A GROUND LOCATION AND C3PIN 1 AT THE PPU. INSPECT AND SECURE BOTH ENDS OF THE H121 CIRCUIT PPU/BPCMC2-PIN 2 AND MGU C2 PIN 1 AND THE A886 CIRCUIT, 12V SOURCE AT BOTH ENDS MGU AND THE PDC; FOUND	650.25
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									GROUND 822A HANGING LOOSE UNDER VEHICLE. FOUND GROUND WITH STUD BROKEN AND NUT ATTACHED. STUD HAS BROKEN OFF OF FRAME FOR G822A AND HAS BEEN GROUNDING ON BRACKET INTERMITTENTLY SENT PHOTOS TO STAR. WAS ADVISED TO REPAIR GROUND. REMOVE D 48V BATTERY AND RE-ATTACHED GROUND ON FRAME CROSS MEMBER USING FACTOR EXISTING MOUNTING BOLT. CLEANED GROUND SURFACE. RE-INSTALLED BATTERY UNIT. CLEARED FAULTS AND TEST DROVE VEHICLE. FOUND NO FAULTS RETURNED AND VEHICLE NOW STEERING TO LIKE MODEL SPECIFICATIONS.S85742H01/15/202013:45:09	
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Charnel

Title: LLQ

Comments: Customer is having steering issues with vehicle customer vehicle has been in the shop since he going the vehicle 1/2/2020



March 19, 2020

[REDACTED]
[REDACTED]

Re: **2019 JEEP WRANGLER UNLIMITED SPORT**
 1C4HJXDN5 [REDACTED]

Dear [REDACTED]:

You recently contacted us requesting assistance regarding with **steering** repairs on the above referenced vehicle.

Our attempts to review your concern(s) and provide you with a prompt remedy has been delayed by our inability to contact you.

In order to provide you with a prompt resolution to your concern(s), it is important that you contact us immediately at 1-800-654-2486 to discuss your issues and possible solutions. Please reference Case Number [REDACTED] when calling.

If we have no response within five (5) days from the date of this letter, we must assume that your concerns have been addressed to your satisfaction.

Sincerely,

Daniel
Customer Retention Specialist
1-800-654-2486 x1004

CUSTOMER #: [REDACTED]

INVOICE



KEARNY MESA CHRYSLER DODGE JEEP RAM

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Phone (858) 560-7100

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PAGE 1

SERVICE ADVISOR: 113 JUAN FLORES

VIN		LICENSE		MILEAGE IN / OUT		TAG
SILVER		19		JEEP WRANGLER UNLIMI		1C4HJXDN5K [REDACTED]
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED
02JAN20		DD		17:00		07FEB20
R.O. OPENED		READY		OPTIONS:		SOLD-STK:190637 ENG:2.0_Liter_Turbo
09:14		07FEB20		10:46		07FEB20
TRN:AUTO						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A VEHICLE NOT HOLDING CHARGER STALLED IN MIDDLE OF ROAD

18 THIS REPAIR ORDER IS FOR VEHICLE STALLING IN
MIDDLE OF THE ROAD

105 RUIZ,CARLOS LIC#: 5640

INP

1 BBAH6650AC 01083001 BATTERY-STORAGE

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

COMPANY NAME CHRYSLER-MOPAR PPM

COMPANY PHONE

POLICY NUMBER

TBD.INS3

POLICY TERM

48

EFFECTIVE DATE

02 JAN 2020

DEDUCTIBLE

0.00

MILEAGE LIMIT

BEGIN MILES

172

END MILES

COMPONENTS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		DESCRIPTION	TOTALS
*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT
			0.00

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

CUSTOMER #: [REDACTED]

INVOICE



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PAGE 1

SERVICE ADVISOR: 124 MARIO CUIEL

				VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	19	JEEP WRANGLER UNLIMI	1C4HJXDN5K	[REDACTED]		366/460	T1077
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN20	DE		12:00 14JAN20		0.00	CASH	31JAN20
R.O. OPENED		READY	OPTIONS: SOLD-STK:190637 ENG:2.0_Liter_Turbo				
17:59 13JAN20		10:29 31JAN20	TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES THAT WHILE DRIVING STEERING WHEEL SEIZED UP AS IF THE STEERING WHEEL LOCKED UP OR LOST COMMUNICATION. WIADVISOR DOWN UPON ARRIVAL POD DID NOT COMMUNICATE. CUSTOMER HAS HAD THIS CONCERN LAST VISIT REFER TO RO# [REDACTED]

CAUSE: .

13300200 CROSSMEMBER ACTUAL TIME

129 WC

1 9240 PRIMER

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

AFTER PERFORMING GROUND REPAIR AND RELOCATING GROUND TO BOLT ATTACHED TO CROSSMEMBER. FOUND FAULT RETURNED FOR B2199-17Battery Voltage-Circuit Voltage Above Threshold AND STEERING STIFFNESS OCCURRED. RE-OPENED STAR CASE, CASE # [REDACTED]

Engineering would like you to re-weld the stud. This will require sanding off the entire coating in the area of the stud location. Before welding, mask the threads of the stud to protect from spatter. Mig welding process with either flux core or shield gas. After weld- coat the surface with a zinc rich primer or phosphate wipe (any commercial available product- 3m, SEM, Sherwin Williams, Axalta ect). Then top coat with a semi gloss black to match. If necessary refer to a body shop if we do not have the equipment or are not trained in this type of repair. If a new stud is needed- 06511540a. REMOVED THE PPU AND 48V BATTERY UNIT TO ACCESS CROSSMEMBER MOUNTING POINT FOR GROUND STUD H122. REMOVED MOVED COOLANT LINES OUT OF THE WAY BUT DID NOT OPEN COOLING SYSTEM. USING SANDING DISK, REMOVED PAINT FROM CROSS MEMBER, CLEANED AREA FREE OF ANY GREASE OR DEBRIS. WELDED STUD BACK ONTO CROSS MEMBER, PAINTED WITH PRIMER AND TOP COAT GLOSS BLACK, ATTACHED GROUND H122 BACK

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		DESCRIPTION	TOTALS
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		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		PLEASE PAY THIS AMOUNT	

"I acknowledge notice and oral approval of an increase in original estimated price."

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

CUSTOMER #:

INVOICE



DODGE

Jeep



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PAGE 2

SERVICE ADVISOR: 124 MARIO CURIEL

			VIN		LICENSE		MILEAGE IN / OUT		TAG		
SILVER			19 JEEP WRANGLER UNLIMI		1C4HJXDN5K		366/460		T1077		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE		PAYMENT	INV. DATE
02JAN20		DD		12:00 14JAN20				0.00		CASH	31JAN20
R.O. OPENED			READY		OPTIONS: SOLD-STK:190637 ENG:2.0_Liter_Turbo						
17:59 13JAN20			10:29 31JAN20		TRN:AUTO						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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ONTO CROSS MEMBER, PERFORMED VOLTAGE DROP CROSS H122 GROUND TO VERIFY INTEGRITY OF GROUND. RE-ASSEMBLED VEHICLE. CLEARED FAULTS AND TEST DROVE VEHICLE. FOUND NO FAULTS RETURNED AND NO STEERING STIFFNESS WAS EXPERIENCED.

B TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION

TSG TIRE PRESSURE CHECK AND INFLATE SERVICE PER
STATE REGULATION

129 C

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C MULTI-POINT VEHICLE INSPECTION, INSPECT LEVEL AND TEST CONDITION OF ALL FLUIDS, INSPECT TIRES, BELTS, HOSES, FILTERS, WIPER BLADES, EXTERIOR LAMPS, BATTERY, SUSPENSION, STEERING, CV BOOTS, U-JOINTS AND EXHAUST

23P MULTI-POINT VEHICLE INSPECTION, INSPECT LEVEL AND TEST CONDITION OF ALL FLUIDS, INSPECT TIRES, BELTS, HOSES, FILTERS, WIPER BLADES, EXTERIOR LAMPS, BATTERY, SUSPENSION, STEERING, CV BOOTS, U-JOINTS AND EXHAUST

129 C

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

COMPANY NAME CHRYSLER-MOPAR PPM

COMPANY PHONE

POLICY NUMBER TBD.INS3

POLICY TERM 48

EFFECTIVE DATE 02 JAN 2020

DEDUCTIBLE 0.00

MILEAGE LIMIT

BEGIN MILES 172

END MILES

COMPONENTS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		DESCRIPTION	TOTALS
*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.	"I acknowledge notice and oral approval of an increase in original estimated price."	LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

CUSTOMER #: [REDACTED]

INVOICE



DODGE

Jeep



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PAGE 3

SERVICE ADVISOR: 124 MARIO CURIEL

VIN				LICENSE	MILEAGE IN / OUT		TAG
SILVER	19	JEEP WRANGLER UNLIMI	1C4HJXDN5		366/460		T1077
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN20	DD		12:00 14JAN20		0.00	CASH	31JAN20
R.O. OPENED		READY	OPTIONS: SOLD-STK:190637 ENG:2.0_Liter_Turbo				
17:59 13JAN20		10:29 31JAN20	TRN:AUTO				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL



ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		DESCRIPTION	TOTALS
*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.		LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

CUSTOMER #: [REDACTED]

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DUPLICATE 1

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PAGE 1

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SERVICE ADVISOR: 124 MARIO CURIEL

			VIN		LICENSE	MILEAGE IN / OUT		TAG
SILVER	19	JEEP WRANGLER UNLIMI		1C4HJXDN5K		172/185		T1143
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
02JAN20 DD			17:30 06JAN20			0.00	CASH	15JAN20
R.O. OPENED		READY		OPTIONS: SOLD-STK:190637 ENG:2.0_Liter_Turbo				
16:51 06JAN20		10:52 15JAN20		TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER STATES THAT WHILE DRIVING STEERING WHEEL SEIZED UP, ALMOST

AS IF NO POWER STEERING. CHK AND ADV

CAUSE: .

0891BJH4 Ground

129 WC

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

UPON INSPECTION FOUND THAT INDEED WHEN DRIVING STEERING WHEEL RANDOMLY STIFFENS AND STEERING EFFORT CHANGES. FOUND FAULT STORED IN BCM B2199-17 Battery VoltageAbove Threshold. FOR PERFORMED INSPECTIONS AS OUTLINED IN S1908000031. FOUND NO CONCERNS WITH G902A AFTER REMOVING AND CLEANING GROUND. TEST DROVE VEHICLE AND FOUND NO CHANGE IN STEERING QUALITY OR CONSISTENCY IN EFFORT. OPENED STAR CASE, CASE # [REDACTED] AND WAS ADVISED TO CONTINUE DIAGNOSIS AS OUTLINED IN STAR CASE, PERFORMED Inspections at the main battery connections at the 48V battery B+ and 12V battery at the chassis for secure cleanconnections. Clean and secure the groundcircuit H122 circuit/G822A ground location and C3pin 1 atthe PPU.Inspect and secure both ends of the H121 circuit PPU/BPCMC2-Pin 2 and MGU C2 pin land the A886 circuit, 12V source at both ends MGU and the PDC; FOUND GROUND 822A HANGING LOOSE UNDER VEHICLE. FOUND GROUND WITH STUD BROKEN AND NUT ATTACHED. STUD HAS BROKEN OFF OF FRAME FOR G822A AND HAS BEEN GROUNDING ON BRACKET INTERMITTENTLY SENT PHOTOS TO STAR. WAS ADVISED TO REPAIR GROUND. REMOVED 48V BATTERY AND RE-ATTACHED GROUND ON FRAME CROSS MEMBER USING FACTOR EXISTING MOUNTING BOLT. CLEANED GROUND SURFACE. RE-INSTALLED BATTERY UNIT. CLEARED FAULTS AND TEST DROVE VEHICLE. FOUND NO FAULTS RETURNED AND VEHICLE NOW STEERING TO LIKE MODEL SPECIFICATIONS.

B MULTI-POINT VEHICLE INSPECTION, INSPECT LEVEL AND TEST CONDITION OF

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		DESCRIPTION	TOTALS
*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		PLEASE PAY THIS AMOUNT	

"I acknowledge notice and oral approval of an increase in original estimated price."

CUSTOMER SIGNATURE

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

CUSTOMER #:

INVOICE



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DUPLICATE 1

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PAGE 2

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SERVICE ADVISOR: 124 MARIO CURIEL

			VIN		LICENSE	MILEAGE IN / OUT		TAG
SILVER	19	JEEP WRANGLER UNLIMI		1C4HJXDN5K		172/185		T1143
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
02JAN20	DD		17:30 06JAN20			0.00	CASH	15JAN20
R.O. OPENED		READY		OPTIONS: SOLD-STK:190637 ENG:2.0_Liter_Turbo				
16:51 06JAN20		10:52 15JAN20		TRN:AUTO				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

ALL FLUIDS, INSPECT TIRES, BELTS, HOSES, FILTERS, WIPER BLADES,
EXTERIOR LAMPS, BATTERY, SUSPENSION, STEERING, CV BOOTS,
U-JOINTS AND EXHAUST

23P MULTI-POINT VEHICLE INSPECTION, INSPECT LEVEL
AND TEST CONDITION OF ALL FLUIDS, INSPECT
TIRES, BELTS, HOSES, FILTERS, WIPER BLADES,
EXTERIOR LAMPS, BATTERY, SUSPENSION,
STEERING, CV BOOTS, U-JOINTS AND EXHAUST

129 C 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATION

TSY TIRE PRESSURE CHECK AND INFLATE SERVICE PER
STATE REGULATION

129 C 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

SUBL ENTERPRISE RENTAL

WC

(N/C)

EST: 150.00 06JAN20 16:51 SA: 124

CONTACT: 2 123-1234

COMPANY NAME CHRYSLER-MOPAR PPM

COMPANY PHONE

POLICY NUMBER TBD.INS3

POLICY TERM 48

EFFECTIVE DATE 02 JAN 2020

DEDUCTIBLE 0.00

MILEAGE LIMIT

BEGIN MILES 172

END MILES

COMPONENTS

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		DESCRIPTION	TOTALS
*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES	
		TOTAL CHARGES	
		LESS INSURANCE	
		SALES TAX	
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)		CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

"I acknowledge notice and oral approval of an increase in original estimated price."

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

CUSTOMER #: [REDACTED]

INVOICE

DUPLICATE 1
PAGE 3

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SERVICE ADVISOR: 124 MARIO CUIEL

VIN				LICENSE	MILEAGE IN / OUT		TAG
SILVER	19	JEEP WRANGLER UNLIMI	1C4HJXDN5K		172/185		T1143
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02JAN20	DD		17:30 06JAN20		0.00	CASH	15JAN20
R.O. OPENED		READY	OPTIONS: SOLD-STK:190637 ENG:2.0_Liter_Turbo				
16:51 06JAN20		10:52 15JAN20	TRN:AUTO				
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL



ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		DESCRIPTION	TOTALS
*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.	"I acknowledge notice and oral approval of an increase in original estimated price."	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

CUSTOMER #: N/A

INVOICE



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SAN DIEGO, CA 92111

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PAGE 1

HOME: CONT:N/A

BUS: CELL:

SERVICE ADVISOR: 201 DANTON CRAMER

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE		MILEAGE IN / OUT		TAG
SILVER		19	JEEP WRANGLER UNLIMI		1C4HJXDN5			19/19		TBATT
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT		INV. DATE	
DD			17:00 31DEC19			0.00	CASH		31DEC19	
R.O. OPENED		READY		OPTIONS: STK:190637 ENG:2.0_Liter_Turbo TRN:AUTO						
13:29 31DEC19		17:23 31DEC19								

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER STATES VEHICLE DIED IN FRONT OF K&S AUTO. BATTERY IS DEAD.

NWD NO WORK PERFORMED

99 INT

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00



ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE		DESCRIPTION	TOTALS
*HAZARDOUS WASTE: A HAZARDOUS WASTE DISPOSAL CHARGE WILL BE ADDED WHEN FLUIDS REMOVED FROM YOUR VEHICLE MUST BE DISPOSED OF IN COMPLIANCE WITH FEDERAL STATE AND LOCAL GOVERNMENT HAZARDOUS WASTE REGULATIONS. THESE FLUIDS ARE: ENGINE OIL, TRANSMISSION FLUID, FUEL, GEAR OILS, ANTIFREEZE & AIR CONDITIONING COOLANT, PARTS, CLEANING FLUIDS & BRAKES, ETC.	"I acknowledge notice and oral approval of an increase in original estimated price."	LABOR AMOUNT	0.00
		PARTS AMOUNT	0.00
		GAS, OIL, LUBE	0.00
		SUBLET AMOUNT	0.00
		MISC. CHARGES	0.00
		TOTAL CHARGES	0.00
		LESS INSURANCE	0.00
		SALES TAX	0.00
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT	0.00

Notice to Consumer: Please read important information on back.

BAR # ARD293352

EPA # CAD982491227

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)



CLOVIS
CHRYSLER-DODGE-JEEP-RAM
395 W. Herndon Avenue
Clovis, CA 93612
(559) 326-1600
B.A.R.# ARD271891
E.P.A.# CAL000381443

CUSTOMER NO.	ADVISOR MATTHEW RICE	TAG NO. 7166	INVOICE DATE 06/2
	LABOR RATE	LICENSE NO.	1030
	YEAR / MAKE / MODEL 18/JEEP/4 DOOR WRANGLER/UNLIMITED SP	2,380	COLOR BILLET SILV
	VEHICLE I.D. NO. 1 C 4 H J X D G 6		DELIVERY MILES 439
	R.T.E. NO.	10	DELIVERY DATE 06/20/19
COMMENTS			

MO: 2384

LABOR & PARTS	
J# 1 22CHZTPMR	TIRE PRESSURE INSP. HOURS: TECH(S):7009 INSPECT TIRE PRESSURE, AND ADJUST TO MANUFACTURER'S RECOMMENDATION. IF VEHICLE IS EQUIPPED WITH TIRES NOT MEETING MANUFACTURER'S SPECIFICATIONS, THEN SET TIRE PRESSURE TO TIRE INFLATION REFERENCE SET TIRE PRESSURE TO SPEC.'S LF36 RF36 LR36 RR36PSI
INTERNAL	
JOB # 1 TOTAL LABOR & PARTS 0.00	
J# 2 27CHZ	OPEN FOR USE HOURS: 0.30 TECH(S):7009 CUSTOMER STATES STEERING WHEEL FEELS LIKE ITS LOCKING UP WHILE DRIVING, IT DID LOCK UP ONCE, CHECK AND ADVISE COULD NOT VERIFY CONCERN, STEERING OPERATING AS DESIGNED AT THIS TIME, NO TSB'S
WARRANTY	
JOB # 2 TOTAL LABOR & PARTS 0.00	
ESTIMATE	
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)	
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	
TOTAL INVOICE \$ 0.00	

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 (559) 326-1600

**WE WANT YOU
100%
SATISFIED**

**IF YOU ARE NOT
100% SATISFIED
PLEASE CALL OUR
SRVC. MGR. 326-1600**

*Thank
You!*

THANK YOU FOR THIS OPPORTUNITY TO SERVE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS, IF NOT, PLEASE TELL US IMMEDIATELY.

"I acknowledge receipt of this invoice and keys to the vehicle described on this invoice."

CUSTOMER SIGNATURE
***** DUPLICATE INVOICE *****

The Reynolds and Reynolds Company ERANTS14E CC712787 Q (05/18)



CLOVIS
CHRYSLER-DODGE-JEEP-RAM
395 W. Herndon Avenue
Clovis, CA 93612
(559) 326-1600
B.A.R.# ARD271891
E.P.A.# CAL000381443

ADVISOR ARMEN POSTOYAN	7249	TAG NO. 4677	INVOICE DATE 10/08/19
LABOR RATE	LICENSE NO.	MILEAGE 6,356	COLOR BILLET SILV
YEAR / MAKE / MODEL 18/JEEP/4 DOOR WRANGLER/UNLIMITED SP			DELIVERY DATE 10/08/19
VEHICLE I.D. NO. 1 C 4 H J X D G 6 J			DELIVERY MILES 439
F.T.E. NO.			PRODUCTION DATE
COMMENTS			DATE 10/08/19

MO: 6356

LABOR & PARTS
J# 1 60CHZ01 RECALL 1 HOURS: 0.30 TECH(S):7163 WARRANTY
V41 - 2018 - 2019 JL STEERING DAMPER (Recall CSN 1)
RECALL
PERFORMED V41-REPLACED STEERING DAMPER

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 1	1	CCUKV411-AA	DAMPER ST 19030006			WARRANTY
JOB # 1	1	CCUKV413-AA	DAMPER ST 19030006			WARRANTY
JOB # 1 TOTAL PARTS						0.00
JOB # 1 TOTAL LABOR & PARTS						0.00

J# 2 28CHZ90 OIL CHANGE SERVICE HOURS: 0.60 TECH(S):7163 WARRANTY
(Replace engine oil and filter 56 QT conventional)
CUSTOMER REQUEST LOF
PERFORMED LUBE,OIL AND OIL FILTER CHANGE
PERFORMED TIRE ROTATION

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 2	1	68191349-AC	FILTER EN 09057006			WARRANTY
JOB # 2	6	68283520-AA	OW20 SYNT 01081090			WARRANTY
JOB # 2 TOTAL PARTS						0.00
JOB # 2 TOTAL LABOR & PARTS						0.00

J# 3 01CHZ22 TIRE ROTATION HOURS: TECH(S):7163 INTERNAL
CUSTOMER REQUEST TIRE ROTATION AND INSPECT BRAKE LINING WEAR
CUSTOMER REQUEST TIRE ROTATION AND INSPECT BRAKE LINING WEAR
PERFORMED TIRE ROTATION AND INSPECTED BRAKE LINING FOR
EXCESSIVE WEAR
SEE JOB LINE #2

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 3 TOTAL PARTS						0.00
JOB # 3 TOTAL LABOR & PARTS						0.00

J# 4 01CHZ9090 MULTI POINT INSPECT HOURS: 0.20 TECH(S):7163 INTERNAL
PERFORM EXPRESS LANE MULTI POINT INSPECTION
EXPRESS MULTI POINT INSPECTION
PERFORMED EXPRESS LANE MULTI POINT INSPECTION AS OUTLINED.

PARTS	QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	WARRANTY
JOB # 4 TOTAL PARTS						0.00
JOB # 4 TOTAL LABOR & PARTS						0.00

J# 5 01CHZTPMR TIRE PRESSURE INSP. HOURS: TECH(S):7163 INTERNAL
INSPECT TIRE PRESSURE AND ADJUST TO MANUFACTURER'S
RECOMMENDATION. IF VEHICLE IS EQUIPPED WITH TIRES NOT
MEETING MANUFACTURER'S SPECIFICATIONS, THEN SET TIRE
PRESSURE TO TIRE INFLATION REFERENCE.

IMPORTANT
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questionnaire from the
manufacturer regarding this
service visit. If for any reason
you cannot grade us
"Completely Satisfied"
please contact our
Service Manager
(559) 326-1600

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100%
SATISFIED

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*Thank
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THANK YOU FOR THIS OPPORTUNITY TO
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CLOVIS
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395 W. Herndon Avenue
Clovis, CA 93612
(559) 326-1600
B.A.R.# ARD271891
E.P.A.# CAL000381443

ADVISOR ARMEN POSTOYAN	TAG NO. 7249 4677	INVOICE DATE 10/08/19
LABOR RATE	LICENSE NO.	MILEAGE 6,356
YEAR / MAKE / MODEL 18/JEEP/4 DOOR WRANGLER/UNLIMITED SP		COLOR BILLET SILV
VEHICLE I.D. NO. 1 C 4 H J X D G 6 J		STOCK NO. C8JF089
R.T.E. NO.		DELIVERY MILES 439
COMMENTS		SELLING DEALER NO. 10
		R.O. DATE 10/08/19
		PRODUCTION DATE

MO: 6356

SET TIRE PRESSURE TO SPEC.'S
RF-37,LF-37,RR-37,LR-37 PSI

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----LIST PRICE-UNIT PRICE-	
JOB # 5 TOTAL PARTS	0.00
JOB # 5 TOTAL LABOR & PARTS	0.00
MISC-----CODE-----DESCRIPTION-----CONTROL NO-----	
JOB # 2 OIL FREE OIL CHANGES	
JOB # 4 INSP MULTI POINT INSPECTION	
TOTAL - MISC	0.00
WARRANTY INTERNAL	
ESTIMATE-----	
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$0.00 (+TAX)	
COMMENTS-----	
530-774-5346	
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
TOTAL INVOICE \$	0.00

"I acknowledge receipt of this invoice and keys to the vehicle described on this invoice."

"I acknowledge notice and oral approval of an increase in the original estimated price."

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CUSTOMER SIGNATURE

DUPLICATE INVOICE



Wadad Elnachar <wadad.elnachar@fcagroup.com>

WRANGLER UNLIMITED**SPORT**

2 messages

Wadad Elnachar <wadad.elnachar@fcagroup.com>
To: Khalid Mahmoud <km.clovischrysler@gmail.com>
Cc: Patricia Ly <patricia.clovischrysler@gmail.com>

Tue, Feb 4, 2020 at 6:16 PM

Hi Khalid,

[REDACTED] will be bringing her vehicle in on 2/12/2020 to diagnose her powersteering locking and steering wheel shaking. She is requesting a rental to be available that will accommodate a car seat. I will reach out next week to get an update.

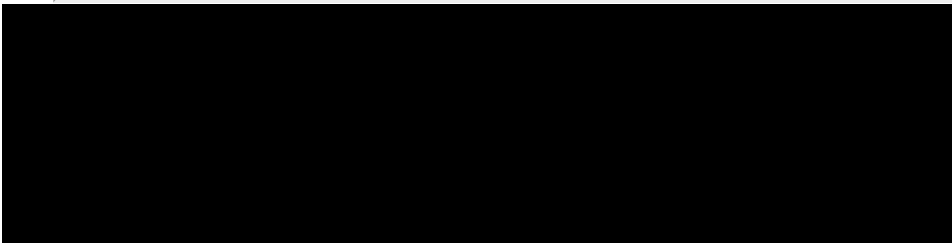
Patricia- will you please send me the RO for the subject VIN?

Thank you!

--



Wadad Elnachar
Customer Retention Specialist
Telephone: + [REDACTED] ext.1012
Email: wadad.elnachar@fcagroup.com

Thu, Feb 6, 2020 at 2:31 PM

2/12/2020



Wadad Elnachar <wadad.elnachar@fcagroup.com>

DEEP WRANGLER UNLIMITED

Wadad Elnachar <wadad.elnachar@fcagroup.com>

Wed, Feb 12, 2020 at 3:21 PM

To: Khalid Mahmoud <km.clovischrysler@gmail.com>

Hello,

Is the vehicle at the dealership yet? Please let me know.

Thank you,

[Quoted text hidden]

This file represents a consolidation of multiple files sent by the manufacturer. Please use the bookmarks to navigate to each file. (Each bookmark label is the name of the original file.)

Benefits

A choice of **\$200/\$100/\$0** Deductible per repair visit (depending on Plan chosen).
Includes all of the following:

\$100 "Sign-And-Go" Roadside Assistance¹

\$100 Towing Allowance

\$35 First Day Rental²

\$35/Day Car Rental Allowance²

\$600 Key Fob Repair/Replacement Coverage³

\$1,000 Trip Interruption Coverage

\$50 Plan Transfer Fee (in most states)

¹Roadside Assistance provided in the event coverage is not included in the Basic or Powertrain Warranties.

²Includes \$35 Taxi Reimbursement in lieu of Rental and all first day dealership service except bodywork.

³Total maximum coverage benefit of \$600 and up to 3 Key Fob repairs or replacements.

Coverage

MAXIMUM CARE provides for COMPLETE MECHANICAL COMPONENT COVERAGE Beyond the Vehicle's Factory Warranty.

"IF IT'S MECHANICAL ... IT'S COVERED!"

Customer Retention Analysis

VIN: 1C4GJXAG9 [REDACTED]	Make/model/model year: JEEP WRANGLER SPORT 2019 Vehicle MY
ISD: 5/14/2019	Current Mileage: 15,792
Owner's last name: [REDACTED]	State: Connecticut
Dealer name/code: PAPA'S DODGE INC 58525	Business Center: 32-Northeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 40,110.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Select Y or N	
What was mileage at purchase? 22	
Customer-stated reason for buyback request: Electric Powertrain	
Process identifier: Select an identifier	
Days down: 34	Repair attempts: 3
Last repair visit: 5/13/2019	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
58525	[REDACTED]	1/23/2020	N/A	18	N/A	N/A	N/A	Idle/Vibration	Replace Long block engine	N/A
58525	[REDACTED]	5/13/2019	5/16/2019	4	12	12	W	N/A	Perform RRT	53.78
58525	[REDACTED]	2/1/2019	2/11/2019	12	3	3	W	Fuse is Blown	Replaced Fuse	1.44
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Felicia

Title: LLQ

Comments:

Customer Retention Analysis

VIN: 1C4GJXAG9K [REDACTED]	Make/model/model year: JEEP WRANGLER SPORT 2019
ISD: 5/14/2019	Current Mileage: 15,792
Owner's last name: [REDACTED]	State: Connecticut
Dealer name/code: PAPA'S DODGE INC 58525	Business Center: 32-Northeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 40,110.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? 22	
Customer-stated reason for buyback request: Electric Powertrain	
Process identifier: No service solution available	
Days down: 22	Repair attempts: 2; there was a 3rd repair attempt prior to customer taking ownership
Last repair visit: 5/13/2019	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) Y	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
58525	RO #	2/9/2020	N/A	12+		N/A	W	Veh engine	Replaced Long Block Engine	N/A
58525	[REDACTED]	1/20/2020	01/29/2020	10	15,814	N/A	W	Light came on dash for pedal fault, Power steering light on; Armrest latch; Idle/Vibration ; Hard time steering	CLEAN GROUND SURFACES AND REINSTALL GROUND STRAP AND TORQUE BOLT TO SPECS PPOWER STEERING BACK ONLINE ROAD TEST OK ROAD TEST AND INSPECT FOR IMPROPER DAMPNER INSTALLATION ROAD TEST OK NO PROBELMS FELT TECH REPLACED AUX BATTERY AND MAIN BATTERY AND ROAD TEST NO MIL OR THROTTLE MALFUNCTIONS (STAR was involved.)	N/A

58525	██████	5/13/2019	5/16/2019	4	12	12	W	CUSTOMER STATES, PERFORM RRT 19-027 CUSTOMER STATES, PERFORM RRT 19-031 CUSTOMER STATES, WHEN DRIVING VEHICLE FOR DELIVERY THE STEERING SEEMED TO BIND UP AND LOSE ASSIST, FELT LIKE NO POWER STEERING (possibly before customer took ownership also)	PERFORM RRT 19-027 PERFORM RRT 19 - 031 CHECK POWER , GROUND , BUS VOLTAGES & PIN FIT TO EPS MODULE - NO ABNORMAL CONDITIONS PRESENT, MODULE LOCKED UP - AFTER RECONNECTING MODULE IS BACK ON LINE .ROAD TEST & RECHECK TO VERIFY PROPER OPERATION.	53.78
58525	██████	2/1/2019	2/11/2019	12	3	3	W	(Appears to be before customer took ownership.) Fuse is Blown	Replaced Fuse	1.44

Preparer: Crystal Ross

Title: Customer Retention Specialists

Comments: 2 repair attempts under customer ownership; 22 days down

Customer Retention Analysis

VIN: 1C4GJXAG9K [REDACTED]	Make/model/model year: JEEP WRANGLER SPORT 2019
ISD: 5/14/2019	Current Mileage: 15,792
Owner's last name: [REDACTED]	State: Connecticut
Dealer name/code: PAPA'S DODGE INC 58525	Business Center: 32-Northeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 40,110.00	
# of new vehicles: 1	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? 22	
Customer-stated reason for buyback request: Electric Powertrain	
Process identifier: No service solution available	
Days down: 64	Repair attempts: 3; there was a 4th repair attempt prior to customer taking ownership
Last repair visit: 5/13/2019	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
58525	n/a	Date In						DLR states that the vibration is still present. Customer has their vehicle at this time, but will go back to have the torque converter replaced		
58525	[REDACTED]	2/6/2020	03/30/2020	54		N/A	W	Vibration at idle	Replaced Long Block Engine and was completed on 03/31. The issue with the vibration was not resolved after replacing the engine. Vehicle is returned to customer while waiting on back ordered torque converter. Part is expected to arrive on 04/15.	N/A

58525	██████	1/20/2020	01/29/2020	10	15,814	N/A	W	Light came on dash for pedal fault, Power steering light on; Armrest latch; Idle/Vibration ; Hard time steering	CLEAN GROUND SURFACES AND REINSTALL GROUND STRAP AND TORQUE BOLT TO SPECS POWER STEERING BACK ONLINE ROAD TEST OK ROAD TEST AND INSPECT FOR IMPROPER DAMPNER INSTALLATION ROAD TEST OK NO PROBELMS FELT TECH REPLACED AUX BATTERY AND MAIN BATTERY AND ROAD TEST NO MIL OR THROTTLE MALFUNCTIONS (STAR was involved.)	N/A
58525	██████	5/13/2019	5/16/2019	4	12	12	W	CUSTOMER STATES, PERFORM RRT 19-027 CUSTOMER STATES, PERFORM RRT 19-031 CUSTOMER STATES, WHEN DRIVING VEHICLE FOR DELIVERY THE STEERING SEEMED TO BIND UP AND LOSE ASSIST, FELT LIKE NO POWER STEERING (possibly before customer took ownership also)	PERFORM RRT 19-027 PERFORM RRT 19 - 031 CHECK POWER , GROUND , BUS VOLTAGES & PIN FIT TO EPS MODULE - NO ABNORMAL CONDITIONS PRESENT, MODULE LOCKED UP - AFTER RECONNECTING MODULE IS BACK ON LINE .ROAD TEST & RECHECK TO VERIFY PROPER OPERATION.	53.78
58525	██████	2/1/2019	2/11/2019	12	3	3	W	(Appears to be before customer took ownership.) Fuse is Blown	Replaced Fuse	1.44

Preparer: Crystal Ross

Title: Customer Retention Specialists

Comments: 3 repair attempts under customer ownership; 64 days down

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Customer Retention Analysis

VIN: 1C4HJXFN6K [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED RUBICON, 2019
ISD: 3/14/2019	Current Mileage: 7,970
Owner's last name: [REDACTED]	State: Illinois
Dealer name/code: ZEIGLER CHRYSLER DODGE JEEP, LLC 26783	Business Center: 51-Midwest
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 54,955.00	
# of new vehicles: 4	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) Yes	
What was mileage at purchase? 16	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: 13	Repair attempts: 2
Last repair visit: 9/23/2019	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
26783	[REDACTED]	9/23/2019	10/8/2019	12	7970	7970	W	Check engine light/Service shifter message	PIM, Shifter, automatic transmission	27.28
26783	[REDACTED]	9/11/2019	9/11/2019	1	4439	4439	W	N/A	Battery pack control module/ IPC	68.21
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Felicia

Title: LLQ

Comments: Steering

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Customer Retention Analysis

VIN: 1C4HJXFG7J [REDACTED]	Make/model/model year: JEEP, WRANGLER UNLIMITED RUBICON, 2018
ISD: 4/29/2018	Current Mileage: 19,382
Owner's last name: [REDACTED]	State: Georgia
Dealer name/code: Shottenkirk Chrysler Dodge Jeep Ram, 26995	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM
MSRP: 55,145.00	
# of new vehicles: 3	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? Select a purchase date, if applicable	
CPOV? (Y/N) No	
What was mileage at purchase? Enter vehicle mileage at time of purchase	
Customer-stated reason for buyback request: Steering	
Process identifier: Select an identifier	
Days down: 28	Repair attempts: 3
Last repair visit: 1/22/2020	
Is vehicle currently at dealer? (Y/N) Y	
Is customer in rental? (Y/N) N	
If yes, for how long? If applicable, enter # of days in rental	
Offers previously extended: Offers previously extended	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
26995	STAR	2/4/2020	2/21/2020	# 19	19911	19911	STAR	"STEERING WHEEL KEEPS LOCKING UP" MOSTLY WHEN COLD AT HIGHWAY SPEEDS	Closed case	\$STAR
66999	[REDACTED]	1/21/2020	1/22/2020	# 2	19382	19382	W	Steering/Suspension/Steering Wheel Concern [Customer States that the steering	RESTORED VEHICLE CONFIGURATION LOP: 18-19-02-DS	\$103.91

44305		1/8/2019	1/14/2019	# 7	9764	9764	W	CUSTOMER STATES CK ENGINE LIGHT IS ON. CUSTOMER STATES LOUD NOISE WHEN PUTTING INTO PARK	REPROGRAM TCM PER TSB 21-026-18 CK FOR DTCS.PERFORM DIAGNOSTIC TREE FOR DTC.REPLACE LEFT FRONT DOOR LATCH.CLEA R DTCS.	\$21.80, \$276.85
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: LORRIE NELSON

Title: LLQ

Comments: Repair Attempts





Nodge Jeep

CUSTOMER #

Shottenkirk Chrysler Dodge Jeep
200 Liberty Blvd. - Canton, GA 30114
Phone: 678-493-1000 - Fax: 678-493-1131
www.ShottenkirkChrysler.com

WARRANTY

DUPLICATE 3
PAGE 3

SERVICE ADVISOR: 800034 ANDREW J FRANKEL

DEL DATE	PROD DATE	WARR EXP	PROMISED	RATE	PAYMENT	INV DATE
30APR18 DE		13:00 07MAR20		0.00	CASH	24FEB20
R.O. OPENED			READY	OPTIONS: DLR:26995 ENG:3.6_Liter		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

TECH: 800118 ACTUAL HRS.: 9.31 SOLD HRS.: 4.7
SALE-LBR: 471.65 PTS: 847.63 MSC: 0.00 LUB: 0.00 SUB: 840.00 TOTAL 2159.28
COST-LBR: 164.50 PTS: 517.80 MSC: 0.00 LUB: 0.00 SUB: 840.00 TOTAL 1522.30

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-03-20	12:58	13:21	0.38	W	800118	A	
02-04-20	15:15	15:46	0.52	W	800118	A	
02-07-20	15:16	16:43	1.45	W	800118	A	
02-08-20	06:06	06:12	0.10	W	800118	A	
02-17-20	05:53	08:49	2.94	W	800118	A	
02-19-20	06:01	09:16	3.25	W	800118	A	
	14:00	14:40	0.67	W	800118	A	
02-21-20	08:37	08:37	0.00	W	800118	M	
	08:37	08:37	0.00	W	800118	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	47165	16450			84763	51780	
	84000	84000			215928	*****	

COST, SALE, & COMP TOTALS 152230 215928 0

WARRANTY DISCLOSE: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL LIABILITY FOR THE REPAIR, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES FOR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

DESCRIPTION	TOTALS
LABOR AMOUNT	471.65
PARTS AMOUNT	847.63
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	840.00
MISC CHARGES *	0.00
TOTAL CHARGES	2159.28
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	2159.28

CUSTOMER #

Shottenkirk Chrysler Dodge Jeep

200 Liberty Blvd. - Canton, GA 30114
Phone: 678-493-1000 - Fax: 678-493-1131
www.ShottenkirkChrysler.comDUPLICATE 3
PAGE 2

SERVICE ADVISOR: 800034 ANDREW J FRANKEL

OK	Gray	18	JEEP WRANGLER UNLIMI	1C4HJXPG1		19911/20149	T6538
DEL DATE	PROD DATE	WARR EXP	PROMISED		RATE	PAYMENT	INV DATE
10APR18 DE			13:00 07MAR20		0.00	CASH	24FEB20

R.O. OPENED READY OPTIONS: DLR:26995 ENG:3.6_Liter

12:25 01FEB20 18:17 24FEB20

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

G902A AND G908A SHOWED NO ISSUES. REASSEMBLED EVERYTHING. STAR
RECOMMENDED THAT I REPLACE THE STEERING GEAR BECAUSE THERE IS NEVER A
DROP OUT IN PUMP ELECTRICAL CONNECTIONS OR PUMP PRESSURE. REMOVED FRONT
LEFT FENDER WELL SPLASH GUARD TO GAIN ACCESS TO THE STEERING GEAR.
REPLACED STEERING GEAR. FILLED AND BLEED SYSTEM. PERFORMED ALIGNMENT. MY
SERVICE MANAGER TEST DROVE THE VEHICLE SEVERAL TIMES AND COULDN'T
REPLICATE THE FAULT.

WE HAD TROUBLE GAINING ACCESS TO THE SPECIAL TOOLS NECESSARY TO
TEST THE PUMP... PARTS 10250-1 AND 10250-2. THEY WERE ON BACK ORDER AND
WE HAD TO BORROW THEM.

19000113
02000350*****
B Steering/Suspension/Steering Wheel Concern [CUSTOMER HAS A CAIR CASE
OPEN WITH CHRYSLER 75108088]

CAUSE:

CONCERN CODE:

19CHZ Steering/Suspension/Steering Wheel Concern
[CUSTOMER HAS A CAIR CASE OPEN WITH CHRYSLER]

800118	W	0.00	0	0	TPARTS	0.00	0.00
			0	0	TLABOR		

TECH: 800118 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR:	0.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	0.00
COST-LBR:	0.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	0.00

EST: 98.57 03FEB20 12:25 SA: 800034
CONTACT:

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DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

*SHOP SUPPLY COSTS

DESCRIPTION TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MSC. CHARGES *

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

Chrysler 2019 Line Book 02 2019-8 SERVICE MANUAL PAGE 2 1000 10 01 2019 1000 10

WARRANTY COPY

Hertz
ROUGH, TYSON

COMPANY RATE 17 @ \$ 38.83 / DAY \$ 660.11
4 @ \$ 38.83 / DAY \$ 155.32

SUBTOTAL T \$ 815.43

CHARGES ADDED DURING RENTAL

LDW DECLINED \$
PDW DECLINED \$
LIS DECLINED \$
PAL/PEC DECLINED \$

SERVICE CHARGES/TAXES
SURCHARGE \$ 24.57

TAX 0.00 % ON EST. TAXABLE TTL \$0.00 \$ 0.00

COMPANY CHARGES * \$ 840.00

CUSTOMER BALANCE: \$ 0.00
COMPANY BALANCES *

FOR EXPLANATION OF THE ABOVE CHARGES,
PLEASE ASK A REPRESENTATIVE OR GO TO
WWW.HERTZ.COM/CHARGES/EXPLAINED

RENTED: CANTON 02/03/2020 13:27
RETURN: CANTON 02/24/2020 13:02

PA KZR5630

CUSTOMER #

Shottenkirk Chrysler Dodge Jeep

200 Liberty Blvd. - Canton, GA 30114
Phone: 678-493-1000 - Fax: 678-493-1131
www.ShottenkirkChrysler.com

WARRANTY

PAGE 1

SERVICE ADVISOR: 800034 ANDREW J FRANKEL

DATE	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Dk. Gray	18	JEEP WRANGLER UNLIMI	1C4HJXFC		19911/20149	T6538	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30APR18 DD			13:00 07MAR20		0.00	CASH	26FEB20

R.O. OPENED READY OPTIONS: DLR:26995 ENG:3.6_Liter

12:25 03FEB20 10:20 26FEB20

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A DRIVEABILITY [Customer States Steering Wheel Keeps Locking Up MOSTLY WHEN COLD AT HWY SPEEDS]

CAUSE: STEERING GEAR SPOOL VALVE STICKING

CONCERN CODE:

15CHZ DRIVEABILITY [Customer States Steering

Wheel Keeps Locking Up MOSTLY WHEN COLD AT HWY SPEEDS]

800118 W 4.70

1 68250506AE 19001010Y GEAR-POWER STEERING 695.00 682.59 682.59

CORE CHARGE W 75.00 75.00

2 68088485AB 01081032Y *FLUID-POWERSTEERING 18.20 17.84 35.68

12 6500911 18050043Y RIVET 7.95 7.78 93.36

8 6506293AA 23015009Y PUSH PIN 4.60 4.50 36.00

-1 68250506AE 19001010Y CORE RETURN 75.00 75.00 -75.00

51780 84763 TPARTS

16450 47160 TLABOR

SUBL HERTZ PO

W

840.00 840.00

TECH: 800118 ACTUAL HRS.: 9.31 SOLD HRS.: 4.70

SALE-LBR: 471.60 PTS: 847.63 MSC: 0.00 LUB: 0.00 SUB: 840.00 TOTAL 2159.23

COST-LBR: 164.50 PTS: 517.80 MSC: 0.00 LUB: 0.00 SUB: 840.00 TOTAL 1522.30

19911 STEERING GEAR SPOOL VALVE STICKING 4.70

TEST DROVE 2 TIMES AND COULDN'T DUPLICATE CONCERN. MY SERVICE

MANAGER DROVE IT HOME AND WAS ABLE TO DUPLICATE THE CONCERN. IT FEELS

LIKE IT HAS NO POWER STEERING TO THE LEFT IS PERFECT.

STARTED A STAR CASE... CASE NUMBER REMOVED FRONT RIGHT WHEEL

WELL SPLASH GUARD, AIR FILTER HOUSING, AND AIR FILTER HOUSING BRACKET

TO GAIN ACCESS TO THE ELECTRIC POWER STEERING PUMP. CONNECTED POWER

STEERING ANALYZER AND PERFORMED TEST. NO ABNORMALITIES FOUND. SEE STAR

CASE FOR DETAILS. REASSEMBLED EVERYTHING. REMOVED HEADLAMP ASSEMBLY TO

GAIN ACCESS TO GROUNDS THAT STAR REQUESTED I CHECK AND CLEAN. BOTH

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*SHOP SUPPLY COSTS:
We have added a charge equal to 14% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

Shottenkirk Chrysler Dodge Jeep

200 Liberty Blvd. - Canton, GA 30114
Phone: 678-493-1000 - Fax: 678-493-1131
www.ShottenkirkChrysler.com

WARRANTY

PAGE 2

SERVICE ADVISOR: 800034 ANDREW J FRANKEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
Dk. Gray	18	JEEP WRANGLER UNLIMI	1C4HJXFG7		19911/20149	T6538	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30APR18 DD			13:00 07MAR20		0.00	CASH	26FEB20

R.O. OPENED READY OPTIONS: DLR:26995 ENG:3.6_Liter

12:25 03FEB20 10:20 26FEB20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

G902A AND G908A SHOWED NO ISSUES. REASSEMBLED EVERYTHING. STAR
RECOMMENDED THAT I REPLACE THE STEERING GEAR BECAUSE THERE IS NEVER A
DROP OUT IN PUMP ELECTRICAL CONNECTIONS OR PUMP PRESSURE. REMOVED FRONT
LEFT FENDER WELL SPLASH GUARD TO GAIN ACCESS TO THE STEERING GEAR.
REPLACED STEERING GEAR. FILLED AND BLED SYSTEM. PERFORMED ALIGNMENT. MY
SERVICE MANAGER TEST DROVE THE VEHICLE SEVERAL TIMES AND COULDN'T
REPLICATE THE FAULT.

WE HAD TROUBLE GAINING ACCESS TO THE SPECIAL TOOLS NECESSARY TO
TEST THE PUMP... PARTS 10250-1 AND 10250-2. THEY WERE ON BACK ORDER AND
WE HAD TO BORROW THEM.

19000113

02000350

B Steering/Suspension/Steering Wheel Concern [CUSTOMER HAS A CAIR CASE
OPEN WITH CHRYSLER 75108088]

CAUSE: .

CONCERN CODE:

19CHZ Steering/Suspension/Steering Wheel Concern

[CUSTOMER HAS A CAIR CASE OPEN WITH CHRYSLER

75108088]

800118 W 0.00

0.00 0.00

0

0 TPARTS

0

0 TLABOR

TECH: 800118 ACTUAL HRS.: 0.00 SOLD HRS.: 0.00

SALE-LBR:	0.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	0.00
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COST-LBR:	0.00	PTS:	0.00	MSC:	0.00	LUB:	0.00	SUB:	0.00	TOTAL	0.00
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EST: 98.57 03FEB20 12:25 SA: 800034

CONTACT: .

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

CUSTOMER #

Shottenkirk Chrysler Dodge Jeep

200 Liberty Blvd. - Canton, GA 30114
Phone: 678-493-1000 - Fax: 678-493-1131
www.ShottenkirkChrysler.com

WARRANTY

PAGE 3

SERVICE ADVISOR: 800034 ANDREW J FRANKEL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
Dk. Gray	18	JEEP WRANGLER UNLIMI	1C4HJXFC		19911/20149	T6538	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30APR18 DD			13:00 07MAR20		0.00	CASH	26FEB20
R.O. OPENED		READY	OPTIONS: DLR:26995 ENG:3.6_Liter				

12:25 03FEB20 10:20 26FEB20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TECH:	800118	ACTUAL HRS.:	9.31	SOLD HRS.:	4.7		

SALE-LBR: 471.60 PTS: 847.63 MSC: 0.00 LUB: 0.00 SUB: 840.00 TOTAL 2159.23
COST-LBR: 164.50 PTS: 517.80 MSC: 0.00 LUB: 0.00 SUB: 840.00 TOTAL 1522.30

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-03-20	12:58	13:21	0.38	W	800118	A	
02-04-20	15:15	15:46	0.52	W	800118	A	
02-07-20	15:16	16:43	1.45	W	800118	A	
02-08-20	06:06	06:12	0.10	W	800118	A	
02-17-20	05:53	08:49	2.94	W	800118	A	
02-19-20	06:01	09:16	3.25	W	800118	A	
	14:00	14:40	0.67	W	800118	A	
02-21-20	08:37	08:37	0.00	W	800118	B	
	08:37	08:37	0.00	W	800118	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
	47160	16450			84763	51780	
	84000	84000			215923	*****	

COST, SALE, & COMP TOTALS 152230 215923 0

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				PARTS AMOUNT	847.63
				GAS, OIL, LUBE	0.00
				SUBLET AMOUNT	840.00
				MISC. CHARGES *	0.00
				TOTAL CHARGES	2159.23
				LESS INSURANCE	0.00
				SALES TAX	0.00
				PLEASE PAY THIS AMOUNT	2159.23

CUSTOMER #:

Shottenkirk Chrysler Dodge Jeep

200 Liberty Blvd. - Canton, GA 30114
Phone: 678-493-1000 - Fax: 678-493-1131
www.ShottenkirkChrysler.com

WARRANTY

PAGE 1

SERVICE ADVISOR: 800028 CHRISTINA JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	18	JEEP WRANGLER UNLIMI	1C4HJXFG		10161/10195	T4228
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
30APR18 DD			17:00 28JAN19	0.00	CASH	31JAN19
R.O. OPENED		READY	OPTIONS: DLR:26995 ENG:3.6_Liter			

12:26 25JAN19 19:40 31JAN19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

C** Tires - Rotate

CONCERN CODE:

MA40 Tires - Rotate

359 WQL 0.40

14.40 14.40

MVPSVC MOPAR VEHICLE PROTECTION SVC

-4.40 -4.40

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

0	0 TPARTS
1440	1440 TLABOR

TECH: 359 ACTUAL HRS.: 0.34 SOLD HRS.: 0.40

SALE-LBR:	14.40	PTS:	0.00	MSC:	-4.40	LUB:	0.00	SUB:	0.00	TOTAL	10.00
COST-LBR:	14.40	PTS:	0.00	MSC:	-4.40	LUB:	0.00	SUB:	0.00	TOTAL	10.00

10168 0.40 COMPLETED MOPAR SERVICE CONTRACT SEE VIP

EST: 121.69 25JAN19 12:28 SA: 800028

CONTACT: .

TECH: 359 ACTUAL HRS.: 0.34 SOLD HRS.: 0.4

SALE-LBR:	14.40	PTS:	0.00	MSC:	-4.40	LUB:	0.00	SUB:	0.00	TOTAL	10.00
COST-LBR:	14.40	PTS:	0.00	MSC:	-4.40	LUB:	0.00	SUB:	0.00	TOTAL	10.00

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-25-19	14:46	15:04	0.30	W	359	B	
	15:05	15:25	0.34	W	359	C	
	15:25	16:59	1.56	W	359	A	
01-30-19	13:37	14:19	0.70	W	359	B	

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ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE
------	--------------------	--

CUSTOMER #:

Shottenkirk Chrysler Dodge Jeep

200 Liberty Blvd. - Canton, GA 30114

Phone: 678-493-1000 - Fax: 678-493-1131

www.ShottenkirkChrysler.com

WARRANTY

PAGE 2

SERVICE ADVISOR: 800028 CHRISTINA JOHNSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	18	JEEP WRANGLER UNLIMI	1C4HJXFG7J		10161/10195	T4228	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PON.	RATE	PAYMENT	INV. DATE
30APR18 DD			17:00 28JAN19		0.00	CASH	31JAN19
R.O. OPENED		READY		OPTIONS: DLR:26995 ENG:3.6_Liter			
12:26 25JAN19		19:40 31JAN19					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	15:05	15:07	0.04	W	359	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
59800	1440	1440		55205	-440	-440	113342
11600	1000	*****					

COST, SALE, & COMP TOTALS 1000 1000 0

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

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We have added a charge equal to 14% of the total cost of labor and parts, not to exceed \$25.00, to the Repair Order for shop supplies used in connection with this repair.

ALL PARTS ARE NEW
UNLESS OTHERWISE
INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	14.40
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	-4.40
TOTAL CHARGES	10.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	10.00

DATE

CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

Shottenkirk Chrysler Dodge Jeep

200 Liberty Blvd. - Canton, GA 30114
Phone: 678-493-1000 - Fax: 678-493-1131
www.ShottenkirkChrysler.com

WARRANTY

PAGE 1

SERVICE ADVISOR: 800066 ROBERTO DELCAMPO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	18	JEEP WRANGLER UNLIMI	1C4HJXFC		18059/18064	T4082
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	RATE	PAYMENT	INV. DATE
30APR18 DD			12:15 09NOV19	0.00	CASH	14NOV19
R.O. OPENED		READY		OPTIONS: DLR:26995 ENG:3.6_Liter		

10:35 09NOV19 18:12 14NOV19

LINE OPCODE TECH TYPE HOURS

A Recall / CSN 1 [V41: Customer Satisfaction Notification V41 -
Steering Damper**]

CAUSE: OPEN RECALL

CONCERN CODE:

45CHZ Recall / CSN 1 [V41: Customer Satisfaction
Notification V41 - Steering Damper**]

653 W 0.30

1 CCUKV411AA 19030006N DAMPER-STEERING WHEEL 29.70 29.14 29.57

1 CCUKV413AA 19030006N DAMPER-STEERING WHEEL 1.50 1.47 1.47

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

1870 3061 TPARTS
1380 2957 TLABOR

TECH: 653 ACTUAL HRS.: 0.29 SOLD HRS.: 0.30

SALE-LBR: 29.57 PTS: 30.61 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 60.18
COST-LBR: 13.80 PTS: 18.70 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 32.50

18059 OPEN RECALL 0.30 REPLACED STEERING DAMPNER PER RECALL.

B EXTERIOR TRIM [Customer States THAT REAR TAIL GATE HAS A RATTLE WHILE
DRIVING]

CAUSE: .

CONCERN CODE:

61 EXTERIOR TRIM [Customer States THAT REAR TAIL
GATE HAS A RATTLE WHILE DRIVING]

653 W 0.00

0.00 0.00

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER #:

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Phone: 678-493-1000 - Fax: 678-493-1131
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WARRANTY

PAGE 2

SERVICE ADVISOR: 800066 ROBERTO DELCAMPO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT	TAG
	18	JEEP WRANGLER UNLIMI		1C4HJXFC		18059/18064	T4082
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	FOUR	RATE	PAYMENT	INV. DATE
30APR18 DD			12:15 09NOV19		0.00	CASH	14NOV19
R.O. OPENED		READY		OPTIONS: DLR:26995 ENG:3.6_Liter			

10:35 09NOV19 18:12 14NOV19

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				0	0 TPARTS		
				0	0 TLABOR		

TECH: 653 ACTUAL HRS.: 0.25 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

18064 TEST DROVE VEHICLE THE ONLY THINGS RATTTLING THAT I COULD HEAR
WAS STUFF IN THE STORAGE COMPARTMENT IN THE REAR AND THE HITCH IN THE
RECEIVER.

C INTERIOR TRIM [Customer States THAT THERE IS RATTLE SOUND LIKE 2
PIECE OF TAPE BEEN PULL SEE ROBERTO]

CAUSE: NO PROBLEM FOUND

CONCERN CODE:

60 INTERIOR TRIM [Customer States THAT THERE IS
RATTLE SOUND LIKE 2 PIECE OF TAPE BEEN PULL
SEE ROBERTO]

653 W 0.00

0.00 0.00

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

0 0 TPARTS
0 0 TLABOR

TECH: 653 ACTUAL HRS.: 0.38 SOLD HRS.: 0.00

SALE-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00
COST-LBR: 0.00 PTS: 0.00 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 0.00

18064 NO PROBLEM FOUND TEST DROVE VEHICLE AND WAS UNABLE TO
DUPLICATE NOISE.

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES *	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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PAGE 3

SERVICE ADVISOR: 800066 ROBERTO DELCAMPO

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
	18	JEEP WRANGLER UNLIMI		1C4HJXP		18059/18064		T4082
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		RATE	PAYMENT		INV. DATE
30APR18	DI		12:15 09NOV19		0.00	CASH		14NOV19

R.O. OPENED: 10:35 09NOV19 READY: 18:12 14NOV19 OPTIONS: DLR:26995 ENG:3.6_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
TECH:	653	ACTUAL HRS.:	0.92	SOLD HRS.:	0.3		
SALE-LBR:	29.57	PTS:	30.61	MSC:	0.00	LUB:	0.00
COST-LBR:	13.80	PTS:	18.70	MSC:	0.00	LUB:	0.00
						SUB:	0.00
						TOTAL	60.18
						TOTAL	32.50

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
11-11-19	09:23	09:40	0.29	W	653	A	
	09:40	09:55	0.25	W	653	B	
	09:55	10:18	0.38	W	653	C	
	10:18	10:21	0.05	W	653	D	

SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
2957	1380			3061	1870	
6018	*****					

COST, SALE, & COMP TOTALS 3250 6018 0

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INDICATED.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	DESCRIPTION	TOTALS
			LABOR AMOUNT	29.57
			PARTS AMOUNT	30.61
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES *	0.00
			TOTAL CHARGES	60.18
			LESS INSURANCE	0.00
			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	60.18



**PALMER
DODGE**

11460 ALPHARETTA HWY
ROSWELL, GA 30076
(770) 410-1111
www.palmerdodgeonline.com



0101IDOC5348056

CELL

ADVISOR MIKE		TAG NO. 545	INVOICE DATE 01/14/19
LABOR RATE	LICENSE NO.	MILEAGE 9,764	COLOR GRANITE CRY
YEAR / MAKE / MODEL 18/JEEP TRUCK/WR UNL RUB 4X4/WRANGLE			STOCK NO. 31326
VEHICLE I.D. NO. 1 C 4 H J X F G 7			DELIVERY DATE 04/29/18
P.T.E. NO.			DELIVERY MILES 14
COMMENTS E# ERC			SELLING DEALER NO.
			PRODUCTION DATE
			O. DATE 01/08/19
MO: 9766			

LABOR & PARTS
J# 1 0100ZGEN1 GENERAL CONCERN UNITS: 0.20 TECH(S):501-517 WARRANTY
Customer States vehicle made a loud noise when putting into
park the other day 4x4 is hard to disengage (General Concern
1)
TECH COULD NOT REPRODUCE CONCERN, TECH DID LUBRICATE ALL
LINKAGES AND PIVOT POINTS
NO FURTHER CONCERN FOUND

ANY IMPLIED WARRANTY OF MERCHANT-
ABILITY OR FITNESS OF LABOR IS
LIMITED TO THE 90 DAY/4,000 MILE DURA-
TION OF THIS WRITTEN WARRANTY.
MOPAR PARTS WARRANTY 12 MONTHS/
12,000 MILES.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 1 TOTAL PARTS 0.00
JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 0100ZGEN2 GENERAL CONCERN UNITS: 1.00 TECH(S):301-301 WARRANTY
Customer States check engine light illuminates randomly (Gen
eral Concern 2)
TECH FINDS DRIVER DOOR LATCH MODULE CAUSING POWER DRAIN,
IN TURN CAUSING CHECK ENGINE LIGHT.
REPLACE DRIVER SIDE FRONT DOOR LATCH ASSY
COMPLETE

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 2 1 68250661-AC LATCH FRO 23018005 WARRANTY 0.00
JOB # 2 TOTAL PARTS 0.00
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 26D0Z231 23 POINT INSP. UNITS: TECH(S):517 WARRANTY
(Multi-point inspection according to maintenance interval)
COMPLETE
PERFORMED 23 POINT INSP.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 3 TOTAL PARTS 0.00
JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 49D0Z01 RENTAL UNITS: TECH(S):156 WARRANTY
(Rental Vehicle)
RENTAL
RENTAL

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 4 TOTAL PARTS 0.00
JOB # 4 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 4 01/15/19 RENTAL WARRANTY
JOB # 4 01/15/19 RENTAL INTERNAL
TOTAL - SUBLET 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----
JOB # 1 10LDISC 10% LABOR DISCOUNT INTERNAL



**PALMER
DODGE**

11460 ALPHARETTA HWY
ROSWELL, GA 30076
(770) 410-1111
www.palmerdodgeonline.com



0101IDOC348056

CELL

ADVISOR MIKE		545	TAG NO. 4925	INVOICE DATE 01/14/19	
LABOR RATE	LICENSE NO.		MILEAGE 9,764	COLOR GRANITE CRY	STOCK NO. 31326
YEAR / MAKE / MODEL 18/JEEP TRUCK/WR UNL RUB 4X4/WRANGLE				DELIVERY DATE 04/29/18	DELIVERY MILES 14
VEHICLE ID. NO. 1 C 4 H J X F G 7 J				SELLING DEALER NO.	PRODUCTION DATE
F. T. E. NO.		P. O. NO.		R. O. DATE 01/08/19	
COMMENTS E# ERC					MO: 9766

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

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OF LABOR IS LIMITED TO THE 90 DAY/4,000 MILE DURATION OF THIS WRITTEN WARRANTY. MOPAR PARTS WARRANTY 12 MONTHS/12,000 MILES.

THANK YOU FOR CHOOSING PALMER DCJ FOR ALL YOUR SERVICE NEEDS. FEEL FREE TO SET UP YOUR NEXT APPOINTMENT ONLINE. YOU MAY BE NOTIFIED BY CHRYSLER ABOUT YOUR LAST VISIT. IF FOR ANY REASON YOU CAN NOT ANSWER ALL QUESTION WITH A 10 PLEASE CONTACT ONE OF OUR MANNAGERS AS SOON AS POSSIBLE. WE WILL DO OUR VERY BEST TO RECTIFY THE SITUATION.

***** WWW.PALMERDCJ.COM *****

GRAB LIFE BY THE HORNS

CUSTOMER SIGNATURE

DUPLICATE INVOICE



DODGE



**PALMER
DODGE**

11460 ALPHARETTA HWY
ROSWELL, GA 30076
(770) 410-1111
www.palmerdodgeonline.com



0101IDOC331731

CUSTOMER NO. 900	ADVISOR COLLEEN	362	TAG NO. 3054	INVOICE DATE 04/17/18	
PALMER DODGE INC 11460 ALPHARETTA HWY ROSWELL, GA 30076	LABOR RATE	LICENSE NO.	MILEAGE 4	COLOR GRANITE CRY	STOCK NO. 31326
	YEAR / MAKE / MODEL 18/JEEP TRUCK/WR UNL RUB 4X4/WRANGLE			DELIVERY DATE 04/29/18	DELIVERY MILES 14
	VEHICLE I.D. NO. 1 C 4 H J X F G 7			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.			R. O. DATE 04/13/18	
RESIDENCE PHONE	COMMENTS E# ERC			MO: 12	

LABOR & PARTS	
J# 1 4500Z PDI	UNITS: 1.40 TECH(S):193 INTERNAL
PERFORM PDI NEW CAR CHECK IN INSPECT AND CHECK ALL FLUIDS ADJUST TIRE PRESURE	
JOB # 1 TOTAL LABOR & PARTS 0.00	
TOTALS-----	

* [] CASH [] CHECK CK NO. [] *	TOTAL LABOR.... 0.00
* [] VISA [] MASTERCARD [] DISCOVER *	TOTAL PARTS.... 0.00
* [] AMER XPRESS [] OTHER [] CHARGE *	TOTAL SUBLET... 0.00
*****	TOTAL G.O.G.... 0.00
	TOTAL MISC CHG. 0.00
	TOTAL MISC DISC 0.00
	TOTAL TAX..... 0.00

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***** WWW.PALMERDCJ.COM *****

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE



SALES SERVICE PARTS



Ed Voyles
789 Cobb Parkway SE
Marietta, GA 30060
(770) 429-1100
www.edvoylesCDJ.com



RECOMMENDED SERVICES

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

Agot Waiters

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
------	--------------	---------	------------	------	-----------	-----------------------

PAID
JAN 03 2019

Dispatch #	Vehicle ID	Year/Make/Model	Production Dt	Stock No	License	RO No
	1C4HJXFC	2018 / JEEP / Wrangler Unlimited (				
		Customer No	Delivery Date	Delivery Miles	Selling Dealer	RO Date
						12/19/18
Cust Pickup		Color	Contract No	Expiration Date	Expiration Miles	Tag
						1738
		Engine	Mileage	Advisor No	Advisor	
			9,540	856	Christin Caldwell	

9:09 AM 12/19/2018 10:00 AM

Appointment	Yes	Labor Rate	ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY. WE ARE NOT RESPONSIBLE FOR LOSS OR DAMAGE DUE TO THEFT, FIRE, OR VANDALISM. I hereby authorize the repair work to be done along with the necessary material, and hereby grant your employee permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspections. Subject to condition on the reverse side of this contract. PLEASE READ THE REVERSE SIDE
X No	WAITING	X	

Original Customer Estimate: \$0.00

X

✓ **W 26RECALL**

Recall / CSN 1 [U62: Safety Recall U62 - Reprogram Powertrain Control Module**] 18-U6-21-82 .2

✓ **C 30CHZ**

Multi-point inspection (according to maintenance interval)

3 **S 26CSC50**

CHRYSLER SERVICE CONTRACT - OIL CHANGE MAX \$50

9:58

LOF-3

Original Estimate \$ Revised Estimate \$ Additional Cost \$

Reason
Authorized By Person Phone
Date Time

Estimates do not include sales tax 2nd Revised Estimate \$ Additional Cost \$

Reason
Authorized By Person Phone
Date Time

IMPORTANT: REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR
TEARDOWN ESTIMATE: I UNDERSTAND THAT MY VEHICLE WILL BE REASSEMBLED WITHIN _____ DAYS OF THE DATE SHOWN ABOVE IF I CHOOSE NOT TO AUTHORIZE THE SERVICES RECOMMENDED.

AUTHORIZED BY _____ DATE _____ TIME _____
For Your Convenience Please Call For An Arrival Time

Terms: Cash or the Following Credit Cards:
VISA, MASTERCARD, AMERICAN EXPRESS, DISCOVER
Daily Rental Cars Are Available While We Service Your Vehicle
We Also Offer Expert Body Shop Repairs.

ENTER

DEC 19 2018

Initial: _____

Thank you for the opportunity to serve you. It is our aim to perform all the repairs requested on this repair order to your complete satisfaction. If you are not completely satisfied, please contact us immediately. Thank You

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.
OUR LABOR RATE IS BASED ON A FLAT RATE HOUR.

Job 1	Cause	
Tech #	FC	
	Correction	
	CC	
Job 2	Cause	
Tech #	FC	
	Correction	
	CC	
Job 3	Cause	
Tech #	FC	
	Correction	
	CC	
Job 4	Cause	
Tech #	FC	
	Correction	
	CC	
Job 5	Cause	
Tech #	FC	
	Correction	
	CC	

Notes:	

VIP SUMMARY REPORT

Ed Voyles Chrysler Jeep Dodge

Dealer Code: 66999
Date: 12/19/2018
Time: 09:09 AM

Name:
VIN:
Current Odometer:

Vehicle Information

Year / Model: 2018 JEEP WRANGLER UNLIMITED RUBICON
Engine: 3.6L V6 24V VVT Engine Upg I w/ESS
Transmission: DFT-8-Spd Auto 850RE Trans (Make)
VIN: 1C4HJXFG
Current Odometer: 9,540 miles
Last Odometer and Date: 0 miles on 04/17/2018
In-Service Odometer and Date: 14 miles on 04/29/2018
Build Date: 03/25/2018
Current Market Register: U

Customer Information

Name:
Preferred Name:
Address:
City:
State/Province:
Zip Code:
Telephone (home/mobile):
Telephone (work):
Language Preference:
Original Owner:

Warning Messages

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS
PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Vehicle Restrictions

Description	Restricted LOPs	Restricted Parts	Part / LOP Description
NO RESTRICTIONS			

Service Actions

Incomplete Recalls			
Recall #	Description	Part #	Launch Date
U62	18MY JL CAN BUS	SOFTWARE	06/13/2018
Completed Recalls			
None			
Open RRT's			
None			
DTC's Present			
None			
Software Updates			
None			

Warranty Information

Warranty coverage goes with the vehicle. Inform Chrysler of any subsequent owner's name and address changes using the Sales Tab in DealerCONNECT

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	29 months or 26460 miles
POWERTRAIN WARRANTY	60 months or 60000 miles	0 USD	04/29/2023	53 months or 50460 miles
CORROSION WARRANTY	60 months or unlimited miles	0 USD	04/29/2023	53 months or unlimited miles
FEDERAL EMISSIONS WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	29 months or 26460 miles
ADJUSTMENT WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	29 months or 26460 miles
MAJOR EMISSION COMP WARRANTY	96 months or 80000 miles	0 USD	04/29/2026	90 months or 70460 miles

WCC Code	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
560	Yes	Yes	N/A	N/A

Existing Mopar Vehicle Protection Plans

Service Contract (1 of 1)

Option	Name	Deductible	Exp. Date	Exp. Mileage	Description
WAVGASSYN	JEEP WAVE OWNER LOYALTY PROGRAM	0.00 USD	04/29/2020	999,999 miles	THIS OPTION COVERS OIL AND FILTER CHANGES ONLY, ADDITIONAL MAINTENANCE SERVICES ARE NOT COVERED THIS SERVICE CONTRACT OPTION IS NOT TRANSFERABLE. JEEP WAVE REMAINS ON VEHICLE REGARDLESS OF OWNERSHIP

Contract Number		Effective Date / Odometer	04/29/2018 / 0 miles
Option Sale Date	04/29/2018	Contract Selling Dealer	S0137 - JEEP WAVE-AUTO ENROLL
Max. Oil Change Allowance	50.00 USD	Remaining Oil Changes	4
Remaining Tire Rotations	4	First Day Rental	Yes
Maximum Rental Amount per Day	35.00 USD	Maximum Rental Allowance per Visit	35.00 USD
Towing Allowance	0.00 USD	Road Hazard	No
Trip Interruption	Yes	Reduce Warranty Deductible	No
Transfer Fee	0.00 USD	Cancellation Fee	0.00 USD
Transferred	No	Status	ACTIVE

Service History

Repair Date	Dealer Name	Service Performed	Odometer	Transaction Type
04/17/2018	44305 - PALMER DODGE CHRYSLER JEEP RAM	85900040 - Road Ready-Basic Prep	0 Miles	PREPARATION

Open CAIRs

No Open CAIRs Information Available.

MULTI-POINT INSPECTION



EXPRESSLANE
FAST OIL CHANGES & MORE

Customer Name _____

R.O. Number _____

Phone _____

Vehicle Year/Model _____

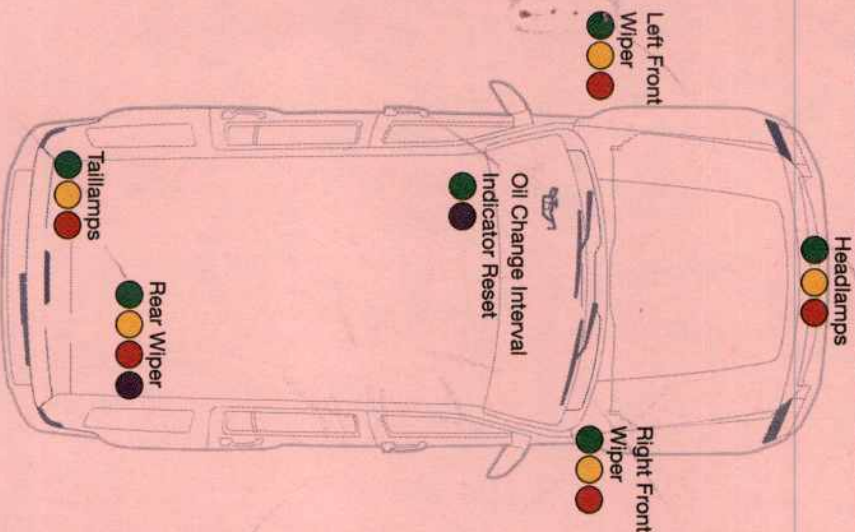
VIN Number _____

Mileage _____

Date _____

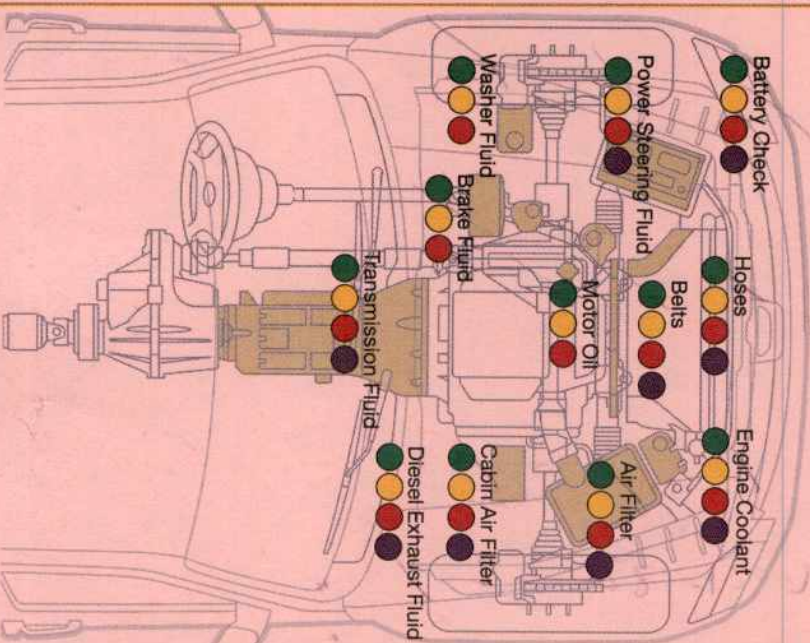
- Checked and OK
- Will need future attention
- Requires immediate attention
- Not applicable

EXTERIOR CHECKUP



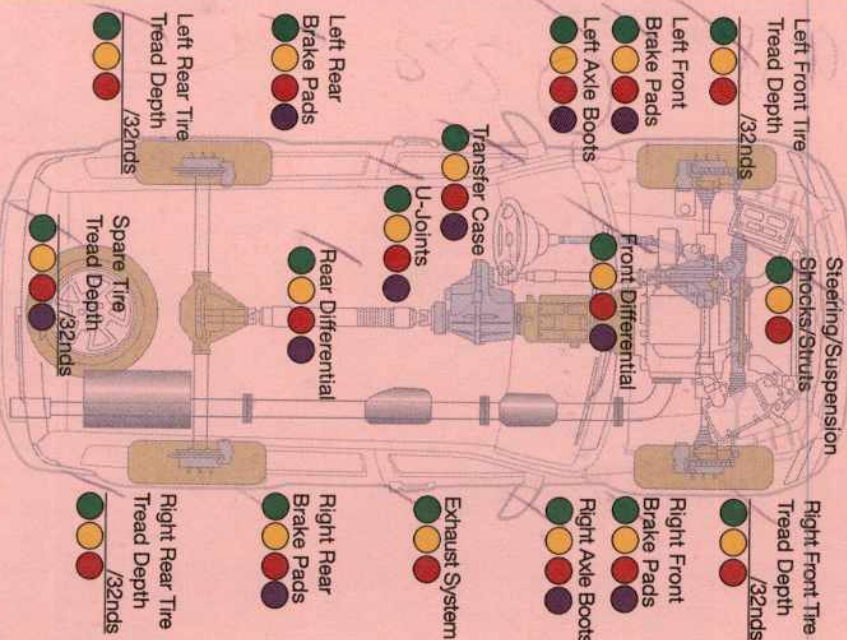
Notes _____

UNDERHOOD CHECKUP



Notes _____

UNDER VEHICLE CHECKUP



Notes _____

EXPRESSLANE

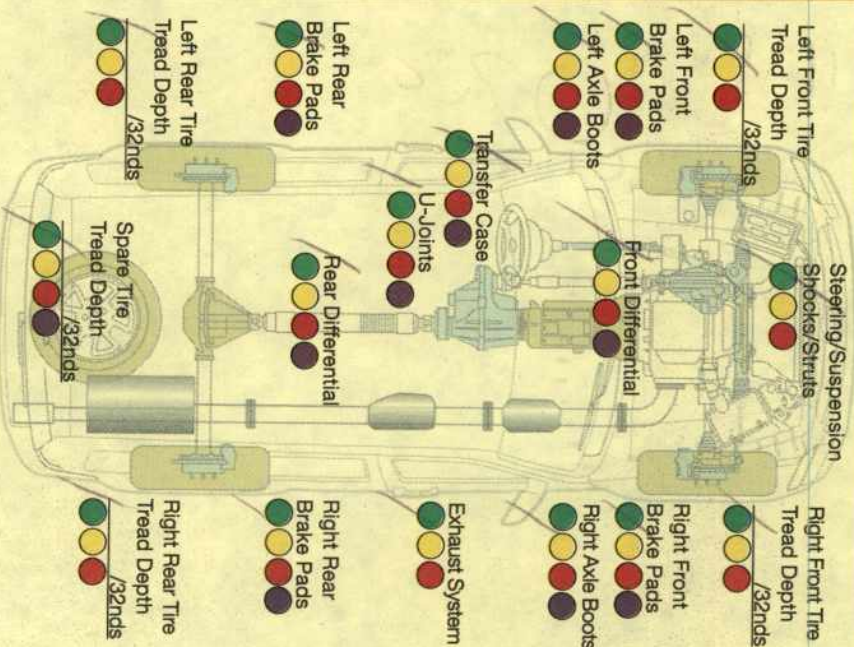
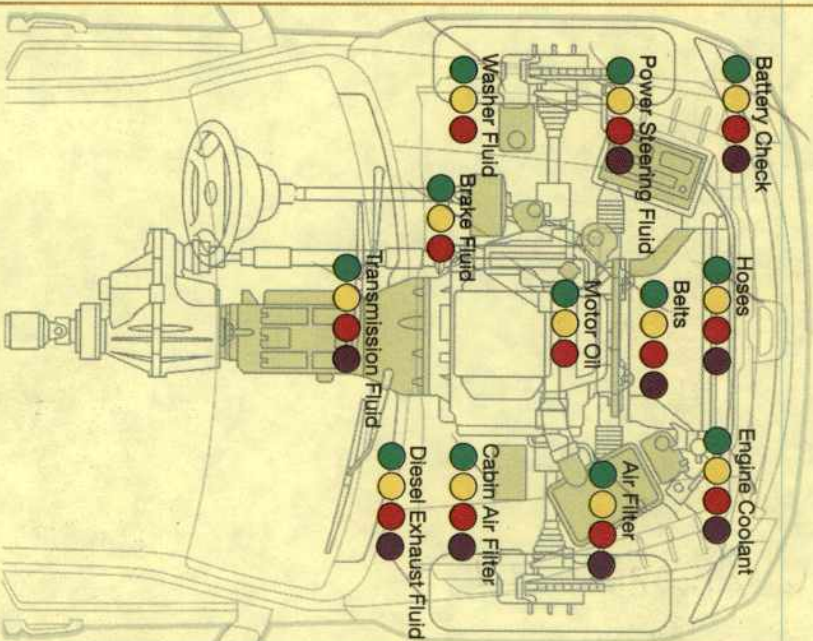
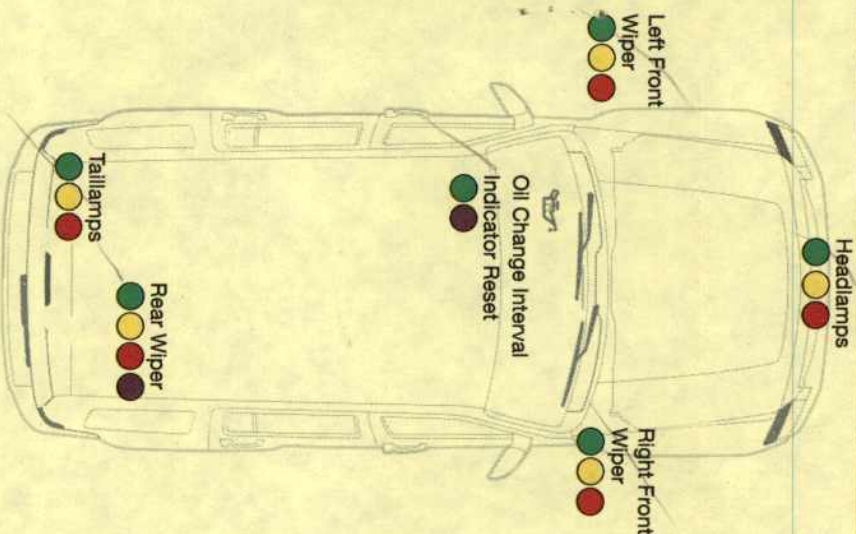
FAST OIL CHANGES & MORE

Vehicle Year/Model

VIN NumberMileageDate _____

-  Checked and OK
-  Will need future attention
-  Requires immediate attention
-  Not applicable

UNDER VEHICLE CHECKUP



Notes

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00
AMOUNT DUE	0.00



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Marietta, GA 30060
(770) 429-1100
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Page
1

[Redacted] Phone (C): [Redacted] Phone (W): [Redacted] Email: [Redacted] Phone Oth: [Redacted] Year/Make/Model: 2018 JEEP Wrangler Unlimited (VIN: 1C4HJXFG7 [Redacted] License Number: [Redacted] Color: [Redacted] Stock Number: [Redacted] Mileage In: 9540 Tag Number: [Redacted] Mileage Out: 9540		A/R Number:	[Redacted]	Inv. Num	[Redacted]	
		Customer Number:	[Redacted]	Printed:	DEC 19 18 10:14 AM	
		PO Number:	[Redacted]	Copy #	1	
		Auth Number:	[Redacted]	Date Opened:	12/19/18	
		Service Writer:	Christin Caldwell	Date Notified:	12/19/18	
Estimate Amount:	\$ 0.00	Date Delivered:	12/19/18			
Terms & Conditions:	[Redacted]	Date Complete:	12/19/18			
Description		Qty	Or	Price	Ext	Grand
		Qty	Del		Total	Total
1. Customer statement of problem Recall / CSN 1 [U62: Safety Recall U62 - Reprogram Powertrain Control Module**] 1 -- Cause/Action to Take 26RECALL - OPEN RECALL 1 -- Correction/Action Taken compelled recall		888	0.20		0.00	0.00
					<u>Warranty</u>	<u>Warranty</u>
2. Customer statement of problem Multi-point inspection (according to maintenance interval) 30CHZ - 1 -- Correction/Action Taken PERFORM 23 PT INSPECTION			0.00		0.00	0.00
					<u>0.00</u>	<u>0.00</u>
3. Customer statement of problem CHRYSLER SERVICE CONTRACT -OIL CHANGE MAX \$50 1 -- Cause/Action to Take 26CSC50 - MAINTENANCE 1 -- Correction/Action Taken COMPLETE OIL AND FILTER CHANGE		888	0.30		0.00	0.00
Part Number Failed Description						
68191349AC ENGINE OIL FILTER		1	1	17.50	17.50	
68283520AA 0W20 OIL		5	5	5.00	25.00	
					<u>Service Contract</u>	<u>Service Contract</u>
Sublet SPECIAL SERVICES						
<u>Miscellaneous Charges and Deductions</u>						
SubTotal Job # 3						<u>Service Contract</u>

Ed Voyles Chrysler Jeep Dodge, Inc.

789 Cobb Parkway SE

Marietta GA 30060

(770) 429-1100

Internal / Service Contract / Warranty Invoice



2

		A/R Number:		
		Customer Number:		
		PO Number:		
		Auth Number:		
Phone (W):		Service Writer:	Christin Caldwell	Printed: 12/19/2018 11:38 AM
Cell Phone:		Estimate Amount:	\$	Copy # 0
Email Addr:		Terms & Conditions:		Date Opened: DEC 19 18
Year/Make/Model: 2018 JEEP Wrangler Unlimited (		Type of Sale:	Retail	Date Notified: DEC 19 18
VIN: 1C4HJXFG7				Date Delivered: DEC 19 18
License Number:	Color:			Date Complete: DEC 19 18
Stock Number:	Mileage In: 9540	Customer Signature		
Tag Number:	Mileage Out: 9540			

DESCRIPTION						COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL	
Internal			Service Contract			Warranty			Customer Pay		
COST	Description	Retail	COST	Description	Retail	COST	Description	Retail	COST	Description	Retail
0.00	Labor	0.00	6.60	Labor	7.50	4.40	Labor	23.47	0.00	Labor	0.00
0.00	Parts	0.00	29.00	Parts	42.50	0.00	Parts	0.00	0.00	Parts	0.00
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00
	Freight	0.00		Freight	0.00		Freight	0.00			
	Car Rental	0.00		Car Rental	0.00		Car Rental	0.00		Freight	0.00
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Car Rental	0.00
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Deductible	0.00
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Spec Tax	0.00
	Co-pay	0.00		Tax	2.55		SlsTax	0.00		Haz Mat	0.00
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00		Sls Tax	0.00
	Misc	0.00		Misc	-2.55		Misc	0.00		Misc	0.00
	Balance	0.00		Balance	50.00		Balance	23.47		Amt Due	0.00

Ed Voyles Chrysler Jeep Dodge, Inc.

789 Cobb Parkway SE

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(770) 429-1100

Internal / Service Contract / Warranty Invoice

1

		A/R Number:		
		Customer Number:		
		PO Number:		
		Auth Number:		
Cell Phone: Email Addr:		Service Writer: Christin Caldwell	Printed: 12/19/2018 11:38 AM	Copy # 0
Year/Make/Model: 2018 JEEP Wrangler Unlimited (		Estimate Amount: \$	Date Opened: DEC 19 18	Date Notified: DEC 19 18
VIN: 1C4HJXFG7		Terms & Conditions:	Date Delivered: DEC 19 18	Date Complete: DEC 19 18
License Number: Color:		Type of Sale: Retail		
Stock Number: Mileage In: 9540		Customer Signature		
Tag Number: Mileage Out: 9540				

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1. Customer statement of problem W/ S Recall/Safety - Recall / CSN 1 [U62: Safety Recall U62 - Reprogram Powertrain Control Module**] <u>1 -- Cause / Action to Take</u> OPEN RECALL <u>1 -- Correction / Action Taken</u> compelled recall					
SvcWtr: Job Added: Warranty ID Tech lop Act Hr 888 Jose Cabrales 1 0.00	888	0.00			23.47
Sub Total Parts SubTotal Job # 1	4.40	0.20	117.35	23.47	0.00
# Op Code FailCode1 FailCode2 Hours L,S,N,C 1 18U62182 0.20 N	0.00				23.47
3. Customer statement of problem S/ CHRYSLER SERVICE CONTRACT -OIL CHANGE MAX \$50 <u>1 -- Cause / Action to Take</u> MAINTENANCE <u>1 -- Correction / Action Taken</u> COMPLETE OIL AND FILTER CHANGE					
SvcWtr: Christin Caldwell Job Added: 12/19/18 9:10 AM Warranty ID Tech lop Act Hr 888 Jose Cabrales 1 0.00	888	0.20			7.50
lop Part Number Failed Description 1 68191349AC ENGINE OIL FILTER 1 68283520AA 0W20 OIL	6.60	0.30	25.00	7.50	
Sub Total Parts Sublets AUTOMOTIVE SPECIAL SERVICES Miscellaneous Charges and Deductions CSC TAX DISCOUNT	7.35	1	17.50	17.50	
	21.65	5	5.00	25.00	
Sub Total Job # 3	29.00				42.50
	0.00				0.00
	0.00				-2.55
# Op Code FailCode1 FailCode2 Hours L,S,N,C 1 26860303 MC 0.50 NC					47.45
Miscellaneous Charges and Deductions For All Jobs Payment Notes					

Dec 19, 2018

FCA US LLC Global Claim Acknowledgement

3:50 PM

Currency: USD

Dealer: 66999

Status: Paid

Claim Number:	[REDACTED]	Odometer:	9540	In Service Date:	Apr 29, 2018
Warranty Coverage Code:	560				
VIN:	1C4HJXF0 [REDACTED]	Service Advisor:	15274Q	Process Date:	Dec 19, 2018
Claim Type:	S-Safety/Recall	Continuation:	NO	List Number:	[REDACTED]
Submission Type:	N-New	Prior Claim:		Reference Number:	[REDACTED]
Date Received:	Dec 19, 2018	Authorization Number:			
Date Completed:	Dec 19, 2018	Owner's Name:	[REDACTED]		
Vehicle Description:	2018-JEEP WRANGLER UNLIMITED RUBICON				

Condition:	1 of 1	Technician Identification:	1942472	Name:	Jose Cabrales
Line	LOP	Description	Failure Code	Hours	Amount
L1	18U62182	Safety Recall U62 - Reprogram Powertrain Control Module	UC	0.2	23.47
Total Parts		Total Labor	Total Special Service	Pre-Tax Total	
0.00		23.47	0.00	23.47	

Claim Narrative:

Recall / CSN 1 [U62: Safety Recall U62 - Reprogram Powertrain Control Module**
 OPEN RECALL
 compelled recall

	Net Amount	Tax Amount	Net + Tax
Total Part:	0.00	0.00	0.00
Total Part Mark-up:	0.00	0.00	0.00
Total Labor:	23.47	0.00	23.47
Total Special Service:	0.00	0.00	0.00
Repair Sub Total:	23.47	0.00	23.47
Deductible Amount(-):	0.00	0.00	0.00
Dealer Adjustment(-):	0.00	0.00	0.00
Repair Total:	23.47	0.00	23.47
Loaner/Towing Amount:	0.00	0.00	0.00
Claim Total:	23.47	0.00	23.47
	Actual Amount:		23.47

 Message Code Information

Message Level	Line	Message Code	Message Code Description
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PAID

JAN 03 2018

Dec 19, 2018

FCA US LLC Global Claim Acknowledgement

3:50 PM

Currency: USD

Dealer: 66999

Status: Paid

Claim Number:	[REDACTED]	Odometer:	9540	In Service Date:	Apr 29, 2018
Warranty Coverage Code:	560				
VIN:	1C4HJXFG7 [REDACTED]	Service Advisor:	15274Q	Process Date:	Dec 19, 2018
Claim Type:	F-Service Contract	Continuation:	NO	List Number:	[REDACTED]
Submission Type:	N-New	Prior Claim:		Reference Number:	[REDACTED]
Date Received:	Dec 19, 2018	Authorization Number:			
Date Completed:	Dec 19, 2018	Owner's Name:	[REDACTED]		
Vehicle Description: 2018-JEEP WRANGLER UNLIMITED RUBICON					

Condition:	1 of 1	Technician Identification:	2207799	Name:	Battle Beasley
Line	LOP	Description	Failure Code	Hours	Amount
L1	26860303	Maintenance Interval - Schedule B	MC	0.0	0.00
Line	Special Service	Description	Document Number	Days	Amount
S1	Fixed Cost Maintenance			0	50.00
Total Parts	Total Labor	Total Special Service	Pre-Tax Total		
0.00	0.00	50.00	50.00		

	Net Amount	Tax Amount	Net + Tax
Total Part:	0.00	0.00	0.00
Total Part Mark-up:	0.00	0.00	0.00
Total Labor:	0.00	0.00	0.00
Total Special Service:	50.00	0.00	50.00
Repair Sub Total:	50.00	0.00	50.00
Deductible Amount(-):	0.00	0.00	0.00
Dealer Adjustment(-):	0.00	0.00	0.00
Repair Total:	50.00	0.00	50.00
Loaner/Towing Amount:	0.00	0.00	0.00
Claim Total:	50.00	0.00	50.00
	Actual Amount:		50.00

 Message Code Information

Message Level	Line	Message Code	Message Code Description
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PAID
JAN 03 2018



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Marietta, GA 30060
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RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
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SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
12/19/2018		9540	888	W	26RECALL	W	Recall / CSN 1162: Safety
			888	C	30CHZ	S	Multi-point inspection (ac
				S	26CSC50		CHRYSLER SERVICE CONTRACT

MATTER!

Dispatch #	Vehicle ID	Year/Make/Model	Production Dt	Stock No	License	RO No
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Cust Pickup	Engine	Mileage	Advisor No	Advisor	Delivery Date	Delivery Miles	Selling Dealer
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Contract No	Expiration Date	Expiration Miles	Tag
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
--------	---------	------------	---------

Engine	Mileage	Advisor No	Advisor
--------	---------	------------	---------

Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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Engine	Mileage	Advisor No	Advisor
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VIP SUMMARY REPORT

Ed Voyles Chrysler Jeep Dodge

Dealer Code: 66999
Date: 09/09/2019
Time: 09:26 AM

Name: [REDACTED]
VIN: [REDACTED]
Current Odometer: [REDACTED]

Vehicle Information

Year / Model: 2018 JEEP WRANGLER UNLIMITED
Engine: RUBICON
Transmission: 3.6L V6 24V VTEC Engine Upg I w/ESS
VIN: 1C4HJXFC [REDACTED]
Current Odometer: 16,264 miles
Last Odometer and Date: 10,161 miles on 01/25/2019
In-Service Odometer and Date: 14 miles on 04/29/2018
Build Date: 03/25/2018
Current Market Register: U

Customer Information

Name: [REDACTED]
Preferred Name: [REDACTED]
Address: [REDACTED]
City: [REDACTED]
State/Province: [REDACTED]
Zip Code: [REDACTED]
Telephone (home/mobile): [REDACTED]
Telephone (work): [REDACTED]
Language Preference: [REDACTED]
Original Owner: [REDACTED]

Vehicle Restrictions

Warning Messages
!! ATTENTION !! THIS VEHICLE MAY HAVE HAD 2 VISITS | 8 DAYS DOWN | 2 SAME REPAIR VISITS
REFER TO SPECIFIC LOPs FOR ADDITIONAL COVERAGE AND LIMITS
PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779

Description	Restricted LOPs	Restricted Parts	Part / LOP Description
NO RESTRICTIONS			

Service Actions

Incomplete Recalls			
Recall #	Description	Part #	Launch Date
V41 ("Customer Declined")	2018 - 2019 JL STEERING DAMPER	CCUKV411AA,CCUKV413AA	06/06/2019
Completed Recalls			
Recall #	Description	Launch Date	Repair Date
U62	18MY JL CAN BUS	06/13/2018	12/19/2018
Open RRT's			
None			
DTC's Present			
None			
Software Updates			
None			

Warranty Information

Warranty coverage goes with the vehicle. Inform Chrysler of any subsequent owner's name and address changes using the Sales Tab in DealerCONNECT

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	20 months or 19736 miles
POWERTRAIN WARRANTY	60 months or 60000 miles	0 USD	04/29/2023	44 months or 43736 miles
CORROSION WARRANTY	60 months or unlimited miles	0 USD	04/29/2023	44 months or unlimited miles
FEDERAL EMISSIONS WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	20 months or 19736 miles
ADJUSTMENT WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	20 months or 19736 miles

Existing Mopar Vehicle Protection Plans

Service Contract (1 of 1)

Option	Name	Deductible	Exp. Date	Exp. Mileage	Description
	WAVE/ASSYN/JEEP WAVE OWNER LOYALTY PROGRAM	0.00 USD	04/29/2020	999,999 miles	THIS OPTION COVERS OIL AND FILTER CHANGES ONLY, ADDITIONAL MAINTENANCE SERVICES ARE NOT COVERED THIS SERVICE CONTRACT OPTION IS NOT TRANSFERABLE. JEEP WAVE REMAINS ON VEHICLE REGARDLESS OF OWNERSHIP

Contract Number		Effective Date / Odometer	04/29/2018 / 0 miles
Option Sale Date	04/29/2018	Contract Selling Dealer	S0137 - JEEP WAVE-AUTO ENROLL
Max. Oil Change Allowance	50.00 USD	Remaining Oil Changes	3
Remaining Tire Rotations	3	First Day Rental	Yes
Maximum Rental Amount per Day	35.00 USD	Maximum Rental Allowance per Visit	35.00 USD
Towing Allowance	0.00 USD	Road Hazard	No
Trip Interruption	Yes	Reduce Warranty Deductible	No
Transfer Fee	0.00 USD	Cancellation Fee	0.00 USD
Transferred	No	Status	ACTIVE

Service History

Repair Date	Dealer Name	Service Performed	Odometer	Transaction Type
01/25/2019	26995 - SHOTTEKIRK CHRYSLER DODGE JEE	26950002 - Tire Rotation-Tire Rotation	10,161 Miles	SERVICE CONTRACT
01/14/2019	44305 - PALMER DODGE CHRYSLER JEEP RAM	23410103 - Latch, Door-Front door-Right o	9,764 Miles	WARRANTY
01/14/2019	44305 - PALMER DODGE CHRYSLER JEEP RAM	181905KM - Module, Transmission Control (	9,764 Miles	WARRANTY
12/19/2018	66999 - ED VOYLES CHRYSLER JEEP DODGE	26860303 - Maintenance Interval - Schedul	9,540 Miles	SERVICE CONTRACT
12/19/2018	66999 - ED VOYLES CHRYSLER JEEP DODGE	18U62182 - Safety Recall U62 - Reprogram	9,540 Miles	RECALL REPAIR
04/17/2018	44305 - PALMER DODGE CHRYSLER JEEP RAM	85900040 - Road Ready-Basic Prep	0 Miles	PREPARATION

Open CAIRs

No Open CAIRs Information Available.

EXPRESSLANE
FAST OIL CHANGES & MORE

[illegible]

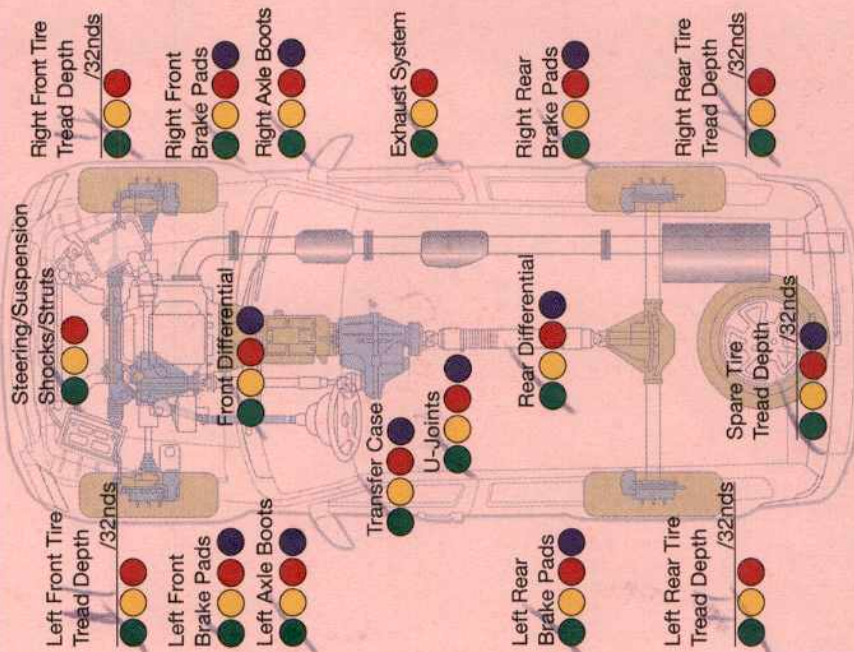
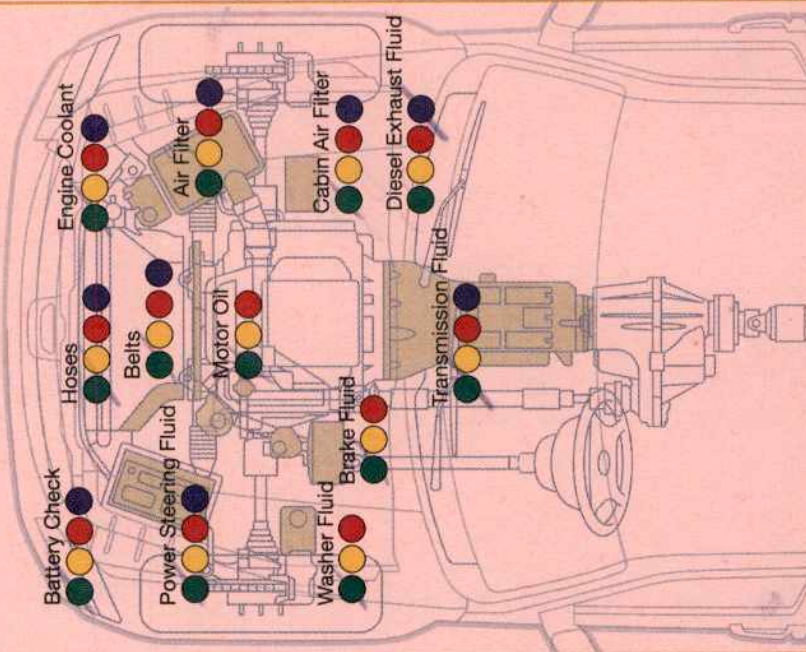
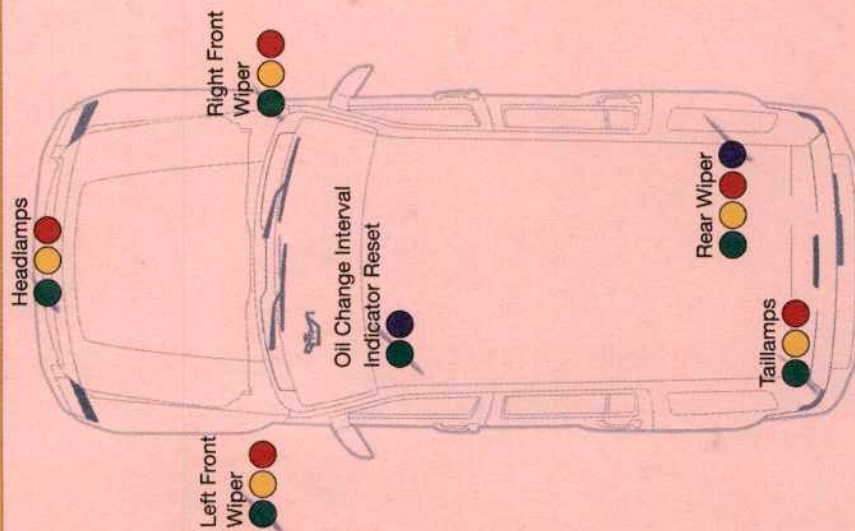
Phone	
R.O. Number	
Date	
Mileage	

Vehicle Year/Model

- ☐ Checked and OK
☐ Will need future attention
☐ Requires immediate attention
☐ Not applicable

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



Notes _____

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Extra Model

Extra Model

Extra Model

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EXPRESSLANE
FAST OIL CHANGES & MORE

[illegible]

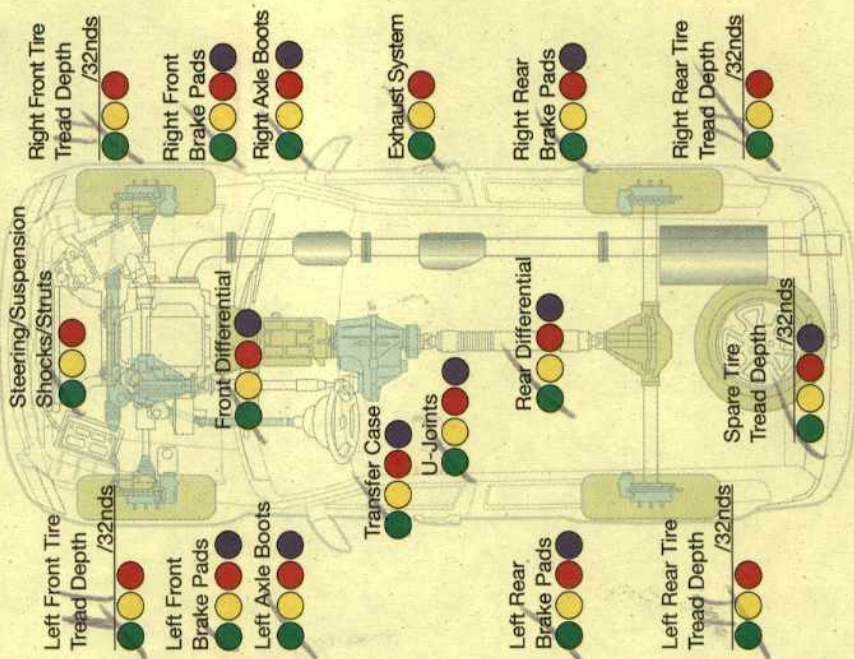
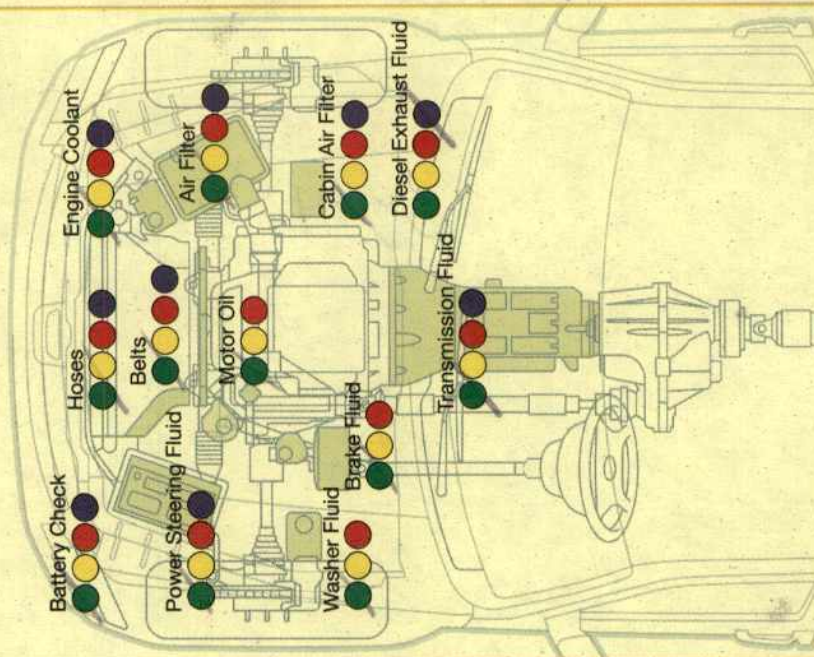
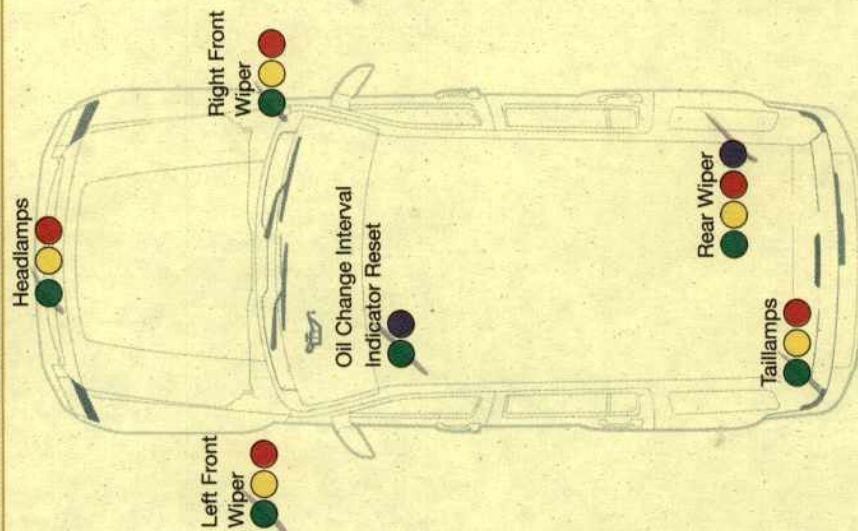
R.O. Number	Mileage

Phone _____
Date _____

Vehicle Year/Model	 Checked and OK  Will need future attention  Requires immediate attention  Not applicable
2000-2001 Dodge Stratus	 Checked and OK  Will need future attention  Requires immediate attention  Not applicable

UNDERHOOD CHECKUP

UNDER VEHICLE CHECKUP



Notes _____

Notes _____

Notes _____



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Marietta, GA 30060
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A/R Number: [REDACTED]		Customer Number: [REDACTED]		PO Number: [REDACTED]		Auth Number: [REDACTED]		Service Writer: Dequincy Adams		Estimate Amount: \$ 0.00		Terms & Conditions: Retail		Customer Signature	
Inv. Num		Printed: SEP 9 19		Copy # 1		Date Opened: SEP 9 19		Date Notified: SEP 9 19		Date Delivered: SEP 9 19		Date Complete: SEP 9 19			

Description	Qty	Ord	Qty	Del	Price	Ext	Grand
-------------	-----	-----	-----	-----	-------	-----	-------

1. Customer statement of problem	Multi-point inspection (according to maintenance interval)	30CHZ -	PERFORM 23 PT INSPECTION	1 -- Correction/Action Taken	1468	0.00	0.00
2. Customer statement of problem	Inspect rear axle fluid	30CHZ -	PERFORM 23 PT INSPECTION	1 -- Correction/Action Taken	1468	0.00	0.00
3. Customer statement of problem	Inspect front axle fluid	30CHZ -	PERFORM 23 PT INSPECTION	1 -- Correction/Action Taken	1468	0.00	0.00
4. Customer statement of problem	Inspect front suspension, boot seals, tie rod ends, replace if necessary	30CHZ -	PERFORM 23 PT INSPECTION	1 -- Correction/Action Taken	1468	0.00	0.00
						0.00	0.00
						0.00	0.00
						0.00	0.00



Ed Voyles
789 Cobb Parkway SE
Marietta, GA 30060
(770) 429-1100
www.edvoylesCDJ.com



A/R Number: [REDACTED]		Customer Number: [REDACTED]		Inv. Num: [REDACTED]	
PO Number: [REDACTED]		Copy # 1		Printed: SEP 9 10:14 AM	
Auth Number: [REDACTED]		Date Opened: SEP 9 19		Date Complete: SEP 9 19	
Service Writer: Dequincy Adams		Date Delivered: SEP 9 19		Date Complete: SEP 9 19	
Estimate Amount: \$ 0.00		Terms & Conditions:		Type of Sale: Retail	
Customer Signature		Customer Signature		Type of Sale: Retail	
Tag Number: 3830		Mileage In: 16264		Mileage Out: 16264	
Stock Number:		Color:		VIN: 1C4HJXFG7 [REDACTED]	
License Number:		Year/Make/Model: 2018 JEEP Wrangler Unlimited (		Email: [REDACTED]	

Description	Qty Del	Price	Ext	Grand Total
-------------	---------	-------	-----	-------------

5. Customer statement of problem
CHRYSLER SERVICE CONTRACT - OIL CHANGE MAX \$50
1 -- Cause/Action to Take
26CSC50 - MAINTENANCE
1 -- Correction/Action Taken
COMPLETE OIL AND FILTER CHANGE
Part Number 68283520AA
Description 0W20 OIL
Failed
68191349AC
ENGINE OIL FILTER
Sub Total Parts 1468
SubTotal Job # 5
Service Contract

Sublet
SPECIAL SERVICES
Miscellaneous Charges and Deductions
SubTotal Job # 6
Service Contract

Sublet
SPECIAL SERVICES
COMPLETED
1 -- Correction/Action Taken
26CSC50 - MAINTENANCE
1 -- Cause/Action to Take
Chrysler Service Contract Tire Rotation Max \$ 10.00
SubTotal Job # 6
Service Contract

Sublet
SPECIAL SERVICES
COMPLETED
1 -- Correction/Action Taken
26CSC50 - MAINTENANCE
1 -- Cause/Action to Take
Chrysler Service Contract Tire Rotation Max \$ 10.00
SubTotal Job # 6
Service Contract

Sublet
SPECIAL SERVICES
COMPLETED
1 -- Correction/Action Taken
26CSC50 - MAINTENANCE
1 -- Cause/Action to Take
Chrysler Service Contract Tire Rotation Max \$ 10.00
SubTotal Job # 6
Service Contract

Sublet
SPECIAL SERVICES
COMPLETED
1 -- Correction/Action Taken
26CSC50 - MAINTENANCE
1 -- Cause/Action to Take
Chrysler Service Contract Tire Rotation Max \$ 10.00
SubTotal Job # 6
Service Contract

Sublet
SPECIAL SERVICES
COMPLETED
1 -- Correction/Action Taken
26CSC50 - MAINTENANCE
1 -- Cause/Action to Take
Chrysler Service Contract Tire Rotation Max \$ 10.00
SubTotal Job # 6
Service Contract



Internal		Service Contract		Warranty		Customer Pay	
COST	Description	COST	Description	COST	Description	COST	Description
0.00	Labor	0.00	Labor	0.00	Labor	0.00	Labor
0.00	Parts	33.55	Parts	42.50	Parts	0.00	Parts
0.00	Sublet	0.00	Sublet	0.00	Sublet	0.00	Sublet
0.00	Freight	0.00	Freight	0.00	Freight	0.00	
0.00	Car Rental	0.00	Car Rental	0.00	Car Rental	0.00	Freight
0.00	Spec Tax	0.00	Deductible	0.00	Deductible	0.00	Car Rental
0.00	HazMat	0.00	Spec Tax	0.00	Spec Tax	0.00	Deductible
0.00	Tax	0.00	Haz Mat	0.00	Haz Mat	0.00	Spec Tax
0.00	Co-pay	0.00	Tax	2.55	SisTax	0.00	Haz Mat
0.00	Charge \$	0.00	Charge \$	0.00	Charge \$	0.00	Sis Tax
0.00	Misc	0.00	Misc	-2.55	Misc	0.00	Misc
0.00	Balance	0.00	Balance	60.00	Balance	0.00	Armt Due

Internal / Service Contract / Warranty Invoice



Ed Voyles Chrysler Jeep Dodge, Inc.
789 Cobb Parkway SE
Marietta GA 30060
(770) 429-1100

A/R Number:		Customer Number:		PO Number:		Auth Number:		Service Writer: Dequincy Adams		Printed: 09/09/2019 3:10 PM		Copy # 0		Date Opened: 09/09/19		Date Notified: 09/09/19		Date Delivered: 09/09/19		Date Complete: 09/09/19	
Type of Sale: Retail		Terms & Conditions:		Estimate Amount: \$		Year/Make/Model: 2018 JEEP Wrangler Unlimited (		VIN: 1C4HJXFG7		License Number:		Stock Number:		Tag Number: 3830		Mileage Int: 16264		Mileage Out: 16264		Customer Signature	

DESCRIPTION	COST	HRS or QTY	LABOR	EXT	GRAND TOTAL

5. Customer statement of problem
S/ CHRYSLER SERVICE CONTRACT -OIL CHANGE MAX \$50
SvcWtr:Dequincy Adams Job Created: 09/09/19 9:27 AM

MAINTENANCE		1 -- Cause / Action to Take	
1 -- Correction / Action Taken		COMPLETE OIL AND FILTER CHANGE	
Warranty ID	1468	Tech	Jeremiah Fullan
Top Part Number	68283520AA	Failed Description	0W20 OIL ENGINE OIL FILTER
1	68191349AC	1	7.45
1	26.1	6	4.35
1	26.10	1	16.40
1	16.40	1	16.40
Sub Total Parts		33.55	
Sub Total		7.50	
SubTotal Job # 5		42.50	
Miscellaneous Charges and Deductions		0.00	
AUTOMOTIVE SPECIAL SERVICES		0.00	
CSC TAX DISCOUNT		-2.55	
SubTotal Job # 5		47.45	

6. Customer statement of problem
S/ Chrysler Service Contract Tire Rotation Max \$ 10.00
SvcWtr:Dequincy Adams Job Created: 09/09/19 9:27 AM

MAINTENANCE		1 -- Cause / Action to Take	
1 -- Correction / Action Taken		COMPLETED	
Warranty ID	1468	Tech	Jeremiah Fullan
Top Act Hr	1	0.00	0.00
1	33.33	0.30	10.00
1	10.00	0.00	0.00
Sub Total Parts		0.00	
Sub Total		10.00	
SubTotal Job # 6		10.00	
Miscellaneous Charges and Deductions For All Jobs		0.00	
AUTOMOTIVE SPECIAL SERVICES		0.00	
SubTotal Job # 6		10.00	

Payment Notes
Miscellaneous Charges and Deductions For All Jobs

Currency: USD Dealer: 66999 Status: Paid

Claim Number: [REDACTED] Odometer: 16264 In Service Date: Apr 29, 2018
Warranty Coverage Code: 560

VIN: 1C4HJXFG7 [REDACTED] Service Advisor: [REDACTED]
Process Date: Sep 9, 2019
Claim Type: F-Service Contract Continuation: NO List Number: [REDACTED] Reference Number: [REDACTED]
Submission Type: N-New Prior Claim: [REDACTED] Authorization Number: [REDACTED]
Date Received: Sep 9, 2019
Date Completed: Sep 9, 2019 Owner's Name: [REDACTED]
Vehicle Description: 2018-JEEP WRANGLER UNLIMITED RUB

Condition: 1 of 1		Technician Identification: 1912600		Name: Adnan Beganovic	
Line LOP	Description	Failure Code	Hours	Amount	
L1	Maintenance Interval - Schedule B	MC	0.0	0.00	
Line	Special Service Description	Document Number	Days	Amount	
S1	Fixed Cost Maintenance		0	50.00	
S2			0	10.00	
Total Parts		Total Labor		Pre-Tax Total	
0.00		0.00		60.00	
Total Special Service		Total Special Service			
60.00		60.00			

Net Amount		Tax Amount		Net + Tax	
0.00		0.00		0.00	
Total Part Mark-up:		0.00		0.00	
Total Labor:		0.00		0.00	
Total Special Service:		60.00		60.00	
Repair Sub Total:		60.00		60.00	
Deductible Amount(-):		0.00		0.00	
Dealer Adjustment(-):		0.00		0.00	
Repair Total:		60.00		60.00	
Loaner/Towing Amount:		0.00		0.00	
Claim Total:		60.00		60.00	
Actual Amount:				60.00	

Message Code Information

Message Level Line Message Code Message Code Description



Ed Voyles
789 Cobb Parkway SE
Marietta, GA 30060
(770) 429-1100
www.edvoylesCDJ.com



Page 1

Year/Make/Model: 2018 JEEP Wrangler Unlimited (		A/R Number:	Inv. Num
VIN: 1C4HJXFG7		Customer Number:	Printed: JA
License Number:		PO Number:	Copy # 1
Color:		Auth Number:	Date Opened: 01/21/20
Stock Number:		Service Writer: James Hanham	Date Notified:
Tag Number: JEH		Estimate Amount: \$ 0.00	Date Delivered:
Mileage In: 19382		Terms & Conditions:	Date Complete: 01/22/20
Mileage Out: 19382		Type of Sale: Retail	
		Customer Signature	

Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
-------------	--------	---------	-------	-----------	-------------

1. Customer statement of problem

Steering/Suspension/Steering Wheel Concern [Customer States that the steering intermittently locks up when turning right - like on an off ramp - and driving at highway speed - only happens when very cold]

1 -- Cause/Action to Take

19 - TEST DROVE VEHICLE AND CHECKED STEERING AND SUSPENSION AND UNABLE TO DUPLICATE ISSUE OR FIND ANY PROBLEMS WITH THE STEERING OR SUSPENSION. FOUND TSB: 08-092-18 THAT RELATES TO CUSTOMER CONCERN AND SUGGEST RESTORING CONFIGURATION WHICH WILL CALIBRATE THE POWER STEERING CALIBRATIONS

1 -- Correction/Action Taken

RESTORED VEHICLE CONFIGURATION LOP: 18-19-02-DS

587

Sub Total Parts

SubTotal Job # 1

0.00

Warranty

Warranty

2. Customer statement of problem

RENTAL THROUGH ED VOYLES CDJ

a daily mileage allowance of 150 MILES PER DAY-Overmileage is charged at \$.40 cents per mile.

These vehicles are not allowed for commercial use ie Uber, Lyft or delivery. No out of State travel. --1 DAY COVERED BY JEEP WAVE UP FRONT

70CDJRENTAL -

1 -- Correction/Action Taken

Sub Total Parts

SubTotal Job # 2

0.00

Warranty

Warranty

Miscellaneous Charges and Deductions For All Jobs

Disclaimer of Warranties: No warranty on high performance work, parts or labor. Any warranties on the products sold hereby are those made by the manufacturer. The seller, Ed Voyles, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Ed Voyles neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

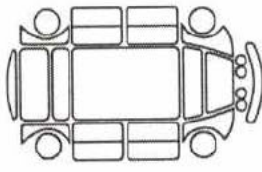
Terms Cash: Unless arrangements made, I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay 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 else-where for the p

All Sales are Final

Total Labor	0.00
Total Parts	0.00
Total Sublet	0.00
Misc. Chrgs	0.00
Car Rental	0.00
Freight	0.00
Deductible	0.00
Special Tax	0.00
Haz Mat Chrg	0.00
Sales Tax	0.00

AMOUNT DUE 0.00

FACE PAGE RENTAL AGREEMENT

DEALER INFORMATION				CUSTOMER INFORMATION			
Name Ed Voyles CJDR				Customer [REDACTED]			
Address 789 COBB PKWY				Home Address [REDACTED]			
City MARIETTA		State GA	Zip 30060	City CANTON		State GA	[REDACTED]
Phone (770) 429-7000		Advisor JIM HANHAM		Driver [REDACTED]		State GA	Expires [REDACTED]
CUSTOMER VEHICLE INFORMATION				CUSTOMER INSURANCE INFORMATION			
License No.		State		Insurer USAA		Agent	
VIN				Policy [REDACTED]		Expiration Date 05/08/2020	
Year/Make/Model/Color				Telephone			
RENTAL VEHICLE INFORMATION				VEHICLE DESCRIPTION			
Date and Time OUT		01/21/2020 09:49 AM		 Condition Out: _____ Condition In: _____			
Date and Time IN		01/22/2020 03:17 PM					
Date and Time DUE IN		01/24/2020 12:50 PM					
Vehicle VIN		1C4RJEAG0 [REDACTED]					
Vehicle Description		2019 JEEP GRAND CHEROKEE RED					
License No.		State GA		☐ PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.			
Mileage IN		2162					
Mileage OUT		2138					
Miles Driven		24					
Miles Allowed		150					
Chargeable Miles		0					
RATES DO NOT INCLUDE FUEL				RENTAL CHARGES			
MILES: 0 @ 0.40		0.00		Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement. You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ 0.00 plus fuel @ \$ 2.35 per gallon. POSTED			
DAYS: 2 @ \$ 40.00		80.00					
TOTAL TIME AND MILEAGE CHARGES →		80.00					
TAXABLE FUEL GAL. @ \$							
VEH. LIC. COST REC. FEE							
TAXABLE SUB-TOTAL →				By signing below, you: agree to the terms and conditions of this Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations and to release your billing/rental information to third parties for billing/processing and other legitimate purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as further described in Section 2 of the Terms and Conditions of this Agreement; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) at the mobile telephone number you provided above; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our final audit. ALL CHARGES SUBJECT TO FINAL AUDIT.			
TAX @ %							
NON-TAXABLE FUEL 3.00 GAL. @ \$ 2.35		0.00					
VEH. LIC. COST REC. FEE							
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER							
SUB-TOTAL		80.00		Customer _____			
TOTAL CHARGE →		80.00					
METHOD OF PAYMENT		REFUNDED					
☐ CHECK ☐ AMEX ☐ MC ☐ VISA ☐ OTHER		\$ _____ CUSTOMER INITIALS _____					
☐ CARD VERIFIED # _____		X _____					

FACE PAGE RENTAL AGREEMENT

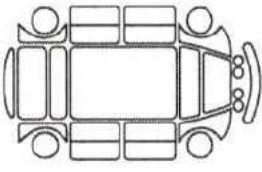
DEALER INFORMATION		
Name Ed Voyles CJDR		
Address 789 COBB PKWY		
City MARIETTA	State GA	Zip 30060
Phone (770) 429-7000	Advisor JIM HANHAM	

CUSTOMER VEHICLE INFORMATION	
License No.	State
VIN	
Year/Make/Model/Color	

RENTAL VEHICLE INFORMATION	
Date and Time OUT	01/21/2020 09:49 AM
Date and Time IN	
Date and Time DUE IN	01/24/2020 12:50 PM
Vehicle VIN	1C4RJEA0 [REDACTED]
Vehicle Description	2019 JEEP GRAND CHEROKEE RED
License No.	[REDACTED] State GA
Mileage IN	[REDACTED]
Mileage OUT	209 2138
Miles Driven	[REDACTED]
Miles Allowed	150
Chargeable Miles	0

CUSTOMER INFORMATION	
Customer [REDACTED]	
Home [REDACTED]	
City	CANTON
State	GA
Driver's License No.	[REDACTED]
Birth Date	[REDACTED]
Additional Driver's Name	
NONE	
Driver's License No.	[REDACTED]
State	GA
Expires	

CUSTOMER INSURANCE INFORMATION	
Insurer	USAA
Policy	[REDACTED]
Expiration Date	05/08/2020
Agent	
Telephone	

DAMAGE DESCRIPTION	
Condition Out:	
Condition In:	
	
☐ PERMISSION TO TOW TRAILER WITH LOAD CAPACITY IN EXCESS OF 2,000 POUNDS; NOT TO EXCEED MANUFACTURER'S WEIGHT SPECIFICATIONS.	

RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
MILES: 0 @ 0.40			0.00
DAYS: 4 @ \$ 45.00			180.00
			180.00
TOTAL TIME AND MILEAGE CHARGES →			
TAXABLE FUEL GAL. @ \$			
VEH. LIC. COST REC. FEE			0.00
TAXABLE SUB-TOTAL →			
TAX @ %			
NON-TAXABLE FUEL 3.00 GAL. @ \$ 2.35			0.00
VEH. LIC. COST REC. FEE			
NET DUE CUSTOMER DEPOSIT / REFUND / OTHER			
SUB-TOTAL			180.00
TOTAL CHARGE →			180.00
METHOD OF PAYMENT		REFUNDED	
☐ CHECK ☐ AMEX ☐ MC ☐ VISA ☐ OTHER # _____ ☐ CARD VERIFIED		\$ _____ CUSTOMER INITIALS _____ X _____	

Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement.

You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ 0.00 plus fuel @ \$ 2.35 per gallon.

No Smoking & Pets

By signing below, you: agree to the terms and conditions of the Rental Agreement set forth on the Face Page and in the Terms and Conditions; acknowledge that you had an opportunity to read the Agreement before signing; authorize us to process a separate payment card voucher in your name for all Charges, including Tolls and Violations and to release your billing/rental information to third parties for billing/processing and other purposes; agree that you understand that you are responsible for the amount noted on your payment card the amount noted on your payment card; agree that we may contact you by pre-recorded/artificial voice using the phone number you provided above; and agree that you understand that the amount to reflect changes in amounts due to you are subject to final audit.



Ed Voyles
789 Cobb Parkway SE
Marietta, GA 30060
(770) 429-1100
www.edvoylesCDJ.com



09/09/2019



16264

1294

1468	C	30CHZ
1468	C	30CHZ
1468	C	30CHZ
1468	C	30CHZ
1468	S	26CSC50

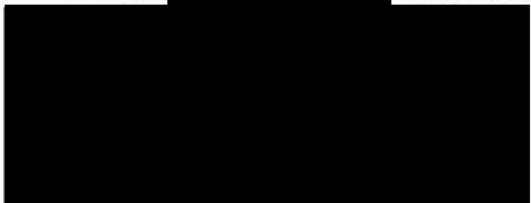
Multi-point inspection (ac
Inspect rear axle fluid
Inspect front axle fluid
Inspect front suspension,
CHRYSLER SERVICE CONTRACT

1C4HJXFC



2018 / JEEP / Wrangler Unlimited (

907732



1040688

01/21/20

JEH

19,382

1016

James Hanham

9:12 AM 01/22/2020 9:45 AM

x

2

RENTAL

THROUGH ED VOYLES CDJ

allowance of 150 MILES PER DAY-Overmileage is charged at
mile.

These vehicles are not allowed for commercial use ie Uber, Lyft or delivery.

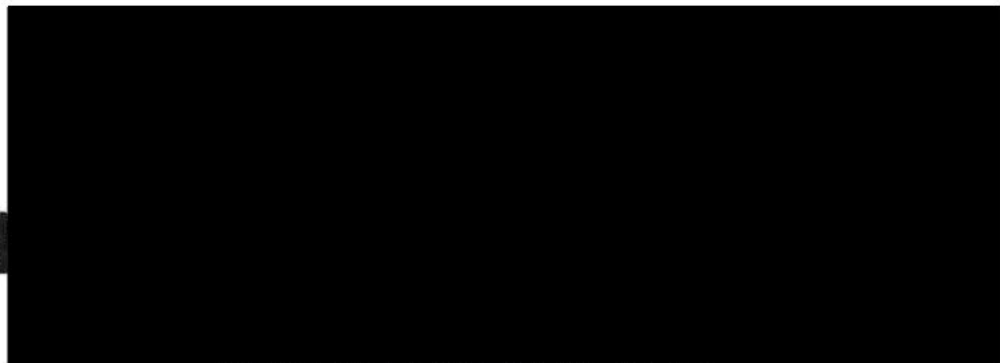
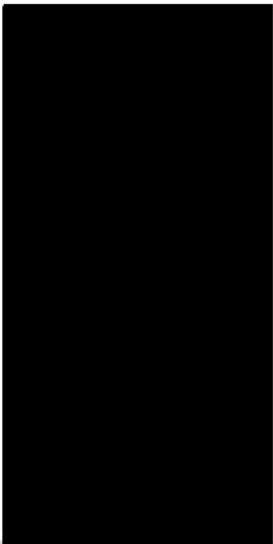
No out of State travel. ____--1 DAY COVERED BY JEEP WAVE UP

FRONT

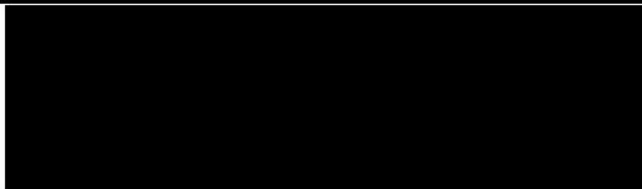
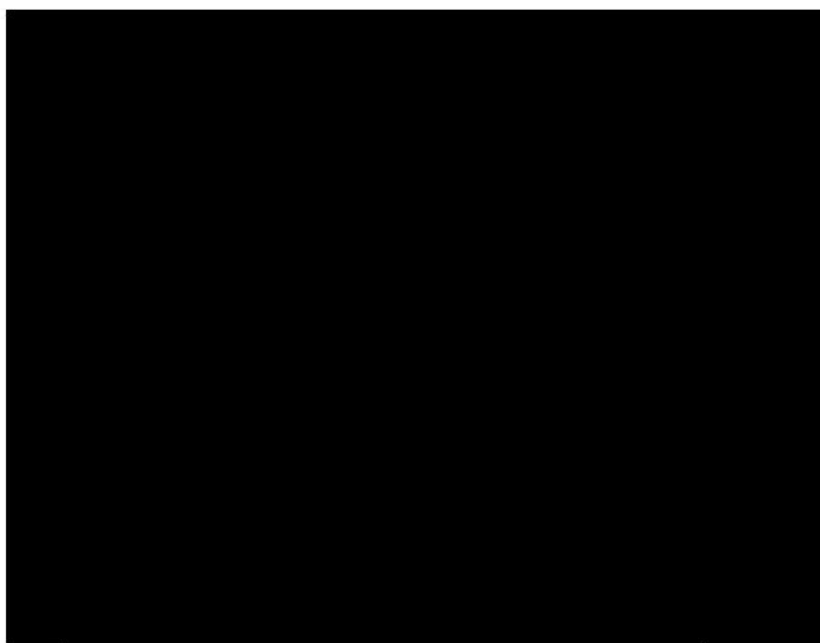


Page 2

Hard Copy



JAMES HANHAM 1016



Ed Voyles Chrysler Jeep Dodge, Inc.

789 Cobb Parkway SE

Marietta GA 30060

(770) 429-1100

Internal / Service Contract / Warranty Invoice

1

		A/R Number:		Invoice Number:	
		Customer Number:			
		PO Number:			
		Auth Number:		Printed: 01/23/2020 4:46 PM	
		Service Writer:	James Hanham	Copy #	0
Year/Make/Model: 2018 JEEP Wrangler Unlimited /		Estimate Amount:	\$	Date Opened:	01/21/20
VIN: 1C4HJXFG7		Terms & Conditions:		Date Notified:	01/22/20
License Number:		Type of Sale:	Retail	Date Delivered:	
Stock Number:				Date Complete:	01/22/20
Tag Number: JEH		Mileage In:	19382	Customer Signature	
		Mileage Out:	19382		

DESCRIPTION	COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
1. Customer statement of problem SvcWtr: Job Added: 01/21/20 9:12 AM W/ W Warranty - Steering/Suspension/Steering Wheel Concern [Customer States that the steering intermittently locks up when turning right - like on an off ramp - and driving at highway speed - only happens when very cold] <u>1 -- Cause / Action to Take</u> TEST DROVE VEHICLE AND CHECKED STEERING AND SUSPENSION AND UNABLE TO DUPLICATE ISSUE OR FIND ANY PROBLEMS WITH THE STEERING OR SUSPENSION. FOUND TSB: 08-092-18 THAT RELATES TO CUSTOMER CONCERN AND SUGGEST RESTORING CONFIGURATION WHICH WILL CALIBRATE THE POWER STEERING CALIBRATIONS <u>1 -- Correction / Action Taken</u> RESTORED VEHICLE CONFIGURATION LOP: 18-19-02-DS Warranty ID Tech lop Act Hr Repair In: 21 JAN 20 17:4621 Out: 21 JAN 20 17:5721 0.18 587 Malik Cain 1 0.18 Sub Total Parts 0.00 SubTotal Job # 1 23.91 # Op Code FailCode1 FailCode2 Hours L,S,N,C 1 181902ds CC 0.20 N					
2. Customer statement of problem SvcWtr: James Hanham Job Added: 01/21/20 9:14 AM W/ W Warranty - RENTAL THROUGH ED VOYLES CDJ a daily mileage allowance of 150 MILES PER DAY-Overmileage is charged at \$.40 cents per mile. These vehicles are not allowed for commercial use ie Uber, Lyft or delivery. No out of State travel. --1 DAY COVERED BY JEEP WAVE UP FRONT <u>1 -- Correction / Action Taken</u> Sub Total Parts 0.00 SubTotal Job # 2 0.00					
Miscellaneous Charges and Deductions For All Jobs Payment Notes					

Ed Voyles Chrysler Jeep Dodge, Inc.
789 Cobb Parkway SE
Marietta GA 30060
(770) 429-1100



Internal / Service Contract / Warranty Invoice

2

	A/R Number:		Invoice Number	
	Customer Number:			
	PO Number:			
	Auth Number:		Printed: 01/23/2020 4:48 PM	
	Service Writer:	James Hanham	Copy #	0
	Estimate Amount:	\$	Date Opened:	01/21/20
Year/Make/Model: 2018 JEEP Wrangler Unlimited (	Terms & Conditions:		Date Notified:	01/22/20
VIN: 1C4HJXFG7	Type of Sale:	Retail	Date Delivered:	
License Number:	Color:		Date Complete:	01/22/20
Stock Number:	Mileage In:	19382	Customer Signature	
Tag Number: JEH	Mileage Out:	19382		

DESCRIPTION									COST	HRS or QTY	LIST or LABOR	EXT TOTAL	GRAND TOTAL
Internal			Service Contract			Warranty			Customer Pay				
COST	Description	Retail	COST	Description	Retail	COST	Description	Retail	COST	Description	Retail		
0.00	Labor	0.00	0.00	Labor	0.00	4.40	Labor	23.91	0.00	Labor	0.00		
0.00	Parts	0.00	0.00	Parts	0.00	0.00	Parts	0.00	0.00	Parts	0.00		
0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00	0.00	Sublet	0.00		
	Freight	0.00		Freight	0.00		Freight	0.00					
	Car Rental	0.00		Car Rental	0.00		Car Rental	80.00		Freight	0.00		
	Spec Tax	0.00		Deductible	0.00		Deductible	0.00		Car Rental	0.00		
	HazMat	0.00		Spec Tax	0.00		Spec Tax	0.00		Deductible	0.00		
	Tax	0.00		Haz Mat	0.00		Haz Mat	0.00		Spec Tax	0.00		
	Co-pay	0.00		Tax	0.00		SlsTax	0.00		Haz Mat	0.00		
	Charge \$	0.00		Charge \$	0.00		Charge \$	0.00		Sls Tax	0.00		
	Misc	0.00		Misc	0.00		Misc	0.00		Misc	0.00		
	Balance	0.00		Balance	0.00		Balance	103.91		Amt Due	0.00		

ED VOYLES



Jeep



CHRYSLER



DODGE

Ed Voyles

789 Cobb Parkway SE

Marietta, GA 30060

(770) 429-1100

www.edvoylesCDJ.com

RECOMMENDED SERVICES

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

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
09/09/2019		16264	1294	1468	C	30CHZ	Multi-point inspection (ac
				1468	C	30CHZ	Inspect rear axle fluid
				1468	C	30CHZ	Inspect front axle fluid
				1468	C	30CHZ	Inspect front suspension,
				1468	S	26CSC50	CHRYSLER SERVICE CONTRACT

VEHICLE I.D. NO. 1C4HJXFG7		YEAR/MAKE/MODEL 2018 / JEEP / Wrangler Unlimited (		PRODUCTION DATE	STOCK NO.	LICENSE NO.	
CUSTOMER NO. 1040688		SERVICE CONTRACT		DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	01/21/20
COLOR		CONTRACT NO.		EXPIRATION DATE	EXPIRATION MILES	TAG NO.	JEH
TURBO	MM	AIR COND.	P.S.	TRANS.	MILEAGE 19,382	ADVISOR NO. 1016	ADVISOR James Hanham
I hereby authorize the repair work therein set forth to be done by you, together with the furnishing by you of the necessary parts and other material for such repair, and agree that you are not responsible for any delays caused by unavailability or delayed availability of parts or material for any reason; that you neither assume nor authorize any other person to assume for you any liability in connection with such repair; that you shall not be responsible for loss or damage to the above vehicle, or articles left therein; in case of fire, theft or other cause beyond your control; that an express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereon; that your employees may operate the above vehicle on streets, highways or elsewhere for the purpose of testing and/or inspecting such vehicle.							
TIME RECEIVED 9:12 AM	DATE TIME PROMISED 01/22/2020	TIME 9:45 AM		PRIORITY			
APPOINTMENT ☐ Yes ☒ No		LABOR RATE		X			

JOB		Original Customer Estimate: \$0.00		587		YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES. INITIAL YOUR CHOICE	
X							
1	W 19	Restore Vehicle Configuration		0.2hr		DO NOT REQUEST AN ESTIMATE but do not authorize for disassembly, or directly related to repair or service.	
Steering/Suspension/Steering Wheel Concern [Customer States that the steering intermittently locks up when turning right - like on an off ramp - and driving at highway speed - only happens when very cold]							
LOP: 18-19-02-DS							
2	W 70CDJ	RENTAL					
RENTAL THROUGH ED VOYLES CDJ							
a daily mileage allowance of 150 MILES PER DAY-Overmileage is charged \$.40 cents per mile.							
These vehicles are not allowed for commercial use ie Uber, Lyft or delivery.							
No out of State travel. ---1 DAY COVERED BY JEEP WAVE UP FRONT							
1/21/20 Jobs Added POSTED ENTERED							
OLH	FLG	FAILED PART					
RC	NET	CND		AUTH			
TECH		OPERATION		HRS			
OLH	FLG	FAILED PART					
RC	NET	CND		AUTH			
TECH		OPERATION		HRS			
OLH	FLG	FAILED PART					
RC	NET	CND		AUTH			

Service Department
Phone: 770-429-1100
Fax: 678-223-2412

Hours: Mon. 7:30 a.m. to 7:00 p.m.
Tues. 7:30 a.m. to 7:00 p.m.
Wed. 7:30 a.m. to 7:00 p.m.
Thurs. 7:30 a.m. to 7:00 p.m.
Fri. 7:30 a.m. to 7:00 p.m.
Sat. 8:00 a.m. to 6:00 p.m.
Sun. Closed

Ed Voyles Chrysler Jeep Dodge

Pre-Service Write-Up

www.EdVoylesCDJ.com
789 Cobb Pkwy S, Marietta, GA 30060
Phone: 770-429-1100
Email: Rwillis@edvoyles.com



Customer Information

Customer Name & Address

Invoice #

Phone (home)

Phone (mobile)

Phone (work)

000-000-0000

Email

Service Department information

Service Advisor

James Hanham [1016]

Vehicle In Date/Time

1/21/2020 9:07 AM

Promise Contact Time

1/22/2020 9:45 AM

Transportation

None

Waiter

☐

Tag#

JEH

Vehicle Information

VIN

1C4HJXFG7

Year/Model

2018 Wrangler Unlimited (3.6L)

Engine

6CYL

Current Odometer

19,382 mi

Transmission

Automatic

Requested Services

Job #	OP Code	Description of Concerns and/or Labor Instruction	Labor Type	Line Estimate
1	19	Steering/Suspension/Steering Wheel Concern Customer Comments: Customer States that the steering intermittently locks up when turning right - like on an off ramp - and driving at highway speed - only happens when very cold	W	\$0.00
Shop Supplies:				\$0.00
Sales Tax:				\$0.00
Preliminary Estimated Total:				\$0.00

General Comments

EXCLUSION OF WARRANTIES

All warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understand and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by the dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

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 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 mechanical 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.

- ☐ Customer requested that removed parts be saved
☐ Your service includes a complimentary car wash

Service Department

Phone: 770-429-1100

Fax: 678-223-2412

Hours: Mon. 7:30 a.m. to 7:00 p.m.
 Tues. 7:30 a.m. to 7:00 p.m.
 Wed. 7:30 a.m. to 7:00 p.m.
 Thurs. 7:30 a.m. to 7:00 p.m.
 Fri. 7:30 a.m. to 7:00 p.m.
 Sat. 8:00 a.m. to 6:00 p.m.
 Sun. Closed

Ed Voyles Chrysler Jeep Dodge

Walk Around Inspection

www.EdVoylesCDJ.com
 789 Cobb Pkwy S, Marietta, GA 30060
 Phone: 770-429-1100
 Email: Rwillis@edvoyles.com

**Vehicle Damage**

#	Description	Details	Status
1	Vehicle Damage - Left Front	Not Inspected / Undetermined	?
2	Vehicle Damage - Front	Not Inspected / Undetermined	?
3	Vehicle Damage - Right Front	Not Inspected / Undetermined	?
4	Vehicle Damage - Right Side	Not Inspected / Undetermined	?
5	Vehicle Damage - Right Rear	Not Inspected / Undetermined	?
6	Vehicle Damage - Rear	Not Inspected / Undetermined	?
7	Vehicle Damage - Left Rear	Not Inspected / Undetermined	?
8	Vehicle Damage - Left Side	Not Inspected / Undetermined	?

Windows

#	Description	Details	Status
1	Windshield Damage	Not Inspected / Undetermined	?
2	Left Windshield Wiper	Not Inspected / Undetermined	?
3	Right Windshield Wiper	Not Inspected / Undetermined	?
4	Rear Windshield Wiper	Not Inspected / Undetermined	?

Tires

#	Description	Details	Status
1	Left Front Tire Pressure	33 PSI	✓
2	Left Front Tire Tread Depth	Not Inspected / Undetermined	?
3	Left Front Tire Wear	Not Inspected / Undetermined	?
4	Right Front Tire Pressure	33 PSI	✓
5	Right Front Tire Tread Depth	Not Inspected / Undetermined	?
6	Right Front Tire Wear	Not Inspected / Undetermined	?
7	Right Rear Tire Pressure	32 PSI	?
8	Right Rear Tire Tread Depth	Not Inspected / Undetermined	?
9	Right Rear Tire Wear	Not Inspected / Undetermined	?
10	Left Rear Tire Pressure	32 PSI	?
11	Left Rear Tire Tread Depth	Not Inspected / Undetermined	?
12	Left Rear Tire Wear	Not Inspected / Undetermined	?
13	Comments	none	?

General Comments

#	Description	Details	Status
1	General Inspection Comments	none	?
2	License Plate	GA	?
3	Inspection due date / Tag Expiration Date	1/21/2020	?

Checked & OK
 Will Need Future Attention
 Requires Immediate Action
 Not Inspected / Undetermined

VIP SUMMARY REPORT

Ed Voyles Chrysler Jeep Dodge

Dealer Code: 66999
Date: 01/21/2020
Time: 09:12 AM

Name:
VIN:
Current Odometer:

Vehicle Information

Year / Model: 2018 JEEP WRANGLER UNLIMITED RUBICON
Engine: 3.6L V6 24V VVT Engine Upg 1 w/ESS
Transmission: DFT-8-Spd Auto 850RE Trans (Make)
VIN: 1C4HJXFG7
Current Odometer: 19,382 miles
Last Odometer and Date: 18,059 miles on 11/13/2019
In-Service Odometer and Date: 14 miles on 04/29/2018
Build Date: 03/25/2018
Current Market Register: U

Customer Information

Name:
Preferred Name:
Address:
City:
State/Province:
Zip Code:
Telephone (home/mobile):
Telephone (work):
Language Preference:
Original Owner:

Warning Messages

!! ATTENTION !! THIS VEHICLE MAY HAVE HAD | 3 VISITS | 13 DAYS DOWN | 2 SAME REPAIR VISITS
REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS
PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Vehicle Restrictions

Description	Restricted LOPs	Restricted Parts	Part / LOP Description
NO RESTRICTIONS			

Service Actions

Incomplete Recalls			
None			
Completed Recalls			
Recall #	Description	Launch Date	Repair Date
U62	18MY JL CAN BUS	06/13/2018	12/19/2018
V41	2018 - 2019 JL STEERING DAMPER	06/06/2019	11/13/2019
Open RRT's			
None			
DTC's Present			
None			
Software Updates			
None			

Warranty Information

Warranty coverage goes with the vehicle. Inform Chrysler of any subsequent owner's name and address changes using the Sales Tab in DealerCONNECT

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	15 months or 16618 miles
POWERTRAIN WARRANTY	60 months or 60000 miles	0 USD	04/29/2023	40 months or 40618 miles
CORROSION WARRANTY	60 months or unlimited miles	0 USD	04/29/2023	40 months or unlimited miles
FEDERAL EMISSIONS WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	15 months or 16618 miles
ADJUSTMENT WARRANTY	36 months or 36000 miles	0 USD	04/29/2021	15 months or 16618 miles
MAJOR EMISSION COMP WARRANTY	96 months or 80000 miles	0 USD	04/29/2026	76 months or 60618 miles

WCC Code	Roadside Assistance	Towing Assistance	Master Shield	Transferable-Powertrain Warranty
560	Yes	Yes	N/A	N/A

Existing Mopar Vehicle Protection Plans

Service Contract (1 of 1)

Option	Name	Deductible	Exp. Date	Exp. Mileage	Description
WAVGASSYN	JEEP WAVE OWNER LOYALTY PROGRAM	0.00 USD	04/29/2020	999,999 miles	THIS OPTION COVERS OIL AND FILTER CHANGES ONLY, ADDITIONAL MAINTENANCE SERVICES ARE NOT COVERED THIS SERVICE CONTRACT OPTION IS NOT TRANSFERABLE. JEEP WAVE REMAINS ON VEHICLE REGARDLESS OF OWNERSHIP

Contract Number		Effective Date / Odometer	04/29/2018 / 0 miles
Option Sale Date	04/29/2018	Contract Selling Dealer	S0137 - JEEP WAVE-AUTO ENROLL
Max. Oil Change Allowance	50.00 USD	Remaining Oil Changes	2
Remaining Tire Rotations	2	First Day Rental	Yes
Maximum Rental Amount per Day	35.00 USD	Maximum Rental Allowance per Visit	35.00 USD
Towing Allowance	0.00 USD	Road Hazard	No
Trip Interruption	Yes	Reduce Warranty Deductible	No
Transfer Fee	0.00 USD	Cancellation Fee	0.00 USD
Transferred	No	Status	ACTIVE

Service History

Repair Date	Dealer Name	Service Performed	Odometer	Transaction Type
11/13/2019	26995 - SHOTTENKIRK CHRYSLER DODGE JEE	02V41182 - Customer Satisfaction Notifica	18,059 Miles	RECALL REPAIR
09/09/2019	66999 - ED VOYLES CHRYSLER JEEP DODGE	26860303 - Maintenance Interval - Schedul	16,264 Miles	SERVICE CONTRACT
01/25/2019	26995 - SHOTTENKIRK CHRYSLER DODGE JEE	26950002 - Tire Rotation-Tire Rotation	10,161 Miles	SERVICE CONTRACT
01/14/2019	44305 - PALMER DODGE CHRYSLER JEEP RAM	23410103 - Latch, Door-Front door-Right o	9,764 Miles	WARRANTY
01/14/2019	44305 - PALMER DODGE CHRYSLER JEEP RAM	181905KM - Module, Transmission Control (	9,764 Miles	WARRANTY
12/19/2018	66999 - ED VOYLES CHRYSLER JEEP DODGE	26860303 - Maintenance Interval - Schedul	9,540 Miles	SERVICE CONTRACT
12/19/2018	66999 - ED VOYLES CHRYSLER JEEP DODGE	18U62182 - Safety Recall U62 - Reprogram	9,540 Miles	RECALL REPAIR
04/17/2018	44305 - PALMER DODGE CHRYSLER JEEP RAM	85900040 - Road Ready-Basic Prep	0 Miles	PREPARATION

Open CAIRs

No Open CAIRs Information Available.



NUMBER: [REDACTED]

GROUP: 08 - Electrical

DATE: July 7, 2018

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SUBJECT:

Low Steering Assist at Highway Speeds

OVERVIEW:

This bulletin involves using wiTECH 2 to perform a Restore Vehicle Configuration routine. The reconfiguration will update the Electro-Hydraulic Power Steering (EHPS) calibrations.

MODELS:

2018 (JL) Jeep Wrangler

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA.

NOTE: This bulletin applies to vehicles built on or after October 30, 2017 (1030XX) and on or before May 08, 2018 (0508XX) equipped with Long Wheel Base (Sales Code 595).

SYMPTOM/CONDITION:

A customer may describe a high steering effort occurring only during colder ambient and system operating temperatures and at speeds above 96 KPH (60 MPH). At lower speeds or warmer system temperature the steering assist will feel normal.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Using wiTECH 2, perform "Restore Vehicle Configuration" routine. This routine can be found in Guided Diagnostics. Follow all screen prompts to complete this routine.
2. Clear any DTCs that may have been set in any module due to performing a Restore Vehicle Reconfiguration.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-DS	Module, Body Control (BCM) - Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

The dealer must use failure code CC with this Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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Jan 27, 2020

FCA US LLC Global Claim Acknowledgement

8:48 AM

Currency: USD

Dealer: 66999

Status: Rejected

Claim Number: [REDACTED] **Odometer:** 19382 **In Service Date:** Apr 29, 2018
Warranty Coverage Code: 560
VIN: 1C4HJXFG7 [REDACTED] **Service Advisor:** 260401 **Process Date:** Jan 22, 2020
Claim Type: W-Warranty **Continuation:** NO **List Number:** [REDACTED]
Submission Type: N-New **Prior Claim:** [REDACTED] **Reference Number:** [REDACTED]
Date Received: Jan 21, 2020 **Authorization Number:** [REDACTED]
Date Completed: Jan 22, 2020 **Owner's Name:** [REDACTED]
Vehicle Description: 2018-JEEP WRANGLER UNLIMITED RUBICON

Condition: 1 of 1	Technician Identification: 2094211	Name: Malik Cain
Line LOP Description Failure Code Hours Amount		
L1 181902DS Module, Body Control (BCM) CC 0.2 23.91		
Line Special Service Description Document Number Days Amount		
S1 Loaner-Chrysler High Line [REDACTED] 2 80.00		
Total Parts Total Labor Total Special Service Pre-Tax Total		
0.00 23.91 80.00 103.91		

Claim Narrative:

Steering/Suspension/Steering Wheel Concern [Customer States that the steering TEST DROVE VEHICLE AND CHECKED STEERING AND SUSPENSION AND UNABLE TO DUPLICATE RESTORED VEHICLE CONFIGURATION LOP: 18-19-02-DS]

	Net Amount	Tax Amount	Net + Tax
Total Part:	0.00	0.00	0.00
Total Part Mark-up:	0.00	0.00	0.00
Total Labor:	23.91	0.00	23.91
Total Special Service:	0.00	0.00	0.00
Repair Sub Total:	23.91	0.00	23.91
Deductible Amount(-):	0.00	0.00	0.00
Dealer Adjustment(-):	0.00	0.00	0.00
Repair Total:	23.91	0.00	23.91
Loaner/Towing Amount:	80.00	0.00	80.00
Claim Total:	103.91	0.00	103.91
	Actual Amount:		103.91

Message Code Information**Dealer Correctable Message Codes**

Message Level	Line	Message Code	Message Code Description
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Authorization Required Message Codes

Message Level	Line	Message Code	Message Code Description
Claim		RG1	Dealer can approve this Goodwill claim
Condition-1	L-1	WR1	Loaner expense seems excessive

Informational Message Codes

Message Level	Line	Message Code	Message Code Description
Claim		SW3	Dealer was in the Base SmartWarranty group at the time of the repair
Condition-1	L-1	MR1	Rental appears excessive, subject to chargeback
Condition-1	L-1	RA3	Loaner car requires authorization

Customer Retention Analysis

VIN: 1C4HJXFG7J [REDACTED]	Make/model/model year: JEEP, WRANGLER UNLIMITED RUBICON, 2018
ISD: 4/29/2018	Current Mileage: 20,149
Owner's last name: [REDACTED]	State: Georgia
Dealer name/code: Shottenkirk Chrysler Dodge Jeep Ram, 26995	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): JEEP WAVE OWNER LOYALTY PROGRAM - BASE PLAN
MSRP: 55,145.00	
# of new vehicles: 3	
# of owners on vehicle: 1	
If purchased used, what was date of purchase? N/A	
CPOV? (Y/N) No	
What was mileage at purchase? 14	
Customer-stated reason for buyback request: Steering	
Process identifier: Customer Contact Center	
Days down: 37	Repair attempts: 5 Visits 3 Same Repair Visits
Last repair visit: 2/26/2020	
Is vehicle currently at dealer? (Y/N) N	
Is customer in rental? (Y/N) N	
If yes, for how long? N/A	
Offers previously extended: N	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
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26995		2/4/2020	2/26/2020	# 18	19911	19911	STAR	19911 STEERING GEAR SPOOL VALVE STICKINGTEST DROVE 2 TIMES AND COULDN'T DUPLICATECONCERN. MY SERVICE MANAGER DROVE IT HOME ANDWAS ABLE TO DUPLICATE THE CONCERN. IT FEELS LIKE IT HAS NO POWER STEERING TO THE RIGHTAND TO THE LEFT IS PERFECT. STARTED A STAR CASE. CASE NUMBER [REDACTED] REMOVED FRONTRIGHT WHEEL WELL SPLASH GUARD, AIR FILTERHOUSING, AND AIR FILTER HOUSING BRACKET TOGAIN ACCESS TO THE ELECTRIC POWER STEERINGPUMP. CONNECTED POWER STEERING ANALYZER ANDPERFORMED TEST. NO ABNORMALITIES FOUND. SEESTAR CASE FOR DETAILS. REASSEMBLEDEVERYTHING. REMOVED HEADLAMP ASSEMBLY TO GAINACCESS TO GROUNDS THAT STAR REQUESTED I CHECKAND CLEAN. BOTH G902A AND G908A SHOWED NOISSUES. REASSEMBLED EVERYTHING. STARRECOMMENDED THAT I REPLACE THE STEERING GEARBECAUSE THERE IS NEVER A DROP OUT IN PUMPELECTRICAL CONNECTIONS OR PUMP PRESSURE.REMOVED FRONT LEFT FENDER WELL SPLASH GUARDTO GAIN ACCESS TO THE STEERING GEAR. REPLACEDSTEERING GEAR. FILLED AND BLED SYSTEM.PERFORMED ALIGNMENT. MY SERVICE MANAGER TESTDROVE THE VEHICLE SEVERAL TIMES AND COULDN'TREPLICATE THE FAULT. WE HAD	\$2159.23
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									TROUBLE GAINING ACCESS TO THE SPECIAL TOOLS NECESSARY TO TEST THE PUMP... PARTS 10250-1 AND 10250-2. THEY WERE ON BACK ORDER AND WE HAD TO BORROW THEM. 19000113 02000350 DRIVEABILITY [CUSTOMER STATES STEERING WHEEL KEEPS LOCKING UP MOSTLY WHEN COLD AT HWY SPEEDS]	
66999	██████	1/21/2020	1/22/2020	# 2	19382	19382	W	STEERING/SUSPENSION/STEERING WHEEL CONCERN [CUSTOMER STATES THAT THE STEERING	RESTORED VEHICLE CONFIGURATION LOP: 18-19-02-DS	\$103.91
26995	██████	11/09/2019	11/13/2019	#4	18059	18059	W	CUSTOMER SATISFACTION NOTIFICATION V41	STEERING DAMPER	\$60.18

26995		01/25/2019	01/31/2019	#6	10,195	10,195	W	MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) STEERING/SUSPENSION/STEERING WHEEL CONCERN [CUSTOMER STATES SOMETIMES WHEN HE HITS A BUMP AROUND 35-40 MPH THE STEERING WHEEL SHAKES VERY DRAMATICALLY. CUSTOMER SAYS WHEN HE DRIVING ABOUT 35-40 MPH THE STEERING WHEEL ACTED AS IF IT LOST THE POWER STEERING THEN CAME BACK ON CUSTOMER TEST DRIVE WITH LANE MANAGER CONSEQUENCING 4X4 POPPING ON ASFALT CUSTOMER DEMONSTRATED POPPING IN 4X4] TIRES - ROTATE	10168 COMPLETED MOPAR EXPRESS LANE INSPECTION 10195 UNABLE TO DUPLICATE CUSTOMER COMPLAINT. RETO RQUED ALL CONTROL ARMS AND FRONT AND REAR TRACK BARS TEST DROVE VEHICLE WITH SERVICE MANAGER STEERING/SUSPENSION/STEERING WHEEL CONCERN 10168 40 COMPLETED TIRES - ROTATE MOPAR VEHICLE PROTECTION SVC MISC. SHOP CHARGES	N/A
44305		1/8/2019	1/14/2019	# 7	9764	9764	W	CUSTOMER STATES CK ENGINE LIGHT IS ON. CUSTOMER STATES LOUD NOISE WHEN PUTTING INTO PARK	REPROGRAM TCM PER TSB 21-026-18 CK FOR DTCS. PERFORM DIAGNOSTIC TREE FOR DTC. REPLACE LEFT FRONT DOOR LATCH. CLEAR DTCS.	\$21.80, \$276.85
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: LORRIE NELSON

Title: LLQ

Comments: Repair Attempts

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