

**Napleton Clermont
Chrysler/Jeep/Dodge**

15859 State Road 50
Clermont, FL 34711
Phone: (407) 287-4433
Fax: (407) 287-4381
www.clermontcjd.com

CUSTOMER #

INVOICE

CLERMONT, FL

PAGE 2

MV86056 · VF/1032957/1

HOME:

BUS:

SERVICE ADVISOR: 100150 GREGORY HUTCHINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	19	JEEP WRANGLER	1C4HJXDG7		9350/9350	T2635	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PONO.	RATE	PAYMENT	INV. DATE
12AUG19 DD			20:30 26AUG20			CSC	28AUG20
R.O. OPENED		READY	OPTIONS: DLR:45155 ENG:3.6 Liter				

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

ROTATE10 .COMPLETE TIRE ROTATION 10.00 COUPON

100051 WALLACE,ANDREW LIC#: 100051

CSC

10.00 10.00

PARTS: 0.00 LABOR: 10.00 OTHER: 0.00 TOTAL LINE E: 10.00

F** Customer states the vehicle pulls to the right

100 CUSTOMER STATES THEIR SIS ON OIL LEKA

100051 WALLACE,ANDREW LIC#: 100051

WD

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F:

0.00

the technician performed alignment and the vehicle still pulls.

Ordered new steering box for Tsb

CHRYSLER

G** Customer states the vehicle vibrates when driving

CAUSE: .

100 CUSTOMER STATES THEIR SIS ON OIL LEKA

100051 WALLACE,ANDREW LIC#: 100051

WD

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G:

0.00

drives as designed.

H** Check for nail in the tires

100 CUSTOMER STATES THEIR SIS ON OIL LEKA

100051 WALLACE,ANDREW LIC#: 100051

IPOLS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H:

0.00

nail did not go through

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4)) The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718) and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$30.00.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE \$50.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon award rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.
CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	15.00
PARTS AMOUNT	45.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	60.00
LESS INSURANCE	60.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER #

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Chrysler/Jeep/Dodge15859 State Road 50
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INVOICE

CLERMONT, FL

PAGE 1

HOME: COM

BUS: CEI

MV86056 · VF/1032957/1

ADVISOR: 100566 NATHAN HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	19	JEEP WRANGLER	1C4HJXDG7E		9423/9423	T3761	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12AUG19 DD			17:30 01SEP20			CASH	03SEP20

R.O. OPENED

READY

OPTIONS: DLR:45155 ENG:3.6_Liter

15:12 01SEP20

14:52 03SEP20

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A Multi-point inspection (according to maintenance interval)

23PT Multi-point inspection (according to
maintenance interval)

100051 WALLACE, ANDREW LIC#: 100051

IPOLS

(N/C)

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

0.00

B z-(DMS Appt. Feed) Line 7 [Customer States tire rod is in stock.
Install]OP7 z-(DMS Appt. Feed) Line 7 [Customer States
tire rod is in stock. Install]

100051 WALLACE, ANDREW LIC#: 100051

WD

CHRYSLER

(N/C)

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

0.00

The customer states the steering felt loose. Inspected and found
the tie rod end has some play. Replace the left tie rod end in the drag
link and set toe. Now the steering feels tight.

C z-(DMS Appt. Feed) Line 9 [Customer States vehicle is pulling to the
right still]OP9 z-(DMS Appt. Feed) Line 9 [Customer States
vehicle is pulling to the right still]

100051 WALLACE, ANDREW LIC#: 100051

WD

(N/C)

1 68258760AE SOCKET-DRAG LINK OUTER

(N/C)

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

0.00

COMPLAINT z-(DMS Appt. Feed) Line 9 [Customer States vehicle is
pulling to the right still]

CAUSE

CORRECTION

NOTE

MANAGER NOTE

ADVISOR NOTE

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

*This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal. (s.559.904(4)). The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state (s.403.718), and \$1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.718).

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CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

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

CUSTOMER COPY

CUSTOMER #:

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MV86056 - VF/1032957/1

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ADVISOR: 100566 NATHAN HARTMAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	19	JEEP WRANGLER	1C4HJXDG7K		9423/9423	T3761	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12AUG19 DD			17:30 01SEP20			CASH	03SEP20

R.O. OPENED READY OPTIONS: DLR:45155 ENG:3.6_Liter

15:12 01SEP20 14:52 03SEP20

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

TECHNICIAN NOTE Aligned and cross rotated the front tires. Still drift right. Possible tire issue. Lifted Jeep

19630103 .6

02000350 .4


RAM
CHRYSLER
DODGE
Jeep

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DESCRIPTION	TOTALS
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
PLEASE PAY THIS AMOUNT	0.00

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MV86056 · VF/1032957/1

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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT		INV. DATE
12AUG19 DD			17:30 29AUG20				CASH		29AUG20

R.O. OPENED READY OPTIONS: DLR:45155 ENG:3.6_Liter

13:08 29AUG20 16:27 29AUG20

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

A Multi-point inspection (according to maintenance interval)

23PT Multi-point inspection (according to maintenance interval)

100051 WALLACE, ANDREW LIC#: 100051

IPOLS

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

B z-(DMS Appt. Feed) Line 1 [Customer states steering wanders at highway speeds]

OP1 z-(DMS Appt. Feed) Line 1 [Customer states steering wanders at highway speeds]

100051 WALLACE, ANDREW LIC#: 100051

WD

- 1 68507569AA GEAR-POWER STEERING
- 1 6506950AA SCREW-HEX FLANGE HEAD
- 4 6513396AA BOLT
- 2 68088485AB *FLUID-POWERSTEERING

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

TECHNICIAN NOTE: The customer states the vehicle wanders. It does wander while driving at highway speeds. There is a TSB# 08-074-20 to replace the steering gearbox and mounting hardware. Replace the steering gear box and hardware, align. Now the vehicle is no longer wandering at highway speeds

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
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
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.)



RA #

Rental

Dates & Times**Location****Pickup**

Sep 21, 2020
4:30 PM

199 EAST MONTAUK HIGHWAY
LINDENHURST, NY 11757-6028
6312253200

Return

Sep 24, 2020
5:56 PM

199 EAST MONTAUK HIGHWAY
LINDENHURST, NY 11757-6028
6312253200

Vehicle

Make/Model: NISN/VERS

Color: BLUE MED

Mileage: 92

Fuel Out: 5/8

Fuel In: 5/8

License:

Unit #:

Vehicle #

Charges	Price/Unit	Total
TIME & DISTANCE 09/21 - 09/24	4.0 @ \$35.00/DAY	\$140.00
CAR RENTAL SALES TAX	12.0000%	\$16.80
SALES TAX	8.6250%	\$12.08
Total Charges:		\$168.88
Refund To:		7.78
Charge To:		6.66
2020-09-24 18:00:35		

Sent from my iPhone

On Oct 14, 2020, at 3:11 PM, US Customer Care <uscustomecare@fcagroup.com> wrote:

Dear [REDACTED]

I did not receive an attachment. Please be sure to reply and then attach the photo, it should be in PDF form.

Patty

----- Original Message -----

From: [REDACTED]
Sent: 10/14/2020 11:53 AM
To: uscustomecare@fcagroup.com
Subject: Re: Document Request Case [REDACTED]

Sent from my iPhone

> On Oct 14, 2020, at 11:52 AM, US Customer Care <uscustomecare@fcagroup.com> wrote:

>
> ?
>
> Dear [REDACTED]
>
> Thank you for allowing Jeep Wave Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> You may reply to this email with a copy of the rental receipt and proof of payment to submit for a request of reimbursement.
>
> Your case number is [REDACTED]
>
>
>
> Thank you,
>
>
> Patty
> Jeep Wave Customer Care Specialist
>
>
> The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.

> ----- Original Message -----

> From: US Customer Care [uscustomecare@fcagroup.com]
> Sent: 9/29/2020 6:03 PM
> To: [REDACTED]
> Subject: Document Request Case [REDACTED]
>
> Dear [REDACTED]

>
> Thank you for allowing Jeep Wave Customer Care an opportunity to address your concern. Our primary focus is your satisfaction.
>
> You may reply to this email with a copy of your invoice and how you paid it to submit for a request of reimbursement.
>
> Your case number is [REDACTED].
>
>
>
> Thank you,
>
>
> Patty
> Jeep Wave Customer Care Specialist
>
>
> The content of this message is confidential. If you have received it by mistake, please inform us by an email reply and then delete the message. The integrity and security of this email cannot be guaranteed over the Internet. Therefore, the sender will not be held liable for any damages caused by the message. Finally, the opinions disclosed by the sender do not necessarily reflect those of FCA US, therefore FCA US refuses to take any liability for any damages caused by the content of this email.

> [REDACTED]
>



Rental Agreement Summary

Billing Cycle: CALENDAR DAY

Dates & Times Location

Pick up

Monday, September 21, 2020 4:30 PM
Start Charges:
Monday, September 21, 2020 4:30 PM

199 EAST MONTAUK
HIGHWAY
LINDENHURST,
NY 11757-6028
(631) 225-3200

Anticipated Return

Wednesday, September 23, 2020 11:59 PM

199 EAST MONTAUK
HIGHWAY
LINDENHURST,
NY 11757-6028
(631) 225-3200

Vehicle

2019 NISN VERS 4DSV BLUE MED
VIN: 3N1CN7A
Pickup:
09/21/2020 @ 4:30 PM

ODO:33203 Fuel:FULL

Vehicle Condition:

No Damage Documented

Summary of Charges

Estimated Bill-To

Charges	Price/Unit	Total
Subtotal		(\$0.00)

Estimated Renter Charges

Charges	Price/Unit	Total
TIME & DISTANCE 9/21/20-9/23/20	\$35.00 / Day	\$105.00
NO CHARGE DISTANCE 9/21/20-9/23/20	\$0.00 / Mile	\$0.00
DAILY RATE:	\$35.00 / Day	
REFUELING CHARGE	\$3.33 / Gallons	\$0.00

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

SUPPLEMENTAL LIABILITY PROTECTION 2	@ \$16.50 / Day	\$0.00
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RAP	@ \$6.99 / Day	\$0.00
PAI/PEC	@ \$7.40 / Day	\$0.00
DAMAGE WAIVER	@ \$8.99 / Day	\$0.00

Renter Acknowledgement of Accepted and Declined Protections

I acknowledge that I have accepted or declined protections as indicated above.

Taxes and Fees

CAR RENTAL SALES TAX (12%)	12%	\$12.60
SALES TAX (8.625%)	8.625%	\$9.06
Total Estimated Charge:		\$126.66

Payments:

	Sale	(\$326.66)
--	------	------------

Renter Acknowledgement of Charges

I acknowledge that I have reviewed and agree to all Estimated Renter Charges and fees listed on Summary of Charges and further agree to pay for final charges in accordance with the Terms and Conditions of this Rental Agreement.

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.
(Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.

Local Addenda

Notice: This contract offers, for an additional charge, optional vehicle protection to cover your financial responsibility for damage or loss to the rental vehicle. The purchase of optional vehicle protection is optional and may be declined. You are advised to carefully consider whether to purchase this protection if you have rental vehicle collision coverage provided by your credit card or automobile insurance policy. Before deciding whether to purchase optional vehicle protection, you may wish to determine whether your credit card or your vehicle insurance affords you coverage for damage to the rental vehicle and the amount of deductible under such coverage.

ATTENTION: Enterprise purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: \$25,000 per accident for bodily injury to one individual/\$50,000 per accident for bodily injury to more than one individual; \$50,000 per accident for the death of one individual/\$100,000 per accident for the death of more than one individual; \$10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, Enterprise will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from Enterprise at an additional cost.

OPTIONAL PRODUCTS NOTICE: In addition to Damage Waiver described above left, we also offer, for an additional charge, the following Optional Products: Personal Accident Insurance/Personal Effects coverage, Supplemental Liability Protection and Roadside Assistance Protection. Before deciding to purchase any of these products, you may wish to determine whether your personal insurance, credit card or other coverage provides you protection during the rental period. The purchase of any of these products is not required to rent vehicle.

By signing this agreement Renter agrees to Enterprise's collection of information about Renter's use of Vehicle and Texting & Calling terms. See Paragraphs 21 and 23 in the Rental Agreement Jacket.

Elrac, LLC is a limited lines licensee appointed by: ACE American Insurance Company and Empire Fire and Marine Insurance Company for the sale of Personal Accident/Personal Effects Insurance coverages and Supplemental Liability Insurance. We may provide these insurers additional services such as underwriting, billing, and premium collection. While other insurers may be available, these are the only quotes offered.

We are compensated for a portion of the insurance premiums charged by insurers. We may also receive additional monetary and nonmonetary compensation which may be contingent upon certain factors and may include payment from insurers for marketing related expenses and administrative charges. Our compensation may vary depending on the type of insurance purchased and the insurer selected.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDUM



** TERMS AND CONDITIONS**

[Click to view Terms and Conditions](#)

FORM# 17.24.29.CT.NJ.NY.VT-JK_UC20

RENTER ACKNOWLEDGEMENT OF THE ENTIRE AGREEMENT

I, THE "RENTER" SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE RENTAL AGREEMENT JACKET. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS AGREEMENT.



Terms and Conditions electronically accepted by the Renter
9/21/20 at 4:49 PM

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

1C4JJXFM4L [REDACTED]	Make/model/model year: Jeep Wrangler Rubicon 2020
ISD: 8/23/2020	Current Mileage: 1012
Owner's last name: [REDACTED]	State: Florida
Dealer name/code: Planet Dodge Chrysler Jeep 67962	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): Jeep Wave
MSRP: 64,635.00	
# 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) n	
What was mileage at purchase? 19	
Customer-stated reason for buyback request: Check Engine Light	
Process identifier: Select an identifier	
Days down: 13	Repair attempts: 1
Last repair visit: 10/2/2020	
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
67962	[REDACTED]	9/25/2020	10/2/2020	8	1012	1012	W	CUSTOMER STATES ENGINE LIGHT IS ON	REPLACE APP ERASE CODE DROVE VEHICLE FOR 10 MILES	324.90
67962	[REDACTED]	9/19/2020	9/23/2020	5	961	961	W	CUST STATES CHECK ENGINE LIGHT ON	PERFORM VISUAL INSPECTION PASS	61.36
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: [REDACTED]

Title: LLQ

Comments: CEL issues



November 27, 2020

[REDACTED]
Miami, FL [REDACTED]

Re: CDI Issuance

Dear [REDACTED],

Thank you for your time to speak with me about your 2020 Jeep Wrangler Unlimited Rubicon (VIN [REDACTED]).

As a goodwill gesture, a Certain Designated Individual (CDI) number has been generated in your name. As mentioned, the CDI number will entitle you to purchase or lease an eligible FIAT Chrysler Automobile (FCA) vehicle at employee price, plus a \$200 program administration fee. Please give this CDI number and sponsor name to the salesperson at the dealership that you are working with during your vehicle selection and sales process.

CDI Issued to: [REDACTED]
CDI Number: [REDACTED]
FCA Sponsor: **JoAnn Heck**
Expiration Date: **01/04/2021**

Should you have any questions, please let me know. Thank you again for your support of FCA!

Sincerely,

Brooke
Customer Retention Specialist
(800) 654-2486, x1003

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.)

I have circled the deduction for payment.

Sent from my iPhone

On Nov 17, 2020, at 1:50 PM, Jeep Customer Care <jeepcustomercare@fcagroup.com> wrote:

Hi [REDACTED]

Thank you for taking the time to talk to me today.

My name is David and I have been assigned as your Case Manager.

Here is some information that will be helpful for you to have:

Your case number is [REDACTED]

The FCA Case Management telephone number is: 1 844 827 2006

My direct extension is: 3024896

My work hours are: 11:30am – 8:00pm Eastern Standard Time Monday Friday).

Please don't hesitate to make contact if you have any questions or concerns.

Thank you for your patience and co operation!

Best Regards,

David

FCA Case Manager

1-844-827-2006

Ext. 3024896.

[REDACTED]

CUSTOMER #:

174388

INVOICE

FREEHOLD CHRYSLER JEEP

JACKSON NJ

PAGE 1

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.comHOME
BUS:

SERVICE ADVISOR: 821 WILL NOLAN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK		18	JEEP WRANGLER		1C4HJXDG9JW		43313/43318		T9567
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD				17:00 16NOV20			145.00	CASH	10DEC20
R.O. OPENED			READY		OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

07:57 16NOV20 14:57 10DEC20

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

A CUSTOMER STATES CAR BROKE DOWN ON PICK UP, ABS/TRAC LIGHT ON, DIDNT
MAKE IT OUT OF PARKING LOT

CAUSE: C

08907503 Wiring harness, body - Test and Replace

Chassis Underbody harness (2 - Skilled)

1847WAR5J

1 68357568AC WIRING-BODY

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
43313

INSPECTION OF VEHICLE LEAD TO BODY HARNESS REQUIRING TO BE REPLACED
DUE TO ADDITIONAL CORROSION CAUSING BUS FAILURE (LOSS OF
COMMUNICATION. REMOVED AND REPLACED BODY HARNESS AND TEST DROVE
VEHICLE. AFTER REPAIR NO WARNING LIGHTS REILLUMINATED.
FCA GOODWILL REPAIR. DM-66074. CASE #77922003.

B CUSTOMER STATES PERFORM MULTI POINT INSPECTION ON VEHICLE/ WHICH IS
BASIC VISUAL INSPECTION ***

CAUSE: MP

27P CUSTOMER STATES PERFORM MULTI POINT
INSPECTION ON VEHICLE/ WHICH IS BASIC VISUAL
INSPECTION ***

1847WAR5J

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

COMMUNICATION AUTHORIZATION

I hereby give permission for seller to contact me by the telephone number, cell number or email
address I have previously supplied and agree that such contact may include text messages,
promotional text messages and the use of automated dialing and prerecorded messages.

PRIVACY NOTICE

We may disclose non-public personal information about you, as a consumer, or former customer to
affiliated and non-affiliated third parties. We use reasonable and appropriate physical, electronic and
procedural safeguards to protect your personal information. I hereby give permission for seller to
contact me by the telephone number, cell number or email address I have previously supplied and
agree that such contact may include text messages, promotional text messages and the use of
automated dialing and prerecorded messages.

LIMITED WARRANTY COVERAGE

These repairs are covered by a limited Warranty. Labor & Parts are covered for one year or 12,000
miles, whichever comes first. Warranty repairs to be performed at seller's place of business. Seller
hereby limits implied warranties to the period stated. (Warranty details available upon
request/dealership website.

AUTHORIZATION OF REPAIR

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 a fire, theft or any other
cause beyond your control or for any delays
caused by unavailability of parts or delays in
parts shipments by the supplier or transporter.
I hereby grant you and/or your employee's
permission to operate the vehicle herein
described on streets, highways or elsewhere
for the purpose of testing and/or inspection.
An express mechanic's lien is hereby
acknowledged on the above vehicle to secure
the amount of repairs thereto. The dealership is
not responsible for damages from engine and
drivetrain damage or seizure due to lack of
antifreeze and/or oil. Please note vehicles not
picked up within 24 hours of notice of
completion will be subject to a \$75.00/ day
storage fee.

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS COUPON / DISCOUNT

SALES TAX

PLEASE PAY
THIS AMOUNT

CUSTOMER SIGNATURE

DATE

CUSTOMER #: 7372

174388

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 2

JACKSON NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 821 WILL NOLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	18	JEEP WRANGLER	1C4HJXDG9JW		43313/43318	T9567	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD			17:00 16NOV20		145.00	CASH	10DEC20
R.O. OPENED		READY	OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

07:57 16NOV20 14:57 10DEC20

LINE OPCODE TECH TYPE HOURS

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

Parts here. Redischpatching
vehicle to have body harness
installed. 12/2 MPI AUTHORIZE FREEHOLD CHRYSLER/JEEP SERVICE
TO TEXT ME ON MY CELL PHONE.
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.
PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU
HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU AGAIN FOR YOUR BUSINESS!!!

COMMUNICATION AUTHORIZATION

I hereby give permission for seller to contact me by the telephone number, cell number or email address I have previously supplied and agree that such contact may include text messages, promotional text messages and the use of automated dialing and prerecorded messages.

PRIVACY NOTICE

We may disclose non-public personal information about you, as a consumer, or former customer to affiliated and non-affiliated third parties. We use reasonable and appropriate physical, electronic and procedural safeguards to protect your personal information. I hereby give permission for seller to contact me by the telephone number, cell number or email address I have previously supplied and agree that such contact may include text messages, promotional text messages and the use of automated dialing and prerecorded messages.

LIMITED WARRANTY COVERAGE

These repairs are covered by a limited Warranty. Labor & Parts are covered for one year or 12,000 miles, whichever comes first. Warranty repairs to be performed at seller's place of business. Seller hereby limits implied warranties to the period stated. (Warranty details available upon request/dealership website.

AUTHORIZATION OF REPAIR

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 a fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from engine and drivetrain damage or seizure due to lack of antifreeze and/or oil. Please note vehicles not picked up within 24 hours of notice of completion will be subject to a \$75.00/ day storage fee.

DESCRIPTION

TOTALS

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 COUPON / DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

DATE

CUSTOMER #:

173636

INVOICE

FREEHOLD CHRYSLER JEEP

DUPLICATE 1

PAGE 1

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

JACKSON, NJ

HOME: CONT

BUS: CELL

E ADVISOR: 821 WILL NOLAN

BUS:		CELL:		VEHICLE ADVISOR:		DATE RECEIVED:		3/22/2022	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
BLACK	18	JEEP WRANGLER		1C4HJXDG9JW			43280/43312		T9567
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30MAY18 DD			08:45 21OCT20			145.00	CASH	13NOV20	
R.O. OPENED		READY		OPTIONS:		SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO			

08:09 21OCT20 14:30 13NOV20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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D CUSTOMER STATES AFTER DRIVING UNTIL WARMED UP, THEN RPMS DECLINE WITH SHARP JERKING ON NEEDLE. RPMS FLUTTER UP AND DOWN. SPEEDO GOES TO ZERO. ABS, TC, EBRAKE, 4WD WARNING LAMPS COME ON. STEERING LOCKS UP FOR A FEW SECONDS. THEN LIGHTS GO OUT SOMETIMES. TC AND MIL COME BACK AND STAY ON. CYCLE REPEATS. POSSIBLE FCA INVOLVEMENT CASE OPEN.

CAUSE:

08907503 Wiring harness, body - Test and Replace

Chassis Underbody harness (2 - Skilled)

1536WAR5J

1 68351004AE WIRING-CHASSIS

16 6506007AA RIVET

12 6505411AA PUSH PIN

85410000 STRAIGHT TIME DIAGNOSTICS

1536WAR5J

(N/C)

(N/C)

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

43280

PERFORMED DIAGNOSIS OF VEHICLE, THIS IS A CONTINUED ISSUE WITH 4WD WARNING LIGHT ILLUMINATING. VEHICLE HAS AN EXTREME AMOUNT OF CORROSION IN CHASSIS HARNESS. APPROVAL FOR REMOVAL AND REPLACEMENT IS APPROVED. HIGH AMOUNTS OF CORROSION CAN CAUSE MULTIPLE WARNING LIGHTS, DRIVABILITY CONCERNS AND DISABLED COMPONENTS.

FCA ASSISTED WITH REPAIRS LESS DEDUCTABLE/COPAY PER FCA. .DM NOTES DM-63787 FOR CASE NUMBER 77414304.

E CUSTOMER STATES PERFORM MULTI POINT INSPECTION ON VEHICLE/ WHICH IS BASIC VISUAL INSPECTION ***

CAUSE:

27P CUSTOMER STATES PERFORM MULTI POINT INSPECTION ON VEHICLE/ WHICH IS BASIC VISUAL INSPECTION ***

1536WAR5J

FC: PART#: COUNT:

CLAIM TYPE: W

(N/C)

COMMUNICATION AUTHORIZATION

I hereby give permission for seller to contact me by the telephone number, cell number or email address I have previously supplied and agree that such contact may include text messages, promotional text messages and the use of automated dialing and prerecorded messages.

PRIVACY NOTICE

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LIMITED WARRANTY COVERAGE

These repairs are covered by a limited Warranty. Labor & Parts are covered for one year or 12,000 miles, whichever comes first. Warranty repairs to be performed at seller's place of business. Seller hereby limits implied warranties to the period stated. (Warranty details available upon request/dealership website.)

AUTHORIZATION OF REPAIR

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 a fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employee's permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from engine and drivetrain damage or seizure due to lack of antifreeze and/or oil. Please note vehicles not picked up within 24 hours of notice of completion will be subject to a \$75.00/ day storage fee.

DESCRIPTION

TOTALS

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

CUSTOMER SIGNATURE

DATE

CUSTOMER #

173636

INVOICE

FREEHOLD CHRYSLER JEEP

DUPLICATE 1

PAGE 2

4304 Route 9 South
FREEHOLD, NJ 07728

732-780-2900

www.freeholdchryslerjeep.com

JACKSON, NJ

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 821 WILL NOLAN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK		18	JEEP WRANGLER		1C4HJXDG9JW		43280/43312		T9567
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30MAY18 DD			08:45 21OCT20			145.00	CASH	13NOV20	
R.O. OPENED		READY		OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
AUTH CODE:							

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

EST: 145.00 21OCT20 08:09 SA: 821

CONTACT:

WIP 1536

I AUTHORIZE FREEHOLD CHRYSLER/JEEP SERVICE
TO TEXT ME ON MY CELL PHONE.
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.
PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU
HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU AGAIN FOR YOUR BUSINESS!!!

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DESCRIPTION

TOTALS

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 COUPON / DISCOUNT	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER SIGNATURE

DATE

CUSTOMER #: 7372

170756

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

JACKSON, NJ

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

VICE ADVISOR: 821 WILL NOLAN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK		18	JEEP WRANGLER		1C4HJXDG9J		42399/42590	T6027
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD				14:15 11JUL20		145.00	CASH	14AUG20
R.O. OPENED		READY		OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

13:37 11JUL20 11:11 14AUG20

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

B RENTAL CAR

CAUSE: RENTAL

RENTAL RENTAL CAR

999WAR5J

(N/C)

FC: .. PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

C Electrical/Non PCM Flashes Concern [CUSTOMER STATES AFTER DRIVING UNTIL WARMED UP. THEN RPMS DECLINES WITH SHARP JERKING ON NEEDLE, RPMS FLUTTER UP AND DOWN. SPEEDO GOES TO ZERO. ABS, TC, MIL, EBRAKE, 4WD, STEERING LOCKS FOR A FEW SECONDS. THEN WARNING LAMPS ALL GO OUT AS STEERING RELEASES. THEN TC AND MIL COME BACK AND STAY ON. ONE TIME SINCE HAD VEHICLE BACK AFTER REPAIRS. CYCLE REPEATS.

CAUSE: CORROSION

MISC REPAIRED TWO SECTIONS OF BODY HARNESS - CUTTING OUT CORROSION.

1847WAR5J

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SUBL FUEL REQUIRED FOR TESTING VEHICLE

CPJ

20.00

20.00

PARTS: 0.00 LABOR: 0.00 OTHER: 20.00 TOTAL LINE C: 20.00

42399

TEST DROVE VEHICLE. VERIFIED CONCERNS. CUT OUT TWO SECTIONS OF BODY

NO CARS RELEASED AFTER P.M. STORAGE CHARGE - \$30.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT. I HEREBY AUTHORIZE THE REPAIRWORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSES OF TESTING, AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES. WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE. ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE. PAYMENT IN CASH ONLY. SERVICE *PARTS* COLLISION REPAIRS.

ON BEHALF OF SERVING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

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

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

170756

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 2

JACKSON, NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 821 WILL NOLAN

BUS:		CELL: 734-236-0000		SERVICE ADVISOR: GUY WILKINS			
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
BLACK	18	JEEP WRANGLER	1C4HJXDG9JW [REDACTED]			42399/42590	T6027
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD			14:15 11JUL20		145.00	CASH	14AUG20
R.O. OPENED		READY	OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

13:37 11JUL20 11:11 14AUG20

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

HARNESS DUE TO CORROSION AT RIGHT REAR WHEEL WELL. TEST DROVE WITH NO FAULTS RETURNS.

NOTE: IF CONCERNS PERSIST - SUGGEST BODY HARNESS REPLACEMENT.

D CUSTOMER STATES PERFORM MULTI POINT INSPECTION ON VEHICLE/ WHICH IS BASIC VISUAL INSPECTION ***

CAUSE:

27P CUSTOMER STATES PERFORM MULTI POINT INSPECTION ON VEHICLE/ WHICH IS BASIC VISUAL INSPECTION ***

1847WAR5J

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

EST: 145.00 11JUL20 13:37 SA: 821

CONTACT:

I AUTHORIZE FREEHOLD CHRYSLER/JEEP SERVICE TO TEXT ME ON MY CELL PHONE. OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU. PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU HAVE ANY QUESTIONS OR CONCERNS. THANK YOU AGAIN FOR YOUR BUSINESS!!!

NO CARS RELEASED AFTER _____ P.M. STORAGE CHARGE - \$20.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT. I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANTED YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING, AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE _____

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

DESCRIPTION	TOTALS
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 INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	20.00

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

169904

INVOICE

FREEHOLD CHRYSLER JEEP

DANIEL RESO

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

JACKSON, NJ

PAGE 1

HOME

BUS:

CONT

CELL

SERVICE ADVISOR: 821 WILL NOLAN

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK		18	JEEP WRANGLER		1C4HJXDG9JW		42298/42344		T3269
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
30MAY18 DD			14:30 09JUN20			145.00	CASH	10JUL20	
R.O. OPENED		READY		OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO					

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

A Electrical/Non PCM Flashes Concern [CUSTOMER ATTEMPTED TO PICK UP VEHICLE WITH COMPLETED REPAIRS. CUSTOMER REPORTS CHECK ENGINE LAMP, SERVICE SHIFTER, ABS, ETC LAMPS ILLUMINATED.]

MISC DIAGNOSED CONCERN. REPLACED ABS MODULE. SEE STORY FOR DETAILS

1847 CPJ

362.50 362.50

1 68438389AG MODULE-ANTI-LOCK BRAKE SYSTEM

243.80

DISC DISCOUNT ON SERVICE

1847 CPJ

-90.95 -90.95

SUBL FUEL TO TEST DRIVE VEHICLE PO#72386

CPJ

7.83 7.83

PARTS: 243.80 LABOR: 271.55 OTHER: 7.83 TOTAL LINE A: 523.18

42298

DIAGNOSED CONCERN. VERIFIED MULTIPLE FAULTS IN MEMORY. TRACED FAULTS TO INSIDE OF RIGHT REAR WHEEL WELL WHERE MULTIPLE WIRING SYSTEMS COME TOGETHER. FOUND MUD/WATER INSIDE OF MULTIPLE CONNECTORS. ACCESSED AND CLEANED ALL ELECTRICAL CONNECTIONS IN VICINITY. RESET FAULTS. ROAD TESTED AND ABS WARNING LAMP RE-ILLUMINATED. VERIFIED ABS MODULE WITH INTERNAL FAILURE (SHORT). RECOMMENDED AND REPLACED ABS MODULE. RESET FAULTS. TEST DROVE EXTENSIVELY OVER MULTIPLE KEY CYCLES. PUT \$7.83 IN FUEL INTO VEHICLE AS WAS ON "E". SCANNED VEHICLE ONE LAST TIME AFTER FINAL ROAD TESTING TO VERIFY NO FAULTS PENDING OR ACTIVE.

"BATTERY CHARGING" MESSAGE DID ILLUMINATE ON DASH DURING TEST DRIVE. SUGGEST REPLACEMENT OF BATTERY AS GETTING WEAK. STOP/START WILL NOT OPERATE IF BATTERY IS UNDER 80% STATE OF CHARGE AS DETERMINED BY THE PCM.

ALSO SUGGEST ABS VACUUM PUMP REPLACEMENT AS NOISY \$288.91 PL TAX INSTALLED.

B Multi-point inspection (according to maintenance interval)

27T Multi-point inspection (according to maintenance interval)

1847 CPJ

0.00 0.00

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

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CUSTOMER SIGNATURE

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PAYMENT IN CASH ONLY SERVICE 'PARTS' COLLISION REPAIRS

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

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

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

169904

INVOICE

FREEHOLD CHRYSLER JEEP

DANIEL RESO

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 2

JACKSON, NJ

HOME: [REDACTED] CONT: N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 821 WILL NOLAN

BUS:		COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG
BLACK		18		JEEP WRANGLER		1C4HJXDG9J				42298/42344		T3269	
DEL. DATE		PROD. DATE		WARR. EXP.		PROMISED		PO NO.		RATE		PAYMENT	INV. DATE
30MAY18 DD						14:30 09JUN20				145.00		CASH	10JUL20
R.O. OPENED			READY			OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO							
13:51 09JUN20			14:39 10JUL20										

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

ORDERED PARTS, ETA 7/7. 6/30
MP

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TO TEXT ME ON MY CELL PHONE.
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.
PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU
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THANK YOU AGAIN FOR YOUR BUSINESS!!!

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	271.55
PARTS AMOUNT	243.80
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	7.83
MISC. CHARGES	0.00
TOTAL CHARGES	523.18
LESS INSURANCE	0.00
SALES TAX	34.66
PLEASE PAY THIS AMOUNT	557.84

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

169485

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 1

JACKSON, NJ

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 821 WILL NOLAN

BUS:		CELL:		VOICE ADVISOR:		022-222-2222	
COLOR	YEAR	MAKE/MODEL	VIN		LICENSE	MILEAGE IN / OUT	TAG
BLACK	18	JEEP WRANGLER	1C4HJXDG9JW			42275/42297	T2928
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT
30MAY18 DD			10:30 27MAY20			145.00	CASH
R.O. OPENED		READY	OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

10:04 27MAY20 10:19 09JUN20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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C RENTAL CAR

RENTAL RENTAL CAR GOODWILL

999 CPJ

0.00

0.00

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

G Body Systems/Trim Concern [Non-Electrical] [CUSTOMER STATES

INTERMITTENTLY ON WARM STARTING UNABLE TO GET SHIFTER OUT OF PARK. JUST STARTED YESTERDAY.]

MISC DIAGNOSED CONCERN. FOUND OPEN CIRCUIT WITHIN

PDC FOR Z CASE FUEL ARRAY. REPLACED ARRAY.

RESET FAULT. ROAD TESTED OK.

1847 CPJ

217.50

217.50

1 68368853AA FUSE-Z CASE

86.40

SUBL FUEL REQUIRED TO ROAD TEST VEHICLE

CPJ

10.00

10.00

PARTS: 86.40 LABOR: 217.50 OTHER: 10.00 TOTAL LINE G: 313.90

H Body Systems/Trim Concern [Non-Electrical] [CUSTOMER STATES

INTERMITTENTLY BUT VERY FREQUENT AT LEAST ONE TIME A DAY, POWER STEERING LOCKS UP WHILE DRIVING. SPEEDO GOES TO ZERO AND MULTIPLE WARNING LAMPS ILLUMINATE. CUSTOMER NOTES HAPPENS MOST OFTEN AFTER 20 MINUTE DRIVE ON HIGHWAY, THEN TAKING OFF RAMP - THEN STEERING LOCKS UP. MUST FORCE STEERING WHEEL TO TURN WITH BEEPING SOUNDS IN BACKGROUND. AFTER A FEW SECONDS, POWER STEERING RELEASES. WHEN STEERING LOCKS UP RPM SEEMS LIMITED TO UNDER 3K. SEEMS TO HAPPEN AFTER 75-80 MPH HIGHWAY SPEEDS THEN OFF RAMP.

SEE SEE SERVICE LINE G

1847 CPJ

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

I Multi-point inspection (according to maintenance interval)

27T Multi-point inspection (according to maintenance interval)

NO CARS RELEASED AFTER _____ P.M. STORAGE CHARGE - \$20.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT. I HEREBY AUTHORIZE THE REPAIRWORK HEREINSET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING, AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

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

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

169485

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 2

JACKSON, NJ

HOME: 732-303-4986 CONT:

BUS: CELL:

SERVICE ADVISOR: 821 WILL NOLAN

BUS:		CELL:		VOICE ADVISOR:		OFFERED:		MILEAGE IN / OUT		TAG	
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG	
BLACK	18	JEEP WRANGLER		1C4HJXDG9JW				42275/42297		T2928	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.		RATE	PAYMENT		INV. DATE	
30MAY18 DD			10:30 27MAY20				145.00	CASH		09JUN20	
R.O. OPENED		READY		OPTIONS:		SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
		1847	CPJ			0.00	0.00
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE I: 0.00

EST: 290.00 27MAY20 10:04 SA: 821

CONTACT:

I AUTHORIZE FREEHOLD CHRYSLER/JEEP SERVICE
TO TEXT ME ON MY CELL PHONE.
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.
PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU
HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU AGAIN FOR YOUR BUSINESS!!!

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PAYMENT IN CASH ONLY SERVICE * PARTS * COLLISION REPAIRS

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	217.50
PARTS AMOUNT	86.40
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	10.00
MISC. CHARGES	0.00
TOTAL CHARGES	313.90
LESS INSURANCE	0.00
SALES TAX	20.79
PLEASE PAY THIS AMOUNT	334.69

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

169181

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

JACKSON, NJ

PAGE 1

HOME: 732-303-4986 CONT: [REDACTED]

BUS: CELL: [REDACTED]

RVISE ADVISOR: 821 WILL NOLAN

DOB: [REDACTED] CREDIT: [REDACTED] TYPE: [REDACTED]							
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	18	JEEP WRANGLER		1C4HJXDG9JW [REDACTED]		41910/41930	T2696
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD			15:00 13MAY20		145.00	CASH	18MAY20
R.O. OPENED		READY	OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

14:29 13MAY20 11:11 18MAY20

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

F Body Systems/Trim Concern [Non-Electrical] [CUSTOMER STATES AFTER ABOUT 20 MINUTES OF DRIVING. MULTIPLE WARNING LAMPS COME ON. STEERING LOCKS UP. PULLS OVER TO SIDE OF ROAD AND LET IT SIT 20 MINUTES. THEN CYCLE REPEATS.]

MISC PERFORMED DIAGNOSTICS OF CONCERN. COMPLETED

ABS SYSTEM SOFTWARE UPDATE. RESET FAULTS.

ROAD TESTED 30 MILES WITH NO ISSUES.

8758 CPJ

145.00

145.00

PARTS: 0.00 LABOR: 145.00 OTHER: 0.00 TOTAL LINE F: 145.00

41910 SEE LINE G FOR INFORMATION.

G Body Systems/Trim Concern [Non-Electrical] [CUSTOMER STATES SERVICE SHIFTER, 4WD, ESC, ETC. WARNINGS ALSO ILLUMINATED. E-BRAKE DOES NOT WORK AT ALL.]

CAUSE: PERFORMED AVAILABLE PCM AND ABS SYSTEM SOFTWARE UPDATES.

181906AN Module, Powertrain Control (PCM) -

Reprogram Module, Powertrain Control (PCM) -

Inspect and Reprogram (0 - Low Skilled)

1847WAR5J

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

41910 VEHICLE HAS STORED LOSS OF COMMUNICATION CODES PRESENT. NO WARNING LIGHTS ON AT THIS TIME. FOLLOWED SERVICE INFORMATION AND CHECKED VARIOUS COMPONENTS THAT COULD CAUSE LOSS OF COMMUNICATION. TEST DROVE VEHICLE FOR TWO 10 MILES TRIPS. VEHICLE OPERATING PROPERLY AT THIS TIME. UPDATES AVAILABLE FOR PCM AND ABS MODULES FOR SYSTEM PERFORMANCE UPDATES. PERFORMED SOFTWARE UPDATES.

H General Concern #1 [CUSTOMER REQUESTS RECALL V41 TO BE PERFORMED FOR STEERING DAMPER REPLACEMENT.]

CAUSE: COMPLETED REPLACEMENT OF STEERING DAMPER ASSEMBLY

02V41182 Customer Satisfaction Notification V41 -

Steering Damper - Replace Replace Steering

Damper and Fasteners (1 - Semi-Skilled)

8758WAR5J

(N/C)

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

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

169181

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 2

JACKSON, NJ

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 821 WILL NOLAN

BUS:		CELL: [REDACTED]		VICE ADVISOR: [REDACTED]				
COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT	TAG
BLACK	18	JEEP WRANGLER		1C4HJXDG9JW [REDACTED]			41910/41930	T2696
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD			15:00 13MAY20			145.00	CASH	18MAY20
R.O. OPENED		READY		OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

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

1 CCUKV411AA DAMPER-STEERING WHEEL

(N/C)

1 CCUKV413AA DAMPER-STEERING WHEEL

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

41910 installed steering stabilizer as per v41

I Multi-point inspection (according to maintenance interval)

REC RECOMMENDED MAINTENANCE

8758 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

41910

REAR PARKING BRAKE REQUIRES ADJUSTMENTS \$145.00 PL TAX. CUSTOMER TO CONSIDER FOR FUTURE SERVICE.

TECHNICIAN NOTED HEARING SLIGHT RUBBING WITH AFTERMARKET REAR TRAC BAR. (LIFT KIT).

J RENTAL CAR

CAUSE: RENTAL

RENTAL RENTAL CAR

8758WAR5J

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

SUBL RENTAL CAR 16

WRC

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

NO CARS RELEASED AFTER 5 P.M. STORAGE CHARGE - \$20.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.
I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING, AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN WAS HEREBY ACKNOWLEDGED ON VEHICLE TO SECURE THE AMOUNT OF REPAIRS THERETO.

CUSTOMER SIGNATURE

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY. LABOR AND PARTS FOR 90 DAYS OR 4000 MILES, WHICHEVER COMES FIRST. WARRANTY REPAIRS TO BE PERFORMED AT SELLER'S PLACE OF BUSINESS. SELLER HEREBY LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILT UNLESS SPECIFIED OTHERWISE.
PAYMENT IN CASH ONLY. SERVICE * PARTS * COLLISION REPAIRS

ON BEHALF OF SERVICE/DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

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

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

169181

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 3

JACKSON, NJ

HOME:

CONT:

BUS:

CELL:

VICE ADVISOR: 821 WILL NOLAN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	18	JEEP WRANGLER	1C4HJXDG9JW		41910/41930	T2696	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD			15:00 13MAY20		145.00	CASH	18MAY20
R.O. OPENED		READY	OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

14:29 13MAY20 11:11 18MAY20

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

EST: 290.00 13MAY20 14:29 SA: 821

CONTACT:

I AUTHORIZE FREEHOLD CHRYSLER/JEEP SERVICE
TO TEXT ME ON MY CELL PHONE.
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.
PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU
HAVE ANY QUESTIONS OR CONCERNS.
THANK YOU AGAIN FOR YOUR BUSINESS!!!

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UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY AUTHORIZE YOU AND/OR YOUR EMPLOYEES PERMISSION TO
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PAYMENT IN CASH ONLY SERVICE * PARTS * COLLISION REPAIRS

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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	145.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	145.00
LESS INSURANCE	0.00
SALES TAX	9.61
PLEASE PAY THIS AMOUNT	154.61

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

155160

INVOICE

FREEHOLD CHRYSLER JEEP

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 1

JACKSON, NJ

HOME:

BUS:

CELL:

SERVICE ADVISOR: 4608 FABIAN NUNEZ

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BLACK		18	JEEP WRANGLER		1C4HJXDG9JW		13523/13523		T2772
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD				09:45 12JAN19			145.00	CASH	12JAN19
R.O. OPENED			READY		OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

09:09 12JAN19 15:25 12JAN19

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

C Radio/Nav/Telematics Concern [Customer States WHEN PLUGGING INTO
EITHER USB WITH PHONE RADIO SHUT DOWN AND RESTARTS EVERYTIME]

CAUSE: F

186002WS Radio - Reprogram Radio, Check Software
Level and Perform Software Update (0 - Low
Skilled)

7390WAR5J

(N/C)

186002WR Radio - Reprogram Radio, Software -
Create USB Jump Drive From Uconnect Website
(One Time Only) (0 - Low Skilled)

7390WAR5J

(N/C)

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

13523 CUST STATES RADIO RESETS WHEN CONNECTING PHONE THRU USB.

FOUND SB 08-012-18 (AKA RRT 18-030) HAS SOFTWARE UPDATE TO CORRECT
CONCERN. CREATED USB FLASH DRIVE AND LOADED ONTO RADIO.

D General Concern #1 [Customer States DRIVERSIDE FRONT FENDER MISSING
CLIPS INSPECT AND ADVISE]

MISC RECOMMEND REPLACING FENDER DUE TO IMPACT
DAMAGE

7390IFREE

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

13523 CLIPS AREN'T MISSING. CLIPS ARE BROKEN DUE TO CONTACT THAT
WAS MADE TO FENDER. RECOMMEND REPLACING FENDER.

E LOF - Description UnAvailable

LOF CUST STATES PERFORM OIL CHANGE SPECIAL,
CROSSFIRE, SRT8, DIESEL, HEMI ENGINES EXTRA,
SYNTHETIC OIL ADDITIONAL

7390IFREE

(N/C)

1 68191349AC FILTER-ENGINE OIL

(N/C)

7 OIL QUART

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

13523 LOF

NO CARS RELEASED AFTER 5 P.M. STORAGE CHARGE - \$20.00 PER DAY, 24 HOURS AFTER WORK COMPLETION OR IF NO WORK IS DONE THEN FROM DATE OF RECEIPT.
I HEREBY AUTHORIZE THE REPAIRWORK HEREINSET FORTH TO BE DONE ALONG WITH THE NECESSARY MATERIAL. I ALSO AGREE THAT YOU WERE NOT RESPONSIBLE FOR
LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND YOUR CONTROL OR FOR ANY DELAYS CAUSED BY
UNAVAILABILITY OF PARTS OR DELAYS IN PARTS SHIPMENTS BY THE SUPPLIER OR TRANSPORTER. I HEREBY REDEEMED YOU AND/OR YOUR EMPLOYEES PERMISSION TO
OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSES OF TESTING, AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN WAS
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(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

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

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #: 7372

155160

INVOICE

FREEHOLD CHRYSLER JEEP

DANIEL RESO

4304 Route 9 South
FREEHOLD, NJ 07728
732-780-2900
www.freeholdchryslerjeep.com

PAGE 2

JACKSON NJ

HOME:

BUS:

CELL:

SERVICE ADVISOR: 4608 FABIAN NUNEZ

BUS:		CELL:		SERVICE ADVISOR:			
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	18	JEEP WRANGLER		1C4HJXDG9JW		13523/13523	T2772
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
30MAY18 DD			09:45 12JAN19		145.00	CASH	12JAN19
R.O. OPENED		READY	OPTIONS: SOLD-STK:JJW171571 ENG:3.6L TRN:AUTO				

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

F Multi-point inspection (according to maintenance interval)

DEC DECLINED ALIGNMENT

7390IFREE

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00

13523 INSPECTION. RECOMMEND ALIGNMENT

G Recall / CSN 1 [U62: Safety Recall U62 - Reprogram Powertrain Control Module**]

CAUSE: F

18U62182 Safety Recall U62 - Reprogram Powertrain
Control Module - Reprogram Inspect and
Reprogram Powertrain Control Module (0 - Low
Skilled)

7390WAR5J

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

13523 U62 PCM FLASH

H Rotate tires

ROTATE CUST STATES ROTATE TIRES \$25.00 P/TAX

7390 CPJ

25.00

25.00

PARTS: 0.00 LABOR: 25.00 OTHER: 0.00 TOTAL LINE H: 25.00

13523 ROTATE & ADJ AIR PRESSURE

I AUTHORIZE FREEHOLD CHRYSLER/JEEP SERVICE
TO TEXT ME ON MY CELL PHONE.
OUR CUSTOMER SERVICE DEPT IS HERE FOR YOU.
PLEASE CONTACT YOUR SERVICE ADVISOR IF YOU
HAVE ANY QUESTIONS OR CONCERNS.
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LIMITS IMPLIED WARRANTIES TO THE PERIOD STATED. WARRANTY DETAILS AVAILABLE.
ALL PARTS INSTALLED ARE NEW OR FACTORY REBUILD UNLESS SPECIFIED OTHERWISE.
PAYMENT IN CASH ONLY SERVICE 'PARTS' COLLISION REPAIRS

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FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED)

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

DATE

DESCRIPTION	TOTALS
LABOR AMOUNT	25.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	25.00
LESS INSURANCE	0.00
SALES TAX	1.66
PLEASE PAY THIS AMOUNT	26.66

NOTICE TO CONSUMER, PLEASE READ IMPORTANT INFORMATION ON BACK.

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: 1C4HJXDG9J [REDACTED]	Make/model/model year: 2018 JEEP WRANGLER
ISD: [REDACTED]	Current Mileage: 62,000
Owner's last name: TOBAR	State: California
Dealer name/code: Lithia Chrysler Dodge Jeep FIAT of Eureka 45235	Business Center: 71-California
Warranty coverage code: 560	MVP (Description): PRE-OWNED MAXIMUM CARE
MSRP: 35,535.00	
# 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? 10	
Customer-stated reason for buyback request: NA	
Process identifier: Select an identifier	
Days down: NA	Repair attempts: NA
Last repair visit: NA	
Is vehicle currently at dealer? (Y/N) NA	
Is customer in rental? (Y/N) NA	
If yes, for how long? NA	
Offers previously extended: NA	

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
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.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Mandisha

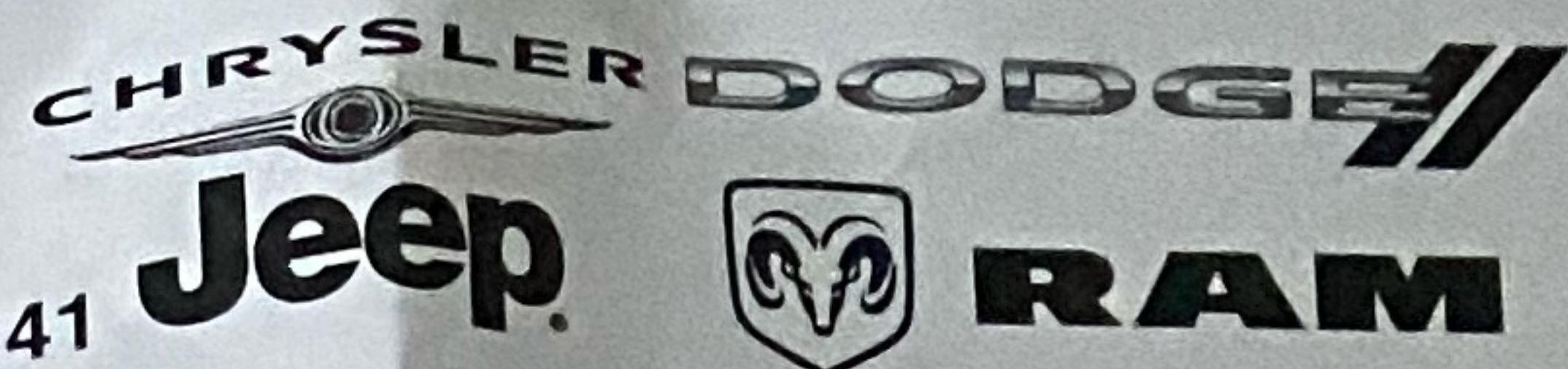
Title: LLQ

Comments: Customer is out of Lemon Law coverage period.

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Emerling

135 South Cascade Dr. SPRINGVILLE, NY 14141
(716) 592-2881 • FAX (716) 592-2920
www.emerlingCDJR.com



REG. NO. R 7116115
DEALER NO. 44-45619

SALES

SERVICE

COLLISION

INVOICE 1 C 4 H J X D C 1 0 W

DATE 11/02/2020

10:45

11:41

11/20/2020

0864

NICK M\35

12031 12031

00/00/00
00/00/00

NY

WEST SENECA

H:

Warranty Claim

1900019B	ZZ	GEN	T81	19
6506950AA	(SCREW)			1
6513396AA	(BOLT)			1
68088485AB	(FLUID)			1
68507569AA	(GEAR)			1

(1) CUST STATES THAT VEHICLE STEERING WHEEL HAS LOCKED IN PLACE WHEN TURNING LEFT. WAS AT WEST herr and they said they would replace gearbo x with 2021 version. please verify and advise TECH FOUND SERVICE BULLETIN TO IMPROVE STEERING FEEL. RECOMMENDS PERFORMING BULLETIN 08-074-20 REV C
TECH PERFORMED SERVICE BULLETIN. REPLACED STEERING GEAR AND ELECTRIC STEERING PUMP FLUID.
COMPLETE
(81- RYAN-) A

..... (Warranty)

CUST STATES EXCESSIVE PLAY IN WHEEL. STATES T HERE IS TSB FOR STEERING GEARBOX.
TECH PERFORMED UPDATE. UNABLE TO PROPERLY ALIGN CASTER AS VEHICLE HAS AFTERMARKET LIFT KIT.
REFER TO LINE 1
COMPLETE
(81- RYAN-) A

GEN GEN GEN T81 .00

Total Repair (Customer)00

(3) PERFORM LUBE, OIL, AND FILTER CHANGE
RESET OIL LIFE
PERFORMED LUBE, OIL, AND FILTER CHANGE
COMPLETE

LOF	T81	3	14.50
(F) 68191349AC (FILTER)		1	8.50
(F) 68283520AA (OIL)		5	27.50
Total Labor			14.50
Total Parts			36.00
Total Repair (Customer)			50.50

(81- RYAN-) A

(4) PERFORM TIRE ROTATION AND SET TIRE PRESSURES TO RECOMENDED PRESSURE
PLEASE ROTATE IN SPARE TIRE AS WELL
PERFORMED TIRE ROTATION INCLUDING SPARE TIRE AND SET PRESSURES TO FACTORY RECOMMENDED PRESSURES.
COMPLETE
(81- RYAN-) A

ROT T81 5 25.00
Total Labor 25.00

Total Repair (Customer) 25.00

PAID
PAID
NOV 20 2020
BY: _____

Labor	39.50
Parts	36.00
Sublet/Fees	.00
Tire Dispos	.00
Oil/Grease	.00
Sub Total	75.50
Tax	6.61
Total (Due)	82.11

DISCLAIMER OF WARRANTIES

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

TERMS

No returns on electrical or special order items. 25% restocking charge on returns. No returns after 30 days or without this invoice. Returned parts must be in original, undamaged container.

78171

78171

Customer Copy

Labor Rate 104.95

INDIRECT NEW AUTO 0030

Indirect New Fixed	0030
Balance	\$9,959.44
Due	Aug 15, 2021
Amount due	\$310.12
Available credit	\$0.00
MICR	
Credit limit	\$0.00
Pay off	\$9,968.14
Interest rate	2.9%
YTD interest	\$325.23
Prior year interest	\$473.45

 Search transactionsINDIRECT NEW AUTO Balance \$9,959.44Due Aug 15, 2021Amount due \$310.12[Details](#)

Posted

Payment BANK ON BUFFALO / \$400.00
TYPE: Loan Pmt ID: 1160754720 \$9,959.44
CO: BANK ON BUFFALO %%

NOV 9, 2020

Payment BANK ON BUFFALO / \$400.00
TYPE: Loan Pmt ID: 1160754720 \$10,333.17
CO: BANK ON BUFFALO %%

OCT 8, 2020

Payment BANK ON BUFFALO / \$400.00
TYPE: Loan Pmt ID: 1160754720 \$10,707.65
CO: BANK ON BUFFALO %%

SEP 8, 2020

Payment BANK ON BUFFALO / \$400.00
TYPE: Loan Pmt ID: 1160754720 \$11,082.12
CO: BANK ON BUFFALO %%

[Accounts](#)[Make a transfer](#)[Bill Pay](#)[Check Deposit](#)[More](#)



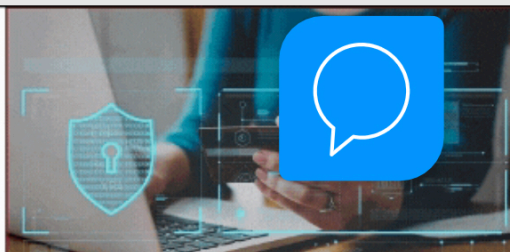
Accounts



Transaction Details

Date	11/09/2020
Description	The Summit FCU Loan Payment Loan Pmt
Withdrawal	\$400.00
Balance	

Is your
contact information
up-to-date?



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Customer Retention Analysis

VIN: 1C4HJXEG4JW [REDACTED]	Make/model/model year: JEEP WRANGLER UNLIMITED SAHARA 2018
ISD: 7/20/2018	Current Mileage: 18,125
Owner's last name: [REDACTED]	State: Pennsylvania
Dealer name/code: JIM SHORKEY CHRYSLER DODGE JEEP 60484	Business Center: 35-Mid-Atlantic
Warranty coverage code: 560	MVP (Description): No Service Contract
MSRP: 49,245.00	
# 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:	
Customer-stated reason for buyback request: Differential and Driveline	
Process identifier: Select an identifier	
Days down: # of days down	Repair attempts: # of repair attempts
Last repair visit: Select date of last repair visit	
Is vehicle currently at dealer? (Y/N) Select Y or N	
Is customer in rental? (Y/N) Select Y or 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
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.	\$
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: Felicia

Title: LLQ

Comments: Rear Differential

10:05

LTE 100%

Transactions

Scheduled

One-Time Payment -\$225.00
Nov 12

Oct 30

Payment Received -\$225.00
Oct 30

Oct 16

Payment Received -\$160.00
Oct 16

Oct 1

Payment Received -\$150.00
Oct 1

Sep 18

Payment Received -\$100.00
Sep 18

Sep 3

Payment Received -\$200.00
Sep 3

Aug 21

Payment Received -\$225.00
Aug 21

Home

Profile

Loan Term	72 months
-----------	-----------

Maturity Date	Jul 19, 2024
---------------	--------------

Interest Rate	3.89% APR
---------------	-----------

Monthly Payment	\$421.06
-----------------	----------

Due Date	19th of the Month
----------	-------------------

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.)



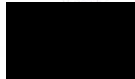
United Heritage
Credit Union

P.O. Box 202020
Austin, Texas 78720
512.435.4545
800.531.2328
uhcu.org

6/3/20 3:34 PM 2 0008411 20201002 PJ002103 ADDITONA 1 & DOM PJ00010000 162743 MS



AUSTIN TX



Low-Rate UHCU Auto Loans



Account Number: [REDACTED]
Total Savings: \$31.03
Total Checking: \$0.00
Total Certificates: \$0.00
Total Loans: \$0.00
Total Lease Loans: \$32,985.40

Statement Period: 07/01/2020 thru 09/30/2020

Page 1 of 2

ACCOUNT SUMMARY

Share Type	Starting Balance	Total Deposits	Total Withdrawals	Ending Balance
REGULAR SAVINGS	31.02	1,307.23	1,307.22	31.03

Lease Type	Starting Balance	Total Payments	Total Advances	Ending Balance
2018 JEEP WRANGLER	33,997.41	1,307.22	0.00	32,985.40

ID 00 - REGULAR SAVINGS

Dividends Paid YTD: \$0.02

Joint Owner: AMY TABASH

Date	Withdrawal	Deposit	Balance	Transaction Description
07/01/2020			31.02	Beginning Balance
07/20/2020		435.74	466.76	Deposit Payroll
07/20/2020	-435.74		31.02	Withdrawal Transfer To Loan 00
08/20/2020		435.74	466.76	Deposit Payroll
08/20/2020	-435.74		31.02	Withdrawal Transfer To Loan 00
09/18/2020		435.74	466.76	Deposit Payroll
09/21/2020	-435.74		31.02	Withdrawal Transfer To Loan 00
09/30/2020		0.01	31.03	Deposit Dividend Paid Dividend Posting
Annual Percentage Yield Earned 0.100% from 07/01/2020 through 09/30/2020				
09/30/2020			31.03	Ending Balance

We recently updated our PO Box mailing address.

To ensure your loan payments are processed on time and to prevent late payments, please update our mailing address in your address book and/or any bill payment systems to:

PO Box 202020, Austin, Texas 78720





United Heritage
Credit Union

P.O. Box 202020
Austin, Texas 78720
512.435.4545
800.531.2328
uhcu.org

31375 - 8411

07/01/2020 thru 09/30/2020
Account Number: [REDACTED]

2018 JEEP WRANGLER - 00

Joint Owner [REDACTED]

PAYMENT INFORMATION:

Previous Balance: 33,997.41

Payment Amount: 435.74

Past Due: 0.00

New Balance: 32,985.40

Payment Due Date: 10/20/2020

Total Due: 435.74

Date	Transaction Amount	Late Fee	Balance
07-20	-435.74	0.00	33,658.91
08-20	-435.74	0.00	33,322.65
09-20	-435.74	0.00	32,985.40

For billing questions please call 512.435.4545. For lease payoff inquiries, please call Apple Leasing at 512.346.9977.

Payments not received within 10 days of due date shown will be charged a late fee equal to 5% of the monthly payment. We may report information about your account to the credit bureaus. Late payments, missed payments, or other defaults on your account may be reflected in your credit report.

FEE SUMMARY

TOTAL FEES FOR THIS PERIOD

0.00

LEASE SUMMARY

Maturity Date	Payments Remaining	Annual Mileage Allowance
06/06/2022	21	15000



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: 1C4HJXEG5L [REDACTED]	Make/model/model year: 2020 Jeep Wrangler Unlimited Sahara
ISD: 12/23/2019	Current Mileage: 11,945
Owner's last name: [REDACTED]	[REDACTED]
[REDACTED] Inc. [REDACTED]	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): Jeep Wave
MSRP: 50,970.00	
# 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? Enter vehicle mileage at time of purchase	
Customer-stated reason for buyback request: Select a reason for buyback request	
Process identifier: Select an identifier	
Days down: 68	Repair attempts: 5
Last repair visit: 1/7/2021	
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
67920	605272 / STAR	11/19/2020	1/7/2021	50	11945		W	CEL and all dash lights are on and the steering will not turn; vehicle goes into reverse by itself and park sensors are inoperable	Pump and harness on order	
67920	602699 / STAR	10/17/2020	10/24/2020	8	10430	10449	W	CEL	Scanned vehicle and found multiple DTC's for loss of communication, found BCM lost communication at times, also PCM / TCM, ABS and multiple modules, opened STAR case, found no communication with BCM and the rest of modules, can C bus internally shorted, remove and replace BCM, cleared all codes and drove for several miles, no DTC's or CEL, OAD	743.88

67920	601730	10/5/2020	10/9/2020	5	10133	10152	W	CEL	Scanned for DTC's and found multiple DTC's, C12529, found TSB related to brake, vacuum pump stays running, causing MIL to illuminate, remove booster pressure switch and replaced, cleared all DTC's and road tested for 19 miles, no CEL and OAD	187.87
67920	600643	9/22/2020	9/25/2020	4	9874	9887	DEALER	CEL	Scanned for codes and found 50 DTC's, all for lost communication, found bypass at the DLC connector, found Lo-Jack that was left on vehicle by selling dealer had shorted internally, remove Lo-Jack system and cleared codes	N/A
67920	597150	8/7/2020	8/7/2020	1 (not counted)	8724	8733	W	Oil change; wind noise heard from driver's side windshield area at speeds of 60+ mph	No abnormal concerns at this time	N/A
67920	588579	4/13/2020	4/13/2020	1	6036	6046	W	CEL and other indicator lights, codes for thermostat and loss communication with PCM and TCM while driving	Found stored codes for no communication and fault with PCM, found C1 connector not fully seated causing poor connection with PCM, secured connection and cleared all codes, test drove 10 miles, OAD	89.80

Preparer: Brooke Otto

Title: CRT

Comments: Customer purchased in North Carolina, resides and has vehicle serviced in South Carolina



January 22, 2021

[REDACTED]
Blythewood, SC [REDACTED]

Re: CDI Issuance

Dear Mr. [REDACTED]

Thank you for your time to speak with me about your 2020 Jeep Wrangler Unlimited Sahara (VIN [REDACTED]).

As a goodwill gesture, a Certain Designated Individual (CDI) number has been generated in your name. As mentioned, the CDI number will entitle you to purchase or lease an eligible FIAT Chrysler Automobile (FCA) vehicle at employee price, plus a \$200 program administration fee. Please give this CDI number and sponsor name to the salesperson at the dealership that you are working with during your vehicle selection and sales process.

CDI Issued to: [REDACTED]
CDI Number: [REDACTED]
Expiration Date: **01/03/2022**

Should you have any questions, please let me know. Thank you again for your support of FCA!

Sincerely,

Brooke
Customer Retention Specialist
(800) 654-2486, x1003

Customer Retention Analysis

VIN: 1C4HJXEG5L [REDACTED]	Make/model/model year: 2020 Jeep Wrangler Unlimited Sahara
ISD: 12/23/2019	Current Mileage: 11,945
Owner's last name: Brouwers	State: South Carolina
Dealer name/code: Galeana CJ Inc, #67920	Business Center: 66-Southeast
Warranty coverage code: 560	MVP (Description): Jeep Wave
MSRP: 50,970.00	
# 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? Enter vehicle mileage at time of purchase	
Customer-stated reason for buyback request: Select a reason for buyback request	
Process identifier: Select an identifier	
Days down: 68	Repair attempts: 5
Last repair visit: 1/7/2021	
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
67920	605272 / STAR	11/19/2020	1/7/2021	50	11945		W	CEL and all dash lights are on and the steering will not turn; vehicle goes into reverse by itself and park sensors are inoperable	Steering pump and wiring harness replaced	
67920	602699 / STAR	10/17/2020	10/24/2020	8	10430	10449	W	CEL	Scanned vehicle and found multiple DTC's for loss of communication, found BCM lost communication at times, also PCM / TCM, ABS and multiple modules, opened STAR case, found no communication with BCM and the rest of modules, can C bus internally shorted, remove and replace BCM, cleared all codes and drove for several miles, no DTC's or CEL, OAD	743.88

67920	601730	10/5/2020	10/9/2020	5	10133	10152	W	CEL	Scanned for DTC's and found multiple DTC's, C12529, found TSB related to brake, vacuum pump stays running, causing MIL to illuminate, remove booster pressure switch and replaced, cleared all DTC's and road tested for 19 miles, no CEL and OAD	187.87
67920	600643	9/22/2020	9/25/2020	4	9874	9887	DEALER	CEL	Scanned for codes and found 50 DTC's, all for lost communication, found bypass at the DLC connector, found Lo-Jack that was left on vehicle by selling dealer had shorted internally, remove Lo-Jack system and cleared codes	N/A
67920	597150	8/7/2020	8/7/2020	1 (not counted)	8724	8733	W	Oil change; wind noise heard from driver's side windshield area at speeds of 60+ mph	No abnormal concerns at this time	N/A
67920	588579	4/13/2020	4/13/2020	1	6036	6046	W	CEL and other indicator lights, codes for thermostat and loss communication with PCM and TCM while driving	Found stored codes for no communication and fault with PCM, found C1 connector not fully seated causing poor connection with PCM, secured connection and cleared all codes, test drove 10 miles, OAD	89.80

Preparer: Brooke Otto

Title: CRT

Comments: Customer purchased in North Carolina, resides and has vehicle serviced in South Carolina

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1724 So. Hilton Drive
St. George, UT 84770
(435) 634-4230



SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m.
Saturday

R/O Open Date	R/O Number
4/08/20	6150533/1
R/O Close Date	Status
4/08/20	Reprint
Mileage In	Mileage Out
2112	2112
Service Advisor / Tag #	
Thomas Holt/8494	

[REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			[REDACTED]	1C4HJXDG9LW	
MESQUITE, NV [REDACTED]			Home Phone	Delivery Date	In-Service Date
[REDACTED]			[REDACTED]		
Year	Make	Model	Body	Color	License Number
2020	JEEP	WRANGLER (3.6		BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - QL EMPI9090: MOPAR EXPRESS LANE INSPECTION Sub Total: Labor: .00 Parts: .00 Total: .00 MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL)	
#2 - MR MISC: MISC. OPERATIONS GENERAL CONCERN #1 CUSTOMER REQUESTS INSTALL LIFT Tech: Robert Thompson(38) Installed 77072395AC :SUSPENSIO: LIFT 1@1395.00 Sub Total: Labor: 500.00 Parts: 1395.00 Total: 1895.00 install lift center steering wheel 5.0	500.00 1395.00
#3 - MR MISC: MISC. OPERATIONS GENERAL CONCERN #2 CUSTOMER REQUESTS INSTALL WHEELS/TIRES Tech: Robert Thompson(38) Installed 77072466AB :WHEEL: CAST ALUMINUM 5@371.00 Installed TNI0217530 :TIRE: LT315/70R17 Q121118 4@310.00 dot# [REDACTED] dot# [REDACTED] Installed TNI0217530 :TIRE: LT315/70R17 Q121118 1@1.00 Installed 86643 :TPMS VALVE STEM SERVICE KI 5@5.99 install and balanced 5 tires and rims 2.0	100.00 1855.00 1240.00 1.00 29.95
***** * ASK US ABOUT S.W.O.T (STEPHEN WADE OFF ROAD AND TRAIL) * * PACKAGES AVAILABLE FOR YOUR JEEP WRANGLER AND JEEP *	

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



Jeep
1724 So. Hilton Drive
St. George, UT 84770
(435) 634-4230

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m.
Saturday

R/O Open Date	R/O Number
4/08/20	6150533/2
R/O Close Date	Status
4/08/20	Reprint
Mileage In	Mileage Out
2112	2112
Service Advisor / Tag #	
Thomas Holt/8494	

[REDACTED]			Work Phone	[REDACTED]	
MESQUITE, NV [REDACTED]			Home Phone	[REDACTED]	
[REDACTED]			Body	[REDACTED]	
Year	Make	Model	Color	License Number	
2020	JEEP	WRANGLER (3.6	BLUE		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* GLADIATOR. FACTORY OFF ROAD PERFORMANCE PARTS AND	*
* ACCESSORIES, OE FIT/QUALITY/INSTALLATION	*

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	
LABOR	600.00
PARTS	4520.95
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	29.95
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	347.69
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	
TOTAL DUE	5498.59
Check 3323	3000.00
Cash	2498.59
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.	
X	



SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m.
Saturday

R/O Open Date	R/O Number
4/30/20	6151653/1
R/O Close Date	Status
4/30/20	Reprint
Mileage In	Mileage Out
2918	2918
Service Advisor / Tag #	
Thomas Holt/6348	

[REDACTED] MESQUITE, NV [REDACTED]			Work Phone	[REDACTED]	Vehicle Identification Number	[REDACTED]
			Home Phone	[REDACTED]	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number	
2020	JEEP	WRANGLER (3.6		BLUE		

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - [REDACTED] MOPAR EXPRESS LANE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL) RETORQUE WHEELS AND LIFT Tech: Robert Thompson(38) perform inspection ck all toque all tight 1.0 ***** * ASK US ABOUT S.W.O.T (STEPHEN WADE OFF ROAD AND TRAIL) * * PACKAGES AVAILABLE FOR YOUR JEEP WRANGLER AND JEEP * * GLADIATOR. FACTORY OFF ROAD PERFORMANCE PARTS AND * * ACCESSORIES, OE FIT/QUALITY/INSTALLATION * *****	Internal

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



1724 So. Hilton Drive
St. George, UT 84770
(435) 634-4230

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m.
Saturday

R/O Open Date	R/O Number
5/15/20	6152544/1
R/O Close Date	Status
6/11/20	Reprint
Mileage In	Mileage Out
3318	3318
Service Advisor / Tag #	
Thomas Holt/4408	

[REDACTED] MESQUITE, NV [REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			Home Phone	1C4HJXDG9L [REDACTED]	
[REDACTED]			Body	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2020	JEEP	WRANGLER (3.6		BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Email: [REDACTED]	
#1 - [REDACTED] MOPAR EXPRESS LANE INSPECTION MULTI-POINT INSPECTION (ACCORDING TO MAINTENANCE INTERVAL)	

#2 - MR S: STEERING/SUSPENSION STEERING/SUSPENSION/STEERING WHEEL CONCERN CUSTOMER STATES PASS SIDE LIFT KIT HAS SAGGED DOWN 1 INCH IN REAR AND 1/2 IN IN THE FRONT PLEASE ADVISE Caused by Found spring had gone bad, vehicle was an inch below on the RR side than the LR side. Tech: Trevor Davies(22) Installed 68414068AA :SPRING: REAR COIL Removed both shocks, both sway links, lowered axle down, swapped out springs, and reinstalled both shocks and sway links, measured again once on the ground, found both sides to be the same now.	Warranty Warranty
Purchase Order: 6152544	
***** * ASK US ABOUT S.W.O.T (STEPHEN WADE OFF ROAD AND TRAIL) * * PACKAGES AVAILABLE FOR YOUR JEEP WRANGLER AND JEEP * * GLADIATOR. FACTORY OFF ROAD PERFORMANCE PARTS AND * * ACCESSORIES, OE FIT/QUALITY/INSTALLATION *	Qty: 1

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X



1724 So. Hilton Drive
St. George, UT 84770
(435) 634-4230

SERVICE DEPARTMENT HOURS

7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m.
Saturday

R/O Open Date	R/O Number
5/15/20	6152544/2
R/O Close Date	Status
6/11/20	Reprint
Mileage In	Mileage Out
3318	3318
Service Advisor / Tag #	
Thomas Holt/4408	

[REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			[REDACTED]	1C4HJXDG91[REDACTED]	
MESQUITE, NV [REDACTED]			Home Phone	Delivery Date	In-Service Date
[REDACTED]			[REDACTED]		
Year	Make	Model	Body	Color	License Number
2020	JEEP	WRANGLER (3.6		BLUE	

DESCRIPTION OF SERVICE AND PARTS		AMOUNT

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto." DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.		
LABOR		. 00
PARTS		. 00
DEDUCTIBLE		. 00
SUBLET		. 00
SHOP SUPPLIES		. 00
HAZARDOUS MATERIALS		. 00
SALES TAX OR TAX I.D.		. 00
SPECIAL ORDER DEPOSIT		. 00
DISCOUNTS		. 00
TOTAL DUE		. 00
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.		



Jeep
1724 So. Hilton Drive
St. George, UT 84770
(435) 634-4230

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m.
Saturday

R/O Open Date	R/O Number
6/10/20	6154025/1
R/O Close Date	Status
9/30/20	Reprint
Mileage In	Mileage Out
4254	4254
Service Advisor / Tag #	
Aaron Harris/7182	

[REDACTED]			Work Phone	Vehicle Identification Number	
[REDACTED]			[REDACTED]	1C4HJXDG9LW [REDACTED]	
MESQUITE, NV [REDACTED]			Home Phone	Delivery Date	In-Service Date
[REDACTED]			[REDACTED]		
Year	Make	Model	Body	Color	License Number
2020	JEEP	WRANGLER (3.6		BLUE	

DESCRIPTION OF SERVICE AND PARTS			AMOUNT
Email: [REDACTED]			
#1 -	MR MISC: MISC. OPERATIONS CUSTOMER STATES RR IS LOWER THAN LEFT SIDE, EVEN AFTER SPRING REPLACEMENT, PLEASE ADVISE Tech: Robert Thompson(38) Installed [REDACTED]:SHOCK: SUSPENSION Installed [REDACTED]:SPRING: FRONT COIL contacted star ordered shock replaced shock still sits a little low 02151502 Shock Absorber/Strut, Rear 0.5 uc install new 1/frt spring retoque all bolts road test still 1/2 inch high 1/frt ck with other lifted jeeps same tilt poss normal 02270115 Spring, front - Replace Solid 0.7 6x	Qty: 1 Qty: 1	Warranty Warranty Warranty

#2 *	MR MISC: MISC. OPERATIONS ADDED OPERATION CUSTOMER STATES HAS BAD VIBRATION AT HWY SPEEDS, JUST ROTATED TIRES, PLEASE CHECK BALANCE Tech: Robert Thompson(38) rebalanced all 4 tires 0.8		Internal

#3 *	MR MISC: MISC. OPERATIONS ADDED OPERATION AS INSTRUCTED BY MOPAR ACCESSORY GROUP, RE-TORQUE VEHICLE WITH LOAD ON IT Tech: Robert Thompson(38) loosen and retorque all control arms sill off 1/2		Internal
TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.			LABOR
DISCLAIMER OF WARRANTIES: Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.			PARTS
			DEDUCTIBLE
			SUBLET
			SHOP SUPPLIES
			HAZARDOUS MATERIALS
			SALES TAX OR TAX I.D.
			SPECIAL ORDER DEPOSIT
			DISCOUNTS
			TOTAL DUE
NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.			
X			

STEPHEN
WADE
CHRYSLER



1724 So. Hilton Drive
St. George, UT 84770
(435) 634-4230

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m.
Saturday

R/O Open Date	R/O Number
6/10/20	6154025/2
R/O Close Date	Status
9/30/20	Reprint
Mileage In	Mileage Out
4254	4254
Service Advisor / Tag #	
Aaron Harris/7182	

MESQUITE, NV			Work Phone	Vehicle Identification Number	
			Home Phone	1C4HJXDG9L	
				Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2020	JEEP	WRANGLER (3.6		BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
inch ordered 1/frt spring 85410000 0.5	

#4 * QL ELOF: EXPRESS LUBE, OIL & FILTER SERVICE	
ADDED OPERATION	
Installed 68191349AC :FILTER: ENGINE OIL	1@9.95 9.95
Installed 68522999AA :OIL: 0W20	6@7.99 47.94
Sub Total: Labor: .00 Parts: 57.89 Total: 57.89	
perform lof	

#5 * MR S: STEERING/SUSPENSION	
ADDED OPERATION	
Install MOPAR lift fix kit	
Tech: Trevor Davies(22)	
*****	Internal
* ASK US ABOUT S.W.O.T (STEPHEN WADE OFF ROAD AND TRAIL)	
* PACKAGES AVAILABLE FOR YOUR JEEP WRANGLER AND JEEP	
* GLADIATOR. FACTORY OFF ROAD PERFORMANCE PARTS AND	
* ACCESSORIES, OE FIT/QUALITY/INSTALLATION	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.	LABOR	.00
	PARTS	57.89
	DEDUCTIBLE	.00
	SUBLET	.00
	SHOP SUPPLIES	.00
	HAZARDOUS MATERIALS	.00
	SALES TAX OR TAX I.D.	3.91
	SPECIAL ORDER DEPOSIT	.00
	DISCOUNTS	.00
	TOTAL DUE	61.80
	MaintenancePlus 26114/6154025	61.80

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

REPAIR ORDER - AUDIT COPY

MESQUITE, NV			Work Phone	R/O Open Date	R/O Number
			Home Phone	6/10/20	6154025/2
			Body	R/O Close Date	Receipt No.
			License Number	9/30/20	Original
			Account No.	Mileage In	Mileage Out
				4254	4254
Year	Make	Model	Service Advisor		
2020	JEEP	WRANGLER (3.6	Aaron Harris		
Vehicle Identification Number		Color	In-Service Date		
1C4HJXD9LW		BLUE			

#5 * MR. [REDACTED] I
 ADDED OPERATION
 Install MOPAR lift fix kit
 Work by Tech 22/22 * 3.00hrs 75.00 60.00

Day	Line	1	6/10/20	Tech 38	Start 14:52	End 15:08	Hours	.27
	Line	1	6/19/20	Tech 38	Start 16:23	End 16:23	Hours	.00
	Line	1	7/01/20	Tech 38	Start 9:47	End 10:02	Hours	.25
wrong	Line	1	7/14/20	Tech 38	Start 11:35	End 11:35	Hours	.00
Part	Line	1	8/04/20	Tech 38	Start 9:41	End 10:30	Hours	.82
install	Line	1	8/04/20	Tech 38	Start 10:34	End 10:34	Hours	.00
Shock	Line	1	8/04/20	Tech 38	Start 10:35	End 10:36	Hours	.02
and	Line	2	7/14/20	Tech 38	Start 11:05	End 11:33	Hours	.47
Spring	Line	2	8/04/20	Tech 38	Start 10:30	End 10:30	Hours	.00
	Line	3	7/14/20	Tech 38	Start 10:14	End 11:04	Hours	.83
	Line	3	7/14/20	Tech 38	Start 11:34	End 11:34	Hours	.00
	Line	3	8/04/20	Tech 38	Start 10:36	End 10:36	Hours	.00
	Line	4	8/04/20	Tech 38	Start 10:30	End 10:30	Hours	.00

Account	Description	Control	Reference	Amount
46707	SLS RO PARTS CHR	6154025	6154025	-57.89
66707	C/S RO PARTS CHRY	6154025	6154025	32.95
24212	INV P&A CHR	6154025	6154025	-32.95
26114	PPM RECEIVABLE CHR	6154025	6154025	61.80
32400	SLS TAX PAY	6154025	6154025	-3.91
46207	SLS WARR LABOR CHR	6154025	6154025	-108.76
24705	INV-WIP-LABOR CHRYSLER	6154025	6154025	-28.60
66207	C/S WARRANTY LABOR CHRY	6154025	6154025	28.60
48007	SLS P&A WARRANTY CHRY	6154025	6154025	-315.98
68007	C/S P&A RO CHRY	6154025	6154025	225.70
24212	INV P&A CHR	6154025	6154025	-225.70
46307	SLS INT LABOR CHR	6154025	6154025	-110.00
24705	INV-WIP-LABOR CHRYSLER	6154025	6154025	-33.80
24705	INV-WIP-LABOR CHRYSLER	6154025	6154025	-60.00
66307	C/S INT LABOR CHRY	6154025	6154025	93.80
46903	SLS SHOP SUPP CHR	6154025	6154025	-13.20
66903	C/S SHOP SUPPL CHRY	6154025	6154025	13.20

INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
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LABOR				
PARTS				
DEDUCTIBLE				
SUBLET				
SHOP SUPPLIES				
HAZARDOUS MATERIALS				
SALES TAX OR TAX I.D.				
SPECIAL ORDER DEPOSIT				
DISCOUNTS				

REPAIR ORDER - AUDIT COPY

[REDACTED]
[REDACTED]
MESQUITE, NV [REDACTED]

Year	Make	Model	License Number	Service Advisor
2020	JEEP	WRANGLER (3.6		Aaron Harris
Vehicle Identification Number		Color	Account No.	Delivery Date
1C4HJXDG9LW105315		BLUE		

Work Phone	R/O Open Date	R/O Number
281-782-3232	6/10/20	6154025/3
Home Phone	R/O Close Date	Receipt No.
281-782-3232	9/30/20	Original
Body	Mileage In	Mileage Out
	4254	4254

061I	OTHER SUPP SER CHR	6154025	6154025	-13.20
26307	WARRANTY REC CHR	6154025	6154025	424.74
067I	POLICY WORK SER CHR	105315	6154025	123.20

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR	110.00		108.76		122.40
PARTS			315.98	57.89	258.65
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES	13.20				
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.				3.91	
SPECIAL ORDER DEPOSIT					
DISCOUNTS					
	123.20		424.74	61.80	381.05
MaintenancePlus 26114/6154025					

WARRANTY REPAIR ORDER

MESQUITE, NV

Work Phone

R/O Open Date

R/O Number

6/10/20

6154025/1

R/O Close Date

Cross Reference #

9/30/20

Original

Body

Mileage In

Mileage Out

4254

4254

License Number

Service Advisor

Aaron Harris

Delivery Date

In-Service Date

Year

Make

Model

2020

JEEP

WRANGLER (3.6

Vehicle Identification Number

Color

1C4HJXDG9LW

BLUE

DESCRIPTION OF SERVICE AND PARTS

Email: paul.yelinek@gmail.com

COST

AMOUNT

#1 - MR MISC: MISC. OPERATIONS

CUSTOMER STATES RR IS LOWER THAN LEFT SIDE, EVEN AFTER SPRING REPLACEMENT, PLEASE ADVISE

Tech: 38/38 1.10hrs @ 98.87

28.60

108.76

Part: 68316582AC :SHOCK: SUSPENSION 1

203.00

284.20

Part: 68414065AA :SPRING: FRONT COIL 1

22.70

31.78

Sub-Total Labor: 28.60 108.76

Sub-Total Parts: 225.70 315.98

Sub-Total: 254.30 424.74

contacted star ordered shock replaced shock still sits a little low 02151502

Shock Absorber/Strut, Rear 0.5 uc install new

1/ft spring retoque all bolts road test still

1/2 inch high 1/ft ck with other lifted jeeps

same tilt poss normal 02270115 Spring, front -

Replace Solid 0.7 6x

Line		Date	Tech	Start	End	Hours	
Line 1	6/10/20	Tech 38	Start 14:52	End 15:08	Hours .27		
Line 1	6/19/20	Tech 38	Start 16:23	End 16:23	Hours .00		
Line 1	7/01/20	Tech 38	Start 9:47	End 10:02	Hours .25		
Line 1	7/14/20	Tech 38	Start 11:35	End 11:35	Hours .00		
Line 1	8/04/20	Tech 38	Start 9:41	End 10:30	Hours .82		
Line 1	8/04/20	Tech 38	Start 10:34	End 10:34	Hours .00		
Line 1	8/04/20	Tech 38	Start 10:35	End 10:36	Hours .02		

ACCOUNT #

LABOR

28.60

108.76

PARTS

225.70

315.98

METHOD

SUBLET

.00

SHOP SUPPLIES

.00

SALES TAX OR TAX I.D.

.00

RECEIPT #

DEDUCTIBLE

.00

TOTAL DUE

254.30

424.74

REPAIR ORDER - AUDIT COPY

MESQUITE, NV

Year	Make	Model	License Number	Service Advisor
2020	JEEP	WRANGLER (3.6		Aaron Harris
Vehicle Identification Number		Color	Account No.	Delivery Date
1C4HJXDG9LW		BLUE		

Work Phone

R/O Open Date

R/O Number

6/10/20

6154025/1

R/O Close Date

Receipt No.

9/30/20

Original

Body

Mileage In

Mileage Out

4254

4254

License Number

Service Advisor

Aaron Harris

Account No.

Delivery Date

In-Service Date

Email:

#1 - MR MISC: MISC. OPERATIONS

W

CUSTOMER STATES RR IS LOWER THAN LEFT SIDE, EVEN AFTER SPRING REPLACEMENT, PLEASE ADVISE

Work by Tech 38/38

1.10hrs @ 98.87

108.76

28.60

68316582AC : SHOCK: SUSPENSION

1@284.20

284.20

203.00

68414065AA : SPRING: FRONT COIL

1@31.78

31.78

22.70

contacted star ordered shock replaced shock still sits a little low 02151502

Shock Absorber/Strut, Rear 0.5 uc install new

1/ft spring retorque all bolts road test still

1/2 inch high 1/ft ck with other lifted jeeps

same tilt poss normal 02270115 Spring, front -

Replace Solid 0.7 6x

#2 * MR MISC: MISC. OPERATIONS

I

ADDED OPERATION

CUSTOMER STATES HAS BAD VIBRATION AT HWY SPEEDS, JUST ROTATED TIRES, PLEASE CHECK BALANCE

Work by Tech 38/38 *

0.80hrs

22.50

20.80

rebalanced all 4 tires 0.8

#3 * MR MISC: MISC. OPERATIONS

I

ADDED OPERATION

AS INSTRUCTED BY MOPAR ACCESSORY GROUP, RE-TORQUE VEHICLE WITH LOAD ON IT

Work by Tech 38/38 *

0.50hrs

12.50

13.00

loosen and retorque all control arms sill off 1/2 inch ordered 1/ft spring 85410000 0.5

#4 * QL ELOF: EXPRESS LUBE, OIL & FILTER SERVICE

C

ADDED OPERATION

68191349AC : FILTER: ENGINE OIL

1@9.95

9.95

7.45

68522999AA : OIL: 0W20

6@7.99

47.94

25.50

perform lof

	INTERNAL	SERVICE CONT.	WARRANTY	CUSTOMER PAY	COST
LABOR					
PARTS					
DEDUCTIBLE					
SUBLET					
SHOP SUPPLIES					
HAZARDOUS MATERIALS					
SALES TAX OR TAX I.D.					
SPECIAL ORDER DEPOSIT					
DISCOUNTS					

SERVICE DEPARTMENT HOURS
 7:30 a.m. to 6:00 p.m.
 Monday - Friday
 7:30 a.m. to 5:00 p.m.
 Saturday

R/O Open Date	R/O Number
9/16/20	6159766/1
R/O Close Date	Status
9/30/20	Reprint
Mileage In	Mileage Out
6716	6716
Service Advisor / Tag #	
Aaron Harris/7182	

[Redacted] MESQUITE, NV [Redacted]			Work Phone	Vehicle Identification Number	
[Redacted]			[Redacted]	1C4HJXDG9LV	
[Redacted]			[Redacted]	Delivery Date	In-Service Date
Year	Make	Model	Body	Color	License Number
2020	JEEP	WRANGLER (3.6		BLUE	

DESCRIPTION OF SERVICE AND REPAIRS			AMOUNT
Email: [Redacted]			
#1 -	MR MISC: MISC. OPERATIONS		
	Ordered 68507569AA :GEAR: POWER STEERING	Qty: 1	Warranty
	Ordered 68507569AA-C :Deposit:: POWER STEERING	Qty: 1	Warranty
	Ordered 6506950AA :SCREW: HEX FLANGE HEAD	Qty: 1	Warranty
	GENERAL CONCERN #1		
	[C/S THERE IS A DEAD SPOT IN THE STEERING.		
	VEHICLE		
	WANDERS.]		
	*****parts ordered*****		

* ASK US ABOUT S.W.O.T (STEPHEN WADE OFF ROAD AND TRAIL) *			
* PACKAGES AVAILABLE FOR YOUR JEEP WRANGLER AND JEEP *			
* GLADIATOR. FACTORY OFF ROAD PERFORMANCE PARTS AND *			
* ACCESSORIES, OE FIT/QUALITY/INSTALLATION *			

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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Billing Cycle: 24-HOUR



Dates & Times



Location

Pick up

Tuesday, November 24, 2020 12:11 PM

Start Charges:

Tuesday, November 24, 2020 12:11 PM (413) 592-6200

Anticipated Return

Friday, November 27, 2020 12:30 PM

(413) 592-6200 3706



Vehicle

2020 NISN MAXI 4DSL SILVER

License: FL

VIN: 1N4AA6DV6

Vehicle:

Pickup:

11/24/2020 @ 12:11 PM

ODO:22441 Fuel:1/4

Vehicle Condition:

No Damage Documented



Summary of Charges



Estimated Renter Charges

Charges	Price/Unit	Total
TIME & DISTANCE 11/24/20-11/27/20	\$59.21 / Day	\$177.64
NO CHARGE DISTANCE 11/24/20-11/27/20	\$0.00 / Mile	\$0.00
DAILY RATE:	\$59.21 / Day	
HOURLY RATE:	\$19.73 / Hour	
REFUELING CHARGE	\$3.75 / Gallons	\$0.00

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

SUPPLEMENTAL LIABILITY PROTECTION 2	@ \$15.00 / Day	\$0.00
PAI/PEC	@ \$6.00 / Day	\$0.00
DAMAGE WAIVER	@ \$16.99 / Day	\$0.00
RAP	@ \$4.99 / Day	\$0.00

Renter Acknowledgement of Accepted and Declined Protections

I acknowledge that I have accepted or declined protections as indicated above.

Taxes and Fees

POLICE TRAINING FEE	\$2.00 / Rental	\$2.00
PKG VIOL SCHG	\$0.60 / Rental	\$0.60
VLC REC FEE	\$3.00 / Day	\$9.00
SALES TAX (6.25%)	6.25%	\$11.70

Total Estimated Charge: \$200.94

Payments:

VISA **** Auth (\$400.94)

Renter Acknowledgement of Charges

I acknowledge that I have reviewed and agree to all Estimated Renter Charges and fees listed on Summary of Charges and further agree to pay for final charges in accordance with the Terms and Conditions of this Rental Agreement.

Owner: CAMRAC, LLC

Additional Drivers

No Additional Drivers are authorized to drive the vehicle with the exception of the drivers listed below.

(Additional driver names listed here if applicable)

Please keep this Rental Agreement Summary with you in the vehicle during the rental.



Local Addenda

Notice: This contract offers, for an additional charge, a Collision Damage Waiver to cover your financial responsibility for damage to the rental vehicle. Your personal automobile insurance may already cover you for damage to a rental car. The purchase of a Collision Damage Waiver is optional and may be declined. For Massachusetts residents: If you have an automobile policy on your personal vehicle with coverage for collision, your policy will cover collision damage to the rental vehicle, less the deductible on your policy. If you have comprehensive coverage on your vehicle, your policy will cover loss on the rental vehicle caused by fire, theft, or vandalism, less the deductible on your policy. Drivers who hold policies in other states should check with their insurance agents to determine whether their policies extend to rental vehicles.

See Paragraph 3 of the Rental Agreement Jacket for information on: Vehicle License Cost Recovery Fee (VLC REC FEE), Customer Facility Charge (CFC); Concession Fee Recovery (CONC REC); Facility Fee Recovery (FAC REC); Convention Center Financing Surcharge (CONV CTR FIN SCHG); Parking Violation Surcharge (PKG VIOL SCHG); Reverse Vehicular Rental Surcharge (REVERSE VEH RNT SCHG); Governmental Administrative Rate Supplement (GARS); Police Training Fee (PD TRNG); and applicable taxes (Sales Tax).

[REDACTED]

By signing this agreement Renter agrees to Enterprise's collection of information about Renter's use of Vehicle and Texting & Calling terms. See Paragraphs 21 and 23 in the Rental Agreement Jacket.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDUM

[REDACTED]



TERMS AND CONDITIONS

[Click to view Terms and Conditions](#)

FORM# 10.48.MA-JK_UC20

RENTER ACKNOWLEDGEMENT OF THE ENTIRE AGREEMENT

I, THE "RENTER" SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE RENTAL AGREEMENT JACKET. BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS AGREEMENT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVERS LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED,

EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE DISPUTE RESOLUTION PROVISIONS CONTAINED IN THIS

[REDACTED]

[REDACTED]



[REDACTED]

Terms and Conditions electronically accepted by the Renter

11/24/20 at 12:15 PM

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RA #: [REDACTED]

Renter: [REDACTED]

Dates & Times	Location
Pickup Nov 30, 2020 1:05 PM	[REDACTED] [REDACTED] [REDACTED]
Return Dec 14, 2020 12:54 PM	[REDACTED] [REDACTED] [REDACTED]

Vehicle	
Make/Model: FORD/F15C	
Color: PER MFG	
Mileage: 732	
Fuel Out: 25.4g	Fuel In: 25.4g
License: [REDACTED]	
Unit #: [REDACTED]	Vehicle #: [REDACTED]

Charges	Price/Unit	Total
TIME & DISTANCE 11/30 - 12/14	14.0 @ \$40.00/DAY	\$560.00
MOTOR VEH LICENSE COST RECOVERY FEE	14.0 @ \$1.00/DAY	\$14.00
Total Charges:		\$574.00
Charge To: [REDACTED]		

2020-12-14 12:55:56

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RA #: [REDACTED]

Renter: [REDACTED]

Dates & Times	Location
---------------	----------

Pickup

Nov 21, 2020
11:46 AM

[REDACTED]

Return

Nov 30, 2020
12:14 PM

[REDACTED]

Vehicle

Make/Model: JEEP/GCHE

Color: GRAY MED

Mileage: 1099

Fuel Out: 1/2

License: LHK4306

Unit #: [REDACTED]

Fuel In: 5/8

Vehicle #: [REDACTED]

DUPLICATE

Charges	Price/Unit	Total
TIME & DISTANCE 11/21 - 11/30	9.0 @ \$64.44/DAY	\$579.96
DISCOUNT	0.0 @ (\$3.22)/PERCENT	(\$29.00)
VEHICLE RENTAL TAX	2.0000%	\$11.02
PTA FEE	9.0 @ \$2.00/DAY	\$18.00
PA TAX	6.0000%	\$33.06
Total Charges:		\$613.04

[REDACTED]

2020-11-30 12:19:50

SOUTH HILLS

Chrysler | Dodge | Jeep | Ram | Fiat

3344 Washington Road • McMurray, PA 15317
WWW.SOUTHHILLSAUTO.COM

TELEPHONE: (724) 941-4300

FAX: (724) 941-2504

CUSTOMER NO.	101681	ADVISOR	GINDY TIMMONS	801	TAG NO.	9320	INVOICE DATE	11/27/20	INVOICE NO.	CHCS454838
		LABOR RATE	130.00	LICENSE NO.		MILEAGE	84,461 /	COLOR		STOCK NO.
		YEAR / MAKE / MODEL	18/JEEP/WRANGLER UNI TMT/WRANGLER UNI				DELIVERY DATE		DELIVERY MILES	
		VEHICLE I.D. NO.	1 C 4 H J X E G 6 J W				SELLING DEALER NO.		PRODUCTION DATE	
		F.T.E. NO.					R.O. DATE	11/24/20		
RESIDENCE PHONE		BUSINESS PHONE	COMMENTS							

MO: 84462

JOB# 1 CHARGES-----

LABOR-----
J# 1 00CHZZ09 TIRE ROTATION HOURS: TECH(S):525 19.95
(Rotate tires)
ROTATED TIRES

JOB# 1 TOTALS-----
LABOR 19.95

JOB# 2 CHARGES-----
JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 19.95

LABOR-----
J# 2 61CHZ EXTERIOR CONCERN HOURS: 1.30 TECH(S):525 169.00
REMOTE START DOES NOT WORK IT ACTS LIKES ITS GOING TO AND TH
EN SHUTS BACK OFF START SUNDAY AFTER NOON SHE REMOTE STARTED
THE VEHICLE AND EVERYTHING STARTED FLASHING ON THE DASH (Ex
terior Concern)
Needed to replace both batteries
Replaced batteries

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	PRICE
	1	BBH7A001-AA	BATTERY S 01083001	359.74	359.74
	1	BBAUX101-AA	BATTERY S 01083001	209.99	209.99
	10	6506007-AA	RIVET NON 18050043	5.87	58.70
TOTAL - PARTS					628.43

JOB# 2 TOTALS-----
LABOR 169.00
PARTS 628.43

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 797.43

JOB# 3 CHARGES-----

LABOR-----
J# 3 03CHZ03 EMISSION INSPECTION HOURS: TECH(S):525 0.00
(EMISSION INSPECTION)
Needs to drive around 150 miles before passing inspection

JOB# 3 TOTALS-----
JOB# 3 JOURNAL PREFIX CHCS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----
J# 4 45CHZ STEERING/SUSPENSION HOURS: 0.20 TECH(S):525 26.00
WHEN ITS COLD OUT THE STEERING GETS REALLY HARD TO TURN WHEN
AND GET UNCONTROLLABLE GOING AROUND 60 MPH (SteeringSuspens
ion Concern)
tech verified there was a TSB that needed done
tech did reconfiguration

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to the part(s) and/or service are those offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either expressed 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 the 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.

South Hills Service Center is proud to offer:

- Complimentary Shuttle Service
- Online Appointment Scheduling
- Children's Playroom
- Free Wifi
- Updated customer lounge with workstations.