

The image shows the interior of a vehicle, likely a truck or bus. A black seatbelt is visible, running vertically. To the right, a black seat is shown with the letters 'SP' stitched into the fabric. The background shows a window with a view of a blue sky and some greenery. Overlaid on the image is a text block in a serif font.

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





S9303 B (S7) TINI

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TERRAIN  
VENTURE

DOT

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40/52









**Jeep**









This Vehicle  
Reconditioned by  
























MUSIC OFF

82°F

6 7 RPM  
x 1000



7207.0 mi



21.7 MPG



43:59:49

Trip B

PRND

17207 mi





S

4

Fuel Economy

82°F

7 RPM  
x 1000

H  
C

15  
0 30+  
21.7  
Average  
MPG

F  
E

Hold OK to Reset

PRND  
17207 mi

50 60  
40  
30  
20  
10  
0  
MPH

S

3.0

Off Road

82°F

0°



Drivetrain

PRND

17207 mi



7 RPM  
x 1000

S

2.0

Vehicle Info

82°F



Tire Pressure

PRND

17207 mi



7 RPM  
x 1000

S

1. 

Speedometer

82°F



0

km/h

Press OK for MPH

PRND

17207 mi



7 RPM  
x 1000

S

8.2

Messages

82°F

No  
Stored  
Messages

PRND  
17207 mi





S

MUSIC OFF

82°F

Stop/Start  
Not Ready  
Cabin  
Cooling or  
Heating



PRND  
17207 mi



RPM  
x 1000

S

3.0

Off Road

82°F



Pitch & Roll

PRND

17207 mi









Vehicle Info

82°F

138°F

Oil Temp

PRND

17207 mi

RPM  
x 1000

S

2.0

Vehicle Info

82°F



Oil Pressure

PRND

17207 mi





2.0

Vehicle Info

82°F



Hold OK to Reset

Oil Life

PRND

17207 mi



7 RPM  
x 1000

S

2.0

Vehicle Info

82°F



Battery Voltage

PRND

17207 mi





























































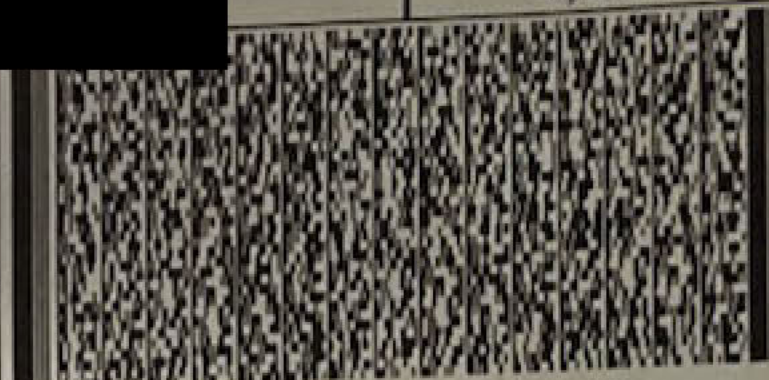






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# Registration Certificate

|                             |                             |                                               |                             |                                                             |                                                                                     |
|-----------------------------|-----------------------------|-----------------------------------------------|-----------------------------|-------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Model Year<br>2018          | Make<br>JEEP                | Model<br>WRANGLER                             | Body Style<br>Sport Utility | Vehicle identification number (VIN)<br>1C4HJXDG1 [REDACTED] | Scale Weight<br>4,201                                                               |
| Plate/Tag no.<br>[REDACTED] | Tab/Decal no.<br>[REDACTED] | Primary vehicle use type<br>Passenger Vehicle | Issue date<br>06/03/2020    | Exp date<br>05/02/2021                                      |  |
| Plate/Tag no.<br>[REDACTED] | Tab/Decal no.<br>[REDACTED] | Vehicle use type                              | Issue date                  | Exp date                                                    |                                                                                     |
| Gross Weight                | Gr wt start date            | Gross weight exp date                         | Fleet no                    | Equip no                                                    |                                                                                     |

Registered Owner

PASCO WA [REDACTED]

Legal Owner

CAPITAL ONE AUTO. FIN.

PO BOX 660068

SACRAMENTO CA 95866-0068

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# PARTS WHOLESALE DIVISION

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WESTBURY, NEW YORK 11590

Phone: (516) 333-2669

Fax: (516) 622-3099

www.vipautomotivegroup.com



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NO REFUNDS OR RETURNS ON SPECIAL ORDER PARTS.

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ALL CASH PURCHASES REFUNDED BY CHECK.

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|              |  |              |              |                |
|--------------|--|--------------|--------------|----------------|
| DATE ENTERED |  | DATE SHIPPED | INVOICE DATE | INVOICE NUMBER |
| 21 JAN 21    |  | 27 JAN 21    | 27 JAN 21    |                |

SOLD TO

ACCOUNT NO.

PAGE 1 OF 1

9th STREET AUTO COLLISION

C.O.D.

133 WEST HILLS RD

HUNTINGTON STATION, NY 11746

T O

|                                                |                  |     |            |                |         |              |        |
|------------------------------------------------|------------------|-----|------------|----------------|---------|--------------|--------|
| SHIP VIA                                       |                  |     | SLSM.      | B/L NO.        | TERMS   | F.O.B. POINT |        |
| NE                                             |                  |     | 24         |                | CHARGE  | WESTBURY NY  |        |
| QTY                                            | CUSTOMER<br>SHIP | QTY | PART NO.   | DESCRIPTION    | LIST    | NET          | AMOUNT |
| 2                                              | 2                | 0   | 68250242AB | ARM-LOWER UPS  | 144.00  | 97.92        | 195.84 |
| 2                                              | 0                | 2   | 68383632AB | ABSR KIT- WSP  | 140.00  | 95.20        | 0.00   |
| 1                                              | 0                | 1   | 68388729AA | HOUSING-AX WSP | 1970.00 | 1339.60      | 0.00   |
| <div>WT</div> <div>WT-WH</div> <div>COPI</div> |                  |     |            |                |         |              |        |

Wt W-Wh

COPY

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CUSTOMER'S SIGNATURE

X

|              |                 |
|--------------|-----------------|
| PARTS        | 195.84          |
| SUBLET       |                 |
| FREIGHT      | 0.00            |
| SALES TAX    | 0.00            |
| <b>TOTAL</b> | <b>\$195.84</b> |



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|                           |                           |                           |                |
|---------------------------|---------------------------|---------------------------|----------------|
| DATE ENTERED<br>21 JAN 21 | DATE SHIPPED<br>28 JAN 21 | INVOICE DATE<br>28 JAN 21 | INVOICE NUMBER |
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ACCOUNT NO.

PAGE 1 OF 1

9th STREET AUTO COLLISION  
 C.O.D.  
 133 WEST HILLS RD  
 HUNTINGTON STATION, NY 11746

|                                      |     |       |            |                 |         |         |          |              |  |
|--------------------------------------|-----|-------|------------|-----------------|---------|---------|----------|--------------|--|
| SHIP VIA                             |     | SLSM. |            | B/L NO.         |         | TERMS   |          | F.O.B. POINT |  |
| NE                                   |     | 24    |            |                 |         | CHARGE  |          | WESTBURY NY  |  |
| QTY                                  | QTY | QTY   | PART NO.   | DESCRIPTION     | LIST    | NET     | AMOUNT   |              |  |
| 2                                    | 0   | 2     | 68383632AB | ABSEB KIT - WSP | 140.00  | 95.20   | 0.00     |              |  |
| 1                                    | 1   | 0     | 68388729AA | HOUSING-AX SPO  | 1970.00 | 1339.60 | 1,339.60 |              |  |
| <div>20 white<br/>Wfny 10</div>      |     |       |            |                 |         |         |          |              |  |
| <div>COPY</div>                      |     |       |            |                 |         |         |          |              |  |
| THIS MONTHS SPECIAL: MORRIS ELEGANCE |     |       |            |                 |         |         |          |              |  |

20 white  
 Mopar

COPY

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CUSTOMER'S SIGNATURE

X

|              |                   |
|--------------|-------------------|
| PARTS        | 1,339.60          |
| SUBLET       |                   |
| FREIGHT      | 0.00              |
| SALES TAX    | 0.00              |
| <b>TOTAL</b> | <b>\$1,339.60</b> |

ME





# PARTS WHOLESALE DIVISION

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| DATE ENTERED | DATE SHIPPED | INVOICE DATE | INVOICE NUMBER |
|--------------|--------------|--------------|----------------|
| 21 JAN 21    | 21 JAN 21    | 21 JAN 21    |                |

PAGE 1 OF 1

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ACCOUNT NO.

9th STREET AUTO COLLISION  
C.O.D.  
133 WEST HILLS RD  
HUNTINGTON STATION, NY 11746

|                                                                     |      |          |               |                   |             |        |        |          |
|---------------------------------------------------------------------|------|----------|---------------|-------------------|-------------|--------|--------|----------|
| HUNTINGTON STATION, NY 11746                                        |      |          | F.O.B. POINT  |                   |             |        |        |          |
| SHIP VIA                                                            |      | SLSM.    | B/L NO.       | TERMS             | WESTBURY NY |        |        |          |
| NE                                                                  |      | 24       |               | CHARGE            |             |        |        |          |
| QUANTITY                                                            |      | PART NO. |               | DESCRIPTION       | LIST        | NET    | AMOUNT |          |
| QTY                                                                 | SHIP | S.O.     |               |                   |             |        |        |          |
| 1                                                                   | 1    | 0        | 6BU41RXFAC    | FASCIA-BUM 4005B  | 375.00      | 255.00 | 255.00 |          |
|                                                                     |      |          | CORE EXCHANGE |                   |             | 100.00 | 100.00 |          |
| 1                                                                   | 1    | 0        | 68352789AC    | BEAM-FRONT 4041C  | 250.00      | 170.00 | 170.00 |          |
| 1                                                                   | 1    | 0        | 6QZ88RXFAB    | COVER-CLOS 1033D  | 31.25       | 21.25  | 21.25  |          |
| 1                                                                   | 1    | 0        | 6QZ89RXFAB    | COVER-CLOS 1059K1 | 31.25       | 21.25  | 21.25  |          |
| 1                                                                   | 1    | 0        | 6AD70RXFAH    | MOLDING-WH 4900A  | 137.00      | 93.16  | 93.16  |          |
| 1                                                                   | 1    | 0        | 68270814A     | SHIELD-SPL 4038A  | 63.95       | 43.49  | 43.49  |          |
| Damage                                                              |      |          |               |                   |             |        |        |          |
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| NO SURCHARGES HERE!!                                                |      |          |               |                   |             |        |        |          |
| WE CARRY FORD, SUBARU & VOLVO TOO!!!                                |      |          |               |                   |             |        |        |          |
| CUSTOMER'S SIGNATURE                                                |      |          |               |                   | PARTS       |        |        | 704.15   |
| X                                                                   |      |          |               |                   | SUBLET      |        |        |          |
|                                                                     |      |          |               |                   | FREIGHT     |        |        | 0.00     |
|                                                                     |      |          |               |                   | SALES TAX   |        |        | 0.00     |
|                                                                     |      |          |               |                   | TOTAL       |        |        | \$704.15 |

DAMAGE



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| DATE ENTERED | YOUR ORDER NO. | DATE SHIPPED | INVOICE DATE | INVOICE NUMBER |
|--------------|----------------|--------------|--------------|----------------|
| 21 JAN 21    | [REDACTED]     | 21 JAN 21    | 21 JAN 21    | [REDACTED]     |

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ACCOUNT NO [REDACTED]

PAGE 1 OF 1

9th STREET AUTO COLLISION  
C.O.D.  
133 WEST HILLS RD  
HUNTINGTON STATION, NY 11746

|             |     |       |            |                  |          |              |         |
|-------------|-----|-------|------------|------------------|----------|--------------|---------|
| SHIP VIA    |     | SLSM. | B/L NO.    | TERMS            |          | F.O.B. POINT |         |
| NE          |     | 24    |            | CHARGE           |          | WESTBURY NY  |         |
| QTY         | QTY | QTY   | PART NO.   | DESCRIPTION      | LIST     | NET          | AMOUNT  |
| 1           | 1   | 0     | 68302120AB | LAMP-SIDE 049G1  | 51.75    | 35.19        | 35.19   |
| 1           | 1   | 0     | 68272624A  | HUB&BRG-BR 018T3 | 195.00   | 132.60       | 132.60  |
| 1           | 1   | 0     | 68388828AA | KNUCKLE-FR 502D  | 660.00   | 448.80       | 448.80  |
| 1           | 1   | 0     | 68277341AC | ARM-UPPER 518B   | 99.95    | 67.97        | 67.97   |
| 1           | 1   | 0     | 68277340AC | ARM-UPPER 501C   | 99.95    | 67.97        | 67.97   |
| 1           | 1   | 0     | 68394087AA | BAR-FRONT 515B   | 105.00   | 71.40        | 71.40   |
| 1           | 1   | 0     | 68252098AA | ARM-PITMAN 077D4 | 88.20    | 59.98        | 59.98   |
| 1           | 1   | 0     | 68258762AE | TIE ROD-TI 068G2 | 107.00   | 72.76        | 72.76   |
| 1           | 1   | 0     | 68258761AD | TIE ROD-TI 510C  | 264.00   | 179.52       | 179.52  |
| 2           | 2   | 0     | 68260466AB | ADJUSTER-S 005H4 | 53.45    | 36.35        | 72.70   |
| 1           | 1   | 0     | 68522992AA | TIE ROD-DR 518D  | 224.00   | 152.32       | 152.32  |
| Part number |     |       |            | 68522992AA       | replaces |              | 6825875 |

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CUSTOMER'S SIGNATURE  
X

|              |                   |
|--------------|-------------------|
| PARTS        | 1,361.21          |
| SUBLET       |                   |
| FREIGHT      | 0.00              |
| SALES TAX    | 0.00              |
| <b>TOTAL</b> | <b>\$1,361.21</b> |





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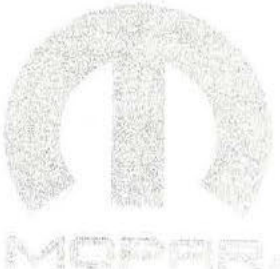
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|---------------------------|---------------------------|---------------------------|----------------|
| DATE ENTERED<br>21 JAN 21 | DATE SHIPPED<br>22 JAN 21 | INVOICE DATE<br>22 JAN 21 | INVOICE NUMBER |
|---------------------------|---------------------------|---------------------------|----------------|

SOLD TO  
ACCOUNT NO.  
9th STREET AUTO COLLISION  
C.O.D.  
133 WEST HILLS RD  
HUNTINGTON STATION, NY 11746

PAGE 1 OF 1

|                                                                                     |         |          |            |             |        |        |              |        |
|-------------------------------------------------------------------------------------|---------|----------|------------|-------------|--------|--------|--------------|--------|
| SHIP VIA                                                                            |         | SLSM.    | B/L NO.    |             | TERMS  |        | F.O.B. POINT |        |
| NE                                                                                  |         | 24       |            |             | CHARGE |        | WESTBURY NY  |        |
| QUANTITY                                                                            |         | PART NO. |            | DESCRIPTION |        | LIST   | NET          | AMOUNT |
| QTY                                                                                 | SHIP TO | P.C.     |            |             |        |        |              |        |
| 1                                                                                   | 1       | 0        | 68307244AG | LAMP-PARK   | WSP    | 76.10  | 51.75        | 51.75  |
| 2                                                                                   | 2       | 0        | 68388819AA | BALL JOIN-  | WSP    | 289.00 | 196.52       | 393.04 |
|  |         |          |            |             |        |        |              |        |



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CUSTOMER'S SIGNATURE

X

|              |                |
|--------------|----------------|
| PARTS        | 444.7          |
| SUBLET       |                |
| FREIGHT      | 0.0            |
| SALES TAX    | 0.0            |
| <b>TOTAL</b> | <b>\$444.7</b> |







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| DATE ENTERED | DATE SHIPPED | INVOICE DATE | INVOICE NUMBER |
|--------------|--------------|--------------|----------------|
| 21 JAN 21    | 26 JAN 21    | 26 JAN 21    |                |

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PAGE 1 OF 1

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9th STREET AUTO COLLISION  
C.O.D.  
133 WEST HILLS RD  
HUNTINGTON STATION, NY 11746

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|          |      |      |                            |                |         |         |              |  |
|----------|------|------|----------------------------|----------------|---------|---------|--------------|--|
| SHIP VIA |      |      | HONOLULU STATION, NY 11746 |                |         |         |              |  |
| NE       |      |      | SLSM.                      | B/L NO.        | TERMS   |         | F.O.B. POINT |  |
|          |      |      | 24                         |                | CHARGE  |         | WESTBURY NY  |  |
| QTY      | SHIP | S.O. | PART NO.                   | DESCRIPTION    | LIST    | NET     | AMOUNT       |  |
| 2        | 0    | 2    | 68250242AB                 | ARM-LOWER WSP  | 144.00  | 97.92   | 0.00         |  |
| 2        | 0    | 2    | 68383632AB                 | ABSR KIT- WSP  | 140.00  | 95.20   | 0.00         |  |
| 1        | 0    | 1    | 68388729AA                 | HOUSING-AX WSP | 1970.00 | 1339.60 | 0.00         |  |
| 1        | 1    | 0    | 68258760AE                 | SOCKET-DRA UPS | 94.00   | 63.92   | 63.92        |  |

20 Jeep  
Wm JH

MOPAR

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20 Jeep  
Kyr Vg  
MOPAR

copy

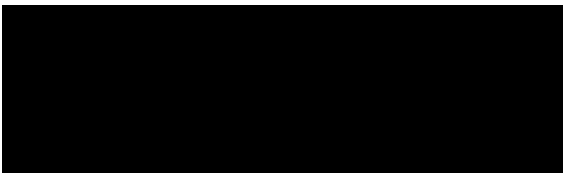
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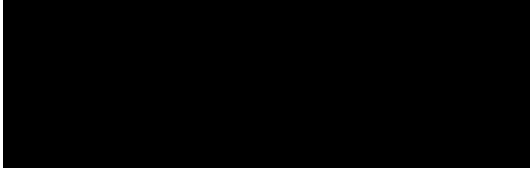
CUSTOMER'S SIGNATURE

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|              |             |
|--------------|-------------|
| PARTS        | 63          |
| SUBLET       |             |
| FREIGHT      | 0           |
| SALES TAX    | 0           |
| <b>TOTAL</b> | <b>\$63</b> |

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Please retain the coupons below to make your next months' payments.

Remember, you can set up one time or repeating payments from any checking or savings account and manage your account online by signing into [chase.com](https://chase.com).

▼ Make your payments on [chase.com](https://chase.com) or mail your payments with the coupons below ▼

**CHASE** Auto

Auto Loan Payment Coupon #3 of 3

Account Number

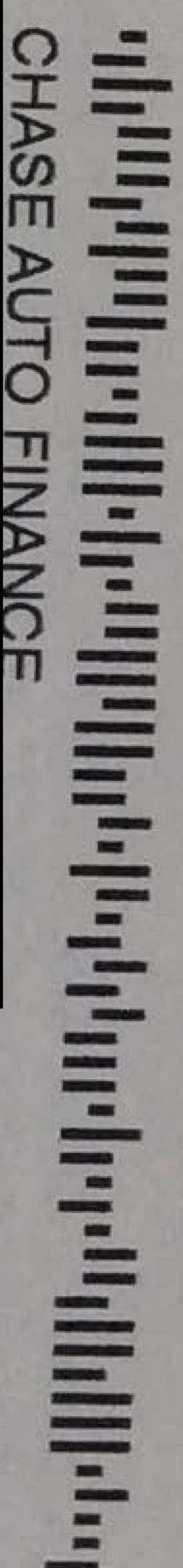
Regularly Scheduled Payment Due on 09/09/20

\$333.76

Please note the amount shown on this coupon is your regularly scheduled payment amount. The actual amount due on your account may be more if you are delinquent or if additional charges are due by you, or less if you have already partially or fully paid your payment.

Please make checks payable to Chase Auto.  
Write your account number on your check. Do not send cash.

Amount Enclosed \$



CHASE AUTO FINANCE



JAN 27  
2021



Villas Towing Vsa  
Uncategorized

(\$45.00)  
\$15,976.77



Details

Category:

Uncategorized

Online Description:

Villas Towing Vsa



Date:

1/27/2021

Type:

Debit



Please retain the coupons below to make your next months' payments.

Remember, you can set up one time or repeating payments from any checking or savings account and manage your account online by signing into [chase.com](https://chase.com).

▼ Make your payments on [chase.com](https://chase.com) or mail your payments with the coupons below ▼

**CHASE** Auto

Auto Loan Payment Coupon #3 of 3

Account Number

Regularly Scheduled Payment Due on 09/05/20

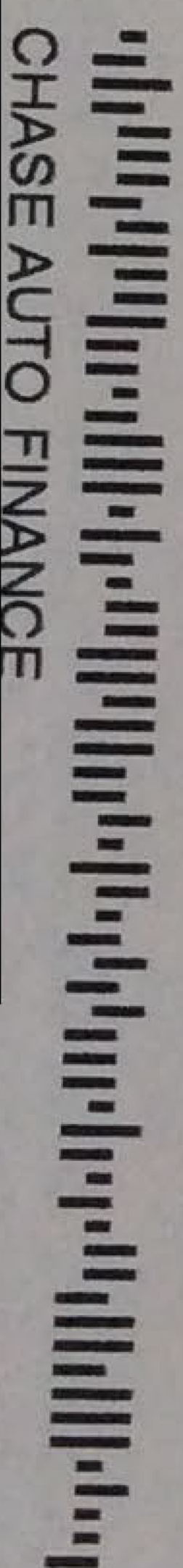
\$333.76

Please note the amount shown on this coupon is your regularly scheduled payment amount. The actual amount due on your account may be more if you are delinquent or if additional charges are due by you, or less if you have already partially or fully paid your payment.

Please make checks payable to Chase Auto.

Write your account number on your check. Do not send cash.

Amount Enclosed \$



CHASE AUTO FINANCE



Amount ▼

(\$424.76)

•

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.)

LOT LOCATION:

CUSTOMER #:

ACCOUNTING

oastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano

San Juan Capistrano, CA 92675

Phone: (949) 373-0100

DANA POINT, CA

PAGE 1

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN / OUT |           | TAG   |
|------------|------------|----------------------|---------------|-----------|---------|------------------|-----------|-------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/6596        |           | T1776 |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.    | RATE    | PAYMENT          | INV. DATE |       |
| 16JUN20 DD |            |                      | 16:00 05FEB21 |           | 0.00    | CASH             | 11FEB21   |       |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

10:29 27JAN21 10:53 11FEB21

| LINE | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
|------|--------|------|------|-------|-------|------|------|------|------|-----|-------|

A Multi-point inspection (according to maintenance interval)

CONCERN CODE:

MPI Multi-point inspection (according to maintenance interval)

|      |     |      |      |   |   |      |      |
|------|-----|------|------|---|---|------|------|
| 8794 | ISP | 0.00 | 0.00 | 0 | 0 | 0.00 | 0.00 |
|------|-----|------|------|---|---|------|------|

6596 3.10 PERFORMED MULTI POINT INSPECTION

B Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

CAUSE: .

CONCERN CODE:

LC Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

|      |     |      |      |     |     |      |      |
|------|-----|------|------|-----|-----|------|------|
| 8794 | W50 | 0.10 | 0.30 | 900 | 500 | 5.00 | 5.00 |
|------|-----|------|------|-----|-----|------|------|

|   |            |          |      |      |   |      |      |       |
|---|------------|----------|------|------|---|------|------|-------|
| 5 | 68523022AA | OIL-5W30 | 2425 | 3500 | 0 | 7.00 | 7.00 | 35.00 |
|---|------------|----------|------|------|---|------|------|-------|

1 4892339BB FILTER-ENGINE

|     |     |      |   |       |       |       |
|-----|-----|------|---|-------|-------|-------|
| OIL | 725 | 1000 | 0 | 12.10 | 10.00 | 10.00 |
|-----|-----|------|---|-------|-------|-------|

3150 4500 TPARTS

900 500 TLABOR

6596 OIL CHANGE 0.30 PERFORMED OIL AND FILTER CHANGE

C Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

CAUSE: .

CONCERN CODE:

11 Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper

| Original Estimate (Parts & Labor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Total Additional Cost Authorized | Approved By:                                   | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS:                                                                                                                                         | DESCRIPTION                   | TOTALS |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------|
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$                               |                                                |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | LABOR AMOUNT                  |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                          | PARTS AMOUNT                  |        |
| Revised Estimate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                               |                                                |             |                                                                                                                                     |                                                                                                                                                                          | GAS, OIL, LUBE                |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | SUBLET AMOUNT                 |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | WASTE DISPOSAL COSTS *        |        |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.<br><br>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. |                                  |                                                |             |                                                                                                                                     | <b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b><br><input type="checkbox"/> Some Parts Not Returnable                                                               | TOTAL CHARGES                 |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | LESS INSURANCE                |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | SALES TAX                     |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | <b>PLEASE PAY THIS AMOUNT</b> |        |
| DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CUSTOMER SIGNATURE               | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |             |                                                                                                                                     |                                                                                                                                                                          |                               |        |

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER # :

Phone: (949) 373-0100

PAGE 2

DANA POINT, CA

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN / OUT |           | TAG   |
|------------|------------|----------------------|---------------|-----------|---------|------------------|-----------|-------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/6596        |           | T1776 |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.    | RATE    | PAYMENT          | INV. DATE |       |
| 16JUN20 DD |            |                      | 16:00 05FEB21 |           | 0.00    | CASH             | 11FEB21   |       |

|             |        |                              |
|-------------|--------|------------------------------|
| R.O. OPENED | BOOKED | OPTIONS: ENG:2.0 Liter Turbo |
|-------------|--------|------------------------------|

|               |               |
|---------------|---------------|
| 10:29 27JAN21 | 10:53 11FEB21 |
|---------------|---------------|

[illegible]

```
6596 rotate 0.30 performed tire rotate
```

D CUSTOMER STATES THAT THE VEHICLE SAID "SERVICE SHIFTER" AND THEN WENT AWAY. SHORTLY AFTER THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES. ONCE VEHICLE RESTARTED, IT ACTED FINE FOR A MINUTE UNTIL THE STEERING WHEEL LOCKED UP AGAIN. CUSTOMER HAD VEHICLE TOWED TO DEALERSHIP. VEHICLE TURNED ON AND THE ONLY LIGHT ON WAS THE CHECK ENGINE LIGHT. DIAGNOSE AND ADVISE.

CAUSE: .

03 Axle/Driveshaft/Differential Concern [CUSTOMER STATES THAT THE VEHICLE SAID SERVICE SHIFTER AND THEN WENT AWAY. THEN THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES AND THEN ACTED FINE.]

|      |    |      |      |      |       |        |        |        |
|------|----|------|------|------|-------|--------|--------|--------|
| 8794 | WP | 3.10 | 3.00 | 9000 | 48219 |        | 482.19 | 482.19 |
|      |    |      |      | 0    | 0     | TPARTS |        |        |
|      |    |      |      | 9000 | 48219 | TLABOR |        |        |

6596 inspected and confirmed customer's concern of service shifter and center stack going out. loose pin fitment in bcm is the cause. 3.00 inspected and test drove vehicle for concern. confirmed concern of concern. found starcase:S1908000095 for this concern. no smashed wires by condenser. followed the lost communication code to the star connectors under glove box. inspected for any smashed wires between hvac unit and dash. none found. lifted vehicle up to inspected any worn/smashed wires under vehicle. none found. went back into vehicle to inspected bcm connectors and pin fitment. removed and inspected all bcm

|                                                                                                                                                                                                                                                                                     |                                     |                                                |             |                                                                                                                                     |                                                                                                                                                                                                                   |                               |        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------|
| Original Estimate<br>(Parts & Labor)                                                                                                                                                                                                                                                | Total Additional<br>Cost Authorized | Approved By:                                   | Date & Time | Authorization<br>Obtained By:                                                                                                       | <b>* HAZARDOUS WASTE DISPOSAL COSTS:</b> We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | DESCRIPTION                   | TOTALS |
| \$                                                                                                                                                                                                                                                                                  | \$                                  |                                                |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                                                                   | LABOR AMOUNT                  |        |
| Revised Estimate                                                                                                                                                                                                                                                                    | \$                                  |                                                |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                                                                   | PARTS AMOUNT                  |        |
| \$                                                                                                                                                                                                                                                                                  |                                     |                                                |             |                                                                                                                                     |                                                                                                                                                                                                                   | GAS, OIL, LUBE                |        |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models. |                                     |                                                |             |                                                                                                                                     | <b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b><br><input type="checkbox"/> <b>Some Parts Not Returnable</b>                                                                                                 | SUBLET AMOUNT                 |        |
| By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.                                |                                     |                                                |             |                                                                                                                                     |                                                                                                                                                                                                                   | WASTE DISPOSAL COSTS *        |        |
|                                                                                                                                                                                                                                                                                     |                                     |                                                |             |                                                                                                                                     |                                                                                                                                                                                                                   | TOTAL CHARGES                 |        |
|                                                                                                                                                                                                                                                                                     |                                     |                                                |             |                                                                                                                                     |                                                                                                                                                                                                                   | LESS INSURANCE                |        |
| DATE                                                                                                                                                                                                                                                                                | CUSTOMER SIGNATURE                  | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |             |                                                                                                                                     |                                                                                                                                                                                                                   | SALES TAX                     |        |
|                                                                                                                                                                                                                                                                                     |                                     |                                                |             |                                                                                                                                     |                                                                                                                                                                                                                   | <b>PLEASE PAY THIS AMOUNT</b> |        |

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**



LOT LOCATION:

CUSTOMER #:

ACCOUNTING

**Coastline Chrysler Dodge Jeep Ram**

32881 Camino Capistrano

San Juan Capistrano, CA 92675

Phone: (949) 373-0100

DANA POINT, CA

PAGE 3

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN / OUT |           | TAG   |
|------------|------------|----------------------|---------------|-----------|---------|------------------|-----------|-------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/6596        |           | T1776 |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.    | RATE    | PAYMENT          | INV. DATE |       |
| 16JUN20 DD |            |                      | 16:00 05FEB21 |           | 0.00    | CASH             | 11FEB21   |       |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

10:29 27JAN21 10:53 11FEB21

| LINE                                                                                                                                                                                                                                                                                                                                                                                           | OPCODE | TECH | TYPE | A/HRS | S/HRS | COST | SALE | COMP | LIST | NET | TOTAL |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|-------|-------|------|------|------|------|-----|-------|
| connectors. found bcm connector c1 pin 13 was pushed out. pushed pin back in and checked for pin to lock back into connector. pin is locked in and won't push out. reinstalled all bcm connectors and drove vehicle in the same manner as to duplicate concern. concern did not return. test drove vehicle several times and no more service shifter or center stack loosing power. good to go |        |      |      |       |       |      |      |      |      |     |       |

EST: 195.00 27JAN21 10:29 SA: 1706

CONTACT:

\*\*\*\*\*

This dealer is required by law to charge a non-refundable \$1.00 California battery fee and a refundable deposit for each lead-acid battery purchased. A credit for the same amt as the refundable deposit if a used lead-acid battery is returned at the time of purchase or within 45 days. THANK YOU FOR COMING IN!

| DATE     | START | FINISH | DURATION | TYPE | TECH | LINE(S) | CHG |
|----------|-------|--------|----------|------|------|---------|-----|
| 02-03-21 | 14:12 | 16:27  | 2.25     | W    | 8794 | D       |     |
| 02-04-21 | 07:20 | 08:11  | 0.85     | W    | 8794 | D       |     |
| 02-05-21 | 16:09 | 16:15  | 0.10     | W    | 8794 | B       |     |
|          | 16:15 | 16:23  | 0.13     | W    | 8794 | C       |     |
|          | 16:23 | 16:23  | 0.00     | W    | 8794 | D       |     |

| ACCOUNT | SALE | COST  | CONTROL | ACCOUNT | SALE  | COST  | CONTROL |
|---------|------|-------|---------|---------|-------|-------|---------|
| 463     | 0    | 0     |         | 462     | 49719 | 10700 |         |
| 491     | 3500 | 2425  |         | 480     | 1000  | 725   |         |
| 67D     | 0    | ***** |         | 263     | 54219 | ***** |         |

COST, SALE, & COMP TOTALS 13850 54219 0

| Original Estimate (Parts & Labor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS:                                                                                                                                         | DESCRIPTION                   | TOTALS |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------|
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | LABOR AMOUNT                  | 0.00   |
| Revised Estimate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                          | PARTS AMOUNT                  | 0.00   |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.<br><br>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. |                                  |              |             |                                                                                                                                     | <b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b><br><input type="checkbox"/> Some Parts Not Returnable                                                               | GAS, OIL, LUBE                | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SUBLET AMOUNT                 | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | WASTE DISPOSAL COSTS *        | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | TOTAL CHARGES                 | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | LESS INSURANCE                | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SALES TAX                     | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | <b>PLEASE PAY THIS AMOUNT</b> | 0.00   |

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

LOT LOCATION:

CUSTOMER #:

INVOICE



32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

DANA POINT, CA

PAGE 1

HOME:

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN / OUT |           | TAG   |
|------------|------------|----------------------|---------------|-----------|---------|------------------|-----------|-------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/6596        |           | T1776 |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.    | RATE    | PAYMENT          | INV. DATE |       |
| 16JUN20 DD |            |                      | 16:00 05FEB21 |           | 0.00    | CASH             | 11FEB21   |       |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

10:29 27JAN21 10:53 11FEB21

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

A Multi-point inspection (according to maintenance interval)

MPI Multi-point inspection (according to maintenance interval)

8794 ISP

(N/C)

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

6596 3.10 PERFORMED MULTI POINT INSPECTION

\*\*\*\*\*

B Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

CAUSE: .

LC Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

8794 W50

(N/C)

5 68523022AA OIL-5W30

(N/C)

1 4892339BB FILTER-ENGINE OIL

(N/C)

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

6596 OIL CHANGE 0.30 PERFORMED OIL AND FILTER CHANGE

\*\*\*\*\*

C Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

CAUSE: .

11 Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           |                        |        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| Original Estimate (Parts & Labor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | DESCRIPTION            | TOTALS |
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.<br><input type="checkbox"/> Some Parts Not Returnable                                                                                                       | LABOR AMOUNT           |        |
| Revised Estimate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                                                           | PARTS AMOUNT           |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | GAS, OIL, LUBE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | SUBLET AMOUNT          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | WASTE DISPOSAL COSTS * |        |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.<br><br>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | TOTAL CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | LESS INSURANCE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | SALES TAX              |        |
| DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | PLEASE PAY THIS AMOUNT |        |

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

## Terms and Conditions for Vehicle Service, Repair and Purchase of Parts & Accessories

### Warranty Information, Exclusions and Limitations

**Parts & Accessories** All parts and accessories are sold by Coastline Chrysler Jeep Dodge Ram (the "Dealership") "AS-IS." Genuine, new factory parts and accessories however are accompanied by a limited warranty offered by the vehicle or part manufacturer. See manufacturer or the vehicle's Warranty & Policy Manual for limited warranty terms, conditions and exclusions. Except as set forth below, the entire risk of purchasing parts and accessories and obtaining service is with the customer and (if applicable) the part or vehicle manufacturer. If the vehicle or any parts or accessories installed by the Dealership are defective (other than as a result of negligent or improper installation or labor as set forth below), the customer and possibly the manufacturer *and not the Dealership* assume the entire cost of any necessary additional service, repair, replacement or exchange.

Among other exclusions, the manufacturer limited warranty covers only repair, replacement or exchanges made necessary due to defects in material, workmanship or design. The limited warranty does not cover; (1) loss, failure or damage resulting from the abuse, misuse, neglect, alteration, accident, impact, racing or the use of non-genuine manufacturer parts, or parts installed in vehicles other than those listed in the manufacturer catalogs or parts replaced due to normal wear or maintenance; (2) to the extent allowable by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss and/or consequential damages, or; (3) labor for removal or reinstallation of a part or accessory which was purchased "over-the-counter" and installed by the Customer or a third party. The manufacturer limited warranty limits customers' remedies to repair, replacement or exchange at manufacturer's discretion. Unique limited warranty coverage may apply to some parts and accessories.

**NOTE: Labor cost reimbursement and/or additional labor for removal or reinstallation of a part or accessory which was purchased "over-the-counter" and installed by the customer or a third party IS NOT covered under the manufacturer's limited warranty.**

THE MANUFACTURER LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO GENUINE NEW FACTORY PARTS & ACCESSORIES SOLD OR INSTALLED AND THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION THEREWITH. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING FITNESS FOR A PARTICULAR PURPOSE, AND MERCHANTABILITY.

**Service & Repair** The Dealership warrants that any repair, replacement or correction made necessary due to negligent or improper repair, installation or labor by a Dealership employee (excluding defects in material & workmanship of parts and accessories as set forth above) will be made without additional charge for a period of one (1) year or twelve-thousand (12,000) miles (whichever comes first) following the date of the original service or repair. This Dealership limited warranty limits customer's remedies to repair of the defective condition and prohibits recovery for to the extent allowable by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss and/or consequential damages. THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.

Defective or malfunctioning vehicles, parts or accessories must be delivered to the Dealership for warranty repair or replacement. Returns must be made at the Dealership location within ten (10) calendar days from the date of purchase in the original, undamaged box or container for credit or refund. Customer must provide a copy or the original repair order and sales receipt. **No refunds or returns on special order or electrical parts.**

### General

(1) Customer represents that no articles of personal property have been left in customer's vehicle and acknowledges that dealer is not responsible for inspection or loss thereof.

(2) Customer agrees to pay a charge for teardown, re-assembly, partially completed work, diagnostic or inspection of the vehicle when the customer does not authorize completion of the work or service. Such charge shall be indicated on the front of this RO.

(3) Customer is hereby notified that the vehicle and personal property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the properly remains with the Dealership.

(4) The repair of this vehicle and completion dates are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond Dealership's control.

(5) Due to the type of service requested some repairs must be sublet. Sublet repairs will be indicated.

(6) All charges for repairs including labor and materials furnished are due and payable in cash (unless otherwise previously agreed to) at the time of delivery of the vehicle or after three (3) days following notice that the repairs have been completed.

(7) If the vehicle is not called for within three (3) days after such notice is given, a storage charge of \$25.00 per day will incur for each day thereafter.

(8) Dealer is authorized to deliver the vehicle or any of its contents to any person presenting a copy of this repair order.

(9) In addition to any and all other legal remedies available, customer authorizes Dealership to have an express mechanic's lien on the vehicle for all charges for repairs, including labor and parts, storage and/or towing and to enforce such lien, Dealership is hereby expressly authorized to sell subject vehicle at auction after providing a (20) twenty-day written notice by certified mail to the legal owner, registered owner and DMV of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and proceeds of sale shall be used first to satisfy the lien plus storage costs and costs incident to sale and collection, and the balance (if any) shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, forwarded to the DMV.

(10) By law the Customer may choose any other licensed smog check station to perform any needed repairs or adjustments which a smog check test indicates.

(11) If any charges remain unpaid for five (5) days after request for payment, Dealer may refer such charges to its attorney for collection and the customer shall be responsible for and shall pay the attorney's fees and any collections expenses.

(12) If it is not reasonable to return here for warranty repairs, customer must call (if possible) for service management authorization prior to repair at another dealership.

(13) Customer authorizes the Dealer to retrieve and review recorded electronic data from the Vehicle in connection with the service or repair and to share such data with the Vehicle manufacturer.

(14) All parts are new unless otherwise indicated.

### STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure to the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."



**WARNING:** Entering this area and Contact with motor vehicles and motor vehicle parts and products such as batteries, bearings, bushings, lubricants and other parts can expose you to chemicals including phthalates, lead and nickel. Operating, servicing and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, benzene & carbon monoxide. These chemicals are known to the State of California to cause cancer and birth defects or other reproductive harm. Service vehicles in a well-ventilated area, wear gloves and wash your hands frequently when servicing your vehicle. For more information go to [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle)

**DEALERSHIP NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS LEFT IN VEHICLE - PLEASE REMOVE**

LOT LOCATION:

CUSTOMER #:

INVOICE



32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

DANA POINT, CA

PAGE 2

HOME:

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN / OUT |           | TAG   |
|------------|------------|----------------------|---------------|-----------|---------|------------------|-----------|-------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/6596        |           | T1776 |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.    | RATE    | PAYMENT          | INV. DATE |       |
| 16JUN20 DD |            |                      | 16:00 05FEB21 |           | 0.00    | CASH             | 11FEB21   |       |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

10:29 27JAN21 10:53 11FEB21

| LINE                                   | OPCODE | TECH | TYPE   | HOURS | LIST   | NET  | TOTAL              |
|----------------------------------------|--------|------|--------|-------|--------|------|--------------------|
|                                        |        | 8794 | WP     |       |        |      | (N/C)              |
| PARTS:                                 |        | 0.00 | LABOR: | 0.00  | OTHER: | 0.00 | TOTAL LINE C: 0.00 |
| 6596 rotate 0.30 performed tire rotate |        |      |        |       |        |      |                    |

\*\*\*\*\*  
D CUSTOMER STATES THAT THE VEHICLE SAID "SERVICE SHIFTER" AND THEN WENT AWAY. SHORTLY AFTER THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES. ONCE VEHICLE RESTARTED, IT ACTED FINE FOR A MINUTE UNTIL THE STEERING WHEEL LOCKED UP AGAIN. CUSTOMER HAD VEHICLE TOWED TO DEALERSHIP. VEHICLE TURNED ON AND THE ONLY LIGHT ON WAS THE CHECK ENGINE LIGHT. DIAGNOSE AND ADVISE.

CAUSE: .

03 Axle/Driveshaft/Differential Concern [CUSTOMER STATES THAT THE VEHICLE SAID SERVICE SHIFTER AND THEN WENT AWAY. THEN THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES AND THEN ACTED FINE.]

|        |      |        |      |        |      |               |       |
|--------|------|--------|------|--------|------|---------------|-------|
|        | 8794 | WP     |      |        |      |               | (N/C) |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE D: | 0.00  |

6596 inspected and confirmed customer's concern of service shifter and center stack going out. loose pin fitment in bcm is the cause. 3.00 inspected and test drove vehicle for concern. confirmed concern of concern. found starcase:S1908000095 for this concern. no smashed wires by condenser. followed the lost communication code to the star connectors under glove box. inspected for any smashed wires between hvac unit and dash. none found. lifted vehicle up to inspected any worn/smashed wires under vehicle. none found. went back into vehicle to inspected bcm connectors and pin fitment. removed and inspected all bcm connectors. found bcm connector c1 pin 13 was pushed out. pushed pin back in and checked for pin to lock back into connector. pin is locked in and won't push out. reinstalled all bcm connectors and drove vehicle

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           |                        |        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| Original Estimate (Parts & Labor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS: We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | DESCRIPTION            | TOTALS |
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                                                           | LABOR AMOUNT           |        |
| Revised Estimate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | <b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b><br><input type="checkbox"/> Some Parts Not Returnable                                                                                                | PARTS AMOUNT           |        |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.<br><br>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | GAS, OIL, LUBE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | SUBLET AMOUNT          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | WASTE DISPOSAL COSTS * |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                                                           | TOTAL CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     | LESS INSURANCE                                                                                                                                                                                            |                        |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     | SALES TAX                                                                                                                                                                                                 |                        |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     | <b>PLEASE PAY THIS AMOUNT</b>                                                                                                                                                                             |                        |        |

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### STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure to the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."



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**DEALERSHIP NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS LEFT IN VEHICLE - PLEASE REMOVE**



LOT LOCATION:

CUSTOMER #:

INVOICE



32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

DANA POINT, CA

PAGE 3

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN / OUT |           | TAG   |
|------------|------------|----------------------|---------------|-----------|---------|------------------|-----------|-------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/6596        |           | T1776 |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.    | RATE    | PAYMENT          | INV. DATE |       |
| 16JUN20 DD |            |                      | 16:00 05FEB21 |           | 0.00    | CASH             | 11FEB21   |       |

| R.O. OPENED   | BOOKED        | OPTIONS:            |
|---------------|---------------|---------------------|
| 10:29 27JAN21 | 10:53 11FEB21 | ENG:2.0_Liter_Turbo |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST                                                                                                                                                                             | NET | TOTAL |
|------|--------|------|------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|-------|
|      |        |      |      |       | in the same manner as to duplicate concern. concern did not return.<br>test drove vehicle several times and no more service shifter or center<br>stack loosing power. good to go |     |       |

\*\*\*\*\*

EST: 195.00 27JAN21 10:29 SA: 1706

CONTACT:

\*\*\*\*\*

This dealer is required by law to charge a non-refundable \$1.00 California battery fee and a refundable deposit for each lead-acid battery purchased. A credit for the same amt as the refundable deposit if a used lead-acid battery is returned at the time of purchase or within 45 days. THANK YOU FOR COMING IN!

| Original Estimate (Parts & Labor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS:                                                                                                                                         | DESCRIPTION                   | TOTALS |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|--------|
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | LABOR AMOUNT                  | 0.00   |
| Revised Estimate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                          | PARTS AMOUNT                  | 0.00   |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.<br><br>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. |                                  |              |             |                                                                                                                                     | <b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b><br><input type="checkbox"/> Some Parts Not Returnable                                                               | GAS, OIL, LUBE                | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SUBLET AMOUNT                 | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | WASTE DISPOSAL COSTS *        | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | TOTAL CHARGES                 | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | LESS INSURANCE                | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SALES TAX                     | 0.00   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | <b>PLEASE PAY THIS AMOUNT</b> | 0.00   |

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### General

(1) Customer represents that no articles of personal property have been left in customer's vehicle and acknowledges that dealer is not responsible for inspection or loss thereof.

(2) Customer agrees to pay a charge for teardown, re-assembly, partially completed work, diagnostic or inspection of the vehicle when the customer does not authorize completion of the work or service. Such charge shall be indicated on the front of this RO.

(3) Customer is hereby notified that the vehicle and personal property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the properly remains with the Dealership.

(4) The repair of this vehicle and completion dates are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond Dealership's control.

(5) Due to the type of service requested some repairs must be sublet. Sublet repairs will be indicated.

(6) All charges for repairs including labor and materials furnished are due and payable in cash (unless otherwise previously agreed to) at the time of delivery of the vehicle or after three (3) days following notice that the repairs have been completed.

(7) If the vehicle is not called for within three (3) days after such notice is given, a storage charge of \$25.00 per day will incur for each day thereafter.

(8) Dealer is authorized to deliver the vehicle or any of its contents to any person presenting a copy of this repair order.

(9) In addition to any and all other legal remedies available, customer authorizes Dealership to have an express mechanic's lien on the vehicle for all charges for repairs, including labor and parts, storage and/or towing and to enforce such lien, Dealership is hereby expressly authorized to sell subject vehicle at auction after providing a (20) twenty-day written notice by certified mail to the legal owner, registered owner and DMV of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and proceeds of sale shall be used first to satisfy the lien plus storage costs and costs incident to sale and collection, and the balance (if any) shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, forwarded to the DMV.

(10) By law the Customer may choose any other licensed smog check station to perform any needed repairs or adjustments which a smog check test indicates.

(11) If any charges remain unpaid for five (5) days after request for payment, Dealer may refer such charges to its attorney for collection and the customer shall be responsible for and shall pay the attorney's fees and any collections expenses.

(12) If it is not reasonable to return here for warranty repairs, customer must call (if possible) for service management authorization prior to repair at another dealership.

(13) Customer authorizes the Dealer to retrieve and review recorded electronic data from the Vehicle in connection with the service or repair and to share such data with the Vehicle manufacturer.

(14) All parts are new unless otherwise indicated.

### STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure to the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."



**WARNING:** Entering this area and Contact with motor vehicles and motor vehicle parts and products such as batteries, bearings, bushings, lubricants and other parts can expose you to chemicals including phthalates, lead and nickel. Operating, servicing and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, benzene & carbon monoxide. These chemicals are known to the State of California to cause cancer and birth defects or other reproductive harm. Service vehicles in a well-ventilated area, wear gloves and wash your hands frequently when servicing your vehicle. For more information go to [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle)

**DEALERSHIP NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS LEFT IN VEHICLE - PLEASE REMOVE**

CUSTOMER #:

DANA POINT, CA

PAGE 1



32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

SERVICE ADVISOR: 1706 COLUCCI, TAWNEE

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN/ OUT | TAG       |
|------------|------------|----------------------|---------------|-----------|---------|-----------------|-----------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/           | T1776     |
| DEL DATE   | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.    | RATE    | PAYMENT         | INV. DATE |
| 16JUN20 DD |            |                      | 16:00 28JAN21 |           | 0.00    | CASH            |           |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

27JAN2021 10:29

| LINE | OP CODE | FRH  | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS                                                                                                                                                                                                            |
|------|---------|------|---------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| # A  | MPI     | 0.00 |         | WP   | Multi-point inspection (according to maintenance interval)   CC:                                                                                                                                                                     |
| # B  | LC      | 0.30 |         | W50  | Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]   CC: |
| # C  | 11      | 0.30 |         | WP   | Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]   CC:                           |
| # D  | 03      | 1.00 |         | CP   | CUSTOMER STATES THAT THE VEHICLE SAID "SERVICE SHIFTER" AND THEN WENT AWAY. SHORTLY AFTER THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER                                               |

**IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. (HAZARDOUS MATERIAL) REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR VEHICLE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.**

**BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.**

**TEARDOWN/REASSEMBLY:** If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$\_\_\_\_\_. The maximum time for reassembly will be \_\_\_\_\_ X \_\_\_\_\_.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X \_\_\_\_\_

☐ **SUBLET REPAIRS:** Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

**PAYMENT TERMS:** I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$\_\_\_\_\_ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

**POWER-OF-ATTORNEY:** I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X \_\_\_\_\_

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

Dealer: CAR 2014 CDK Global LLC (09/14) WORKORDER TYPE 2 - SW2C - "LIMITED WARRANTY" - CA - 9594522

**PARTS:** All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☒ **Some Parts Not Returnable** ☐ **Please Save Replaced Parts**  
**ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.**

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ 195.00

**DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.**

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

| Original Estimate (Parts & Labor) | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          |
|-----------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|
| \$ _____                          | \$ _____                         |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |
| Revised Estimate                  | \$ _____                         |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

B.A.R. REG# ARD 296459  
EPA# CAL000448554

## Terms and Conditions for Vehicle Service, Repair and Purchase of Parts & Accessories

### Warranty Information, Exclusions and Limitations

**Parts & Accessories** All parts and accessories are sold by Coastline Chrysler Jeep Dodge Ram (the "Dealership") "AS-IS." Genuine, new factory parts and accessories however are accompanied by a limited warranty offered by the vehicle or part manufacturer. See manufacturer or the vehicle's Warranty & Policy Manual for limited warranty terms, conditions and exclusions. Except as set forth below, the entire risk of purchasing parts and accessories and obtaining service is with the customer and (if applicable) the part or vehicle manufacturer. If the vehicle or any parts or accessories installed by the Dealership are defective (other than as a result of negligent or improper installation or labor as set forth below), the customer and possibly the manufacturer *and not the Dealership* assume the entire cost of any necessary additional service, repair, replacement or exchange.

Among other exclusions, the manufacturer limited warranty covers only repair, replacement or exchanges made necessary due to defects in material, workmanship or design. The limited warranty does not cover; (1) loss, failure or damage resulting from the abuse, misuse, neglect, alteration, accident, impact, racing or the use of non-genuine manufacturer parts, or parts installed in vehicles other than those listed in the manufacturer catalogs or parts replaced due to normal wear or maintenance; (2) to the extent allowable by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss and/or consequential damages, or; (3) labor for removal or reinstallation of a part or accessory which was purchased "over-the-counter" and installed by the Customer or a third party. The manufacturer limited warranty limits customers' remedies to repair, replacement or exchange at manufacturer's discretion. Unique limited warranty coverage may apply to some parts and accessories.

**NOTE: Labor cost reimbursement and/or additional labor for removal or reinstallation of a part or accessory which was purchased "over-the-counter" and installed by the customer or a third party IS NOT covered under the manufacturer's limited warranty.**

THE MANUFACTURER LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO GENUINE NEW FACTORY PARTS & ACCESSORIES SOLD OR INSTALLED AND THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION THEREWITH. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING FITNESS FOR A PARTICULAR PURPOSE, AND MERCHANTABILITY.

**Service & Repair** The Dealership warrants that any repair, replacement or correction made necessary due to negligent or improper repair, installation or labor by a Dealership employee (excluding defects in material & workmanship of parts and accessories as set forth above) will be made without additional charge for a period of one (1) year or twelve-thousand (12,000) miles (whichever comes first) following the date of the original service or repair. This Dealership limited warranty limits customer's remedies to repair of the defective condition and prohibits recovery for to the extent allowable by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss and/or consequential damages. THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.

Defective or malfunctioning vehicles, parts or accessories must be delivered to the Dealership for warranty repair or replacement. Returns must be made at the Dealership location within ten (10) calendar days from the date of purchase in the original, undamaged box or container for credit or refund. Customer must provide a copy or the original repair order and sales receipt. **No refunds or returns on special order or electrical parts.**

### General

(1) Customer represents that no articles of personal property have been left in customer's vehicle and acknowledges that dealer is not responsible for inspection or loss thereof.

(2) Customer agrees to pay a charge for teardown, re-assembly, partially completed work, diagnostic or inspection of the vehicle when the customer does not authorize completion of the work or service. Such charge shall be indicated on the front of this RO.

(3) Customer is hereby notified that the vehicle and personal property is not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the properly remains with the Dealership.

(4) The repair of this vehicle and completion dates are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond Dealership's control.

(5) Due to the type of service requested some repairs must be sublet. Sublet repairs will be indicated.

(6) All charges for repairs including labor and materials furnished are due and payable in cash (unless otherwise previously agreed to) at the time of delivery of the vehicle or after three (3) days following notice that the repairs have been completed.

(7) If the vehicle is not called for within three (3) days after such notice is given, a storage charge of \$25.00 per day will incur for each day thereafter.

(8) Dealer is authorized to deliver the vehicle or any of its contents to any person presenting a copy of this repair order.

(9) In addition to any and all other legal remedies available, customer authorizes Dealership to have an express mechanic's lien on the vehicle for all charges for repairs, including labor and parts, storage and/or towing and to enforce such lien, Dealership is hereby expressly authorized to sell subject vehicle at auction after providing a (20) twenty-day written notice by certified mail to the legal owner, registered owner and DMV of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and proceeds of sale shall be used first to satisfy the lien plus storage costs and costs incident to sale and collection, and the balance (if any) shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, forwarded to the DMV.

(10) By law the Customer may choose any other licensed smog check station to perform any needed repairs or adjustments which a smog check test indicates.

(11) If any charges remain unpaid for five (5) days after request for payment, Dealer may refer such charges to its attorney for collection and the customer shall be responsible for and shall pay the attorney's fees and any collections expenses.

(12) If it is not reasonable to return here for warranty repairs, customer must call (if possible) for service management authorization prior to repair at another dealership.

(13) Customer authorizes the Dealer to retrieve and review recorded electronic data from the Vehicle in connection with the service or repair and to share such data with the Vehicle manufacturer.

(14) All parts are new unless otherwise indicated.

### STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure to the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."



**WARNING:** Entering this area and Contact with motor vehicles and motor vehicle parts and products such as batteries, bearings, bushings, lubricants and other parts can expose you to chemicals including phthalates, lead and nickel. Operating, servicing and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, benzene & carbon monoxide. These chemicals are known to the State of California to cause cancer and birth defects or other reproductive harm. Service vehicles in a well-ventilated area, wear gloves and wash your hands frequently when servicing your vehicle. For more information go to [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle)

**DEALERSHIP NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS LEFT IN VEHICLE - PLEASE REMOVE**

CUSTOMER #: [REDACTED]

DANA POINT, CA [REDACTED]

PAGE 2



32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

SERVICE ADVISOR: 1706 COLUCCI, TAWNEE

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN        | LICENSE | MILEAGE IN/ OUT | TAG       |
|------------|------------|----------------------|---------------|------------|---------|-----------------|-----------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5L |         | 6547/           | T1776     |
| DEL DATE   | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.     | RATE    | PAYMENT         | INV. DATE |
| 16JUN20 DD |            |                      | 16:00 28JAN21 |            | 0.00    | CASH            |           |

R.O. OPENED [REDACTED] BOOKED [REDACTED] OPTIONS: ENG:2.0\_Liter\_Turbo

27JAN2021 10:29

| LINE | OP | CODE | FRH | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS                                                                                                                                                                                                                                                                  |
|------|----|------|-----|---------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |    |      |     |         |      | TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES. ONCE VEHICLE RESTARTED, IT ACTED FINE FOR A MINUTE UNTIL THE STEERING WHEEL LOCKED UP AGAIN. CUSTOMER HAD VEHICLE TOWED TO DEALERSHIP. VEHICLE TURNED ON AND THE ONLY LIGHT ON WAS THE CHECK ENGINE LIGHT. DIAGNOSE AND ADVISE. |

**IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. (HAZARDOUS MATERIAL) REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR VEHICLE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.**

**BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.**

**TEARDOWN/REASSEMBLY:** If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ \_\_\_\_\_. The maximum time for reassembly will be \_\_\_\_\_ X \_\_\_\_\_.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X \_\_\_\_\_

☐ **SUBLET REPAIRS:** Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

**PAYMENT TERMS:** I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$ \_\_\_\_\_ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

**POWER-OF-ATTORNEY:** I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X \_\_\_\_\_

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

Dealer: CAR 2014 CDK Global LLC (09/14) WORKORDER TYPE 2 - SW2C - "LIMITED WARRANTY" - CA - 9594522

**PARTS:** All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☒ Same Parts Not Returnable ☐ Please Save Replaced Parts

**ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.**

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ 195.00

**DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.**

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

| Original Estimate (Parts & Labor) | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          |
|-----------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|
| \$ _____                          | \$ _____                         |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |
| Revised Estimate                  | \$ _____                         |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |

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

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**

B.A.R. REG# ARD 296459  
EPA# CAL000448554



## Terms and Conditions for Vehicle Service, Repair and Purchase of Parts & Accessories

### Warranty Information, Exclusions and Limitations

**Parts & Accessories** All parts and accessories are sold by Coastline Chrysler Jeep Dodge Ram (the "Dealership") "AS-IS." Genuine, new factory parts and accessories however are accompanied by a limited warranty offered by the vehicle or part manufacturer. See manufacturer or the vehicle's Warranty & Policy Manual for limited warranty terms, conditions and exclusions. Except as set forth below, the entire risk of purchasing parts and accessories and obtaining service is with the customer and (if applicable) the part or vehicle manufacturer. If the vehicle or any parts or accessories installed by the Dealership are defective (other than as a result of negligent or improper installation or labor as set forth below), the customer and possibly the manufacturer *and not the Dealership* assume the entire cost of any necessary additional service, repair, replacement or exchange.

Among other exclusions, the manufacturer limited warranty covers only repair, replacement or exchanges made necessary due to defects in material, workmanship or design. The limited warranty does not cover; (1) loss, failure or damage resulting from the abuse, misuse, neglect, alteration, accident, impact, racing or the use of non-genuine manufacturer parts, or parts installed in vehicles other than those listed in the manufacturer catalogs or parts replaced due to normal wear or maintenance; (2) to the extent allowable by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss and/or consequential damages, or; (3) labor for removal or reinstallation of a part or accessory which was purchased "over-the-counter" and installed by the Customer or a third party. The manufacturer limited warranty limits customers' remedies to repair, replacement or exchange at manufacturer's discretion. Unique limited warranty coverage may apply to some parts and accessories.

**NOTE: Labor cost reimbursement and/or additional labor for removal or reinstallation of a part or accessory which was purchased "over-the-counter" and installed by the customer or a third party IS NOT covered under the manufacturer's limited warranty.**

THE MANUFACTURER LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO GENUINE NEW FACTORY PARTS & ACCESSORIES SOLD OR INSTALLED AND THE DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUME FOR IT ANY OBLIGATION OR LIABILITY IN CONNECTION THEREWITH. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING FITNESS FOR A PARTICULAR PURPOSE, AND MERCHANTABILITY.

**Service & Repair** The Dealership warrants that any repair, replacement or correction made necessary due to negligent or improper repair, installation or labor by a Dealership employee (excluding defects in material & workmanship of parts and accessories as set forth above) will be made without additional charge for a period of one (1) year or twelve-thousand (12,000) miles (whichever comes first) following the date of the original service or repair. This Dealership limited warranty limits customer's remedies to repair of the defective condition and prohibits recovery for to the extent allowable by law, loss of time, inconvenience, loss of use of the vehicle, commercial loss and/or consequential damages. THIS LIMITED WARRANTY IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER WRITTEN, ORAL, IMPLIED OR STATUTORY INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE.

Defective or malfunctioning vehicles, parts or accessories must be delivered to the Dealership for warranty repair or replacement. Returns must be made at the Dealership location within ten (10) calendar days from the date of purchase in the original, undamaged box or container for credit or refund. Customer must provide a copy or the original repair order and sales receipt. **No refunds or returns on special order or electrical parts.**

### General

(1) Customer represents that no articles of personal property have been left in customer's vehicle and acknowledges that dealer is not responsible for inspection or loss thereof.

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(4) The repair of this vehicle and completion dates are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond Dealership's control.

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(8) Dealer is authorized to deliver the vehicle or any of its contents to any person presenting a copy of this repair order.

(9) In addition to any and all other legal remedies available, customer authorizes Dealership to have an express mechanic's lien on the vehicle for all charges for repairs, including labor and parts, storage and/or towing and to enforce such lien, Dealership is hereby expressly authorized to sell subject vehicle at auction after providing a (20) twenty-day written notice by certified mail to the legal owner, registered owner and DMV of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and proceeds of sale shall be used first to satisfy the lien plus storage costs and costs incident to sale and collection, and the balance (if any) shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, forwarded to the DMV.

(10) By law the Customer may choose any other licensed smog check station to perform any needed repairs or adjustments which a smog check test indicates.

(11) If any charges remain unpaid for five (5) days after request for payment, Dealer may refer such charges to its attorney for collection and the customer shall be responsible for and shall pay the attorney's fees and any collections expenses.

(12) If it is not reasonable to return here for warranty repairs, customer must call (if possible) for service management authorization prior to repair at another dealership.

(13) Customer authorizes the Dealer to retrieve and review recorded electronic data from the Vehicle in connection with the service or repair and to share such data with the Vehicle manufacturer.

(14) All parts are new unless otherwise indicated.

### STATEMENT CONCERNING AMENDMENTS TO THE SONG-BEVERLY WARRANTY ACT AS FOLLOWS:

"A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the repairs did not remedy the defect and the buyer notifies the manufacturer or seller of the failure to the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement of a refund subject, in either case, to deduction of a reasonable charge for usage. This time extension does not affect the protections or remedies the buyer has under other laws."



**WARNING:** Entering this area and Contact with motor vehicles and motor vehicle parts and products such as batteries, bearings, bushings, lubricants and other parts can expose you to chemicals including phthalates, lead and nickel. Operating, servicing and maintaining a passenger vehicle or off-road vehicle can expose you to chemicals including engine exhaust, benzene & carbon monoxide. These chemicals are known to the State of California to cause cancer and birth defects or other reproductive harm. Service vehicles in a well-ventilated area, wear gloves and wash your hands frequently when servicing your vehicle. For more information go to [www.P65Warnings.ca.gov/passenger-vehicle](http://www.P65Warnings.ca.gov/passenger-vehicle)

**DEALERSHIP NOT RESPONSIBLE FOR LOST OR STOLEN ITEMS LEFT IN VEHICLE - PLEASE REMOVE**

CUSTOMER #: [REDACTED]

DANA POINT, CA [REDACTED]

WORKORDER

PAGE 1

## Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

SERVICE ADVISOR: 1706 COLUCCI, TAWNEE

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN/ OUT |         | TAG       |
|------------|------------|----------------------|---------------|-----------|---------|-----------------|---------|-----------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/           |         | T1776     |
| DEL DATE   | PROD. DATE | WARR. EXP.           | PROMISED      |           | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 16JUN20 DD |            |                      | 16:00 28JAN21 |           |         | 0.00            | CASH    |           |

R.O. OPENED 27JAN2021 10:29 BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

| LINE | OP CODE | FRH  | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS                                                                                                                                                                                                            |
|------|---------|------|---------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| # A  | MPI     | 0.00 |         | WP   | Multi-point inspection (according to maintenance interval)   CC:                                                                                                                                                                     |
| # B  | LC      | 0.30 |         | W50  | Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]   CC: |
| # C  | 11      | 0.30 |         | WP   | Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]   CC:                           |
| # D  | 03      | 1.00 |         | CP   | CUSTOMER STATES THAT THE VEHICLE SAID "SERVICE SHIFTER" AND THEN WENT AWAY. SHORTLY AFTER THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER                                               |

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. (HAZARDOUS MATERIAL) REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR VEHICLE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$\_\_\_\_\_. The maximum time for reassembly will be \_\_\_\_\_ X.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X

☐ SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$\_\_\_\_\_ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

Dealer: CAR 2014 CDK Global LLC (09/14) WORKORDER TYPE 2 - SW2C - "LIMITED WARRANTY" - CA - 9594522

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☒ Some Parts Not Returnable ☐ Please Save Replaced Parts  
ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ 195.00

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

| Original Estimate (Parts & Labor) | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          |
|-----------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|
| \$                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |
| Revised Estimate                  | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

B.A.R. REG# ARD 296459  
EPA# CAL000448554

CUSTOMER #: [REDACTED]

DANA POINT, CA [REDACTED]

WORKORDER

PAGE 2

## Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

|                 |            |                      |               |                                       |                 |         |           |
|-----------------|------------|----------------------|---------------|---------------------------------------|-----------------|---------|-----------|
| BUS:            |            | CELI                 |               | SERVICE ADVISOR: 1706 COLUCCI, TAWNEE |                 |         |           |
| COLOR           | YEAR       | MAKE/MODEL           | VIN           | LICENSE                               | MILEAGE IN/ OUT | TAG     |           |
|                 | 20         | JEEP Wrangler Unlimi | 1C4HJXFN5L    |                                       | 6547/           | T1776   |           |
| DEL DATE        | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.                                | RATE            | PAYMENT | INV. DATE |
| 16JUN20 DD      |            |                      | 16:00 28JAN21 |                                       | 0.00            | CASH    |           |
| R.O. OPENED     |            | BOOKED               |               | OPTIONS: ENG:2.0_Liter_Turbo          |                 |         |           |
| 27JAN2021 10:29 |            |                      |               |                                       |                 |         |           |

| LINE | OP | CODE | FRH | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS                                                                                                                                                                                                                                                                  |
|------|----|------|-----|---------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |    |      |     |         |      | TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES. ONCE VEHICLE RESTARTED, IT ACTED FINE FOR A MINUTE UNTIL THE STEERING WHEEL LOCKED UP AGAIN. CUSTOMER HAD VEHICLE TOWED TO DEALERSHIP. VEHICLE TURNED ON AND THE ONLY LIGHT ON WAS THE CHECK ENGINE LIGHT. DIAGNOSE AND ADVISE. |

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. (HAZARDOUS MATERIAL) REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR VEHICLE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$ \_\_\_\_\_. The maximum time for reassembly will be \_\_\_\_\_ X \_\_\_\_\_.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X \_\_\_\_\_

☐ SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$ \_\_\_\_\_ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X \_\_\_\_\_

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

Dealer: CAR 2014 CDK Global LLC (09/14) WORKORDER TYPE 2 - SW2C - "LIMITED WARRANTY" - CA - 9594522

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☒ Some Parts Not Returnable ☐ Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ 195.00

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

| Original Estimate (Parts & Labor) | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          |
|-----------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|
| \$                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |
| Revised Estimate                  | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

B.A.R. REG# ARD 296459  
EPA# CAL000448554

CUSTOMER #: [REDACTED]

DANA POINT, CA [REDACTED]

HOME [REDACTED]

WORKORDER

PAGE 1

## Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

SERVICE ADVISOR: 1706 COLUCCI, TAWNEE

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN       | LICENSE | MILEAGE IN/ OUT |         | TAG       |
|------------|------------|----------------------|---------------|-----------|---------|-----------------|---------|-----------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |         | 6547/           |         | T1776     |
| DEL DATE   | PROD. DATE | WARR. EXP.           | PROMISED      |           | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 16JUN20 DD |            |                      | 16:00 28JAN21 |           |         | 0.00            | CASH    |           |

R.O. OPENED [REDACTED] BOOKED [REDACTED] OPTIONS: ENG:2.0\_Liter\_Turbo

27JAN2021 10:29

| LINE | OP CODE | FRH  | TECH... | TYPE | DESCRIPTIONS/INSTRUCTIONS                                                                                                                                                                                                            |
|------|---------|------|---------|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| # A  | MPI     | 0.00 |         | WP   | Multi-point inspection (according to maintenance interval)   CC:                                                                                                                                                                     |
| # B  | LC      | 0.30 |         | W50  | Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]   CC: |
| # C  | 11      | 0.30 |         | WP   | Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]   CC:                           |
| # D  | 03      | 1.00 |         | CP   | CUSTOMER STATES THAT THE VEHICLE SAID "SERVICE SHIFTER" AND THEN WENT AWAY. SHORTLY AFTER THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER                                               |

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. (HAZARDOUS MATERIAL) REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR VEHICLE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

TEARDOWN/REASSEMBLY: If you authorize teardown of the vehicle or commencement of repairs, but do not authorize completion of a repair or service, a charge may be imposed for teardown, reassembly or partially completed work and you agree to pay the same.

It is necessary to disassemble the vehicle to provide an estimated price for repairs. The estimated teardown and reassembly charge (including parts and labor) is \$\_\_\_\_\_. The maximum time for reassembly will be \_\_\_\_\_ X.

You understand that disassembly may prevent restoration of the vehicle to its former condition. X

☐ SUBLET REPAIRS: Some repairs must be sublet due to the type of service required. The location will be disclosed upon request.

PAYMENT TERMS: I agree to pay for all labor and materials in Cash or approved credit card (unless the Dealership agrees to other payment arrangements in advance) simultaneously with delivery of the vehicle to me or 3 days after receiving notice that the vehicle is ready to be picked up. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, storage and/or towing charges. I understand that a storage charge equal to \$\_\_\_\_\_ will be assessed and shall accrue daily if I fail to pick up the vehicle within 3 days from the date I am notified that the repairs have been completed or after the communication of an estimate if I fail to authorize repairs.

POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order. X

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Customer \_\_\_\_\_ Date \_\_\_\_\_

Dealer: CAR 2014 CDK Global LLC (09/14) WORKORDER TYPE 2 - SW2C - "LIMITED WARRANTY" - CA - 9694522

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☒ Some Parts Not Returnable ☐ Please Save Replaced Parts  
ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ 195.00

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

| Original Estimate (Parts & Labor) | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          |
|-----------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|
| \$                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |
| Revised Estimate                  | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

B.A.R. REG# ARD 296459  
EPA# CAL000448554



CUSTOMER #: [REDACTED]

DANA POINT, CA [REDACTED]

## Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

PAGE 2

SERVICE ADVISOR: 1706 COLUCCI, TAWNEE

| COLOR      | YEAR       | MAKE/MODEL           |               | VIN      | LICENSE | MILEAGE IN/ OUT |         | TAG       |
|------------|------------|----------------------|---------------|----------|---------|-----------------|---------|-----------|
|            | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN |         | 6547/           |         | T1776     |
| DEL DATE   | PROD. DATE | WARR. EXP.           | PROMISED      |          | PO NO.  | RATE            | PAYMENT | INV. DATE |
| 16JUN20 DD |            |                      | 16:00 28JAN21 |          |         | 0.00            | CASH    |           |

R.O. OPENED [REDACTED] BOOKED [REDACTED] OPTIONS: ENG:2.0\_Liter\_Turbo

27JAN2021 10:29

LINE OP CODE FRH TECH... TYPE DESCRIPTIONS/INSTRUCTIONS

TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES. ONCE VEHICLE RESTARTED, IT ACTED FINE FOR A MINUTE UNTIL THE STEERING WHEEL LOCKED UP AGAIN. CUSTOMER HAD VEHICLE TOWED TO DEALERSHIP. VEHICLE TURNED ON AND THE ONLY LIGHT ON WAS THE CHECK ENGINE LIGHT. DIAGNOSE AND ADVISE.

IMPORTANT REMOVE ALL PERSONAL PROPERTY AND VALUABLES FROM YOUR VEHICLE. WE DO NOT ASSUME RESPONSIBILITY FOR LOSS OR DAMAGE FOR ARTICLES LEFT IN YOUR VEHICLE. (HAZARDOUS MATERIAL) REMOVAL CHARGE FOR ALL HAZARDOUS MATERIALS REMOVED FROM YOUR VEHICLE THAT MUST BE DISPOSED OF AS A HAZARDOUS WASTE.

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POWER-OF-ATTORNEY: I hereby appoint the Dealership as my attorney-in-fact and authorize it to sign my name upon any checks, drafts or other forms of payment issued in payment of this Repair Order.

I hereby grant the Dealership permission to operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle. The Dealership is not responsible for loss or damage to the vehicle or articles left in the vehicle in case of fire, theft, hail, wind or any other cause beyond its control. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.

Customer \_\_\_\_\_ Date \_\_\_\_\_

Dealer: CAR 2014 CDK Global LLC (09/14) WORKORDER TYPE 2 - SW2C - "LIMITED WARRANTY" - CA - 9594522

PARTS: All parts are new unless otherwise indicated. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional information is available upon request. You may inspect all parts removed from the vehicle upon request. If our Dealership does not have to return the parts to the manufacturer or distributor under a warranty arrangement and they are not exempt due to their size, weight or other factors, they will be returned to you upon request.

☒ Some Parts Not Returnable ☐ Please Save Replaced Parts

ESTIMATE: PLEASE CHOOSE THE KIND OF ESTIMATE YOU WANT TO RECEIVE BY INITIALING BESIDE ONE OF THE FOLLOWING CHOICES AND INDICATE THE BEST WAY TO CONTACT YOU IF NECESSARY.

WRITTEN ESTIMATE \_\_\_\_\_ ORAL ESTIMATE \_\_\_\_\_ ELECTRONIC EST. \_\_\_\_\_

By Telephone at: \_\_\_\_\_ By Fax to: \_\_\_\_\_

By E-Mail to: \_\_\_\_\_

PRELIMINARY ESTIMATE \$ 195.00

DESIGNATION OF PERSON TO AUTHORIZE ADDITIONAL WORK OR PARTS.

I hereby designate the individual named below to authorize any additional work not specified or parts not included in the original written estimated price for parts and labor.

Name of Designee: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Fax Number: \_\_\_\_\_ E-Mail Address: \_\_\_\_\_

Customer: \_\_\_\_\_ Date: \_\_\_\_\_

| Original Estimate (Parts & Labor) | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          |
|-----------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|
| \$ _____                          | \$ _____                         |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |
| Revised Estimate                  | \$ _____                         |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |

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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

B.A.R. REG# ARD 296459  
EPA# CAL000448554



LOT LOCATION:

CUSTOMER #:

INTERNAL

# Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

PAGE 1

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|----------------------|---------------|---------|------------------|---------|-----------|
|            | 20         | JEEP Wrangler Unlimi | 1C4HJXFN5     |         | 6547/6596        | T1776   |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | PO NO.  | RATE             | PAYMENT | INV. DATE |
| 16JUN20 DE |            |                      | 16:00 05FEB21 |         | 0.00             | CASH    | 11FEB21   |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

10:29 27JAN21 10:53 11FEB21

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

A Multi-point inspection (according to maintenance interval)

CONCERN CODE:

MPI Multi-point inspection (according to maintenance interval)

8794 ISP 0.00

0.00 0.00

6596 3.10 PERFORMED MULTI POINT INSPECTION

\*\*\*\*\*

EST: 195.00 27JAN21 10:29 SA: 1706

CONTACT:

\*\*\*\*\*

This dealer is required by law to charge a non-refundable \$1.00 California battery fee and a refundable deposit for each lead-acid battery purchased. A credit for the same amt as the refundable deposit if a used lead-acid battery is returned at the time of purchase or within 45 days. THANK YOU FOR COMING IN!

## COST, SALE, & COMP TOTALS

0 0 0

| Original Estimate (Parts & Labor) | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS:                                                                                                                                         | DESCRIPTION            | TOTALS |
|-----------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| \$                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | LABOR AMOUNT           | 0.00   |
| Revised Estimate                  | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                          | PARTS AMOUNT           | 0.00   |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | GAS, OIL, LUBE         | 0.00   |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SUBLET AMOUNT          | 0.00   |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | WASTE DISPOSAL COSTS * | 0.00   |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | TOTAL CHARGES          | 0.00   |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | LESS INSURANCE         | 0.00   |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SALES TAX              | 0.00   |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | PLEASE PAY THIS AMOUNT | 0.00   |

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.  
☐ Some Parts Not Returnable

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

LOT LOCATION:

CUSTOMER #:

WARRANTY

Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano

San Juan Capistrano, CA 92675

Phone: (949) 373-0100

DANA POINT, CA

PAGE 1

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           | VIN           | LICENSE | MILEAGE IN / OUT | TAG       |
|------------|------------|----------------------|---------------|---------|------------------|-----------|
|            | 20         | JEEP Wrangler Unlimi | 1C4HJXFN      |         | 6547/6596        | T1776     |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | RATE    | PAYMENT          | INV. DATE |
| 16JUN20 DE |            |                      | 16:00 05FEB21 | 0.00    | CASH             | 11FEB21   |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

10:29 27JAN21 10:53 11FEB21

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

B Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

CAUSE: .

CONCERN CODE:

LC Change synthetic engine oil and filter [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

|      |            |                   |      |       |        |       |
|------|------------|-------------------|------|-------|--------|-------|
| 8794 | W50        | 0.30              |      |       | 5.00   | 5.00  |
| 5    | 68523022AA | OIL-5W30          |      | 7.00  | 7.00   | 35.00 |
| 1    | 4892339BB  | FILTER-ENGINE OIL |      | 12.10 | 10.00  | 10.00 |
|      |            |                   | 3150 | 4500  | TPARTS |       |
|      |            |                   | 900  | 500   | TLABOR |       |

TECH: 8794 ACTUAL HRS.: 0.10 SOLD HRS.: 0.30

|           |      |      |       |      |      |      |      |      |      |       |       |
|-----------|------|------|-------|------|------|------|------|------|------|-------|-------|
| SALE-LBR: | 5.00 | PTS: | 45.00 | MSC: | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL | 50.00 |
| COST-LBR: | 9.00 | PTS: | 31.50 | MSC: | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL | 40.50 |

6596 OIL CHANGE 0.30 PERFORMED OIL AND FILTER CHANGE

\*\*\*\*\*

C Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper reimbursement for services performed, please adjust pay type accordingly.]

CAUSE: .

CONCERN CODE:

11 Rotate tires [This service is fully covered under Jeep Wave membership. Please ensure the price is \$0. To receive proper

| Original Estimate (Parts & Labor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS:                                                                                                                                         | DESCRIPTION            | TOTALS |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | LABOR AMOUNT           |        |
| Revised Estimate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                          | PARTS AMOUNT           |        |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.<br><br>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | GAS, OIL, LUBE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SUBLET AMOUNT          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | WASTE DISPOSAL COSTS * |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     | ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.                                                                                                                            | TOTAL CHARGES          |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     | <input type="checkbox"/> Some Parts Not Returnable                                                                                                                       | LESS INSURANCE         |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SALES TAX              |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | PLEASE PAY THIS AMOUNT |        |

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

CUSTOMER #:

## Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano  
San Juan Capistrano, CA 92675  
Phone: (949) 373-0100

DANA POINT CA

PAGE 2

HO  
BU

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      |  | YEAR       | MAKE/MODEL           |               | VIN       |        | LICENSE | MILEAGE IN / OUT |         | TAG       |
|------------|--|------------|----------------------|---------------|-----------|--------|---------|------------------|---------|-----------|
|            |  | 20         | JEEP Wrangler Unlimi |               | 1C4HJXFN5 |        |         | 6547/6596        |         | T1776     |
| DEL. DATE  |  | PROD. DATE | WARR. EXP.           | PROMISED      |           | PO NO. |         | RATE             | PAYMENT | INV. DATE |
| 16JUN20 DD |  |            |                      | 16:00 05FEB21 |           |        |         | 0.00             | CASH    | 11FEB21   |

|             |        |                              |
|-------------|--------|------------------------------|
| R.O. OPENED | BOOKED | OPTIONS: ENG:2.0 Liter Turbo |
|-------------|--------|------------------------------|

|               |               |
|---------------|---------------|
| 10:29 27JAN21 | 10:53 11FEB21 |
|---------------|---------------|

| LINE | OPCODE | TECH | TYPE | HOURS | LIST                                         | NET    | TOTAL |
|------|--------|------|------|-------|----------------------------------------------|--------|-------|
|      |        |      |      |       | reimbursement for services performed, please |        |       |
|      |        |      |      |       | adjust pay type accordingly.]                |        |       |
|      | 8794   | WP   |      | 0.30  |                                              | 10.00  | 10.00 |
|      |        |      |      | 0     | 0                                            | TPARTS |       |
|      |        |      |      | 800   | 1000                                         | TLABOR |       |

TECH: 8794 ACTUAL HRS.: 0.13 SOLD HRS.: 0.30

|           |       |      |      |      |      |      |      |      |      |       |       |
|-----------|-------|------|------|------|------|------|------|------|------|-------|-------|
| SALE-LBR: | 10.00 | PTS: | 0.00 | MSC: | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL | 10.00 |
| COST-LBR: | 8.00  | PTS: | 0.00 | MSC: | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL | 8.00  |

```
6596 rotate 0.30 performed tire rotate
```

\*\*\*\*\*

D CUSTOMER STATES THAT THE VEHICLE SAID "SERVICE SHIFTER" AND THEN WENT AWAY. SHORTLY AFTER THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES. ONCE VEHICLE RESTARTED, IT ACTED FINE FOR A MINUTE UNTIL THE STEERING WHEEL LOCKED UP AGAIN. CUSTOMER HAD VEHICLE TOWED TO DEALERSHIP. VEHICLE TURNED ON AND THE ONLY LIGHT ON WAS THE CHECK ENGINE LIGHT. DIAGNOSE AND ADVISE.

CAUSE: .

03 Axle/Driveshaft/Differential Concern [CUSTOMER STATES THAT THE VEHICLE SAID SERVICE SHIFTER AND THEN WENT AWAY. THEN THE STEERING WHEEL LOCKED UP AND ALL THE WARNING LIGHTS ON THE DASHBOARD TURNED ON. CUSTOMER TURNED VEHICLE OFF AND IT WOULDN'T RESTART FOR 15 MINUTES AND THEN ACTED FINE.]

8794 WP 3.00

482.19      482.19

|      |       |        |
|------|-------|--------|
| 0    | 0     | TPARTS |
| 9000 | 48219 | TLABOR |

TECH: 8794 ACTUAL HRS.: 3.10 SOLD HRS.: 3.00

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                     |              |             |                                                                                                                                     |                                                                                                                                                                                                                   |                                   |        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|--------|
| Original Estimate<br>(Parts & Labor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Total Additional<br>Cost Authorized | Approved By: | Date & Time | Authorization<br>Obtained By:                                                                                                       | <b>* HAZARDOUS WASTE DISPOSAL COSTS:</b> We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | DESCRIPTION                       | TOTALS |
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$                                  |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                                                                   | LABOR AMOUNT                      |        |
| Revised Estimate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                                  |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                                                                   | PARTS AMOUNT                      |        |
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                     |              |             |                                                                                                                                     |                                                                                                                                                                                                                   | GAS, OIL, LUBE                    |        |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.<br><br>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. |                                     |              |             |                                                                                                                                     | <b>ALL PARTS ARE NEW<br/>UNLESS OTHERWISE<br/>INDICATED.</b><br><br><input type="checkbox"/> <b>Some Parts Not Returnable</b>                                                                                     | SUBLET AMOUNT                     |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                     |              |             |                                                                                                                                     |                                                                                                                                                                                                                   | WASTE DISPOSAL COSTS *            |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                     |              |             |                                                                                                                                     |                                                                                                                                                                                                                   | TOTAL CHARGES                     |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                     |              |             |                                                                                                                                     |                                                                                                                                                                                                                   | LESS INSURANCE                    |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                     |              |             |                                                                                                                                     |                                                                                                                                                                                                                   | SALES TAX                         |        |
| DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                     |              |             |                                                                                                                                     |                                                                                                                                                                                                                   | <b>PLEASE PAY<br/>THIS AMOUNT</b> |        |

**NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.**

LOT LOCATION:

CUSTOMER #:

WARRANTY

Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano

San Juan Capistrano, CA 92675

Phone: (949) 373-0100

PAGE 3

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

|                         | VIN       | LICENSE | MILEAGE IN / OUT | TAG   |
|-------------------------|-----------|---------|------------------|-------|
| 20 JEEP Wrangler Unlimi | 1C4HJXFN5 |         | 6547/6596        | T1776 |

| DEL. DATE  | PROD. DATE | WARR. EXP. | PROMISED      | P | RATE | PAYMENT | INV. DATE |
|------------|------------|------------|---------------|---|------|---------|-----------|
| 16JUN20 DE |            |            | 16:00 05FEB21 |   | 0.00 | CASH    | 11FEB21   |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

10:29 27JAN21 10:53 11FEB21

| LINE      | OPCODE | TECH | TYPE | HOURS |      |      |      | LIST | NET  | TOTAL |        |
|-----------|--------|------|------|-------|------|------|------|------|------|-------|--------|
|           |        |      |      |       |      |      |      |      |      |       |        |
| SALE-LBR: | 482.19 | PTS: | 0.00 | MSC:  | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL | 482.19 |
| COST-LBR: | 90.00  | PTS: | 0.00 | MSC:  | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL | 90.00  |

6596 inspected and confirmed customer's concern of service shifter and center stack going out. loose pin fitment in bcm is the cause. 3.00 inspected and test drove vehicle for concern. confirmed concern of concern. found starcase:S1908000095 for this concern. no smashed wires by condenser. followed the lost communication code to the star connectors under glove box. inspected for any smashed wires between hvac unit and dash. none found. lifted vehicle up to inspected any worn/smashed wires under vehicle. none found. went back into vehicle to inspected bcm connectors and pin fitment. removed and inspected all bcm connectors. found bcm connector c1 pin 13 was pushed out. pushed pin back in and checked for pin to lock back into connector. pin is locked in and won't push out. reinstalled all bcm connectors and drove vehicle in the same manner as to duplicate concern. concern did not return. test drove vehicle several times and no more service shifter or center stack losing power. good to go

\*\*\*\*\*

EST: 195.00 27JAN21 10:29 SA: 1706

CONTACT:

\*\*\*\*\*

This dealer is required by law to charge a non-refundable \$1.00 California battery fee and a refundable deposit for each lead-acid battery purchased. A credit for the same amt as the refundable deposit if a used lead-acid battery is returned at the time of purchase or within 45 days. THANK YOU FOR COMING IN!

TECH: 8794 ACTUAL HRS.: 3.33 SOLD HRS.: 3.6

| Original Estimate (Parts & Labor) | Total Additional Cost Authorized | Approved By: | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS:                                                                                                                                         | DESCRIPTION            | TOTALS |
|-----------------------------------|----------------------------------|--------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| \$                                | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | LABOR AMOUNT           |        |
| Revised Estimate                  | \$                               |              |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                          | PARTS AMOUNT           |        |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | GAS, OIL, LUBE         |        |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SUBLET AMOUNT          |        |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | WASTE DISPOSAL COSTS * |        |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | TOTAL CHARGES          |        |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | LESS INSURANCE         |        |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | SALES TAX              |        |
|                                   |                                  |              |             |                                                                                                                                     |                                                                                                                                                                          | PLEASE PAY THIS AMOUNT |        |

Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.  
☐ Some Parts Not Returnable

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.

LOT LOCATION:

CUSTOMER #

WARRANTY

## Coastline Chrysler Dodge Jeep Ram

32881 Camino Capistrano

San Juan Capistrano, CA 92675

Phone: (949) 373-0100

PAGE 4

SERVICE ADVISOR: 1706 TAWNEE COLUCCI

| COLOR      | YEAR       | MAKE/MODEL           | VIN           | LICENSE | MILEAGE IN / OUT | TAG     |           |
|------------|------------|----------------------|---------------|---------|------------------|---------|-----------|
|            | 20         | JEEP Wrangler Unlimi | 1C4HJXFN5L    |         | 6547/6596        | T1776   |           |
| DEL. DATE  | PROD. DATE | WARR. EXP.           | PROMISED      | PO      | RATE             | PAYMENT | INV. DATE |
| 16JUN20 DD |            |                      | 16:00 05FEB21 |         | 0.00             | CASH    | 11FEB21   |

R.O. OPENED BOOKED OPTIONS: ENG:2.0\_Liter\_Turbo

10:29 27JAN21 10:53 11FEB21

| LINE      | OPCODE | TECH | TYPE  | HOURS |      |      |      | LIST | NET  | TOTAL        |
|-----------|--------|------|-------|-------|------|------|------|------|------|--------------|
| SALE-LBR: | 497.19 | PTS: | 45.00 | MSC:  | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL 542.19 |
| COST-LBR: | 107.00 | PTS: | 31.50 | MSC:  | 0.00 | LUB: | 0.00 | SUB: | 0.00 | TOTAL 138.50 |

| DATE     | START | FINISH | DURATION | TYPE | TECH | LINE(S) | CHG |
|----------|-------|--------|----------|------|------|---------|-----|
| 02-03-21 | 14:12 | 16:27  | 2.25     | W    | 8794 | D       |     |
| 02-04-21 | 07:20 | 08:11  | 0.85     | W    | 8794 | D       |     |
| 02-05-21 | 16:09 | 16:15  | 0.10     | W    | 8794 | B       |     |
|          | 16:15 | 16:23  | 0.13     | W    | 8794 | C       |     |
|          | 16:23 | 16:23  | 0.00     | W    | 8794 | D       |     |

COST, SALE, &amp; COMP TOTALS 13850 54219 0

| Original Estimate (Parts & Labor)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Total Additional Cost Authorized | Approved By:                                   | Date & Time | Authorization Obtained By:                                                                                                          | *HAZARDOUS WASTE DISPOSAL COSTS:                                                                                                                                         | DESCRIPTION                   | TOTALS        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------|------------------------------------------------|-------------|-------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|---------------|
| \$                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | \$                               |                                                |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) | We have added this charge to cover costs associated with the handling, management and disposal of toxic wastes or hazardous substances under California and Federal Law. | LABOR AMOUNT                  | 497.19        |
| Revised Estimate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | \$                               |                                                |             | <input type="checkbox"/> Telephone<br><input type="checkbox"/> Fax (See Attached)<br><input type="checkbox"/> E-mail (See Attached) |                                                                                                                                                                          | PARTS AMOUNT                  | 45.00         |
| Dealer is not authorized to perform recall repairs for non-Dealer brand vehicles and Dealer's Vehicles Safety and Condition Inspection and/or service does not include a review of possible pending recalls or service campaigns issued by manufacturers of other makes and models.<br><br>By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. |                                  |                                                |             |                                                                                                                                     | <b>ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.</b><br><input type="checkbox"/> Some Parts Not Returnable                                                               | GAS, OIL, LUBE                | 0.00          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | SUBLET AMOUNT                 | 0.00          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | WASTE DISPOSAL COSTS *        | 0.00          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | TOTAL CHARGES                 | 542.19        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | LESS INSURANCE                | 0.00          |
| DATE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CUSTOMER SIGNATURE               | AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE |             |                                                                                                                                     |                                                                                                                                                                          | SALES TAX                     | 0.00          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                  |                                                |             |                                                                                                                                     |                                                                                                                                                                          | <b>PLEASE PAY THIS AMOUNT</b> | <b>542.19</b> |

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.





**March 1, 2021**

[REDACTED]

**Re: 2020 Jeep Wrangler Unlimited Rubicon  
1C4HJXFN5L [REDACTED]**

**Dear [REDACTED]**

This is in response to our recent communications regarding the above subject vehicle.

After a careful review of the documents currently available, we are unable to conclude that FCA US LLC has the obligation to accommodate your request for replacement or repurchase of the subject vehicle.

If there is any additional information you would like us to consider, please contact us.

Sincerely,

**Benjamin  
Customer Retention Specialist**

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.)

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]

Phone(s): [REDACTED]

Vehicle: 1C4HJXDG7 [REDACTED]

2018 WRANG

Click to View Cust Copy

Cell: [REDACTED]

Mileage: 24,842

Service advisor: 2019

Tag number: [REDACTED]

Payment type: CASH

Promised time: 05:00 PM

Promised date: 01/19/2021

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~  
A CUSTOMER STATES THERE IS A CLUNKING NOISE UPON TAKE OFF CHECK AND ADVISE

|    |   |                                                |      |      |
|----|---|------------------------------------------------|------|------|
| 03 | W | CUSTOMER STATES<br>PERFORM REAR AXLE<br>REPAIR | 0.00 | 0.00 |
|----|---|------------------------------------------------|------|------|

Tech(s): 35749

|      |      |      |      |        |      |               |      |
|------|------|------|------|--------|------|---------------|------|
| Pts: | 0.00 | Lbr: | 0.00 | Other: | 0.00 | Total Line A: | 0.00 |
|------|------|------|------|--------|------|---------------|------|

Story: 24852 TEST DROVE COULD NOT DUPLICATE INSPECTED UNDER  
VEHICLE SEEN NOTHING ABNORMAL RETEST DROVE STILL OK

~~~~~  
B CUSTOMER STATES THROTTLE LIGHT WAS ON CHECK AND ADVISE

|          |   |               |      |       |
|----------|---|---------------|------|-------|
| 181947BQ | W | TSB#08-108-18 | 0.20 | 33.60 |
|----------|---|---------------|------|-------|

Tech(s): 35749

|          |   |               |      |       |
|----------|---|---------------|------|-------|
| 181906AN | W | TSB#18-092-19 | 0.30 | 50.40 |
|----------|---|---------------|------|-------|

Tech(s): 35749

|      |      |      |       |        |      |               |       |
|------|------|------|-------|--------|------|---------------|-------|
| Pts: | 0.00 | Lbr: | 84.00 | Other: | 0.00 | Total Line B: | 84.00 |
|------|------|------|-------|--------|------|---------------|-------|

Story: 24842 COULD NOT DUPLICATE PROBLEM BUT HAD MODULES THAT  
NEEDED TO BE UPDATED STARTED WITH IPC CLUSTER 68233866AJ-AK  
TSB 08-108-18 ALSO PCM 68366800AK-AN TSB 18-092-19 WITH THAT  
UPDATE YOU HAVE TO UPDATE ABS MODULE 68249623AI - 68403667AD  
RETEST DROVE SYSTEM STILL OK

~~~~~  
C CUSTOMER STATES STARTRED ONCE AND STEERING HAD NO POWER ASSIST  
CHECK AND ADVISE

|    |     |                                                       |      |       |
|----|-----|-------------------------------------------------------|------|-------|
| 19 | ISP | CUSTOMER STATES<br>PERFORM STEERING<br>SYSTEMS REPAIR | 0.28 | 12.88 |
|----|-----|-------------------------------------------------------|------|-------|

Tech(s): 35749

|      |      |      |       |        |      |               |       |
|------|------|------|-------|--------|------|---------------|-------|
| Pts: | 0.00 | Lbr: | 12.88 | Other: | 0.00 | Total Line C: | 12.88 |
|------|------|------|-------|--------|------|---------------|-------|

Story: 24842 COULD NOT DUPLICATE BUT ESP UPDATE AVAILABLE  
ELECTRONIC POWER MODULE 68298610AC-68529416AA

~~~~~  
D TRACY CDJR WILL PERFORM A FREE MULTI POINT INSPECTION AS PER  
CHECK SHEET ON YOUR VEHICLE DURING YOUR VISIT AT NO CHARGE TO  
YOU.

|     |      |                                                                                                                                                   |      |      |
|-----|------|---------------------------------------------------------------------------------------------------------------------------------------------------|------|------|
| MPI | IMPI | TRACY CDJR WILL<br>PERFORM A FREE MULTI<br>POINT INSPECTION AS<br>PER CHECK SHEET ON<br>YOUR VEHICLE DURING<br>YOUR VISIT AT NO<br>CHARGE TO YOU. | 0.20 | 5.75 |
|-----|------|---------------------------------------------------------------------------------------------------------------------------------------------------|------|------|

Tech(s): 35749

|      |      |      |      |        |      |               |      |
|------|------|------|------|--------|------|---------------|------|
| Pts: | 0.00 | Lbr: | 5.75 | Other: | 0.00 | Total Line D: | 5.75 |
|------|------|------|------|--------|------|---------------|------|

# Repair Order Detail - Internal Copy

RO Number

RO Status: CLOSED

Customer:

Phone(s):

Vehicle: 1C4HJXDG7 2018 WRANG

Click to View Cust Copy

Cell:

Mileage: 24,842

Service advisor: 2019

Tag number

Payment type: CASH

Promised time: 05:00 PM

Promised date: 01/19/2021

Waiter: No

Estimate: 0.00

Customer Comments: No

~~~~~  
E CHECK AND RESET TIRE PRESSURE TO MANUFACTURES SPECIFICATIONS  
TIRE ISP CHECK AND RESET TIRE 0.00 0.00  
PRESSURE TO  
MANUFACTURES  
SPECIFICATIONS  
Tech(s): 35749  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line E: 0.00  
~~~~~

Customer Pay

Labor

0.00

Parts

0.00

Lube

0.00

Sublet

0.00

Miscellaneous/Shop Charge

0.00

Deductible

0.00

Total Charges

0.00

Less Insurance/Adjustment

0.00

Sales Tax

0.00

Total

0.00

**Jeep****DODGE**U.S. EPA ID # CAD 982414153  
BAR # ARD-170632**WALNUT CREEK CHRYSLER JEEP DODGE RAM**  
**2404 N. MAIN STREET**  
**WALNUT CREEK, CALIFORNIA 94596**  
**(925) 937-5060**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK



PLEASANTON, CA

RESIDENCE PHONE

**LABOR & PARTS**

J# 1 22JEZ-1DIAG CHECK & DIAGNOSE TECH(S):647 WARRANTY  
Customer States vehicle will not go into 1st gear check and  
advise (Manual Transmission Concern)  
TECH VERIFIED TRANS IS DIFFICULT TO SHIFT INTO GEAR.  
PERFORMED GEARSHIFT CONTROL CABLE ADJUSTMENT AT THE SHIFTER.  
ROAD TESTED AROUND CITY STREETS, NO PROBLEM GETTING INTO  
ANY GEAR.

JOB # 1 TOTAL LABOR &amp; PARTS 0.00

J# 2 03JEZPRESS SET TIRE PRESSURE TECH(S):647 WARRANTY  
(Check Tire Pressure)  
SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS  
LF 37 RF 37 LR 37 RR 37.

JOB # 2 TOTAL LABOR &amp; PARTS 0.00

J# 3+04JEZ-SSTAR QC TECH(S):99 WARRANTY  
QUALITY CONTROL CHECK  
ROAD TESTED

JOB # 3 TOTAL LABOR &amp; PARTS 0.00

SUBLET---  
JOB # 1 /#-INV.DATE-DESCRIPTION---  
05/28/20 FUEL  
TOTAL - SUBLET INTERNAL 0.00

**COMMENTS****TOTALS**

BY SIGNING THIS DOCUMENT YOU ARE ACKNOWLEDGING THE MICHAEL  
STEAD'S WALNUT CREEK CHRYSLER JEEP DODGE RECOMMENDED  
MAINTENANCE SCHEDULES EXCEED THE FACTORY RECOMMENDATIONS  
AND ARE DESIGNED TO MEET THE DEMAND OF AREA ROAD AND  
WEATHER CONDITIONS.

YOUR PRIVACY IS IMPORTANT TO US AT WALNUT CREEK CHRYSLER  
JEEP DODGE RAM. BEFORE PROVIDING US WITH PERSONAL  
INFORMATION, YOU MAY VIEW OUR NOTICE AT COLLECTION OF  
PERSONAL INFORMATION AND/OR PRIVACY POLICY AT THE FOLLOWING  
URLS:  
<https://www.walnutcreekcjd.com/privacy.htm>  
<https://www.walnutcreekcjd.com/notice-at-collection.htm>  
OR ASK A DEALERSHIP REPRESENTATIVE FOR A COPY.

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

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

DUPLICATE INVOICE





U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE RAM**  
**2404 N. MAIN STREET**  
**WALNUT CREEK, CALIFORNIA 94596**  
**(925) 937-5060**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.

CELL

CONCORD, CA

|                                                                   |             |                          |                                 |
|-------------------------------------------------------------------|-------------|--------------------------|---------------------------------|
| ADVISOR<br><b>MELINDA WILLIAMS</b>                                | 0424        | TAG NO.<br><b>585</b>    | INVOICE DATE<br><b>02/17/20</b> |
| LABOR RATE                                                        | LICENSE NO. | MILEAGE<br><b>36,126</b> | COLOR<br><b>WHITE/</b>          |
| YEAR / MAKE / MODEL<br><b>18/DODGE TRUCK/1500 DIESEL (3./1500</b> |             |                          | DELIVERY DATE                   |
| VEHICLE I.D. NO.<br><b>1 C 6 R R 7 N M 8</b>                      |             |                          | SELLING DEALER NO.              |
| F.T.E. NO.                                                        |             |                          | R.O. DATE<br><b>02/17/20</b>    |
| BUSINESS PHONE                                                    |             | COMMENTS                 |                                 |

MO: 36126

LABOR & PARTS  
J# 1 02JEZ-04000 CSC 5K SERVICE TECH(S):0431 WARRANTY

CSC 4,000 MILE / 3 MONTH SERVICE...LOF

OIL AND FILTER CHANGE PERFORMED AND UNDERHOOD FLUIDS TOOPPE  
OFF AS NEEDED

| PARTS                       | QTY | FP-NUMBER   | DESCRIPTION         | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-------------|---------------------|------------|----------|
| JOB # 1                     | 1   | 68229402-AA | FILTER ENGINE OIL 0 |            |          |
| JOB # 1                     | 11  | 68001332-PC | OIL 5W40 01         |            |          |
| JOB # 1 TOTAL PARTS         |     |             |                     |            | 0.00     |
| JOB # 1 TOTAL LABOR & PARTS |     |             |                     |            | 0.00     |

J# 2 03JEZPRESS SET TIRE PRESSURE TECH(S):0431 WARRANTY

STATE MANDATED TIRE INFLATION CHECK.  
SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS  
LF39 RF39 LR39 RR39 PSI

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|----------|
| JOB # 2 TOTAL PARTS         |     |           |             |            | 0.00     |
| JOB # 2 TOTAL LABOR & PARTS |     |           |             |            | 0.00     |

| MISC         | CODE | DESCRIPTION              | CONTROL NO | WARRANTY |
|--------------|------|--------------------------|------------|----------|
| JOB # 1      | JEP  | 10% DISCOUNT: JEEP PARTS |            |          |
| JOB # 1      | JEL  | 10% DISCOUNT: JEEP LABOR |            |          |
| TOTAL - MISC |      |                          |            | 0.00     |

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

| TOTALS                                                     |                  |
|------------------------------------------------------------|------------------|
| BY SIGNING THIS DOCUMENT YOU ARE ACKNOWLEDGING THE MICHAEL | TOTAL LABOR....  |
| STEAD'S WALNUT CREEK CHRYSLER JEEP DODGE RECOMMENDED       | TOTAL PARTS....  |
| MAINTENANCE SCHEDULES EXCEED THE FACTORY RECOMMENDATIONS   | TOTAL SUBLET.... |
| AND ARE DESIGNED TO MEET THE DEMAND OF AREA ROAD AND       | TOTAL G.O.G....  |
| WEATHER CONDITIONS.                                        | TOTAL MISC CHG.  |
|                                                            | TOTAL MISC DISC  |
|                                                            | TOTAL TAX.....   |

**TOTAL INVOICE \$ 0.00**

YOUR PRIVACY IS IMPORTANT TO US AT WALNUT CREEK CHRYSLER  
JEEP DODGE RAM. BEFORE PROVIDING US WITH PERSONAL  
INFORMATION, YOU MAY VIEW OUR NOTICE AT COLLECTION OF  
PERSONAL INFORMATION AND/OR PRIVACY POLICY AT THE FOLLOWING  
URLS:

<https://www.walnutcreekcjd.com/privacy.htm>  
<https://www.walnutcreekcjd.com/notice-at-collection.htm>  
OR ASK A DEALERSHIP REPRESENTATIVE FOR A COPY.

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*



U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE**  
**2404 N. MAIN STREET**  
**WALNUT CREEK, CALIFORNIA 94596**  
**(925) 937-5060**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK



|                                                            |             |                     |                 |                          |
|------------------------------------------------------------|-------------|---------------------|-----------------|--------------------------|
| ADVISOR<br>ELVIRA ARIFOVIC                                 |             | TAG NO.<br>0354     | 968             | INVOICE DATE<br>05/07/20 |
| LABOR RATE                                                 | LICENSE NO. | MILEAGE<br>42,636   | COLOR<br>WHITE/ |                          |
| YEAR / MAKE / MODEL<br>18/DODGE TRUCK/1500 DIESEL (3./1500 |             | DELIVERY DATE       | DELIVERY MILES  |                          |
| VEHICLE I.D. NO.<br>1 C 6 R R 7 N M 8                      |             | SELLING DEALER NO.  | PRODUCTION DATE |                          |
| P.T.E. NO.                                                 |             | O. DATE<br>05/07/20 |                 |                          |
| BUSINESS PHONE                                             |             | COMMENTS            |                 |                          |

CONCORD, CA

MO: 42639

LABOR & PARTS  
J# 1 03JEZPRESS SET TIRE PRESSURE TECH(S):0399 WARRANTY  
(Check Tire Pressure)  
SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS  
TIRE PSI FR39 FL39 RR39 RL39

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

J# 2 03JEZ-ROTATE TIRE ROTATION TECH(S):0399 49.95  
CUSTOMER REQUEST TO ROTATE TIRES AND SET TIRE PRESSURE  
INCLUDES MULTI POINT INSPECTION AND BRAKE INSPECTION (E)  
COMPLETED TIRE ROTATION AND TORQUED TO SPEC FR BRAKES 9 MM R  
R 9 MM FR TIRE TREAD 8 32NDS RR 8 32NDS RESET OIL  
LIFE AND SET NEW OIL STICKER

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # 2 TOTAL PARTS 0.00  
JOB # 2 TOTAL LABOR & PARTS 49.95

J# 3 02JEZ CSC 10K SERVICE TECH(S):0399 WARRANTY  
PERFORM CSC OIL CHANGE  
COMPLETED OIL AND FILTER CHANGE TOPPED UNDER HOOD FLUIDS A  
S NEEDED

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # 3 1 68229402-AA FILTER ENGINE OIL 0 WARRANTY  
JOB # 3 11 68001332-PC OIL 5W40 01 WARRANTY  
JOB # 3 TOTAL PARTS 0.00  
JOB # 3 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
JOB # 3 JEP 10% DISCOUNT: JEEP PARTS WARRANTY  
JOB # 3 JEL 10% DISCOUNT: JEEP LABOR WARRANTY  
TOTAL - MISC 0.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$49.95 (+TAX)

COMMENTS-----  
WAITER!!!



Jeep

DODGE

U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

WALNUT CREEK CHRYSLER JEEP DODGE R  
2404 N. MAIN STREET  
WALNUT CREEK, CALIFORNIA 94596  
(925) 937-5060

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK



|                                                              |             |                   |                |                          |
|--------------------------------------------------------------|-------------|-------------------|----------------|--------------------------|
| ADVISOR<br>ELVIRA ARIFOVIC                                   |             | TAG NO.<br>0354   | 968            | INVOICE DATE<br>05/07/20 |
| LABOR RATE                                                   | LICENSE NO. | MILEAGE<br>42,636 | COLOR<br>WHITE |                          |
| YEAR / MAKE / MODEL<br>18/DODGE TRUCK/1500 DIESEL (3.7/1500) |             |                   |                | DELIVERY DATE            |
| VEHICLE I.D. NO.<br>1 C 6 R R 7 N M 8                        |             |                   |                | DELIVERY MILES           |
| F.T.E. NO.                                                   |             |                   |                | SELLING DEALER NO.       |
| BUSINESS PHONE                                               |             |                   |                | PRODUCTION DATE          |
| COMMENTS                                                     |             |                   |                | R.O. DATE<br>05/07/20    |

MO: 42639

BY SIGNING THIS DOCUMENT YOU ARE ACKNOWLEDGING THE MICHAEL  
STEAD'S WALNUT CREEK CHRYSLER JEEP DODGE RECOMMENDED  
MAINTENANCE SCHEDULES EXCEED THE FACTORY RECOMMENDATIONS  
AND ARE DESIGNED TO MEET THE DEMAND OF AREA ROAD AND  
WEATHER CONDITIONS.

YOUR PRIVACY IS IMPORTANT TO US AT WALNUT CREEK CHRYSLER  
JEEP DODGE RAM. BEFORE PROVIDING US WITH PERSONAL  
INFORMATION, YOU MAY VIEW OUR NOTICE AT COLLECTION OF  
PERSONAL INFORMATION AND/OR PRIVACY POLICY AT THE FOLLOWING  
URLS:

<https://www.walnutcreekcjd.com/privacy.htm>  
<https://www.walnutcreekcjd.com/notice-at-collection.htm>  
OR ASK A DEALERSHIP REPRESENTATIVE FOR A COPY.

TOTAL LABOR.... 49.95  
TOTAL PARTS.... 0.00  
TOTAL SUBLET... 0.00  
TOTAL G.O.G.... 0.00  
TOTAL MISC CHG. 0.00  
TOTAL MISC DISC 0.00  
TOTAL TAX..... 0.00

TOTAL INVOICE \$ 49.95

CUSTOMER SIGNATURE

\*\*\*\*\*  
DUPLICATE INVOICE  
\*\*\*\*\*



U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE**  
2404 N. MAIN STREET  
WALNUT CREEK, CALIFORNIA 94596  
(925) 937-5060

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK



CEL

|                                                   |  |                     |                   |                          |
|---------------------------------------------------|--|---------------------|-------------------|--------------------------|
| SOR<br>SE MEDINA                                  |  | 539                 | TAG NO.<br>3045   | INVOICE DATE<br>08/06/20 |
| R RATE                                            |  | LICENSE NO.         | MILEAGE<br>50,104 | COLOR<br>WHITE/          |
| /MAKE / MODEL<br>DODGE TRUCK/1500 DIESEL (2 /1500 |  | DELIVERY DATE       |                   | DELIVERY MILES           |
| VEHICLE I.D. NO.<br>1 C 6 R R 7 N                 |  | SELLING DEALER NO.  |                   | PRODUCTION DATE          |
| F.T.E. NO.                                        |  | O. DATE<br>08/06/20 |                   |                          |
| BUSINESS PHONE                                    |  | COMMENTS            |                   |                          |

MO: 50109

J# 1 47JEZ CAMPAIGNS TECH(S):99 WARRANTY  
VB1 Safety Recall VB1 - Diesel EGR Cooler (Recall CSN 1)  
ORDERED PARTS.

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

J# 2 03JEZ-ROTATE TIRE ROTATION TECH(S):0445 49.95  
CUSTOMER REQUEST TO ROTATE TIRES AND SET TIRE PRESSURE  
INCLUDES MULTI POINT INSPECTION AND BRAKE INSPECTION (E)  
PERFORMED MULTI POINT INSP. BRAKES F:10MM R:8MM. TIRES  
F:7/32 R:6/32. ROTATED TIRES. TORQUED WHEELS. ALL LIGHTS  
AND WIPERS WORK. TOPPED OFF FLUIDS AS NEEDED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # 2 TOTAL PARTS 0.00  
JOB # 2 TOTAL LABOR & PARTS 49.95

J# 3 03JEZPRESS SET TIRE PRESSURE TECH(S):0445 INTERNAL  
STATE MANDATED TIRE INFLATION CHECK.  
SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS  
TIRES SET LF39 RF39 LR39 RR39 PSI.

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

J# 4 02JEZ-04000 CSC 5K SERVICE TECH(S):0445 WARRANTY  
CSC 4,000 MILE / 3 MONTH SERVICE  
PERFORMED OIL & FILTER CHANGE.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # 4 1 68229402-AA FILTER ENGINE OIL 0 WARRANTY  
JOB # 4 11 68001332-PC OIL 5W40 01 WARRANTY  
JOB # 4 TOTAL PARTS 0.00  
JOB # 4 TOTAL LABOR & PARTS 0.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
JOB # 4 JEL 10% DISCOUNT: JEEP LABOR WARRANTY  
JOB # 4 JEP 10% DISCOUNT: JEEP PARTS WARRANTY  
TOTAL - MISC 0.00

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$49.95 (+TAX)





U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE RAM**  
**2404 N. MAIN STREET**  
**WALNUT CREEK, CALIFORNIA 94596**  
**(925) 937-5060**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.



|                     |  |                                     |  |                |              |                    |
|---------------------|--|-------------------------------------|--|----------------|--------------|--------------------|
| CONCORDER           |  | ROSE MEDINA                         |  | 539            | TAG NO. 3045 | INVOICE DATE 08/06 |
| LABOR RATE          |  | LICENSE NO.                         |  | MILEAGE 50,104 |              | COLOR WHITE/       |
| YEAR / MAKE / MODEL |  | 18/DODGE TRUCK/1500 DIESEL (3./1500 |  |                |              |                    |
| VEHICLE I.D. NO.    |  | 1 C 6 R R 7 N M 8                   |  |                |              |                    |
| P.T.E. NO.          |  | DATE 08/06/20                       |  |                |              |                    |
| BUSINESS PHONE      |  | COMMENTS                            |  |                |              |                    |
|                     |  | DELIVERY DATE                       |  |                |              |                    |
|                     |  | DELIVERY MILES                      |  |                |              |                    |
|                     |  | BILLING DEALER NO.                  |  |                |              |                    |
|                     |  | PRODUCTION DATE                     |  |                |              |                    |

MO: 50109

BY SIGNING THIS DOCUMENT YOU ARE ACKNOWLEDGING THE MICHAEL STEAD'S WALNUT CREEK CHRYSLER JEEP DODGE RECOMMENDED MAINTENANCE SCHEDULES EXCEED THE FACTORY RECOMMENDATIONS AND ARE DESIGNED TO MEET THE DEMAND OF AREA ROAD AND WEATHER CONDITIONS.

YOUR PRIVACY IS IMPORTANT TO US AT WALNUT CREEK CHRYSLER JEEP DODGE RAM. BEFORE PROVIDING US WITH PERSONAL INFORMATION, YOU MAY VIEW OUR NOTICE AT COLLECTION OF PERSONAL INFORMATION AND/OR PRIVACY POLICY AT THE FOLLOWING URLS:

<https://www.walnutcreekcjd.com/privacy.htm>  
<https://www.walnutcreekcjd.com/notice-at-collection.htm>  
OR ASK A DEALERSHIP REPRESENTATIVE FOR A COPY.

|                 |       |
|-----------------|-------|
| TOTAL LABOR.... | 49.95 |
| TOTAL PARTS.... | 0.00  |
| TOTAL SUBLET... | 0.00  |
| TOTAL G.O.G.... | 0.00  |
| TOTAL MISC CHG. | 0.00  |
| TOTAL MISC DISC | 0.00  |
| TOTAL TAX.....  | 0.00  |

**TOTAL INVOICE \$ 49.95**

CUSTOMER SIGNATURE

\*\*\*\*\*

DUPLICATE INVOICE

\*\*\*\*\*





U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE F**  
**2404 N. MAIN STREET**  
**WALNUT CREEK, CALIFORNIA 94596**  
**(925) 937-5060**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK



|                                                                   |                         |                                 |
|-------------------------------------------------------------------|-------------------------|---------------------------------|
| ADVISOR<br><b>JOSE MEDINA</b>                                     | TAG NO.<br><b>539</b>   | INVOICE DATE<br><b>08/20/20</b> |
| LABOR RATE                                                        | LICENSE NO.             | MILEAGE<br><b>50,435</b>        |
| YEAR / MAKE / MODEL<br><b>18/DODGE TRUCK/1500 DIESEL (3 /1500</b> | COLOR<br><b>WHITE/</b>  |                                 |
| VEHICLE I.D. NO.<br><b>1 C 6 R R 7 N M 8</b>                      | DELIVERY DATE           | DELIVERY MILES                  |
| F.T.E. NO.                                                        | SELLING DEALER NO.      | PRODUCTION DATE                 |
| BUSINESS PHONE                                                    | DATE<br><b>08/12/20</b> |                                 |
| COMMENTS                                                          |                         |                                 |

MO: 50460

**LABOR & PARTS**

J# 1 47JEZ CAMPAIGNS TECH(S):0111 WARRANTY  
VB1 Safety Recall VB1 - Diesel EGR Cooler VB1 - 2014-2019 DS  
30L DIESEL EGR COOLER (Recall CSN 1)

PERFORMED RECALL VB1 INSPECTED FOR CEL NONE PRESENT AT THIS  
TIME. DRAINED COOLING SYSTEM AND REMOVED RELATED PARTS. REPL  
ACED EGR COOLER WITH NEW AND INSTALLED NEW GASKETS/SEALS. RE  
INSTALLED ALL REMOVED PARTS AND REFILLED COOLING SYSTEM.

| PARTS                       | QTY | FP-NUMBER   | DESCRIPTION         | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-------------|---------------------|------------|----------|
| JOB # 1                     | 1   | CSNDVB11-AA | COOLER EGR VALVE 14 |            |          |
| JOB # 1                     | 1   | CSNDVB12-AA | BUSHING NONE 14     |            |          |
| JOB # 1 TOTAL PARTS         |     |             |                     | 0.00       |          |
| JOB # 1 TOTAL LABOR & PARTS |     |             |                     | 0.00       |          |

J# 2 03JEZPRESS SET TIRE PRESSURE TECH(S):0111 WARRANTY  
STATE MANDATED TIRE INFLATION CHECK.  
SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS  
LF 40 RF 40 LR 40 RR 40

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE | WARRANTY |
|-----------------------------|-----|-----------|-------------|------------|----------|
| JOB # 2 TOTAL PARTS         |     |           |             | 0.00       |          |
| JOB # 2 TOTAL LABOR & PARTS |     |           |             | 0.00       |          |

J# 3+04JEZ-5STAR QC TECH(S):99 WARRANTY  
QUALITY CONTROL CHECK  
COMPLETED EXTENDED ROAD TEST ALL OK

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

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

# Jeep

## DODGE

U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

# WALNUT CREEK CHRYSLER JEEP DODGE

2404 N. MAIN STREET  
WALNUT CREEK, CALIFORNIA 94596  
(925) 937-5060

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON



|                                                            |             |                   |      |                        |
|------------------------------------------------------------|-------------|-------------------|------|------------------------|
| ADVISOR<br>JOSE MEDINA                                     |             | TAG NO.<br>539    | 3149 | INVOICE DATE<br>08/20/ |
| LABOR RATE                                                 | LICENSE NO. | MILEAGE<br>50,435 |      | COLOR<br>WHITE/        |
| YEAR / MAKE / MODEL<br>18/DODGE TRUCK/1500 DIESEL (3./1500 |             |                   |      |                        |
| VEHICLE I.D. NO.<br>1 C 6 R R 7 N M 8                      |             |                   |      |                        |
| P.T.E. NO.                                                 |             |                   |      |                        |
| BUSINESS PHONE                                             |             | COMMENTS          |      | R.O. DATE<br>08/12/20  |
| TOTALS                                                     |             |                   |      | MO: 50460              |

BY SIGNING THIS DOCUMENT YOU ARE ACKNOWLEDGING THE MICHAEL STEAD'S WALNUT CREEK CHRYSLER JEEP DODGE RECOMMENDED MAINTENANCE SCHEDULES EXCEED THE FACTORY RECOMMENDATIONS AND ARE DESIGNED TO MEET THE DEMAND OF AREA ROAD AND WEATHER CONDITIONS.

YOUR PRIVACY IS IMPORTANT TO US AT WALNUT CREEK CHRYSLER JEEP DODGE RAM. BEFORE PROVIDING US WITH PERSONAL INFORMATION, YOU MAY VIEW OUR NOTICE AT COLLECTION OF PERSONAL INFORMATION AND/OR PRIVACY POLICY AT THE FOLLOWING URLS:

<https://www.walnutcreekcjd.com/privacy.htm>  
<https://www.walnutcreekcjd.com/notice-at-collection.htm>  
OR ASK A DEALERSHIP REPRESENTATIVE FOR A COPY.

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

**TOTAL INVOICE \$ 0.00**

CUSTOMER SIGNATURE

DUPLICATE INVOICE





U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE R**  
**2404 N. MAIN STREET**  
**WALNUT CREEK, CALIFORNIA 94596**  
**(925) 937-5060**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK



|                                                                   |             |                          |                             |
|-------------------------------------------------------------------|-------------|--------------------------|-----------------------------|
| ADVISOR<br><b>CHARLES LOGAN</b>                                   |             | TAG NO.<br><b>0343</b>   | INVOICE DATE<br><b>10/1</b> |
| LABOR RATE                                                        | LICENSE NO. | MILEAGE<br><b>54,662</b> | COLOR<br><b>WHITE/</b>      |
| YEAR / MAKE / MODEL<br><b>18/DODGE TRUCK/1500 DIESEL (3./1500</b> |             |                          | DELIVERY DATE               |
| VEHICLE I.D. NO.<br><b>1 C 6 R R 7 N M 8 J</b>                    |             |                          | DELIVERY MILES              |
| F.T.E. NO.                                                        |             |                          | SELLING DEALER NO.          |
| COMMENTS                                                          |             |                          | PRODUCTION DATE             |
| BUSINESS PHONE                                                    |             |                          | D. DATE<br><b>10/12/20</b>  |

MO: 54662

J# 1 02JEZ CSC 10K SERVICE TECH(S):0437 WARRANTY  
PERFORM OIL AND FILTER CHAGNE. PERFORM MULTI POINT  
INSPECTION  
TIRES FRONT 6/32 REAR 5/32. BRAKES FRONT 9MM REAR 8MM. ALL  
LIGHTS AND WIPERS WORK  
PERFORM OIL CHANGE. TOP OFF FLUIDS AS NEEDED. RESET LIGHT  
INSTALL STICKER. MULTIPOINT INSPECTION

| PARTS                       | QTY | FP-NUMBER   | DESCRIPTION         | UNIT PRICE |
|-----------------------------|-----|-------------|---------------------|------------|
| JOB # 1                     | 1   | 68492616-AA | FILTER ENGINE OIL 0 |            |
| JOB # 1                     | 11  | 68001332-PC | OIL 5W40 01         |            |
| JOB # 1 TOTAL PARTS         |     |             |                     | 0.00       |
| JOB # 1 TOTAL LABOR & PARTS |     |             |                     | 0.00       |

J# 2 03JEZPRESS SET TIRE PRESSURE TECH(S):0437 INTERNAL  
STATE MANDATED TIRE INFLATION CHECK.  
SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS  
SET TIRES LF39 RF39 LR39 RR39 SP39 PSI COLD

| PARTS                       | QTY | FP-NUMBER | DESCRIPTION | UNIT PRICE |
|-----------------------------|-----|-----------|-------------|------------|
| JOB # 2 TOTAL PARTS         |     |           |             | 0.00       |
| JOB # 2 TOTAL LABOR & PARTS |     |           |             | 0.00       |

J# 3 34JEZ-4TIRES REPLACE 4 TIRES TECH(S):0437 INTERNAL  
CUSTOMER REQUEST TO REPALCE ALL 4 TIRES.  
BUY 3 GET 1 FOR \$1  
DID NOT REPLACE TIRES TOOK TOO LONG TO GET CUSTOMER  
DECIDED NOT TO GET THEM REPLACED

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

| MISC         | CODE | DESCRIPTION              | CONTROL NO | WARRANTY |
|--------------|------|--------------------------|------------|----------|
| JOB # 1      | JEP  | 10% DISCOUNT: JEEP PARTS |            | 0.00     |
| TOTAL - MISC |      |                          |            | 0.00     |



U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE RAM**  
**2404 N. MAIN STREET**  
**WALNUT CREEK, CALIFORNIA 94596**  
**(925) 937-5060**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK.



[REDACTED]  
CONCORD, CA [REDACTED]

[REDACTED]

|                                                                    |             |                          |                                 |
|--------------------------------------------------------------------|-------------|--------------------------|---------------------------------|
| ADVISOR<br><b>CHARLES LOGAN</b>                                    |             | TAG NO.<br><b>0343</b>   | INVOICE DATE<br><b>10/15/20</b> |
| LABOR RATE                                                         | LICENSE NO. | MILEAGE<br><b>54,662</b> | COLOR<br><b>WHITE/</b>          |
| YEAR / MAKE / MODEL<br><b>18/DODGE TRUCK/1500 DIESEL (3./1500)</b> |             |                          |                                 |
| VEHICLE I.D. NO.<br><b>1 C 6 R R 7 N M</b>                         |             |                          |                                 |
| F.T.E. NO.                                                         |             |                          |                                 |
| BUSINESS PHONE                                                     |             | COMMENTS                 | Q. DATE<br><b>10/12/20</b>      |
|                                                                    |             |                          | MO: 54662                       |

BY SIGNING THIS DOCUMENT YOU ARE ACKNOWLEDGING THE MICHAEL STEAD'S WALNUT CREEK CHRYSLER JEEP DODGE RECOMMENDED MAINTENANCE SCHEDULES EXCEED THE FACTORY RECOMMENDATIONS AND ARE DESIGNED TO MEET THE DEMAND OF AREA ROAD AND WEATHER CONDITIONS.

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OR ASK A DEALERSHIP REPRESENTATIVE FOR A COPY.

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

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





U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE**  
**2404 N. MAIN STREET**  
**WALNUT CREEK, CALIFORNIA 94596**  
**(925) 937-5060**

NOTICE TO CONSUMER: PLEASE READ IMPORTANT WARRANTY INFORMATION ON BACK



CELL:

|                                                                |                        |                                 |
|----------------------------------------------------------------|------------------------|---------------------------------|
| ADVISOR<br><b>ELVIRA ARIFOVIC</b>                              | TAG NO.<br><b>0354</b> | INVOICE DATE<br><b>11/18/20</b> |
| LABOR RATE                                                     | LICENSE NO.            | MILEAGE<br><b>58,654</b>        |
| YEAR/MAKE/MODEL<br><b>18/DODGE TRUCK/1500 DIESEL (3./1500)</b> |                        | COLOR<br><b>WHITE/</b>          |
| VEHICLE I.D. NO.<br><b>1 C 6 R R 7 N M 8</b>                   |                        | DELIVERY DATE                   |
| F.T.E. NO.                                                     |                        | DELIVERY MILES                  |
| BUSINESS PHONE                                                 |                        | SELLING DEALER NO.              |
| COMMENTS                                                       |                        | PRODUCTION DATE                 |
|                                                                |                        | R.O. DATE<br><b>11/17/20</b>    |

MO: 58674

LABOR & PARTS

J# 1 03JEZPRESS SET TIRE PRESSURE TECH(S):0445 WARRANTY  
STATE MANDATED TIRE INFLATION CHECK.  
SET TIRE PRESSURES TO MANUFACTURER'S RECOMMENDATIONS  
TIRES SET LF39 RF39 LR39 RR39 SP39 PSI COLD.

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

J# 2 14JEZ-1DIAG CHECK & DIAGNOSE TECH(S):0244 WARRANTY  
CUSTOMER STATES CHECK ENGINE LIGHT IS ON CHECK AND ADVISE  
(J OR W)  
VERIFIED CEL. SCANNED FOR DTC FOUND STORED P026C-00 FUEL  
INJECTION QUANTITY LOWER THAN EXPECTED. CHECKED FOR EXHAUST  
LEAKS NONE FOUND AIR CLEANER LID NOT FULLY SEATED.  
RE-SEATED AIR CLEANER AND UPDATED PCM SOFTWARE. CLEARED DTC  
ROADTESTED 4 MILES DTC DID NOT RETURN. RECOMMEND EXTENDED  
ROADTEST TO SEE IF DTC RETURNS AS SEVERAL DIFFERENT  
CONDITIONS CAN CAUSE THIS DTC. VEHICLE IS LOW ON FUEL.  
INSPECTED FOR AIR AND EXHAUST LEAKS  
RESEATED AIR CLEANER  
UPDATED PCM SOFTWARE  
PCM 68359362AJ to targeted part number 68359362AL  
TSB 18-069-20

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # 2 TOTAL PARTS 0.00  
JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+02JEZ-04000 CSC 5K SERVICE TECH(S):0445 WARRANTY  
PERFORM CSC PRE PAID LUBE OIL AND FILTER SERVICE  
MULTIPOINT INSPECTION  
PERFORMED OIL & FILTER CHANGE. PERFORMED MULTI POINT INSP.  
BRAKES F:8MM R:8MM. TIRES F:12/32 R:12/32. ALL LIGHTS AND  
WIPERS WORK. TOPPED OFF FLUIDS AS NEEDED.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-  
JOB # 3 1 68492616-AA FILTER ENGINE OIL 0 WARRANTY  
JOB # 3 11 68001332-PC OIL 5W40 01 WARRANTY  
JOB # 3 TOTAL PARTS 0.00  
JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----V#-INV. DATE-DESCRIPTION-----  
JOB # 2 11/18/20 \$20 FUEL 20.00  
TOTAL - SUBLET 20.00

MISC-----CODE-----DESCRIPTION-----CONTROL NO-----  
JOB # 3 JEP 10% DISCOUNT: JEEP PARTS  
JOB # 3 JEL 10% DISCOUNT: JEEP LABOR WARRANTY  
WARRANTY





U.S. EPA ID # CAD 982414153  
BAR # ARD-170632

**WALNUT CREEK CHRYSLER JEEP DODGE RAM**  
**2404 N. MAIN STREET**  
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**(925) 937-5060**

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|                                                                   |             |                          |                               |
|-------------------------------------------------------------------|-------------|--------------------------|-------------------------------|
| ADVISOR<br><b>ELVIRA ARIFOVIC</b>                                 |             | TAG NO.<br><b>0354</b>   | INVOICE DATE<br><b>11/18/</b> |
| LABOR RATE                                                        | LICENSE NO. | MILEAGE<br><b>58,654</b> | COLOR<br><b>WHITE/</b>        |
| YEAR / MAKE / MODEL<br><b>18/DODGE TRUCK/1500 DIESEL (3./1500</b> |             |                          | DELIVERY DATE                 |
| VEHICLE I.D. NO.<br><b>1 C 6 R R 7 N M 8</b>                      |             |                          | DELIVERY MILES                |
| F.T.E. NO.                                                        |             |                          | SELLING DEALER NO.            |
| BUSINESS PHONE                                                    |             |                          | PRODUCTION DATE               |
| COMMENTS                                                          |             |                          | O. DATE<br><b>11/17/20</b>    |

MO: 58674

ESTIMATE-----  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING  
ORIGINAL ESTIMATE OF \$199.95 (+TAX)  
APPROVED ADDITIONAL COST OF \$-179.95 FOR TOTAL ESTIMATE OF \$20.00 (+TAX) ON 11/17/20 AT 04:06pm  
COMMENTS OK TO ADD \$20 FUEL BY PHONE

BY SIGNING THIS DOCUMENT YOU ARE ACKNOWLEDGING THE MICHAEL  
STEAD'S WALNUT CREEK CHRYSLER JEEP DODGE RECOMMENDED  
MAINTENANCE SCHEDULES EXCEED THE FACTORY RECOMMENDATIONS  
AND ARE DESIGNED TO MEET THE DEMAND OF AREA ROAD AND  
WEATHER CONDITIONS.

YOUR PRIVACY IS IMPORTANT TO US AT WALNUT CREEK CHRYSLER  
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INFORMATION, YOU MAY VIEW OUR NOTICE AT COLLECTION OF  
PERSONAL INFORMATION AND/OR PRIVACY POLICY AT THE FOLLOWING  
URLS:  
<https://www.walnutcreekcjd.com/privacy.htm>  
<https://www.walnutcreekcjd.com/notice-at-collection.htm>  
OR ASK A DEALERSHIP REPRESENTATIVE FOR A COPY.

|                 |       |
|-----------------|-------|
| TOTAL LABOR.... | 0.00  |
| TOTAL PARTS.... | 0.00  |
| TOTAL SUBLET... | 20.00 |
| TOTAL G.O.G.... | 0.00  |
| TOTAL MISC CHG. | 0.00  |
| TOTAL MISC DISC | 0.00  |
| TOTAL TAX.....  | 0.00  |

**TOTAL INVOICE \$ 20.00**

BY SIGNING BELOW, CUSTOMER ACKNOWLEDGES NOTICE AND ORAL  
APPROVAL IF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

CUSTOMER SIGNATURE

\*\*\*\*\*  
DUPLICATE INVOICE

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