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78498159

[illegible]

Create Date	Status
02/11/2021 11:55 PM	Open
02/18/2021 05:44 PM	Suspended
02/22/2021 05:01 AM	Open
02/22/2021 06:42 PM	Closed

[illegible]

[REDACTED]

[REDACTED]

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3/2021 00:45 AM

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

[REDACTED]	Sent Date/Time	02/26/2021 12:20 PM
Dennis:		
Can you please direct me to someone with more authority?		
[REDACTED]		

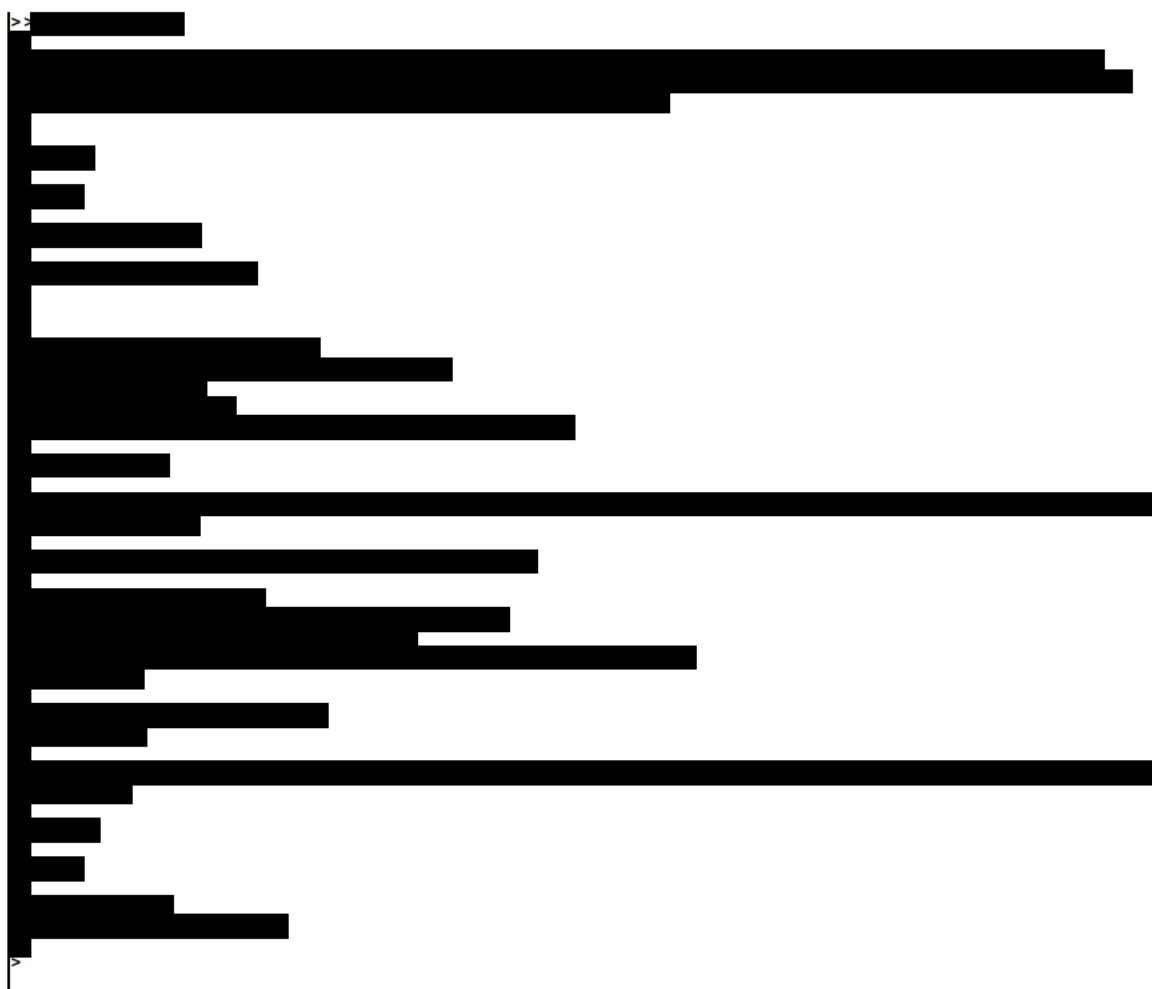
Sent from myiPhone

[REDACTED]

Number of Years	Percentage of Respondents
0	10%
1	45%
2	55%
3	35%
4	25%
5	15%
6	10%
7	5%
8	5%
9	5%
10	5%

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522</
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The image shows a horizontal bar chart with 25 rows. Each row contains a black bar and a black text label. The bars vary in length, and the text labels are mostly illegible due to blurring. The labels are positioned to the right of the bars, and some are indented further to the right.



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78610198

Case Status History

Create Date	Status
02/23/2021 10:17 PM	Open
03/04/2021 02:49 PM	Closed
03/10/2021 08:19 PM	Open
03/18/2021 08:00 PM	Closed

Initial Description

Customer stated that vehicle stalled and shifter froze and no features worked

Comments

[illegible]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[illegible]

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78659390

Case Status History

Initial Description

Cst seeking rental extension while waiting on for repairs and part

Case Comments

[illegible]

[illegible][illegible]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

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[REDACTED]		[REDACTED]
[REDACTED]		[REDACTED]
[REDACTED]		[REDACTED]
[REDACTED]		[REDACTED]
[REDACTED] [REDACTED]		[REDACTED] [REDACTED]
[REDACTED]		
[REDACTED] [REDACTED]		
[REDACTED]		
[REDACTED]		
[REDACTED]	[REDACTED]	
[REDACTED]		
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]		
[REDACTED]		
[REDACTED]		

Offers previously extended: Dlr advised Cst rental not covered after 4/7/2021 as vehicle is repaired and Cst refuses to pick up vehicle. Per Cst Dlr did not advise vehicle repair was complete. Cst was notified by Enterprise hat Dlr will no longer cover rental. Cst went to Dlr and picked up repaired van

Dealer	RO #	Date In	Date Out	Days Down	Miles In	Miles Out	Repair Type	Customer-Stated Concern	Repair(s) Performed	Cost
08564		2/25/2021	4/7/2021	42	24,126	Miles	W	CUST STATES THE DOOR ALIGNMENT NEEDS TO BE LOOKED OR DONE (E DRIVERS CUST STATES THE CAR STALLS IT WILL NOT RESTART. WAS ON HWY AS THEY CAME OFF WENT TO TURTLE MODE HAS HAPPENED A FEW	Per ASM Dave 4/9/21: OBCM (On board Charging Module) replaced. Per Dapis: Battery Charger 1 Input Voltage Too Low P0D27-00 Battery Charger 1 Input Voltage Too Low CHARGE WITH 2 KNOW GOOD POWER SUPPLY AT DEALER, NO CHARGING CHECK CHARGE PORT WIRE HARNESS CIRCUIT H324 AC LINE 1 AND H325 AC LINE 2	TBD

								TIMES SINCE LAST VISIT HAS TO LET SIT THEN OK A MONTH BETWEEN EVENTS CUST STATES SOMETIMES AT LIGHTS GETS LOUD STATES LIKE SOMETHING LOOSE IN ENGINE CUST STATES VAN HAS STOPPED CHARGING	ARE OK NO SHORT TO GROUND AND CONTINUITY TO OBCM BY THE TEST OBCM NEED TO BE REPLACED	
08564		11/18/2020	11/18/2020	1	17,569	Miles	Type	Cst states Drivers door takes more effort to close and sounds different	Adjusted as best as possible. Works as designed	See RO 629278. No Claim in GWA, Dlr submitted Separate RO copy
08564		11/16/2020	11/17/2020	2	17,577	Miles	W	CUSTOMER STATES ENGINE HAS INTERMITTENT TICKING NOISE WHEN AT STOP ENGINE RUNNING.	Engine Mechanical, Trouble Not Found COULD NOT DUPLICATE NOISE DRIVEN BY THREE DIFFERENT INDIVIDUALS NO DTC STORED, VISUAL INSPECTION OK, ENG RUN AT WHEN STOP AND ROAD TEST. TECH COULDN'T HEAR ANY NOISE. Rec customer show the noise when coming to Dlr. Please note driven by three different individual's SM, Porter and Tech	\$85.81
08564		10/21/2020	10/22/20	2	15,761	Miles	W	CUSTOMER STATES DOOR STICKS OUT AT REAR EDGE CST STATES THERE IS AN INTERMITTENT CLICKING FORM ENGINE IF AT IDLE CHECK ENGINE LIGHT AND TURTLE APPEARED	Module, Electronic Brake Booster (EBBM) Module, Power Inverter (PIM) Module, Powertrain Control (PCM) Striker, door/lift gate/deck lid/top PERFORMED STRIKER ADJUSTMENT PERFORMED RRTs:	\$254.05

								WOULD BARELY DRIVE. WAS OK NEXT TIME HE DROVE.	Electronic Brake Booster Module Hybrid Control Processor and Auxiliary Flash Power train Control Module W46 Safety Recall – 12 Volt Isolator Post Connection Inspect seal. Striker requires adjustment. Recheck seal and adjust driver door striker plate. Let idle, could not hear noise at this time. P0b55-00 Hybrid battery voltage sense 6 circuit performance only. Possible high voltage battery pack internal or software flash HCP 05190265AE to targeted part number 05190265AF Roads tested 15 miles and re-scan no DTCs reset at this time.	
Dealer Code	RO #	Date In	Date Out	#	Miles	Miles	Type	Enter Text.	Enter Text.	\$

Preparer: XXXXXXXXXX

Title: CRT

Comments: Cst expressed concern that Dlr has not documented concerns of limp mode each visit. Cst alleges vehicle has gone into limp mode 5 times and most recently stranded family on bridge in bad are of town. Cst adamant that vehicle is unsafe and expressed concerns that OBCM addresses concern of failure to charge and not ongoing limp mode.

LOP Information

LOP	LOP Description
23410400	Body ; Hardware - Latch/Striker/Lock/Module/Handle/Bumper/Housing charge port ; Striker, door/liftgate/decklid/top
1819869H	Software Flash ; Module ; Module, Power Inverter (PIM) ; Processor, Hybrid Control (HCP/AHCP) - Reprogram
18197790	Software Flash ; Module ; Module, Electronic Brake Booster (EBBM) ; Module, Electronic Brake Booster (EBBM) - Reprogram
181906AA	Software Flash ; Module ; Module, Powertrain Control (PCM) ; Module, Powertrain Control (PCM) - Reprogram
08W46182	Electrical System ; Recall W4x ; Safety Recall W46 - 12 Volt Isolator Post Connection ; Inspect Isolator Connection and Install Gasket

Part(s) Information

Part Number	Part Description	Part Quantity	Part Cost	Failed	Return Date

Complaint: CUSTOMER STATES THE ENGINE INTERMITTENT TICKING NOISE CHECK AND ADVISE WHEN AT STOP ENGINE RUNNING (Engine Concern)
(Check Tire Pressure) RENTAL DURING REPAIRS PERFORMED ON

Cause: NO DTC STORE, VISUAL INSPECTION OK ENG RUN AT WHEN STOP AND ROAD TEST TECH COULDN'T HEAR ANY NOISE

Correction: RECM CUST SHOW THE NOISE WHEN COME TO DEALER PLEASE NOTE DRIVEN BY THREE DIFFERENT INDIVIDUALS S/M PORTER AND TECH
CHECK TIRES PRESS

LOP	LOP Description
	Special Services ; Diagnostic LOP ; Engine Mechanical, Trouble Not Found ; Unusual Engine Noise

Part Information is not available

Complaint: CUST STATES THE DOOR ALIGNMENT NEEDS TO BE LOOKED OR DONE (E DRIVERS CUST STATES THE CAR STALLS IT WILL NOT RESTART CHECK AND ADV ICE (General Concern 1) WAS ON HWY AS THEY CAME OFF WENT TO TURTLE MODE HAS HAPPENED A FEW TIMES SINCE LAST VISIT HAS TO LET SIT THEN OK A MONTH BETWEEN EVENTS RENTAL DURING REPAIRS PERFORMED ON CHECK AND INFLATE TIRES TO PROPER PRESSURE RECORD PRESSURES ON REPAIR ORDER CUST STATES SOMETIMES AT LIGHTS GETS LOUD STATES LIKE SOMETHING LOOSE IN ENGINE CUST STATES VAN HAS STOPPED CHARGING

Cause: ? ? P0D27-00 Battery Charger 1 Input Voltage Too Low P0D27-00 Battery Charger 1 Input Voltage Too Low CHARGE WITH 2 KNOW GOOD POWER SUPPLY AT DEALER, NO CHARGING CHECK CHARGE PORT WIRE HARNESS CIRCUIT H324 AC LINE 1 AND H325 AC LINE 2 ARE OK NO SHORT TO GROUND AND CONTINUSTY TO OBCM BY THE TEST OBCM NEED TO BE REPLACED

Correction: ? CHECK TIRES PRESS ? ?

LOP information is not available

Part(s) Information

<i>Part Number</i>	<i>Part Description</i>	<i>Part Quantity</i>	<i>Part Cost</i>	<i>Failed</i>	<i>Return Date</i>
CH68372560-AF	CHARGER -BATTERY	1	\$1,675.00	No	

Sales

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Chrysler Capital

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Dealer: 08564

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Part Inquiry

Part Status

Order Status

Backorder

Cancellation Tracking

Promotion

Status Code Reference

Part Summary

Part Detail

Part History

Shipper Inquiry

Part Status Tracking

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Part Ordered: 68372560AF

Part Attributes

Part Noun: CHARGER
Part Description:
Ruling:
Part Return Eligibility:
MSQ:

Order Information

Order Type:
Order Status Description:
Order Master Control Number:
Line Number:
Order Quantity:
Order Date:
Delivery Option:
Source:

Pricing Information

Dealer Net: 1,005.00
Dealer Discount: 30.15
Price After Discount: 974.85
Tariff:

Additional Information

VIN:

Note:

Thank you for your Business.

635408



Since 1875

635408

 B.A.R REG # AE021005
 EPA # CAD981446586

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
24CHZ	AIR COND/HEATER	MI	0.00	26CHZ	COUPON MAINT	MI	0.00
24CHZX	AIR COND/HEATER	MI	0.00	24CHZY	AIR COND/HEATER	MI	0.00
24CHZT	AIR COND/HEATER	MI	0.00	24CHZ01	AIR COND/HEATER	MI	0.00
24CHZ02	AIR COND/HEATER	MI	0.00	27CHZ	CHRY MAINT COUPON	MI	0.00
26CHZF3	F3=WHEEL BRNG RPKK	MO	79.95	24CHZH1M	A/C SERVICE-MANUAL	MI	200.00

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/18/20	629454	17569	0382	910	I	23CHZ01	BODY/SYSTEM CONCERN
11/16/20	629278	17569	0382	0116	W	18CHZ03	ENGINE PERFORMANCE
				0116	C	22CHH08	CHEC & INFLATE TIRES
				0116	W	17CHZ	RENTAL CAR
10/21/20	627547	15760	0382	0116	W	08CHZ-RR1	RRT 1
				0116	W	08CHZ-RR3	RRT

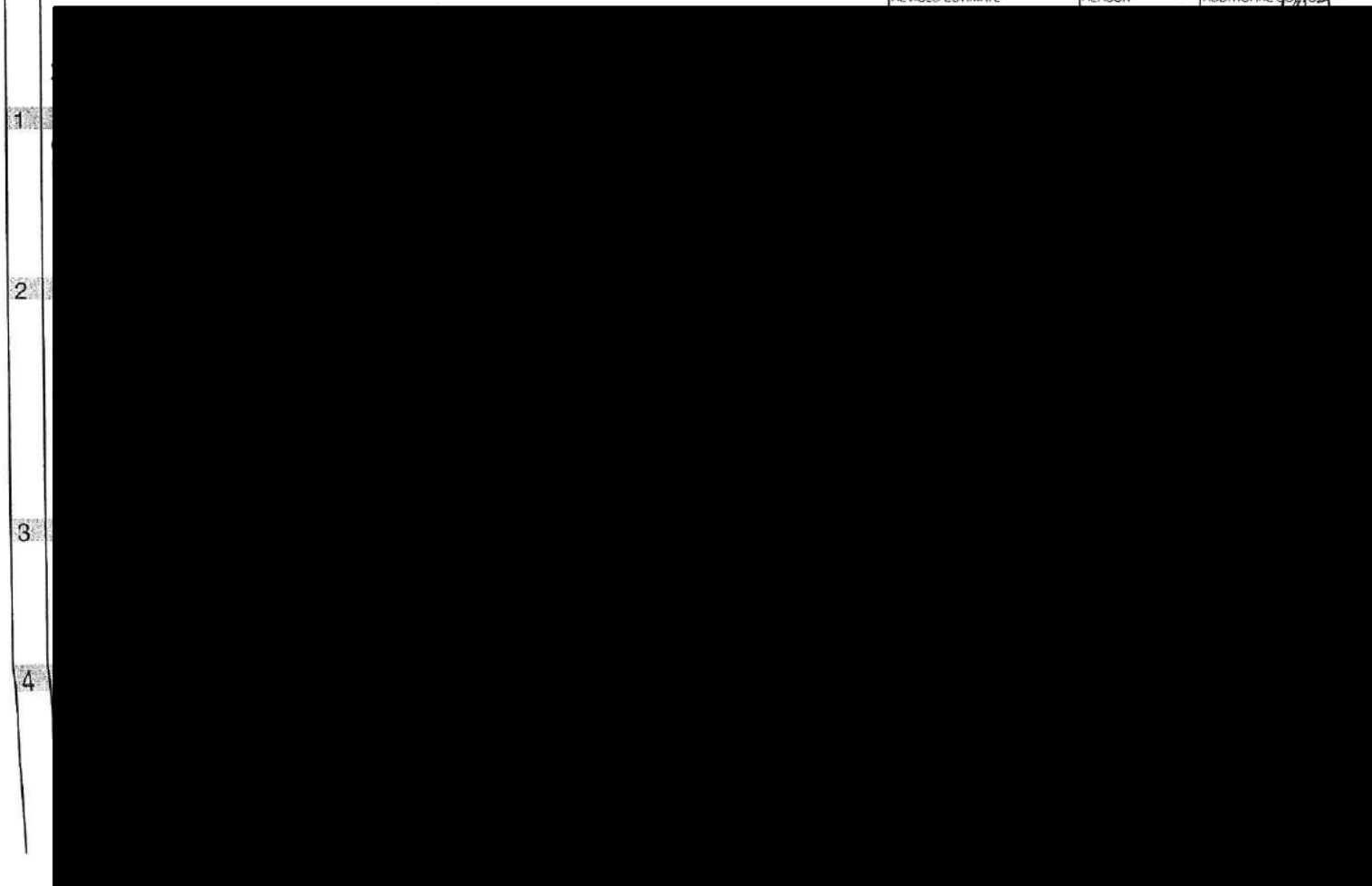
SALESPERSON NO. 0365 BA LE CAI

S E R V I C E

STATE REG# ARD021005



JOB	REVISED ESTIMATE	REASON	ADDITIONAL COSTS
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900 Capital Expressway Auto Mall
408/266-9500

San Jose, CA 95136
Fax: 408/266-1185



Since 1875

JOB

RECORD PRESSURES ON REPAIR ORDER

REVISED ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	TIME
REVISED ESTIMATE	REASON	ADDITIONAL COSTS	
AUTHORIZED BY	☐ IN PERSON ☐ PHONE	DATE	

5 C 09CHZ03 ENGINE NOISE
CUST STATES SOMETIMES AT LIGHTS GETS LOUD STATES LIKE
SOMETHING LOOSE IN ENGINE

ONE

6 W 18CHZ01 ELECTRICAL
CUST STATES VAN HAS STOPPED CHARGING

ONE



Telephone (408) 266-9500

B.A.R. REG. # ARD00021005 EPA # CAD981446586

900 Capitol Expressway Auto Mall San Jose CA 95136

LABOR & PARTS					
J# 1 08CHZ-RRT1	RRT 1	HOURS: 0.20	TECH(S):0116	WARRANTY	
20-069 2020 RU PHEV ELECTRONIC BRAKE BOOSTER MODULE EBBM (RR T 1)					
20-069 2020 RU PHEV ELECTRONIC BRAKE BOOSTER MODULE EBBM FLASH EBBM 68461813AA to targeted part number 68461813AB					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2 08CHZ-RRT3	RRT	HOURS: 0.60	TECH(S):0116	WARRANTY	
20-068 RU PHEV HYBRID CONTROL PROCESSOR HCP AND AUXILIA (RRT 2)					
20-068 RU PHEV HYBRID CONTROL PROCESSOR HCP AND AUXILIA FLASH HCP 05190265AE to targeted part number 05190265AF.					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00
J# 3 08CHZ-RRT4	RRT	HOURS: 0.30	TECH(S):0116	WARRANTY	
20-067 RU PHEV POWERTRAIN CONTROL MODULE PCM UPDATES (RRT 3)					
20-067 RU PHEV POWERTRAIN CONTROL MODULE PCM UPDATES FLASH PCM 68444228AD to targeted part number 68444228AE.					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 3 TOTAL PARTS	0.00
				JOB # 3 TOTAL LABOR & PARTS	0.00
J# 4 50CHZ-RECALL1	RECALL	HOURS: 1.40	TECH(S):0116	WARRANTY	
W46 Safety Recall W46 - 12-Volt Isolator Post Connection (Re call CSN 1)					
W46 Safety Recall W46 - 12-Volt Isolator Post Connection Inspect 12-Volt Isolator Connection					
Install the Isolator Gasket Only. Completed recall.					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
JOB # 4	1	PKW46	W46 RECALL	WARRANTY	
JOB # 4	1	CSALW462-AA	SEAL FOAM 08015002	WARRANTY	
				JOB # 4 TOTAL PARTS	0.00
				JOB # 4 TOTAL LABOR & PARTS	0.00
J# 5 22CHH08	CHEC & INFLATE TIRES	HOURS:	TECH(S):0116	0.00	
(Check Tire Pressure)					
CHECK TIRES PRESS					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
				JOB # 5 TOTAL PARTS	0.00



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900 Capitol Expressway Auto Mall San Jose CA 95136

JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 23CHZ BODY/SYSTEMS CONCERN HOURS: 0.40 TECH(S):0105 WARRANTY
CUST STATES DRIVERS DOOR STICKS OUT AT REAR EDGE (Body Syste
msTrim Concern Non-Electrical)
PERFORM DIAG.TO VERIFY CUST.COMPLAIN.INSPECT SEAL.STRIKER.
REQUIRED ADJUSTMENT.
RECHECK SEAL AND ADJUST DRIVER DOOR STRIKER.RECHECK,THIS
TIME IS OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00
JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 18CHZ03 ENGINE PERFORMANCE HOURS: TECH(S):0116 WARRANTY
CUST STATES THERE IS AN INTERMITENT CLICKING FROM ENGINE IF
AT IDLE - LET IDLE (Engine Concern)
INSPECTION ENG AREA COULDN'T HAER NOISE AT THIS TIME.
INSPECTION ONLY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 7 TOTAL PARTS 0.00
JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 18CHZ04 ENGINE PERFORMANCE HOURS: TECH(S):0116 WARRANTY
CUST STATES CK ENG LIGHT AND TURTLE APPEARD WOULD BARELY DRI
VE WAS OK NEXTTIME HE DROVE (Engine Performance Concern)
POB55-00-HYBRID/EV BATTERY VOLTAGE SENSE 6 CIRCUIT PERFORMAN
ONLY POSSIBLE HIGH VOLTAGE BATTERY PACK INTERNAL OR SOFTWARE
FLASH HCP 05190265AE to targeted part number 05190265AF.
ROAD TEST 15 MILES AND RE-SCAN NO DTC RESET AT THIS TIME.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 8 TOTAL PARTS 0.00
JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 17CHZ RENTAL CAR HOURS: 0.00 TECH(S):0116 WARRANTY
RENTAL DURING REPAIRS PERFORMED ON

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 9 TOTAL PARTS 0.00
JOB # 9 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----WARRANTY
JOB # 9 173538 2309D1L9K 10/23/20 TRAN TOTAL - SUBLET 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$630.00 (+TAX)

CC706479 Q (09/18)



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900 Capitol Expressway Auto Mall San Jose CA 95136

TOTALS-----

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

CUSTOMER SIGNATURE

D U P L I C A T E I N V O I C E

CC706479 Q (09/18)



Telephone (408) 266-9500

B.A.R. REG. # ARD00021005 EPA # CAD981446586

900 Capitol Expressway Auto Mall San Jose CA 95136

LABOR & PARTS
J# 1 18CHZ03 ENGINE PERFORMANCE HOURS: 0.30 TECH(S):0116 WARRANTY
CUSTOMER STATES THE ENGINE INTERMITTENT TICKING NOISE CHECK
AND ADVISE WHEN AT STOP ENGINE RUNNING (Engine Concern)
NO DTC STORE, VISUAL INSPECTION OK. ENG RUN AT WHEN STOP
AND ROAD TEST TECH COULDN'T HEAR ANY NOISE.
RECM CUST SHOW THE NOISE WHEN COME TO DEALER
PLEASE NOTE DRIVEN BY THREE DIFFERENT INDIVIDUALS
S/M PORTER AND TECH
JOB # 1 TOTAL LABOR & PARTS 0.00
J# 2 22CHH08 CHEC & INFLATE TIRES HOURS: TECH(S):0116 0.00
(Check Tire Pressure)
CHECK TIRES PRESS
JOB # 2 TOTAL LABOR & PARTS 0.00
J# 3+17CHZ RENTAL CAR HOURS: 0.00 TECH(S):0116 WARRANTY
RENTAL DURING REPAIRS PERFORMED ON
JOB # 3 TOTAL LABOR & PARTS 0.00
SUBLET-- [REDACTED] INV.DATE-DESCRIPTION-----
JOB # 3 11/18/20 TRAN WARRANTY
TOTAL - SUBLET 0.00
ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$210.00 (+TAX)
COMMENTS-----
CUSTOMER REQUEST A RENTAL VAN - TAG NUMBER IS [REDACTED]
TOTALS-----
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE



Telephone (408) 266-9500

B.A.R. REG. # ARD00021005 EPA # CAD981446586

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CUST STATES DRIVERS DOOR TAKES MORE EFFORT TO CLOSE AND SOUN
DS DIFFERENT
ADJUSTED AS BEST POSSIBLE WORKS AS DESIGN

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

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

TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

DUPLICATE INVOICE

CG706479 Q (09/18)



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San Jose, CA 95136
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J# 1 23CHZ01 BODY/SYSTEM CONCERN HOURS: TECH(S):910 INTERNAL
CUST STATES DRIVERS DOOR TAKES MORE EFFORT TO CLOSE AND SOUN
DS DIFFERENT
ADJUSTED AS BEST POSSIBLE WORKS AS DESIGN

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS-----

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

CUSTOMER SIGNATURE

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CHCS629278



CHCS629278

LABOR & PARTS

J# 1 18CHZ03 ENGINE PERFORMANCE HOURS: 0.30 TECH(S):0116 WARRANTY
CUSTOMER STATES THE ENGINE INTERMITTENT TICKING NOISE CHECK
AND ADVISE WHEN AT STOP ENGINE RUNNING (Engine Concern)
NO DTC STORE, VISUAL INSPECTION OK. ENG RUN AT WHEN STOP
AND ROAD TEST TECH COULDN'T HEAR ANY NOISE.
RECM CUST SHOW THE NOISE WHEN COME TO DEALER
PLEASE NOTE DRIVEN BY THREE DIFFERENT INDIVIDUALS
S/M PORTER AND TECH

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 22CHH08 CHEC & INFLATE TIRES HOURS: TECH(S):0116 0.00
(Check Tire Pressure)
CHECK TIRES PRESS

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3+17CHZ RENTAL CAR HOURS: 0.00 TECH(S):0116 WARRANTY
RENTAL DURING REPAIRS PERFORMED ON

JOB # 3 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----[REDACTED] DESCRIPTION-----
JOB # 3 173875 TRAN WARRANTY
TOTAL - SUBLET 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$210.00 (+TAX)

COMMENTS-----
CUSTOMER REQUEST A RENTAL VAN - TAG NUMBER IS 2591

TOTALS-----
TOTAL LABOR.... 0.00
TOTAL PARTS.... 0.00
TOTAL SUBLET... 0.00
TOTAL G.O.G.... 0.00
TOTAL MISC CHG. 0.00
TOTAL MISC DISC 0.00
TOTAL TAX..... 0.00
TOTAL INVOICE \$ 0.00

CUSTOMER SIGNATURE

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CHCS627547



CHCS627547

J# 1 08CHZ-RRT1		RRT	HOURS: 0.20	TECH(S):0116	WARRANTY
20-069 2020 RU PHEV ELECTRONIC BRAKE BOOSTER MODULE EBBM (RR T 1)					
20-069 2020 RU PHEV ELECTRONIC BRAKE BOOSTER MODULE EBBM					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
JOB # 1 TOTAL PARTS					0.00
JOB # 1 TOTAL LABOR & PARTS					0.00
J# 2 08CHZ-RRT3		RRT	HOURS: 0.60	TECH(S):0116	WARRANTY
20-068 RU PHEV HYBRID CONTROL PROCESSOR HCP AND AUXILIA (RRT 2)					
20-068 RU PHEV HYBRID CONTROL PROCESSOR HCP AND AUXILIA					
FLASH HCP 05190265AE to targeted part numbe					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
JOB # 2 TOTAL PARTS					0.00
JOB # 2 TOTAL LABOR & PARTS					0.00
J# 3 08CHZ-RRT4		RRT	HOURS: 0.30	TECH(S):0116	WARRANTY
20-067 RU PHEV POWERTRAIN CONTROL MODULE PCM UPDATES (RRT 3)					
20-067 RU PHEV POWERTRAIN CONTROL MODULE PCM UPDATES					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
JOB # 3 TOTAL PARTS					0.00
JOB # 3 TOTAL LABOR & PARTS					0.00
J# 4 50CHZ-RECALL1		RECALL	HOURS: 1.40	TECH(S):0116	WARRANTY
W46 Safety Recall W46 - 12-Volt Isolator Post Connection (Re call CSN 1)					
W46 Safety Recall W46 - 12-Volt Isolator Post Connection					
Inspect 12-Volt Isolator Connection					
Install the Isolator Gasket Only. Completed recall.					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
JOB # 4	1	PKW46	W46 RECALL		WARRANTY
JOB # 4	1	CSALW462-AA	SEAL FOAM 08015002		WARRANTY
JOB # 4 TOTAL PARTS					0.00
JOB # 4 TOTAL LABOR & PARTS					0.00
J# 5 22CHH08		CHEC & INFLATE TIRES	HOURS:	TECH(S):0116	0.00
(Check Tire Pressure)					
CHECK TIRES PRESS					
PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-					
JOB # 5 TOTAL PARTS					0.00



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CHCS627547



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JOB # 5 TOTAL LABOR & PARTS 0.00

J# 6 23CHZ BODY/SYSTEMS CONCERN HOURS: 0.40 TECH(S):0105 WARRANTY
CUST STATES DRIVERS DOOR STICKS OUT AT REAR EDGE (Body Syste
msTrim Concern Non-Electrical)
PERFORM DIAG.TO VERIFY CUST.COMPLAIN.INSPECT SEAL.STRIKER.
REQUIRED ADJUSTMENT.
RECHECK SEAL AND ADJUST DRIVER DOOR STRIKER.RECHECK,THIS
TIME IS OK.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 6 TOTAL PARTS 0.00
JOB # 6 TOTAL LABOR & PARTS 0.00

J# 7 18CHZ03 ENGINE PERFORMANCE HOURS: TECH(S):0116 WARRANTY
CUST STATES THERE IS AN INTERMITENT CLICKING FROM ENGINE IF
AT IDLE - LET IDLE (Engine Concern)
INSPECTION ENG AREA COULDN'T HAER NOISE AT THIS TIME.
INSPECTION ONLY

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 7 TOTAL PARTS 0.00
JOB # 7 TOTAL LABOR & PARTS 0.00

J# 8 18CHZ04 ENGINE PERFORMANCE HOURS: TECH(S):0116 WARRANTY
CUST STATES CK ENG LIGHT AND TURTLE APPEARD WOULD BARELY DRI
VE WAS OK NEXTTIME HE DROVE (Engine Performance Concern)
POB55-00-HYBRID/EV BATTERY VOLTAGE SENSE 6 CIRCUIT PERFORMAN
ONLY POSSIBLE HIGH VOLTAGE BATTERY PACK INTERNAL OR SOFTWARE
FLASH HCP 05190265AE to targeted part number 05190265AF.
ROAD TEST 15 MILES AND RE-SCAN NO DTC RESET AT THIS TIME.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 8 TOTAL PARTS 0.00
JOB # 8 TOTAL LABOR & PARTS 0.00

J# 9 17CHZ RENTAL CAR HOURS: 0.00 TECH(S):0116 WARRANTY
RENTAL DURING REPAIRS PERFORMED ON

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-
JOB # 9 TOTAL PARTS 0.00
JOB # 9 TOTAL LABOR & PARTS 0.00

SUBLET-----PO#-----VEND INV#-INV.DATE-DESCRIPTION-----
JOB # 9 173538 2309D1L9K 10/23/20 TRAN WARRANTY
TOTAL - SUBLET 0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$630.00 (+TAX)



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TOTALS-----

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

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

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