

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.)

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

VIN		Model Year	2020		
Caller Address				Source	FCA
Caller City		Caller Country		Caller Postal Code	
Customer					
Dealer Zone	Md Atlantic	Sales District		Service District	P
Subject	Vehicle Concern> Check Engine Light				
Synopsis	Vehicle still not repaired. Sent for repurchase				
Customer Anomaly	Engine				
	OTHER				
Contact Reason	C221	Dispute Resolution - Buyback/Lemon Law	Customer Anomaly	30	General engine issues
Reason Code	After Sales - Complaint - Product - Dispute Resolution - Buyback/Lemon Law Request				

Create Date	Status
11/24/2021 08:53 PM	Open
01/03/2022 07:54 PM	Closed

Cust is seeking a Buy Back after several attempts to fix the vehicle at DLR

[illegible]

Email(s)

Date	11/29/2021	Subject	2020 CHRYSLER PACIFICA HYBRID LIMITED
From	uscustomer@fcagroup.com		

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

Your case number is

Monday-Friday.

Please give me a call or reply to this email should you have any questions or concerns.

Best Wishes,

Linda | Stellantis Customer Retention Specialist

Date	12/07/2021	Subject	21:31 PM
------	------------	---------	----------

Hi Mr. Hess,

I will send this email again. Hope it will show up for you .

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

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

more convenient.

Case Management hours are: 9:30 am to 6:00 pm Eastern Standard Time Monday-Friday.

Please give me a call or reply to this email should you have any questions or concerns.

Best Wishes,

nsion 1239
1-800-654-2486

Original Message

From: US Customer Care [uscustomer@fcagroup.com]
Sent: 11/29/2021 3:54 PM

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

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

Case Management hours are: 9:30 am to 6:00 pm Eastern Standard Time Monday-Friday.

Please give me a call or reply to this email should you have any questions or concerns.

Best Wishes,

nt Date/Time	12/10/2021 17:13 PM
--------------	---------------------

[REDACTED]

I will send this email again. Hope it will show up for you .

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

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

[REDACTED]

> Case Management hours are: 9:30 am to 6:00 pm Eastern Standard Time Monday-Friday.

> Please give me a call or reply to this email should you have any questions or concerns.

> Best Wishes,

> Linda | Stellantis Customer Retention Specialist

[REDACTED]

> From: US Customer Care [uscustomecare@fcagroup.com <mailto:uscustomecare@fcagroup.com>]

[REDACTED]

[REDACTED] name is Linda and I have been assigned as your Case Manager.

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

[REDACTED]

> Case Management hours are: 9:30 am to 6:00 pm Eastern Standard Time Monday-Friday.

> Please give me a call or reply to this email should you have any questions or concerns.

> Best Wishes,

[REDACTED]

Date	12/14/2021	Subject	[REDACTED]	Sent Date/Time	12/14/2021 02:12 AM
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I have sent over the package for review. I have not received an answer yet. It does go through several departments for approval. This process is not a fast one. But I will keep you posted, apologize for the length of time it takes.

Best Wishes,

Original Message

Another week has gone by and still no word on my vehicle. I think this is 8 weeks now that Safford has been working on the vehicle and still hasn't fixed it. Between Safford and Millers where I purchased the vehicle the dealers have had the vehicle getting close to three months out of the year from the time I purchased it. I am not willing to wait any longer on this vehicle and have zero confidence in it even if they think they can fix it. I don't want to wait any longer I want my money back. I have been more than patient and want a date as to when I can receive my money back in full.

I will send this email again. Hope it will show up for you .

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

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

Case Management hours are: 9:30 am to 6:00 pm Eastern Standard Time Monday-Friday.

Please give me a call or reply to this email should you have any questions or concerns.

Best Wishes,

Original Message

From: US Customer Care [uscustomecare@fcagroup.com <mailto:uscustomecare@fcagroup.com>]

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

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

Case Management hours are: 9:30 am to 6:00 pm Eastern Standard Time Monday-Friday.

Please give me a call or reply to this email should you have any questions or concerns.

Best Wishes,

Date	12/23/2021	Subject		Sent Date/Time	12/23/2021 21:53 PM
------	------------	---------	--	----------------	---------------------

[Redacted]

I am reaching out to you before the holidays to let you know that the remaining days of 2021 include corporate holidays for many of our employees. Because of this, we will have limited staffing and this could cause a delay in response or update to your case possibly until the New Year.

Thank you for your patience and continued understanding.

Best Wishes,

[Redacted]

Original Message

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

D

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[Redacted]

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[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[illegible]

[illegible]

✓ [REDACTED]

[illegible]

[illegible]

Age Group	Percentage of Respondents
18-29	90%
30-49	85%
50-64	75%
65+	10%

Sent: 1/3/2022 1:56 PM
To: uscusercontent@fcagroup.com

I sent all that information already.

Sent from myiPhone

> On Jan 3, 2022, at 1:14 PM, US Customer Care <uscusercontent@fcagroup.com> wrote:

> Thank you for working with me in regards to the repurchase of your 2020 Chrysler Pacifica Hybrid Limited . As discussed, a new case will be opened with our Reacquired Vehicle Team and your new Case Manager will be reaching out to you in the next few business days.

> Your new Case Manager will discuss the process of your repurchase in more detail, however, if youd like to start gathering the documentation listed below, this will help progress your case more quickly. The following documentation will be needed for your replacement:

> Repurchase:

> Acopy of the drivers license of all titled owners

> Acopy of the vehicle registration

> Front and back of the title application (except CA) (if not in your possession, the lienholder can provide this to you); or a clean title (if no lien)

> Bill of sale (buyers order and / or finance contract)

> VIN and dealer location of the replacement vehicle

> Return of any loaner/rental vehicles to the dealership within 24 hours

> A written lienholder payoff statement which includes the following: a 10-day payoff amount with a daily interest rate (per diem) and good-through date, account number, collateral information, and overnight payoff address.

> I will keep an eye out for your new case to be opened. Once I see that your new case is open, I do have to close our case to allow you to work with your new Case Manager.

> However, please feel free to contact me directly anytime you have questions or concerns.

> Additionally, you may receive a follow up phone call or email, with a brief survey, to share your experience with me.

> It has been a pleasure working with you!

> Best Wshes,

2020 CHRYSLER PACIFICA HYBRID LIMITED

> Linda,

> Hope you have a great Christmas. This time its been two and half months so I guess little longer wont hurt but I would like a refund check the first of the year.

> Terry

> Sent from myiPhone

>> On Dec 23, 2021, at 4:53 PM, US Customer Care <uscusercontent@fcagroup.com> wrote:

>>> [REDACTED]

>>> I will send this email again. Hope it will show up for you .

>>>

>>>

>>> Myname is Linda and I have been assigned as your Case Manager.

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.)

DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
31DEC20 DD			09:45 08MAR21			CASH	31MAR21

R.O. OPENED	READY	OPTIONS:
08:16 08MAR21	07:25 31MAR21	ENG:EH3 3.6L V6 Hybrid Engine TRN:DFQ EFLite Si-EVT Transmission 1)LIFETIME

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
E											
Multi-point inspection (according to maintenance interval)											
9090 Multi-point inspection (according to maintenance interval)											

F Electrical/Non PCM Flashes Concern [CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON]
POOR PARTS HAVE BEEN SPECIAL ORDERED TO REPAIR YOUR VEHICLE

G General Concern #1 [CUSTOMER STATES THERE IS DISTORTION ON THE CLUSTER LENS]
CAUSE: FOUND THE CLUSTER PLASTIC WAS DISTORTED REPLACED THE CLUSTER TO CORRECT

08451009 Cluster, instrument panel - Test and Replace All others (1 Semi-Skilled)

W94	0.50	0.50	1050	4499	44.99	44.99
-----	------	------	------	------	-------	-------

FC: 11 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

0 0 TPARTS
1050 4499 TLABOR

Thank you for choosing Miller's Chrysler/Jeep to service your vehicle. You may receive a survey regarding your service experience. If for any reason you are not completely satisfied, please call our Service Manager Scott Larrick so that he may address your concerns.

WARRANTY STATEMENT: PURSUANT TO WEST VIRGINIA LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

* **SHOP SUPPLY COSTS:** We have added a charge equal to 12.5% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55000	0	0		55200	4499	1050	
10200	0	*****		11600	4499	*****	

COST, SALE, & COMP TOTALS 1050 4499 0

WARRANTY STATEMENT: PURSUANT TO WEST VIRGINIA LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CLUSTER LENS]

CAUSE: FOUND THE CLUSTER PLASTIC WAS DISTORTED REPLACED THE CLUSTER TO CORRECT

08451009 Cluster, instrument panel - Test and Replace All others (1 - Semi-Skilled)

2477 PRYOR, MIKE LICH: X

W94 0.50

EC: 11 PARTS COUNT:

44.99 44.99

CLAIM TYPE: W

AUTH CODE:

0 0 TPARTS
1050 4499 TLABOR

EST: 119.00

08MAR21 09:16 SA: 2421

CONTACT:

Thank you for choosing Miller's Chrysler/Jeep to service your vehicle. You may receive a survey regarding your service experience. If for any reason you are not completely satisfied, please call our Service Manager Scott Larrick so that he may address your concerns.

COST, SALE, & COMP TOTALS

1050 4499 0

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By signing below, you acknowledge that you have read and understood the above.

DESCRIPTION	TOTALS
LABOR AMOUNT	44.99
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	44.99
	0.00
	0.00
	44.99

9090 Multi-point inspection (according to maintenance interval)

0.00 0.00

Electrical/Non PCM Flashes Concern [CUSTOMER STATES THE CHECK ENGINE LIGHT IS ON]
POOR PARTS HAVE BEEN SPECIAL ORDERED TO REPAIR YOUR VEHICLE

0.00 0.00

G General Concern #1 [CUSTOMER STATES THERE IS DISTORTION ON THE CLUSTER LENS]
CAUSE: FOUND THE CLUSTER PLASTIC WAS DISTORTED REPLACED THE CLUSTER TO CORRECT

08451009 Cluster, instrument panel - Test and (skilled)

PC: 11 PART#: COUNT:

(N/C)

CLAIM TYPE: W

AUTH CODE:

EST: 119.00 08MAR21 08:16 SA: 2421

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

8
M

Thank you for choosing Miller's Chrysler/Jeep to service your vehicle. You may receive a survey regarding your service experience. If for any reason you are not completely satisfied, please call our Service Manager Scott Larrick so that he may address your concerns.

CUSTOMER

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DATE _____ CUSTOMER SIGNATURE _____ AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE _____

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

MILLER'S

CHRYSLER DODGE JEEP RAM

48 Kelly Island Road
Martinsburg, WV 25401
821 Toll Free 888-875-5151
EDMAN, DANA

MILEAGE IN/OUT	TAG
3372	
3366/	
PAYMENT	INV. DATE
CASH	

ON 1) LIFETIME

299159 2416 436 01FEB21
SES 6 CP CUSTOMER STOPPED IN DUE TO ENGINE LIGHT

LINE OF CODE TECH TYPE DESCRIPTIONS/INSTRUCTIONS
D SES Perform DTC Inspection.

E 9090 Multi-point
interval)

F CES

G M99 CP General concern #1 (CUSTOMER STATES THERE IS

WARRANTY STATEMENT: PURSUANT TO WEST VIRGINIA LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

STORAGE CHARGES: I understand that a storage charge equal to \$8.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 5 working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized charges.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any 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; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the Dealership to use the vehicle for testing and/or inspecting the vehicle.

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. PLEASE INITIAL BESIDE THE KIND OF ESTIMATE YOU WANT TO RECEIVE AND INDICATE THE BEST WAY YOU CAN BE REACHED.

Initials WRITTEN ESTIMATE _____ ORAL ESTIMATE _____ NO ESTIMATE _____
By Telephone: _____ By Fax: _____
By E-Mail: _____

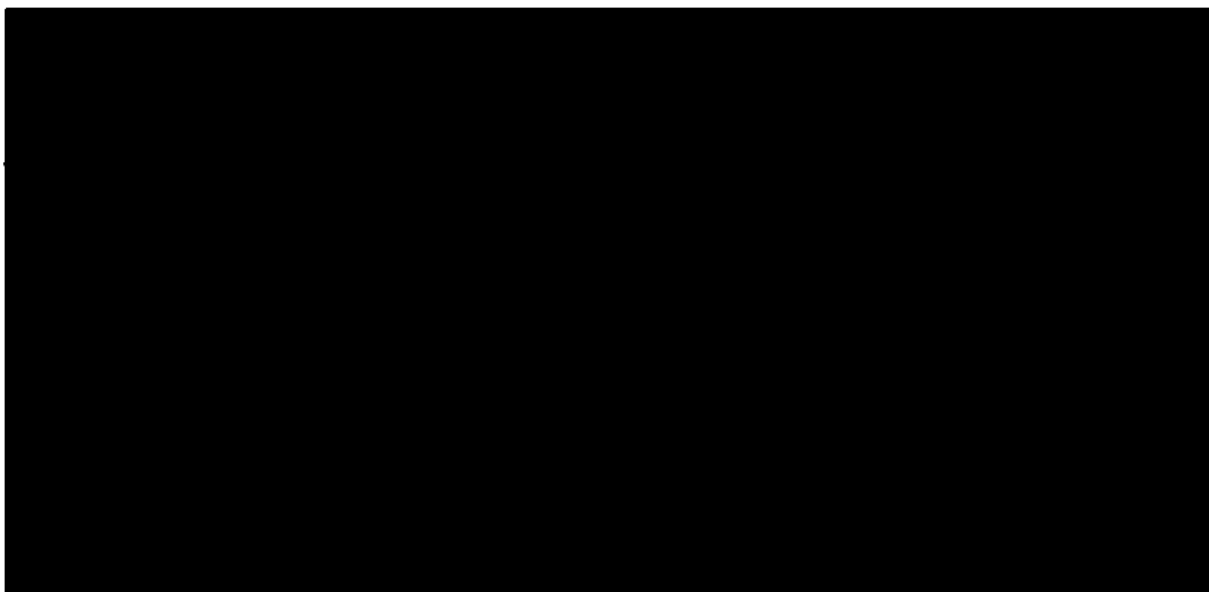
PRELIMINARY ESTIMATE \$ _____
SHOP SUPPLY COSTS: A charge equal to 12.5% of the total cost of parts and labor, not to exceed \$20.00, will be added to the Repair Order and used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed 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. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

TECH SHOP COPY



21 MAR 23 17.15

21 MAR 23 16.15

21 MAR 8 12.29

R'S
EEP RAM

5151

TAG

DATE

CUSTOMER

WARRANTY STATEMENT: PURSUANT TO WEST VIRGINIA LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

STORAGE CHARGES: I understand that a storage charge equal to \$0.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 5 working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in Cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized charges.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any 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; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnostic or research purposes.

Customer X _____ Date _____

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. PLEASE INITIAL BESIDE THE KIND OF ESTIMATE YOU WANT TO RECEIVE AND INDICATE THE BEST WAY YOU CAN BE REACHED.

_____ **WRITTEN ESTIMATE** _____ **ORAL ESTIMATE** _____ **NO ESTIMATE**
Initials Initials Initials

By Telephone: _____ By Fax: _____

By E-Mail: _____

PRELIMINARY ESTIMATE \$ _____

SHOP SUPPLY COSTS: A charge equal to 12.5% of the total cost of parts and labor, not to exceed \$20.00, will be added to the Repair Order for shop supplies used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed 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. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

Warning Messages

!! ATTENTION !! THIS VEHICLE MAY HAVE HAD 0 VISITS, 0 DAYS DOWN AND 0 REPEAT REPAIRS. SERVICE PERSONNEL SHOULD NOTIFY DEALERSHIP SERVICE MANAGEMENT AND ENGAGE FCA SERVICE AND PARTS RESOURCES. REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS. PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Vehicle Restrictions

Description	Restricted LOPs	Restricted Parts	Part / LOP Description
No Restrictions			

Service Actions

Incomplete Recalls			None
Completed Recalls			None
Open RRT's			None
DTC's Present			None
ECU	DTC	Description	
PLGM	B224E-06	Power Liftgate Module Internal-Component Internal Failure	
HCP	P1CDD-00	Hybrid/EV Wakeup Control 2 Output Circuit/Open-	
OBCM	P1CDD-00	Hybrid/EV Wakeup Control 2 Output Circuit/Open-	
DSM	B155D-00	Low Voltage Differential Signal (LVDS) Video Cable-	
Software Updates			None

Warranty Information

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

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 Months or 36000 Miles	0	12/31/2023	34 Months or 32634 Miles
POWERTRAIN WARRANTY	60 Months or 60000 Miles	0	12/31/2025	59 Months or 56634 Miles
CORROSION WARRANTY	60 Months or 999999 Miles	0	12/31/2025	59 Months or 996633 Miles
FEDERAL EMISSIONS WARRANTY	120 Months or 100000 Miles	0	12/31/2030	120 Months or 96634 Miles
ADJUSTMENT WARRANTY	36 Months or 36000 Miles	0	12/31/2023	34 Months or 32634 Miles
MAJOR EMISSION COMP WARRANTY	96 Months or 80000 Miles	0	12/31/2028	95 Months or 76634 Miles
HIGH VOLTAGE BATTERY	120 Months or 100000 Miles	0	12/31/2030	120 Months or 96634 Miles

WCC Code	Roadside Assistance	Towing Assistance	Master Shield	Transferable Powertrain Warranty
561	No	Yes	N/A	N/A

Existing Mopar Vehicle Protection Plans

No Existing Mopar Vehicle Protection Plans Information Available.

Service History

Repair Date	Dealer Name	Service Performed	Odometer	Transaction Type
12/09/2020	26013 - MILLER'S CHRYSLER DODGE JEEP R	85900068 - Road Ready-Uconnect Theater DV	0 Miles	PREPARATION

Open CAIRs

No Open CAIRs Information Available.

Coverages Report

Dealer: 26013 - MILLER'S CHRYSLER DODGE JEEP RAM

Date: March 26, 2021 Time: 10:11:15

Dealer Entered Name: [REDACTED]

Dealer Entered Odometer: 5,100 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.

LOP Coverage						
LOP Number	LOP Description	Time (Hours)	Book	Carline	Claim Type	LOP Coverage Result
09441202	Compressor, air suspension-Compressor - All except DS 1600	0.5	R	B	W,M,F,K,S,T,A	COVERED UNDER THE 3/36 BASIC WARRANTY
02550250	Reservoir, Air Suspension - Drain/Refill-	0.5	R	B	W,M,F,K,S,T,A	COVERED UNDER THE 3/36 BASIC WARRANTY
02300202	Spring, rear air suspension-Spring, Air suspension -Right side	0.8	R	B	W,M,F,K,S,T,A	COVERED UNDER THE 3/36 BASIC WARRANTY

VIP Summary Report

Dealer: 26013 - MILLER'S CHRYSLER DODGE JEEP RAM

Date: March 31, 2021 Time: 16:05:30

Dealer Entered Name: [REDACTED]

Dealer Entered Odometer: 3,366 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.

	Number	Odometer		
March 9, 2021	79278 - NSI 0 - MAIN LOCATION 79278 95081902 - Supplier No. - Radio Repair Pa	3,372 Miles	2021033	WARRANTY
December 9, 2020	26013 - MILLER'S CHRYSLER DODGE JEEP R 0 - (C,D,J,R) 48 KELLY ISLAND RD 85800068 - Road Ready-Uconnect Theater DV	0 Miles	2020123	PREPARATION

Recall Information - No Recall Information Available

Vehicle Owner Information

[REDACTED]

CAIR

CAIR Status	CAIR Number	Date Opened	Reason Code Description
CLOSED	null	March 23, 2021	NO REASON CODE DESCRIPTION/NARRATIVE AVAILABLE

Connected Vehicle Status

Uconnect status data is not available. Please visit Uconnect Status tab to view Uconnect data in Summary report.

Connected Vehicle?	NA	New Vehicle Free Trial Activated?	NA
Active Paid Subscription?	NA	Eligible for Paid Subscription?	NA

Satellite Radio and Entertainment Status

Satellite Radio Equipped?	NA	Eligible for Service Lane Free Trial?	NA
---------------------------	----	---------------------------------------	----

Navigation Status

Eligible for Navigation Activation?	NA	Eligible for Map Update?	NA
Vehicle Equipped with Factory Navigation?	NA		

Dana

VIP Summary Report

Dealer: 26013 - MILLER'S CHRYSLER DODGE JEEP RAM

Date: March 31, 2021 Time: 16:05:30

Dealer Entered Name: [REDACTED]

Dealer Entered Odometer: 3,366 miles

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.

Warning Messages

!! ATTENTION !! THIS VEHICLE MAY HAVE HAD 1 VISITS, 24 DAYS DOWN AND 0 REPEAT REPAIRS. SERVICE PERSONNEL SHOULD NOTIFY DEALERSHIP SERVICE MANAGEMENT AND ENGAGE FCA SERVICE AND PARTS RESOURCES.

THIS VEHICLE HAS RETURNED FOR SERVICE WITHIN 90 DAYS:

CURRENT ODOMETER (003366) LOWER THAN THE LAST ODOMETER (003372)

Vehicle Restrictions - No Vehicle Restriction

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

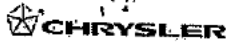
Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 Months or 36,000 miles	0	December 31, 2023	33 Months or 32,634 miles
POWERTRAIN WARRANTY	60 Months or 60,000 miles	0	December 31, 2025	57 Months or 56,634 miles
CORROSION WARRANTY	60 Months or Unlimited miles	0	December 31, 2025	57 Months or Unlimited miles
FEDERAL EMISSIONS WARRANTY	120 Months or 100,000 miles	0	December 31, 2030	115 Months or 96,634 miles
ADJUSTMENT WARRANTY	36 Months or 36,000 miles	0	December 31, 2023	33 Months or 32,634 miles
MAJOR EMISSION COMP WARRANTY	96 Months or 80,000 miles	0	December 31, 2028	92 Months or 76,634 miles
HIGH VOLTAGE BATTERY	120 Months or 100,000 miles	0	December 31, 2030	115 Months or 96,634 miles

WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable Powertrain Warranty
581	No	Yes	N/A	Yes

Service Contract - No Service Contracts Available

Service History (24 Month)

Repair Date	Dealer/Payee	Claim	Repair	List Date	Transaction Type
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MILLER'S CHRYSLER DODGE JEEP R
48 KELLY ISLAND RD
MARTINSBURG, WV 254014570
Phone : 304 263-8821



Mopar Vehicle Protection

Eligible Plans

Option	Description	Deduct [USD]	Months	Miles	Services	MSRP [USD]	Price [USD]	Payment* [USD]
ECCDR12N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 1 YR/2 SVCS (\$75 CAP)	0.00	12	0	2	170.00	180.20	N/A
ECCDR23N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 2 YR/3 SVCS (\$75 CAP)	0.00	24	0	3	240.00	234.40	N/A
ECCDR34N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 3 YR/4 SVCS (\$75 CAP)	0.00	36	0	4	325.00	344.50	N/A
ECCD12N	ESSENTIAL CARE OIL CHANGE - 1 YR/2 OIL CHGS (\$75 CAP)	0.00	12	0	2	160.00	159.00	N/A
ECCD23N	ESSENTIAL CARE OIL CHANGE - 2 YR/3 OIL CHGS (\$75 CAP)	0.00	24	0	3	215.00	227.00	N/A
ECCD34N	ESSENTIAL CARE OIL CHANGE - 3 YR/4 OIL CHGS (\$75 CAP)	0.00	36	0	4	285.00	302.10	N/A
ECGR12N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 1 YR/2 SVCS (\$35 CAP)	0.00	12	0	2	90.00	95.40	N/A
ECGR23N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 2 YR/3 SVCS (\$35 CAP)	0.00	24	0	3	130.00	137.80	N/A
ECGR34N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 3 YR/4 SVCS (\$35 CAP)	0.00	36	0	4	170.00	180.20	N/A
ECG12N	ESSENTIAL CARE OIL CHANGE - 1 YR/2 OIL CHGS (\$35 CAP)	0.00	12	0	2	70.00	74.20	N/A
ECG34N	ESSENTIAL CARE OIL CHANGE - 3 YR/4 OIL CHGS (\$35 CAP)	0.00	36	0	4	135.00	143.10	N/A
ECPR12N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 1 YR/2 SVCS (\$25 CAP)	0.00	12	0	2	70.00	74.20	N/A
ECPR23N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 2 YR/3 SVCS (\$25 CAP)	0.00	24	0	3	100.00	106.00	N/A
ECPR34N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 3 YR/4 SVCS (\$25 CAP)	0.00	36	0	4	135.00	143.10	N/A
ECPSR12N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 1 YR/2 SVCS (\$50 CAP)	0.00	12	0	2	120.00	127.20	N/A
ECPSR23N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 2 YR/3 SVCS (\$50 CAP)	0.00	24	0	3	170.00	180.20	N/A
ECPSR34N	ESSENTIAL CARE OIL CH W/TIRE ROTATE - 3 YR/4 SVCS (\$50 CAP)	0.00	36	0	4	230.00	243.80	N/A

MILLER'S

CHRYSLER DODGE JEEP RAM

8 Kelly Island Road
Martinsburg, WV 25401
Toll Free 888-875-5151
A FREEDMAN

MILEAGE IN / OUT	TAG
4645/4645	
PAYMENT	INV. DATE
CASH	03MAY21

08:01 03MAY21 11:36 03MAY21 ENG:EH3_3.6L V6 Hybrid Engine
LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL
A CUSTOMER STATES "CHECK ENGINE" WARNING LIGHT STAYS ON
CAUSE: REPLACED THE OBCM
08840801 REPLACE OBCM

W94 1.30 1.30 130 11696 116.96 116.96
1 68372560AF
CHARGER-BATTERY 100500 140700 0 1675.00 1407.00 1407.00
FC: 14 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

07FF0151 DRAIN COOLANT

W94 0.10 0.10 10 900 9.00 9.00
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

100500 140700 TPARTS
140 12596 TLABOR

B SPECIAL ORDER PART
SOP SPECIAL ORDER PART

CP 0.00 0.00 0 0 0.00 0.00
FOUND SPEED ADJUSTED VOLUME Thank you for choosing Miller's Chrysler/Jeep
ON, TURNED SETTING OFF, IF IT to service your vehicle. You may receive a
CONTINUES WILL NEED TO survey regarding your service experience. If
SCHEDULE TO H AVE ADDRESSED. for any reason you are not completely
satisfied, please call our Service Manager
Scott Larrick so that he may address your
concerns.

WARRANTY STATEMENT: PURSUANT TO WEST VIRGINIA LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

* **SHOP SUPPLY COSTS:** We have added a charge equal to 12.5% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

MILLER'S

CHRYSLER DODGE JEEP RAM

48 Kelly Island Road
Martinsburg, WV 25401
63-8821 Toll Free 888-875-5151
DANA FREEDMAN

INSE	MILEAGE IN / OUT	TAG
	4645/4645	
PAYMENT	INV. DATE	
CASH	03MAY21	

31DEC20 DD		WAIT 03MAY21			
R.O. OPENED	READY	OPTIONS: SOLD-STK:20545 DLR			
08:01 03MAY21	11:36 03MAY21	ENG:EH3 3.6L V6 Hybrid Engine			
LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS
ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE
55200	12596	140		57200	140700
55000	0	0		11600	153296
10200	0	*****			

COST, SALE, & COMP TOTALS 100640 153296 0

WARRANTY STATEMENT: PURSUANT TO WEST VIRGINIA LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP. IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION, THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.



48 Kelly Island Road
Martinsburg, WV 25401

304-262-8821 Toll Free 888-875-5151

		OUT	TAG
6		4645/4645	
RATE	PAYMENT	INV. DATE	
	CASH	03MAY21	

08:01 03MAY21 11:36 03MAY21
LINE OPCODE TECH TYPE HOURS
A CUSTOMER STATES "CHECK ENGINE" WARNING LIGHT STAYS ON
CAUSE: REPLACED THE OBCM
08840801

LIST NET TOTAL

1 68372560AF CHARGER-BATTERY 1675.00 1407.00 1407.00

EC PART#: COUNT: CLAIM TYPE: W AUTH CODE:

078F0151 DRAIN COOLANT 9.00 9.00

EC PART#: COUNT: CLAIM TYPE: W AUTH CODE:

100500 140700 TPARTS 140 12596 TLABOR

FOUND SPEED ADJUSTED VOLUME ON, TURNED SETTING OFF, IF IT CONTINUES WILL NEED TO SCHEDULE TO HAVE ADDRESSED.

Thank you for choosing Miller's Chrysler/Jeep to service your vehicle. You may receive a survey regarding your service experience. If for any reason you are not completely satisfied, please call our Service Manager Scott Larrick so that he may address your concerns.

CUSTOMER

COST, SALE, & COMP. TOTALS 100640 153296 0

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DATE

SIGNATURE

PLEASE PAY THIS AMOUNT 1532.96

DEALER CAR 2014 CDK Global, LLC (11/17) SERVICE INVOICE TYPE 2 - 21/20 - IMPLIED WARRANTY - WV - 909078

MILLER'S

CHRYSLER DODGE JEEP RAM

48 Kelly Island Road
Martinsburg, WV 25401

800-822-8881 FAX 800-876-8151

	OUT	TAG
	4645/4645	
RATE	PAYMENT	INV. DATE
	CASH	03MAY21

LR:26013

08:01 03MAY21 11:36 03MAY21 ENG:EH3 3.6L V6 Hybrid Engine
LINE OPCODE:TECH TYPE HOURS TRN:DFQ EFlite Si-EVT Transmission 1)LIFETIME

A CUSTOMER STATES "CHECK ENGINE" WARNING LIGHT STAYS ON LIST NET TOTAL

CAUSE: REPLACED THE OBCM

08840801 REPLACE OBCM

1 68372560AF CHARGER-BATTERY

FC: 14 PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

07880151 DRAIN COOLANT

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

B SPECIAL ORDER PART

SOP SPECIAL ORDER PART

0.00 0.00

FOUND SPEED ADJUSTED VOLUME

ON, TURNED SETTING OFF. IF IT

CONTINUES WE'LL NEED TO

SCHEDULE TO HAVE ADDRESSED

Thank you for choosing Miller's Chrysler/Jeep to service your vehicle. You may receive a survey regarding your service experience. If for any reason you are not completely satisfied, please call our Service Manager Scott Lannick so that he may address your concerns.

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*SHOP SUPPLY COSTS: We have added a charge equal to 12.5% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.

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. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.



48 Kelly Island Road
Martinsburg, WV 25401
304-263-8821 Toll Free 888-876-5151
2421 FREEDMAN, DANA

LICENSE	MILEAGE IN/OUT	PAGE
	4645/	
RATE	PAYMENT	INV. DATE
	CASH	

LR:26013
gine
ansmission 1) LIFETIME

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH	TYPE	DESCRIPTION
900521	2421	3372	31MAR21			
		9090	2477	CP	Multi-point inspection (according to m	
		FOOR	2477	CP	PARTS HAVE BEEN SPECIAL ORDERED TO RE	
		08451009	2477	W94	Cluster, instrument panel - Test and	
299159	2416	436	01FEB21			
		SES	6	CP	CUSTOMER STOPPED IN DUE TO ENGINE LIGH	

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	SES	2477	CP	CUSTOMER STATES "CHECK ENGINE" WARNING LIGHT STAYS ON

# B	SOP		CP	SPECIAL ORDER PART
-----	-----	--	----	--------------------

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STORAGE CHARGES: I understand that a storage charge equal to \$8.00 will be assessed and shall accrue daily if I fail to pick up the vehicle within 5 working days from the date I am notified that the repairs are complete or after the communication of an estimate if I fail to authorize repairs.

PAYMENT TERMS: I agree to pay for the inspection and repairs I authorize, along with the necessary materials, in cash or approved credit card upon completion of the repairs unless the Dealership agrees to other payment arrangements in advance. If I authorize commencement of repairs or disassembly of the vehicle or a vehicle component for diagnostic purposes and do not authorize completion of a repair or service, I understand that a charge will be imposed for disassembly, reassembly or partially completed work and I agree to pay the same. Such charges will be directly related to the actual amount of labor and parts involved in the inspection, repair or service. An express mechanics lien is hereby acknowledged on the vehicle to secure the cost of labor, materials, and other authorized charges.

By Signing Below: I agree that: (1) I have read this Repair Order and I authorize the completion of the services/repairs listed above in accordance with the terms and conditions herein; (2) the Dealership is not responsible for any delays caused by the unavailability of parts or shipping by the parts manufacturer, supplier, or transporter or for any 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; (3) the Dealership may operate the vehicle on streets, highways or public roadways for the purpose of testing and/or inspecting the vehicle; and (4) I authorize the retrieval of on-board data as needed to facilitate vehicle repairs and the sharing of that data with the vehicle manufacturer for diagnosis.

Customer: _____ Date: _____
Dealer: CAR _____

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. PLEASE INITIAL BESIDE THE KIND OF ESTIMATE YOU WANT TO RECEIVE AND INDICATE THE BEST WAY YOU CAN BE REACHED.

Initials

Initials

Initials

By Telephone: _____ By Fax: _____

By E-Mail: _____

PRELIMINARY ESTIMATE \$ _____

SHOP SUPPLY COSTS: A charge equal to 12.5% of the total cost of parts and labor, not to exceed \$20.00, will be added to the Repair Order for shop supplies used in connection with the repair.

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

PARTS: All parts installed 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. Upon request, replaced parts will be made available for inspection and/or returned to you unless subject to a manufacturer's or distributor's warranty, core charge, or otherwise specified.

Discard Replaced Parts _____ (INITIAL) Save Replaced Parts _____ (INITIAL)

Pr. Replaced the OBCM Pr star for code
PICBD-00, Allowed to charge NO
issued at this time

21 MAY 3 835

21 MAY 3 11.16

SCAN

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.

Warning Messages

!! ATTENTION !! THIS VEHICLE MAY HAVE HAD 1 VISITS, 24 DAYS DOWN AND 0 REPEAT REPAIRS. SERVICE PERSONNEL SHOULD NOTIFY DEALERSHIP SERVICE MANAGEMENT AND ENGAGE FCA SERVICE AND PARTS RESOURCES.

THIS VEHICLE HAS RETURNED FOR SERVICE WITHIN 90 DAYS

Vehicle Restrictions - No Vehicle Restriction

Vehicle Service Information

Year/Model:	2020 CHRYSLER PACIFICA HYBRID LIMITED	Last Odometer:	3,372 miles on March 9, 2021
Body Style:	RUES53	In-Service Date:	December 31, 2020
Engine:	EH3-3.6L V6 Hybrid Engine	In-Service Odometer:	10 miles
Transmission:	DFQ-EFite SI-EVT Transmission	Odometer Type:	miles
Color 1:	PAU-Granite Crystal Met. Clear Coat	Car Line:	R
Color 2:	QAU-Granite Crystal Met. Clear Coat	Build Date:	October 27, 2020
Current Market Register:	U	Hour:	10
Book:	F		

Warranty Information

REFER TO SPECIFIC LOPS FOR ADDITIONAL COVERAGE AND LIMITS

PLEASE CONTACT CROSS COUNTRY MOTOR CLUB FOR TOWING ASSISTANCE 800-521-2779.

Type of Warranty	Original	Deductible	Expiration	Remaining
BASIC WARRANTY	36 Months or 36,000 miles	0	December 31, 2023	32 Months or 31,355 miles
POWERTRAIN WARRANTY	60 Months or 60,000 miles	0	December 31, 2025	56 Months or 55,355 miles
CORROSION WARRANTY	60 Months or Unlimited miles	0	December 31, 2025	56 Months or Unlimited miles
FEDERAL EMISSIONS WARRANTY	120 Months or 100,000 miles	0	December 31, 2030	114 Months or 95,355 miles
ADJUSTMENT WARRANTY	36 Months or 36,000 miles	0	December 31, 2023	32 Months or 31,355 miles
MAJOR EMISSION COMP WARRANTY	96 Months or 80,000 miles	0	December 31, 2028	91 Months or 75,355 miles
HIGH VOLTAGE BATTERY	120 Months or 100,000 miles	0	December 31, 2030	114 Months or 95,355 miles

WCC	Roadside Assistance	Towing Assistance	Master Shield	Transferable Powertrain Warranty
591	No	Yes	N/A	Yes

Service Contract - No Service Contracts Available

Service History (24 Month)

Repair Date	Dealer/Payee	Claim Number	Repair Odometer	List Date	Transaction Type
March 31, 2021	26013 - MILLER'S CHRYSLER DODGE/JEEP R	300521	3,366 Miles	2021043	WARRANTY

STRICTLY CONFIDENTIAL: This information is provided to DEALER, in accordance with Section 4 of DEALER's Software License, Data Exchange and Electronic Commerce Agreement with FCA US LLC. All information provided is based on entries provided by DEALER.

	0 - (C,D,J,R) 48 KELLY ISLAND RD 08451009 - Cluster, Instrument panel-All				
March 9, 2021	79278 - NSI 0 - MAIN LOCATION 79278 95081902 - Supplier Non - Radio Repair Pa	300521	3,372 Miles	2021033	WARRANTY
December 8, 2020	28013 - MILLER'S CHRYSLER DODGE JEEP R 0 - (C,D,J,R) 48 KELLY ISLAND RD 85900068 - Road Ready-Uconnect Theater DV	PREPNV	0 Miles	2020123	PREPARATION

Recall Information - No Recall Information Available

Vehicle Owner Information



CAIR

CAIR Status	CAIR Number	Date Opened	Reason Code Description
CLOSED	null	April 14, 2021	NO REASON CODE DESCRIPTION/NARRATIVE AVAILABLE
CLOSED	null	March 23, 2021	NO REASON CODE DESCRIPTION/NARRATIVE AVAILABLE

Connected Vehicle Status

Uconnect status data is not available. Please visit Uconnect Status tab to view Uconnect data in Summary report.

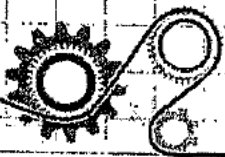
Connected Vehicle?	NA	New Vehicle Free Trial Activated?	NA
Active Paid Subscription?	NA	Eligible for Paid Subscription?	NA

Satellite Radio and Entertainment Status

Satellite Radio Equipped?	NA	Eligible for Service Lane Free Trial?	NA
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Navigation Status

Eligible for Navigation Activation?	NA	Eligible for Map Update?	NA
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**WI
TECH 2.0**

VEHICLE SCAN REPORT

Odometer 4645.7 miles
Publication Date May 3, 2021, 11:17:04 AM

ECU SUMMARY INFO

ECU	NAME	BUS TYPE	FLASH PART #	PART #
PCM	Powertrain Control Module	CAN-C	68444228AE	68444228AE
ICS	Integrated Center Stack	CAN-I	6UX621X8AA	6UX621X8AA
RFH	Radio Frequency Hub	CAN-C	68453559AB	68453559AB
ESM	Electronic Shifter	CAN-C	68240089AM	68240089AM
ORC	Occupant Restraint	CAN-C	68453076AD	68453076AD
EPS	Electric Power Steering	CAN-C	68460392AA	68460392AA
HVAC	Heat, Ventilation and A/C	CAN-I	68447893AC	68447893AC
DDM	Driver Door Module	CAN-I	68424449AC	68424449AC
PDM	Passenger Door Module	CAN-I	68424448AC	68424448AC
DMRL	Door Module Rear Left	CAN-I	68225096AG	68225096AG
DMRR	Door Module Rear Right	CAN-I	68225096AG	68225096AG
PSDML	Power Sliding Doors (Left)	CAN-I	68369596AD	68369596AD
PSDMR	Power Sliding Doors (Right)	CAN-I	68369596AD	68369596AD
MSM	Memory Seat Module	CAN-I	68321862AC	68321862AC
PLGM	Power Liftgate	CAN-I	68316094AF	68316094AF
CSWM	Comfort Seat Wheel Module	CAN-I	68434912AC	68434912AC
AMP	Amplifier	CAN-I	68448067AA	68448067AA
IPC	Instrument Panel Cluster	CAN-C	68434956AD	68434956AD
PTS	Parktronics	CAN-C	68193775AJ	68193775AJ
SCCM	Steering Column Control Module	CAN-C	68360889AD	68360889AD
BCM	Body Controller	CAN-C	68424601AF	68424601AF

ACC	Adaptive Cruise Control	CAN-C	68417813AF	68417813AF
RADIO	Radio	CAN-I	68461768AD	68461768AD
OCM	Occupant Classification	CAN-C	68403127AA	68403127AA
HVACR	Heat, Ventilation and A/C Rear	CAN-I	68373079AB	68373079AB
LBSS	Left Blind Spot Sensor	CAN-I	04672786AB	04672786AB
RBSS	Right Blind Spot Sensor	CAN-I	04672786AB	04672786AB
FFCM	Forward Facing Camera Module	CAN-C	68493395AA	68493395AA
EDM	External Disc Module	CAN-I	68378304AB	68378304AB
APM	Accessory Power Module	CAN-C	05185046AB	05185046AB
BPCM	Battery Pack Control Module	CAN-C	05193166AE	05193166AE
HCP	Hybrid Control Processor	CAN-C	05190265AF	05190265AF
OBCM	On Board Charging Module	CAN-C	05185047AE	05185047AE
MSMP	Memory Seat Module - Passenger	CAN-I	68321862AC	68321862AC
DSM	Display Screen Module	CAN-I	68316174AC	68316174AC
VRM	Video Routing Module	CAN-I	68376134AG	68376134AG
RCCC	Rear Cabin Comfort Controls	CAN-I	6WL30PD2AA	6WL30PD2AA
CVPM	Central vision processing module	CAN-I	68375113AB	68375113AB
EAC	Electric A/C Compressor	CAN-C	68237995AG	68237995AG
AHCP	Auxiliary Hybrid Control Processor	CAN-C	05190266AF	05190266AF
EBBM	Electronic Brake Booster Module	CAN-C	68461813AB	68461813AB
ABSO	Anti Lock Brakes OBD	CAN-C	68471122AD	68471122AD
SGW	Security Gateway Module	CAN-C	68447193AB	68447193AB

ECU SUMMARY INFO (CONT...)

ECU	COUNTRY CODE	HARDWARE VERSION	SOFTWARE VERSION	IDENT	CVNS
PCM	USA	1B 47	46 03 01	4419	31D751B0
ICS	USA	0F 0C 00	12 25 00	4700	
RFH	USA / USA	10 17 00	13 09 00	4A00	
ESM	USA / USA	0F 24 00	12 28 FF	4402	
ORC	USA / USA	12 1A 00	13 2E 00	4301	
EPS	USA / USA	12 2A 00	12 1E 01	4502	

HVAC	USA	0E 09 00	13 05 01	4401	
DDM	USA	11 07 00	13 0B 00	4202	
PDM	USA	11 07 00	13 0B 00	4202	
DMRL	USA / USA	10 0B 00	12 0C 00	4201	
DMRR	USA / USA	10 0B 00	12 0C 00	4201	
PSDML	USA / USA	10 17 00	14 10 12	4001	
PSDMR	USA / USA	10 17 00	14 10 12	4001	
MSM	USA	0F 2B 00	10 27 03	4101	
PLGM	USA	17 19 00	18 22 00	4202	
CSWM	USA	11 2A 00	13 2C 00	4302	
AMP	USA	0F 06 01	12 2E 01	4021	
IPC	USA / USA	12 06 00	14 0B 00	4704	
PTS	USA	0E 32 00	12 1F 00	4311	
SCCM	USA	13 28 00	13 29 00	4301	
BCM	USA	0D 11 00	14 1B 90	4415	
ACC	USA / USA	14 12 01	14 1D 01	4400	
RADIO	USA	13 31 14	13 31 14	8205	
OCM	USA / USA	11 1F 01	0E 2F 02	4030	
HVACR	USA	0E 09 00	10 03 02	4301	
LBSS	USA / USA	11 30 02	12 0D 00	4202	
RBSS	USA / USA	11 30 02	12 0D 00	4202	
FFCM	USA / USA	11 06 00	13 1E 00	4102	
EDM	USA	12 0A 00	11 08 00	4000	
APM	USA / USA	11 32 00	11 32 00	4001	
BPCM	Not programmed / COUNTRY_SNA	0E 03 00	14 19 00	4005	87EC2289
HCP	USA	11 1F 04	19 48 01	4005	6AE19B37 847169A3 050DC953
OBCM	USA	0F 0D 00	12 02 00	4002	
MSMP	USA	0F 2B 00	10 27 03	4001	
DSM	USA / USA	13 29 00	12 23 00	4000	
VRM	USA / USA	0F 1C 00	13 26 11	4001	
RCCC	USA	0F 1D 00	13 04 00	4000	
CVPM	USA / USA	11 32 01	12 33 00	4003	
EAC	USA	0E 34 00	12 0F 00	4102	
AHCP	USA	11 1F 04	19 48 01	4000	
EBBM	USA	0E 19 02	14 0D 18	4000	E5898FA5
ABSO	USA	0E 15 02	14 1B 26	4201	4F158D1B
SGW		5	779	4103	

DTC SUMMARY

ECU	DTC CODE	DTC DESCRIPTION	STATUS
RADIO	U0186-00	Lost Communication With Audio Amplifier-	Stored
HCP	P1CDD-00	Hybrid/EV Wakeup Control 2 Output Circuit/Open-	Active
OBCM	P1CDD-00	Hybrid/EV Wakeup Control 2 Output Circuit/Open-	Active

ENVIRONMENTAL DATA SUMMARY

RADIO | U0186-00 | Stored | Lost Communication With Audio Amplifier-

NAME	VALUE	UNITS
DTCTable	C1 86 00	
Confirmed DTC	True	
DTCExtendedDataRecordNumber	FF	
Test Not Completed This Monitoring Cycle	False	
TestFailedThisMonitoringCycle	True	
Pending DTC	True	
TestFailed	False	
Warning Indicator Requested	False	
Reserved	Reserved	
Occurance Flag	Occurrence	
Original Odometer Value	4643	miles
Event Counter	64	
RDI \$6080	60 80	
Ignition Counter	0	
Frequency Counter	1	
Most Recent Odometer Value	4643	miles

HCP | P1CDD-00 | Active | Hybrid/EV Wakeup Control 2 Output Circuit/Open-

NAME	VALUE	UNITS
DTC	1C DD 00	
Test Failed	True	
Test Failed This Operation Cycle	True	
Test Failed Since Last Clear	True	
Test Not Completed Since Last Clear	False	
Test Not Completed This Operation Cycle	False	
Warning Indicator Requested	True	
Confirmed DTC	True	
Pending DTC	True	
DTC Extended Data Record Number	07	
Occurrence flag	Occurrence	
Brake Switch Status	Not Applied	
Ignition State	Reserved	
PRND Position Display	P	
Propulsion System Active	True	
HVIL Sense Input State	Detected	
HCP ePT Wake-Up Output	On	
CBC Wake-Up Input	Off	
SW Build Release Version	PIM_C19A_2003B0_RU_HCP_	
HCP SW Version	C19A	

Hybrid System State	Propulsion System Active	
No Charging Reasons	Reserved	
EPT LOC Diag Enable	Enable LOC Diagnostic	
Impact Event	False	
OBCM Derating Reason	AC Voltage Limit Derating	
J1772 Prox Detected State	CP DET	
OBCM J1772 S2 Status	Off	
HCP Commanded OBCM Mode	Idle	
J1772 Pilot Detected State	NO EVSE	
HCP Command to Enable Charging	Charge Disabled	
OBCM Operating Mode	UTC	
HCP J1772 S2 Close Command	Off	
HCP Charging Level	Reserved	
HCP Charging System Status	No Charging	
OBCM Ready to Charge	Charge Disabled	
HCP Charging System Fault	False	
DC Voltage Not Detected	Passed	
AC Voltage Detected	AC Not OK	
HV Battery Contactor State	Closed	
HCP Charging Fault Reason	Reserved	
HV Contactor Status	Closed	
PHEV Charging Status	No Charging	
APM Status	Buck CV	
HCP System Shutdown Command	Default	
Original Odometer Value	4645.7	miles
Frequency Counter	1	
Engine Speed	0	rpm
Ignition Cycle Counter	0	
Accelerator Pedal Position	0	%
RAM stamps keyOn	45	sec
Most Recent Odometer Value	4645.7	miles
Real time clock	16207000	sec
Barometric Pressure	14	PSI
Vehicle Speed	3.7331	MPH
Engine Coolant Temperature	81	°F
Internal EPS Voltage Sense B	8.064	Volts
Internal EPS Voltage Sense A	8.208	Volts
Outside Air Temperature	64.4	°F
RAM Stamps	37482	Min
Battery Feed Voltage 2 Sense	14.472	Volts
AC Current During Charging	0.50	Amps
AC Voltage for Charging	2.2	Volts
Maximum Charge Current Allowed	0.00	Amps
CAN Overrun Counter	0	Number

Charge Current Available	0.00	AMP
OBCM Module A Max Temperature	86	°F
HCP Charging Current Command	0.00	AMP
Maximum EVSE Current Available	0	AMP
OBCM Accumulated Charging Time	1	hrs
OBCM Module B Max Temperature	88	°F
HCP Charging Voltage Command	1	Volts
OBCM Module A PCB Temperature	86	°F
OBCM Charging Power	0	KW-Hrs
HV Battery Inlet Temperature	72	°F
OBCM Module B PCB Temperature	88	°F
DC Charging Current	0.40	Amps
OBCM Charging Voltage	367.1	Volts
HV Battery Min Cell Voltage	0.225	Volts
HV Battery Pump Current	0.0	AMP
Max Cell Voltage	0.550	Volts
HV Battery Outlet Temperature	72	°F
HV Battery SOC	74	%
HV Battery Actual Current	44.00	AMP
Radiator Fan Command	7	%
Min Cell Temperature	73	°F
Available Motor Torque - Motor A	87.205	Ft-Lbs
Max Cell Temperature	75	°F
HV Battery Sleep Time	0	Days
Available Regen Torque - Motor A	-87.205	Ft-Lbs
Actual Torque - Motor A	0.092	Ft-Lbs
Battery Feed Voltage 3 Sense	14.328	Volts
Actual Torque - Motor B	114.583	Ft-Lbs
Commanded Torque - Motor B	113.754	Ft-Lbs
Available Motor Torque - Motor B	235.988	Ft-Lbs
Motor A - Inverter Current - phase A	-4	AMP
Available Regen Torque - Motor B	-235.988	Ft-Lbs
Motor A - Inverter Current - phase B	0	AMP
Battery Feed Voltage 1 Sense	14.544	Volts
Commanded Torque - Motor A	0.000	Ft-Lbs
Motor B Temp Sensor	88	°F
Motor A Temp Sensor	82	°F
Motor A - Inverter Current - phase C	0	AMP
Motor B - Inverter Current - phase B	88	AMP
Motor A Resolver Angle	48	Degree
Motor B Resolver Angle	52	Degree
Electric Motor A Speed	-506.5	rpm
HV Battery Voltage from BPCM	367.60	Volts
Inverter A IGBT Temperature for phase B	82	°F

PIM DC Link Voltage - B	370	Volts
Electric Motor B Speed	426.5	rpm
PIM DC Link Voltage - A	365	Volts
Motor B - Inverter Current - phase A	192	AMP
Inverter A IGBT Temperature for phase C	82	°F
Inverter B IGBT Temperature for phase C	91	°F
Inverter A IGBT Temperature for phase A	82	°F
Motor B - Inverter Current - phase C	100	AMP
Motor A Torque	0.092	Ft-Lbs
Distance Travelled with Light ON	0	miles
Inverter B IGBT Temperature for phase A	90	°F
UTC Time - Minutes	0	
UTC Time - Hours	0	Hours
Inverter B IGBT Temperature for phase B	88	°F
GPS Date - Day	1	Days
Motor B Torque	114.583	Ft-Lbs
GPS Date - Year	0	Year
UTC Time - Seconds	0	seconds
GPS Date - Month	1	
ECU Time - Milliseconds	0	ms

OBCM | P1CDD-00 | Active | Hybrid/EV Wakeup Control 2 Output Circuit/Open-

NAME	VALUE	UNITS
Pending DTC	True	
Test Failed This Operation Cycle	True	
Test Not Completed This Operation Cycle	False	
Confirmed DTC	True	
DTC	1C DD 00	
Test Failed	True	
DTC Extended Data Record Number - All	01	
Occurrence flag	ERROR	
Test Failed Since Last Clear	True	
Warning Indicator Requested	False	
Test Not Completed Since Last Clear	False	
OBCM Status AC Present	AC Not OK	
AC Line Low	Valid	
DTC Extended Data Record Number - Record #2	16	
AC Line High	Not Valid	
Battery Voltage Under Min	Not Valid	
Battery Not Detected	False	
HV OV	False	
HV OC	False	
Battery Voltage Over Max	Not Valid	
NTC2 OT	False	

NTC3 OT	False
NTC4 OT	False
NTC1 OT	False
J1772 S2 Close	Open
J1772 Stat	Connection Ready, No Vent
Prox Stat	Prox Detected
EVSE Pilot Stat	OP DET
J1772 S2 Status	Open
OBCM Mode	charge
OBCM Charger Ready	On
Charge Enable Status	Chrg Disable
OBCM WU Status	On
HCP (EVCU) Shutdown Command	EVCU Operational
Generic Fail Sts	No Functional Fail Present
OBC Control Mth	Current
HCP (EVCU) Enable Charge Command	Charge disable
OBCM Derating Reason	AC Voltage Limit Derating
HCP (EVCU) OBC Mode Request	Idle
Chrg Fail Sts	Faulted - Charging Terminated
Chrg Cntctr Stat	Closed
Close Chrg Cntctr	Open
Chrg Mode	Charge Mode
OBCM Fault Reason	No Faults detected
OBCM Wake Up Reason	Pilot Voltage
OBCM - HV Over Voltage Protect	False
OBCM - LV Aux Over Voltage Protect	False
OBCM - LLC Over Voltage Protect	False
OBCM - LLC Under Voltage Protect	False
OBCM - PFC Over Voltage Protect	False
OBCM - PFC Under Voltage Protect	False
OBCM - AC Over Voltage Protect	False
OBCM - AC Over Current Protect	False
OBCM - Battery 12V Over Voltage Protect	False
OBCM - Battery 12V Under Voltage Protect	False
OBCM - Internal Memory Fault	False
OBCM - HV Over Current Protect	False
OBCM - HV Voltage Over Max Cal Protect	False
OBCM - Power Stage Over Voltage Protect	False
OBCM - HCP Loss of Communication Protect	False
OBCM - AC Under Voltage Protect	False
OBCM - LV Aux Under Voltage Protect	False
OBCM - Over Temperature Protect	False
OBCM - Pilot Duty Fault	False
OBCM - Prox Range To Low	False

OBCM - Loss BPCM Communication Protect	False
OBCM - CAN Bus Off	False
OBCM - SPI Communication Fault	False
OBCM - Prox Range To High	False
OBCM - Pilot Short To Battery	False
OBCM - ORC Loss of Communication	False
OBCM - HV Battery Not Contact	False
OBCM - HV Voltage Under MinCal Protect	False
OBCM - WakeUp Output Stuck Low	False
OBCM - Secondary Aux Over Voltage Protect	False
OBCM - WakeUp Output Stuck High	False
OBCM - Primary Aux Under Voltage Protect	False
OBCM - Stuck Shutdown	False
OBCM - Loss Communication Protect	False
OBCM - Receive HV Battery Contact Open From BPCM	False
OBCM - HV Under Voltage Protect	False
OBCM - Cycle Shutdown	False
OBCM - Secondary Aux Under Voltage Protect	False
OBCM - Primary Aux Over Voltage Protect	False
OBCM - AC Contact Welded Fault	False
Control Pilot Open fault	False
Prox open fault	False
OBCM - ARC/CRC Fault	False
OBCM - Vehicle Impact	False
pilot signal wake up issue because of EVSE	False
OBCM - Internal S2 Switch High Fault	False
OBCM - Pilot Range Fault	False
OBCM - Prox Range Fault	False
OBCM - Internal S2 Switch Low Fault	False
HCP stuck low fault	False
HCP stuck High fault	False
force shutdown fault	False
pilot input short to ground fault	False
pilot input short to battery fault in Driver mode detecting	False
Plant mode flag	True
Retry fault flag	False
Pilot frequency range fault	False
pilot short to ground fault in driver mode detecting	False
Loss SBC communication (SPI)	False
Charging ready line open fault	True
Module A Primary - PFC Enable States	False
Module A Primary - Hot Warning	False
Module A Primary - PFC Power Limit	True
Module A Primary - PFC Over Voltage Protect	False

Module A Primary - AC Present	False
Module A Primary - Over Temperature Protect	False
Module A Primary - AC Under Voltage Protect	False
Module A Primary - PFC Hot Warning	False
Module A Primary - PFC Over Temperature Protect	False
Module A Primary - LLC Enable States	False
Module A Primary - LLC Hot Warning	False
Module A Primary - Aux Under Voltage Protect	False
Module A Primary - AC Over Voltage Protect	True
Module A Primary - LLC Over Temperature Protect	False
Module A Primary - PFC Under Voltage Protect	False
OBCM - Internal S2 Switch High Fault in Driver mode detecting	False
Module A Primary - AC Vin Lost	True
Module A Primary - Loss Communication Protect	False
Module A Primary - Relay Enable States	False
Module A Primary - Aux Over Voltage Protect	False
Module A Primary - Standby Mode	True
Module A Primary - Operate Mode	False
Module A Primary - Shutdown Mode	False
Module A Primary - Secondary Micro Enable Command	False
Module A Secondary - LLC Under Voltage Protect	False
Module A Secondary - LLC Over Voltage Protect	False
Module A Secondary - HV Over Voltage Protect	False
Module A Secondary - HV Over Current Protect	False
Module A Secondary - HV Enable States	False
Module A Secondary - HV Over Temperature Protect	False
Module A Secondary - Aux Enable States	True
Module A Secondary - HV Hot Warning	False
Module A Secondary - Ambient Hot Warning	False
Module A Secondary - Aux Over Voltage Protect	False
Module A Secondary - Hot Warning	False
Module A Secondary - LV Micro Enable Command	False
Module A Secondary - Loss LV Communication Protect	False
Module A Secondary - Primary Turn On States	False
Module A Secondary - Aux Under Voltage Protect	False
Module A Secondary - Loss Primary Communication Protect	False
Module A Secondary - LV Micro Disable Command	True
Module A Secondary - Shutdown Mode	False
Module A Secondary - Operate Mode	False
Module A Secondary - Primary Shutdown States	False
Module A Secondary - HV Under Voltage Protect	False
Module A Secondary - LLC High Temperature Derating	False
Module A Secondary - Standby Mode	True
Module A Secondary - LLC Low Temperature Derating	False

Module A Secondary - HV High Temperature Derating	False
Module A Secondary - Ambient High Temperature Derating	False
Module A Secondary - HV Low Temperature Derating	False
Module A Secondary - HV Output Voltage Derating	False
Module B Primary - AC Under Voltage Protect	False
Module A Secondary - Ambient Low Temperature Derating	False
Module A Secondary - AC Input Voltage Derating	True
Module A Secondary - Ambient Over Temperature Protect	False
Module B Primary - PFC Power Limit	True
Module B Primary - PFC Enable States	False
Module A Secondary - PFC High Temperature Derating	False
Module A Secondary - PFC Low Temperature Derating	False
Module A Secondary - Over Temperature Protect	False
Module B Primary - LLC Enable States	False
Module B Primary - PFC Under Voltage Protect	False
Module B Primary - PFC Over Voltage Protect	False
Module B Primary - Over Temperature Protect	False
Module B Primary - Hot Warning	False
Module B Primary - AC Present	False
Module B Primary - PFC Over Temperature Protect	False
Module B Primary - LLC Over Temperature Protect	False
Module B Primary - AC Over Voltage Protect	True
Module B Primary - Relay Enable States	False
Module B Primary - Aux Over Voltage Protect	False
Module B Primary - Aux Under Voltage Protect	False
Module B Primary - Secondary Micro Enable Command	False
Module B Primary - PFC Hot Warning	False
Module B Primary - LLC Hot Warning	False
Module B Primary - AC Vin Lost	True
Module B Primary - Loss Communication Protect	False
Module B Primary - Operate Mode	False
Module B Primary - Shutdown Mode	False
Module B Secondary - Aux Enable States	True
Module B Primary - Standby Mode	True
Module B Secondary - HV Over Current Protect	False
Module B Secondary - Over Temperature Protect	False
Module B Secondary - HV Over Voltage Protect	False
Module B Secondary - HV Enable States	False
Module B Secondary - LLC Under Voltage Protect	False
Module B Secondary - LLC Over Voltage Protect	False
Module B Secondary - Hot Warning	False
Module B Secondary - HV Over Temperature Protect	False
Module B Secondary - Ambient Over Temperature Protect	False
Module B Secondary - HV Hot Warning	False



48 Kelly Island Road

Martinsburg, WV 25401

304-263-8821 Toll Free 888-875-5151

EMERGENCY	MILEAGE IN/OUT	TAG
	5033/5047	
RATE	PAYMENT	INV. DATE
	PAD	19MAY21

DLR:26013

08:24 18MAY21 15:48 19MAY21 ENG:ENS-3.6L V6 Hybrid Engine

LINE OPCODE TECH TYPE A/HRS S/HRS TRN:DFO_EFLite Si-EVT Transmission 1) LIFETIME

A CUSTOMER STATES "CHECK ENGINE" WARNING LIGHT STAYS ON LIST NET TOTAL

CAUSE: REPLACD HIGH VOLTAGE CABLE TO OBCM DUE TO NOT SEATING ALL THE WAY. RECHECKED AND STILL HAD CHECK ENGINE LIGHT ON. CONTACTED STAR, PER STAR RAN NEW WIRE FROM THE PIM TO THE OBCM ON THE H28 CIRCUIT PIM TO PBCM WKE UP CIRCUIT. RECHECKED AND LIGHT IS OUT AND CHARGING NORMALLY.

0894TGB4 obcm wiring repair

W94 2.00 2.00 200 17994 179.94 179.94
FC: 18 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

08901617 High Voltage Wiring - Test and Replace
Harness, on board charger - PHEV (3 - Highly Skilled)

W94 1.00 1.00 2100 8997 89.97 89.97
1 68408763AA
WIRING-CHARGE PORT IN
LINE
FC: UC PART#: COUNT: 14000 19600 0 234.00 196.00 196.00
CLAIM TYPE: W
AUTH CODE:

14000 19600 TPARTS
2300 26991 TLABOR

B MULTI POINT INSPECTION

9023 MULTI POINT INSPECTION

C PROVIDED ALTERNATE TRANSPORTATION
CAUSE: IN HOUSE RENTAL 2 DAYS

95400041 Loaner Car Loaner Car (0 - Low Skilled)

WARRANTY STATEMENT: PURSUANT TO WEST VIRGINIA LAW, CONSUMERS HAVE SPECIFIC IMPLIED WARRANTY RIGHTS IN CONNECTION WITH THIS REPAIR. ANY WARRANTIES BY A MANUFACTURER OR SUPPLIER OTHER THAN OUR DEALERSHIP, HOWEVER, ARE THEIRS, NOT OURS, AND ONLY SUCH MANUFACTURER OR SUPPLIER SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. NO EXPRESS WARRANTIES ARE GIVEN BY OUR DEALERSHIP IF THIS REPAIR IS NOT PERFORMED IN CONNECTION WITH A CONSUMER TRANSACTION. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR.

* SHOP SUPPLY COSTS: We have added a charge equal to 12.5% of the total cost of labor and parts, not to exceed \$20.00, to the Repair Order for shop supplies used in connection with this repair.

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

MILLER'S

CHRYSLER DODGE JEEP RAM

48 Kelly Island Road
Martinsburg, WV 25401
304-263-8821 Toll Free 888-875-5151
421 DANA FREEDMAN

LICENSE	MILEAGE IN / OUT	TAG
	5033/5047	
RATE	PAYMENT	INV. DATE
	PAD	19MAY21

R.O. OPENED	READY	OPTIONS: SOLD-STK:20545 DLR:26013			
08:24 18MAY21	15:48 19MAY21	ENG:EH3 3.6L V6 Hybrid Engine			
		TRN:DFQ Eflite Si-EVT Transmission 1) LIFETIME			
LINE	OPCODE	TECH TYPE A/HRS S/HRS	LIST	NET	TOTAL

W94 0.00 0.00 0 0 0.00 0.00

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

0 0 TPARTS
0 0 TLABOR

SUBL IN HOUSE RENTAL VEHICLE

W94 7000 7000 70.00 70.00

D** LUBE, OIL AND FILTER CHANGE. CHECK FLUIDS.

LOF LUBE, OIL AND FILTER CHANGE. CHECK FLUIDS.

CP 0.50 0.50 1050 1495 14.95 14.95
1 68191349AC
FILTER-ENGINE OIL 745 900 0 12.45 9.00 9.00
5 68283520AA PENN PLAT
OW20 2120 3250 0 7.07 6.50 32.50

Thank you for choosing Miller's Chrysler/Jeep to service your vehicle. You may receive a survey regarding your service experience. If for any reason you are not completely satisfied, please call our Service Manager Scott Larrick so that he may address your concerns.

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55200	26991	2300		57200	19600	14000	
55000	1495	1050		55600	7000	7000	
57000	4150	2865		21500	339	0	
11600	53591	*****		35301	1500	*****	
34303	1500	*****		10200	2984	*****	COUP

COST, SALE, & COMP TOTALS 27215 59236 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	14.95
PARTS AMOUNT	41.50
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	56.45
LESS INSURANCE	30.00
SALES TAX	3.39
PLEASE PAY THIS AMOUNT	29.84

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

48 Kelly Island Road
Martinsburg, WV 25401
204-262-8821 Toll Free: 888-875-5151

31DEC20	DE	18:00	18MAY21				
R.O. OPENED		READY		OPTIONS:	SOLD-STK:20545	DLR:26013	PAD 19MAY21
08:24	18MAY21	15:48	19MAY21	ENG:EH3	3.6L	V6 Hybrid Engine	
LINE	OPCODE	TECH	TYPE	HOURS	TRN:DFQ	EFLite Si-EVT Transmission	1) LIFETIME

0894TCB4 0800M WASHINGTON REPUBLIC
[REDACTED]
W94 2700
FC: 18 PART#: COUNT: 179.94 179.94
CLAIM TYPE: W
AUTH CODE:

1 68408763AA WIRING-CHARGE PORT IN LINE		89.97	89.97
FC: UC PART#: COUNT:	234.00	196.00	196.00
CLAIM TYPE: W			
AUTH CODE:			

 PROVIDED ALTERNATE TRANSPORTATION *****
 CAUSE: IN-HOUSE RENTAL 2 DAYS
 95400041 Loaner Car Loaner Car (0 - Low Skilled)
 By 

FCF PART#: COUNT:	0.00	0.00
CLAIM TYPE: W		
AUTHCODE:		

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to the Repair Order for shop supplies used in connection with this repair,

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. The vehicle is being returned to you in exchange for:

DATE _____ REPRESENTATIVE SIGNATURE _____

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED EXCEPT WHERE SHOWN OTHERWISE

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



48 Kelly Island Road
Martinsburg, WV 25401
304-263-8821 Toll Free 888-875-5161

5033/5047	TAG	
RATE	PAYMENT	INV. DATE
	PAD	19MAY21

31DEC20 DLR	18:00 18MAY21	OPTIONS: SOLD-STK:20545 DLR:26013
08:24 18MAY21	15:48 19MAY21	ENG:EH3 3.6L V6 Hybrid Engine
TRN:DFO EFlite Si-EVT Transmission 1) LIFETIME		
LINE	OPCODE	TECH TYPE HOURS
	LIST	NET TOTAL

	0	0 TPARTS
SUBL IN HOUSE RENTAL VEHICLE	0	0 TLABOR
W94		
	70.00	70.00

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COST, SALE, & COMP TOTALS		23300	53591	0
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DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE		
		PLEASE PAY THIS AMOUNT		535.91

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.