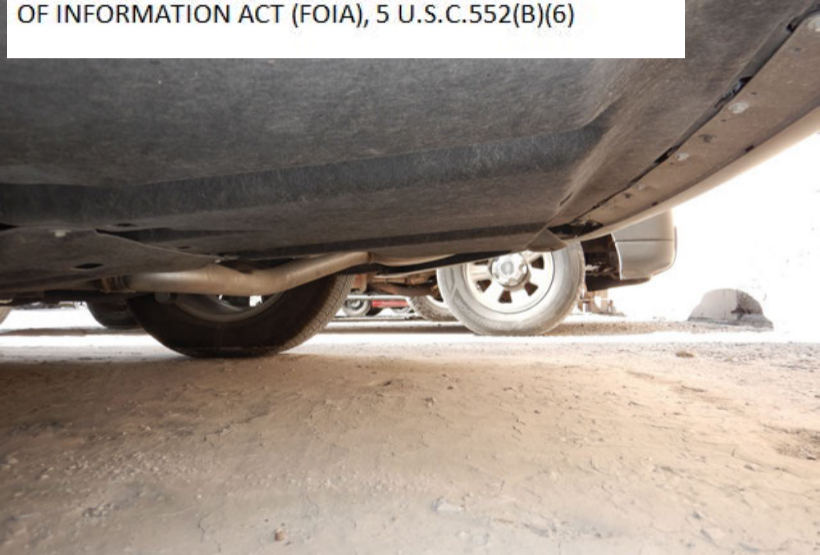


INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)















Hood Open  
Unable to  
Charge Battery  
Or Condition  
Battery/Cabin

33637





%PWR

00



ARGE

OFF

Hood Open  
Unable to  
Charge Battery  
Or Condition  
Battery/Cabin

33637 mi



Hood Open  
Unable to  
Charge Battery  
Or Condition  
Battery/Cabin

33637 mi



11:51

0 MPH 97°F



Rear  
ParkSense  
Unavailable  
Service  
Required

33637 mi

0 mi  
Range  
298  
mi  
298  
mi

P



TN Tennessee  
US United States

Repair Order #: 462755  
Tag #: [Redacted]  
Invoice Date: 08/25/2023  
Advisor: JOSHUA SANDERS  
Advisor No. #: [Redacted]  
Order Open Date: 08/21/2023

Customer Information	
[Redacted]	
Home Phone #:	[Redacted]
Cell Phone #:	[Redacted]
Business Phone #:	

Vehicle Information	
2022CHRYSLERPACIFICA PHEV (3.	
VIN #:	2C4RC1S75N [Redacted]
Color #:	
Mileage #:	18858

Job # 1			Labor Total:	\$ 0.00
<b>RSU 23-069 22MY RU POWER LIFTGATE MODULE PLGM UPDATE (RSU 1)</b>				
Cause: PERFORMED RSU 23-069, REFLASHED PLGM				
Correction: 18-19-31-9L .30				
Part Number	Part Description	Parts Total:		\$ 0.00
G.O.G. & Supplies		Total GOG:		\$ 0.00
Qty	Item Description	Total		
			<b>Job # 1 Total:</b>	<b>\$ 0.00</b>

Job # 2			Labor Total:	\$ 0.00
<b>Safety Recall 03A - Loss of Motive Power (Recall Customer Satisfaction Notification 2)</b>				
Cause: PERFORMED RECALL 03A, REFLASHED HCP, BHCP				
Correction: DONE18-03-A1-82 .30				
Part Number	Part Description	Parts Total:		\$ 0.00
G.O.G. & Supplies		Total GOG:		\$ 0.00
Qty	Item Description	Total		
			<b>Job # 2 Total:</b>	<b>\$ 0.00</b>



Repair Order #: 462755

Tag #: [REDACTED]

Invoice Date: 08/25/2023

Advisor: JOSHUA SANDERS

Advisor No. #: [REDACTED]

Order Open Date : 08/21/2023

TN Tennessee  
US United States

<b>Job # 3</b>		<b>Labor Total:</b>		<b>\$ 0.00</b>
<b>CUSTOMER STATES CAR LOST POWER ON INTERSTATE AND CHECK ENGINE LIGHT IS ON SEEK AND ADVISE (IndicatorWarning Lights - Check Engine Light)</b>				
Cause: SEE LINE FOR RECALL REFLASHES				
Correction:				
<b>Part Number</b>	<b>Part Description</b>	<b>Parts Total:</b>	<b>\$ 0.00</b>	
<b>G.O.G. &amp; Supplies</b>		<b>Total GOG:</b>	<b>\$ 0.00</b>	
<b>Qty</b>	<b>Item Description</b>	<b>Total</b>		
			<b>Job # 3 Total:</b>	<b>\$ 0.00</b>

<b>Job # 4</b>		<b>Labor Total:</b>		<b>\$ 0.00</b>
<b>(Multi-point inspection according to maintenance interval)</b>				
Cause: RESULTS PROVIDED FOR CUSTOMER REVIEW				
Correction: SEE ATTACHED REPORTCARD FOR VEHICLE DETAILS.SEE FOLLOWING LINES FOR REPAIRS OR OTHER NEEDED SERVICES				
<b>Part Number</b>	<b>Part Description</b>	<b>Parts Total:</b>	<b>\$ 0.00</b>	
<b>G.O.G. &amp; Supplies</b>		<b>Total GOG:</b>	<b>\$ 0.00</b>	
<b>Qty</b>	<b>Item Description</b>	<b>Total</b>		
			<b>Job # 4 Total:</b>	<b>\$ 0.00</b>

<b>Sublets</b>				
<b>Job #</b>	<b>PO #</b>	<b>Description</b>		
			<b>Sublet Total:</b>	<b>\$ 0.00</b>

<b>Amount Totals</b>				
			<b>Total Labor:</b>	<b>\$ 0.00</b>



TN Tennessee  
US United States

Repair Order #: 462755  
Tag #: [Redacted]  
Invoice Date: 08/25/2023  
Advisor: JOSHUA SANDERS  
Advisor No. #: [Redacted]  
Order Open Date : 08/21/2023

Total Parts:	\$ 0.00
Total Sublet:	\$ 0.00
Total G.O.G.:	\$ 0.00
Misc:	\$ 0.00
Discounts:	\$ 0.00
Sales Tax:	\$ 0.00
<b>Customer Total:</b>	<b>\$ 0.00</b>

### Terms and Acceptance

Customer acknowledges approval of work described in this Repair Order Summary. Any Warranties on the product sold herein are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.

Please look for a survey on your service experience. The manufactures survey will be sent to you by email. If you are not sure if your current email address is on file please check with your service advisor.

We're working hard to make customers for life!



Customer acknowledges receipt of copy.



### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

PIKE ROAD, AL 36064  
USA

### Vehicle Information

**ESCA**

**License #:** [REDACTED]

**State/Province:** GA

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

Midsized SUV AWD 4-Door/Automatic/  
Air

**Vehicle Class Charged**

Midsized SUV 4 door/Automatic/Air

**Odometer Mileage/Kilometers**

**Starting:** 31317    **Ending:** 31619

**Total:** 302

**Fuel**

**Starting:** 7.1g    **Ending:** 8.3g

### Trip Information

**Pickup**

Monday, September 25, 2023 10:01 AM

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

**Return**

Monday, October 2, 2023 8:16 AM

**MONTGOMERY-EAST BLVD**

[REDACTED]  
[REDACTED]  
[REDACTED]

### Renter Charges

<b>Rental Rate</b>	Time & Distance 1 Week at \$594.99 / Week	\$594.99
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Vehicle License Fee Recovery (\$1.75 / Day)	\$12.25
	Auto Rental Tax Recovery (5.26%)	\$31.96
<b>Total</b>		<b>\$639.20</b>
(Subject to audit)		
Amount charged on October 2, 2023 to VISA (2885)		(\$639.20)
APN: VISA CREDIT		
AID: [REDACTED]		
Verified: Signature		
Entry: Chip		
TSI: 6800		
<b>Amount Due</b>		<b>\$0.00</b>

Thank you for renting  
with Enterprise Rent-A-Car

**We appreciate your business!**

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

### Customer

[REDACTED]

### Pickup-Customer

Same as Customer

### Billing-Customer

Same as Customer

### Vehicle

2022 Chrysler Pacifica  
2C4RC1L78M [REDACTED]  
31,570 Mi In  
In Service: 06/01/2022

### Service Advisor

Jason Lendecky  
118  
(408) 842 - 8244

1.	CONCERN	Customer states that after 03a recall was performed vehicle is still shutting down in the free way please check and advise	Warranty Pay	\$238.26
----	---------	----------------------------------------------------------------------------------------------------------------------------	--------------	----------

Job added by Riley Felice on Mon Sep 25, 2023 | 8:23 AM

CONCERN -Customer Concern Labor \$238.26

Bill Hrs : 1.00 hrs

Total Parts  
\$0.00

2.	MPVI	PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION	Internal Pay	\$0.00
----	------	--------------------------------------------------	--------------	--------

Job added by Riley Felice on Mon Sep 25, 2023 | 8:23 AM

MPVI -PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION Labor \$0.00

Bill Hrs : 0.20 hrs

1. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

Total Parts  
\$0.00

3.	TPS	INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS.	Internal Pay	\$0.00
----	-----	--------------------------------------------------	--------------	--------

Job added by Riley Felice on Mon Sep 25, 2023 | 8:23 AM

TPS -INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. Labor \$0.00

Bill Hrs : 0.00 hrs

# GILROY

Chrysler Dodge Jeep RAM  
Jeep RAM

455 Automall Parkway  
Gilroy CA 95020

455 Automall Dr Gilroy CA USA 95020  
www://gilroychryslerdodgejeepram.com

Estimate  
**\$238.26**

RO# [REDACTED]

Check-in: Mon Sep 25, 2023 | 8:23 AM  
Promise Time: Mon Sep 25, 2023 | 4:00 PM

### Customer



### Billing-Customer

Same as Customer

### Vehicle

2022 Chrysler Pacifica  
2C4RC1L78NR [REDACTED]

### Service Advisor

Jason Lendecky  
118  
(408) 842 - 8244

1. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED.

Total Parts  
\$0.00

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

Labor	\$238.26
Parts	\$0.00
Sublet Labor	\$0.00
Sublet Parts	\$0.00
Fees	\$0.00
Discounts	\$0.00
Tax	\$0.00
<b>Estimate Total</b>	<b>\$238.26</b>

**3% CREDIT CARD TRANSACTION FEE WILL BE ADDED TO TOTAL INVOICE**  
**NO TRANSACTION FEES WILL BE ADDED TO OTHER METHODS OF PAYMENT**

# GILROY

Chrysler Dodge Jeep RAM  


455 Automall Parkway  
Gilroy CA 95020


455 Automall Dr Gilroy CA USA 95020  
www://gilroychryslerdodgejeepram.com

Estimate  
**\$238.26**

  
Check-in: Mon Sep 25, 2023 | 8:23 AM  
Promise Time: Mon Sep 25, 2023 | 4:00 PM



**Billing-Customer**  
Same as Customer

**Vehicle**  
2022 Chrysler Pacifica  
2C4RC1L78M 

**Service Advisor**  
Jason Lendecky  
118  
(408) 842 - 8244



Customer Signature

Date Mon Sep 25, 2023 | 8:24 AM



**November 14<sup>th</sup>, 2023**

**Via Email Only**

[REDACTED]  
[REDACTED]

**Re: VIN: 2C4RC1L78NR [REDACTED] - 2022 CHRYSLER PACIFICA HYBRID TOURING L**

Dear [REDACTED]

This is in response to the above-referenced vehicle. On behalf of Stellantis, we agree to repurchase the subject vehicle pursuant to Civil Code 1793.2(d)(2)(B).

The above is in exchange for return of subject vehicle in an undamaged condition (save normal wear and tear), with all original equipment intact, clear title, current registration and a fully executed Release for all defendants.

Our motivation in making this offer is to satisfy and fulfill FCA US LLC's obligations if any, under applicable State and Federal laws. That we are making this offer should not be construed as an admission of liability on the part of Stellantis.

Please review our offer and advise of your decision as soon as possible so that we can finalize the reimbursement amount of the vehicle.

Sincerely,

Amanda | Customer Retention Specialist  
248-464-6694 ext 1243



Rental Agreement Summary

[Redacted]
Billing Cycle: 24-HOUR

Dates & Times Location

Pick up
Monday, September 25, 2023 2:40 PM
Start Charges:
Monday, September 25, 2023 2:40 PM
Anticipated Return
Thursday, September 28, 2023 11:59 PM

Vehicle

2021 DODG CHAR GT SILVER License: [Redacted]
VIN: 2C3CDXHGM [Redacted] Vehicle: [Redacted]
Pickup:
09/25/2023 @ 2:40 PM ODO [Redacted]

Vehicle Condition:
rearBumper scratch:
leftFender scrape: rocker panel
decklid scratch:

Summary of Charges

Estimated Renter Charges

Table with 3 columns: Charges, Price/Unit, Total. Rows include TIME & DISTANCE, NO CHARGE DISTANCE, DAILY RATE, HOURLY RATE, FUEL SERVICE OPTION.

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

Table with 3 columns: Protection Name, Price/Unit, Total. Rows include PERSONAL EFFECTS COVERAGE, DW/CDW OPTIONAL.

Table with 3 columns: Protection Name, Price/Unit, Total. Rows include RAP, SUPPLEMENTAL LIABILITY PROTECTION 2.

Renter Acknowledgement of Accepted and Declined Protections

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

CV

Taxes and Fees

Table with 3 columns: Fee Name, Price/Unit, Total. Rows include VEHICLE LICENSE RECOVERY FEE, MOTOR VEHICLE FUEL SALES TAX, SALES TAX, Total Estimated Charge.

Payments:
[Redacted] Sale (\$371.64)

Renter Acknowledgement of Charges

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

[Redacted signature area]

Owner: ENTERPRISE RENT-A-CAR CO OF SAN FRANCISCO, LLC

Additional Drivers

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

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

Local Addenda

WARNING: OPERATING, SERVICING AND MAINTAINING A PASSENGER VEHICLE OR OFF-ROAD VEHICLE CAN EXPOSE YOU TO CHEMICALS INCLUDING ENGINE EXHAUST, CARBON MONOXIDE, PHTHALATES, AND LEAD, WHICH ARE KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. TO MINIMIZE EXPOSURE, AVOID BREATHING EXHAUST, DO NOT IDLE THE ENGINE EXCEPT AS NECESSARY, SERVICE YOUR

VEHICLE IN A WELL-VENTILATED AREA AND WEAR GLOVES OR WASH YOUR HANDS FREQUENTLY WHEN SERVICING YOUR VEHICLE. FOR MORE INFORMATION GO TO WWW.P65WARNINGS.CA.GOV/PASSENGER-VEHICLE.

DAMAGE WAIVER NOTICE: RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER, (WHICH MAY ALSO BE KNOWN AS LOSS DAMAGE WAIVER OR COLLISION DAMAGE WAIVER); MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.

\*ESTIMATED TOTAL EXCLUDES CHARGES THAT CANNOT BE DETERMINED AT THE TIME RENTAL COMMENCES

PREVENT THEFT, REMOVE VALUABLES FROM THE RENTAL CAR AND LOCK THE DOORS.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA



**H** TERMS AND CONDITIONS

[Click to view Additional Terms and Conditions](#)

FORM# CA-JK\_MY23

RENTER ACKNOWLEDGEMENT OF THE ENTIRE CONTRACT

I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL TERMS AND CONDITIONS, WHICH ARE INCORPORATED BY REFERENCE AS IF FULLY SET FORTH HEREIN, AND THE RENTAL AGREEMENT SUMMARY (COLLECTIVELY, THE ADDITIONAL TERMS AND CONDITIONS AND THE RENTAL AGREEMENT SUMMARY ARE THE "CONTRACT"). BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS CONTRACT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND OR ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE TERMS AND CONDITIONS SET FORTH IN THE PARAGRAPH WITH THE

HEADING "DISPUTE RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.



22VQGZ

Additional Terms and Conditions of the Contract electronically accepted on 9/25/23 at 2:56 PM



Rental Agreement Summary

RA#: [REDACTED]
Rent: [REDACTED]
Billing Cycle: 24-HOUR

Dates & Times Location

Pick up

Monday, September 25, 2023 2:40 PM
Start Charges: Monday, September 25, 2023 2:40 PM

Anticipated Return

Thursday, September 28, 2023 11:59 PM

Vehicle

2021 DODG CHAR GT SILVER License: [REDACTED]
VIN: 2C3CDXHGM[REDACTED] Vehicle: [REDACTED]
Pickup: 09/25/2023 @ 2:40 PM ODO: [REDACTED]

Vehicle Condition:

rearBumper scratch:
leftFender scrape: rocker panel
decklid scratch:

Summary of Charges

Estimated Renter Charges

Table with 3 columns: Charges, Price/Unit, Total. Rows include TIME & DISTANCE, NO CHARGE DISTANCE, DAILY RATE, HOURLY RATE, FUEL SERVICE OPTION.

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

Table with 3 columns: Protection Name, Price/Unit, Total. Rows include PERSONAL EFFECTS COVERAGE, DW/CDW OPTIONAL.

Table with 3 columns: Protection Name, Price/Unit, Total. Rows include RAP, SUPPLEMENTAL LIABILITY PROTECTION 2.

Renter Acknowledgement of Accepted and Declined Protections

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

Taxes and Fees

Table with 3 columns: Fee Name, Price/Unit, Total. Rows include VEHICLE LICENSE RECOVERY FEE, MOTOR VEHICLE FUEL SALES TAX, SALES TAX.

Total Estimated Charge: \$371.64

Payments:

Table with 3 columns: Payment Method, Type, Amount. Rows include MASTERCARD \*\*\*\*0841 Sale (\$200.00), MASTERCARD \*\*\*\*0841 Sale (\$371.64).

Renter Acknowledgement of Charges

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

Owner: ENTERPRISE RENT-A-CAR CO OF SAN FRANCISCO, LLC

Additional Drivers

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

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

Local Addenda

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\*ESTIMATED TOTAL EXCLUDES CHARGES THAT CANNOT BE DETERMINED AT THE TIME RENTAL COMMENCES

PREVENT THEFT, REMOVE VALUABLES FROM THE RENTAL CAR AND LOCK THE DOORS.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA

[REDACTED]

TERMS AND CONDITIONS

Click to view Additional Terms and Conditions

FORM# CA-JK\_MY23

RENTER ACKNOWLEDGEMENT OF THE ENTIRE CONTRACT

I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL

HEADING "DISPUTE RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.

[REDACTED]



22VQGZ

Additional Terms and Conditions of the Contract electronically accepted on 9/25/23 at 2:56 PM



### Renter Information

Renter Name

[REDACTED]

Renter Address

[REDACTED]

### Vehicle Information

CHAR

License #: [REDACTED]

State/Province: UT

Unit #: [REDACTED]

Vehicle #: [REDACTED]

Vehicle Class Driven

Full Size 4 door/Automatic/Air

Vehicle Class Charged

Full Size 4 door/Automatic/Air

Odometer Mileage/Kilometers

Starting: 60479 Ending: 61126

Total: 647

Fuel

Starting: 7/16 Ending: 1/4

Thank you for renting with Enterprise Rent-A-Car

We appreciate your business!

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

### Trip Information

Pickup

Monday, September 25, 2023

2:40 PM

Return

Wednesday, October 4, 2023

2:59 PM

[REDACTED]

[REDACTED]

### Renter Charges

<b>Rental Rate</b>	Time & Distance 9 Day at \$74.23 / Day	\$668.07
<b>Add-Ons</b>	Fuel Service Option (\$37.60 / Rental)	\$37.60
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Vehicle License Recovery Fee (\$2.12 / Day)	\$19.08
	Sales Tax (9.12%)	\$60.96
	Motor Vehicle Fuel Sales Tax (4.12%)	\$1.55

**Total \$787.26**

(Subject to audit)

Amount charged on September 29, 2023 to MASTERCARD (0841) (\$332.49)

Amount charged on September 28, 2023 to MASTERCARD (0841) (\$83.13)

Amount charged on September 25, 2023 to MASTERCARD (0841) (\$371.64)

Amount charged on September 25, 2023 to MASTERCARD (0841) (\$200.00)

APN: 4D617374657263617264204465626974

AID: A0000000041010

Verified: PIN

Entry: Chip

[REDACTED]

**Amount Due (\$200.00)**

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO, 6900 AUTOMALL PKWY, GILROY, CA 95020 (408) 847-4001

**RENTAL AGREEMENT**

**RENTER**

**DATE & TIME OUT**

10/04/2023 04:01 PM

**DATE & TIME IN**

11/03/2023 10:00 AM

**BILLING CYCLE**

24-HOUR

**CAR CLASS CHARGED**

PGAR

**VEH #1 2021 VOLK ATLA M6T4**

VIN# 1V2HR2CA8M

LIC#

MILES DRIVEN 2321

CAR CLASS: PGDR

**CLAIM INFO**

TYPE CAR: PACIFICA HYBRID

SHOP: GILROY CHRYSLER DODGE

JEEP RAM

PHONE: (408) 842-8244

ATTN: UNKNOWN

**SUMMARY OF CHARGES**

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/04 - 11/03	30	DAY	\$90.00	\$2,700.00
				<b>Subtotal:</b>	<b>\$2,700.00</b>

**Taxes & Surcharges**

SALES TAX	10/04 - 11/03			9.125%	\$246.38
VEHICLE LICENSE RECOVERY FEE	10/04 - 11/03	30	DAY	\$2.11	\$63.30

**Total Charges: \$3,009.68**

**Bill-To / Deposits**

DEPOSITS (\$3,009.68)

**Total Estimated Amount Due**

**\$0.00**

**PAYMENT INFORMATION**

**AMOUNT PAID** \$3,009.68      **TYPE** Mastercard

**CREDIT CARD NUMBER** xxxxxxxxxxxx4120



Rental Agreement

Renter:
Billing Cycle: 24-HOUR

Dates & Times Location

Pick up
Monday, September 25, 2023 2:40 PM
Start Charges:
Monday, September 25, 2023 2:40 PM

Anticipated Return
Thursday, September 28, 2023 11:59 PM

Vehicle

2021 DODG CHAR GT SILVER License: UT U289PX
VIN: 2C3CDXHGS Vehicle: 7V0VK0
Pickup: 09/25/2023 @ 2:40 PM ODO:60479 Fuel:7/16

Vehicle Condition:
rearBumper scratch:
leftFender scrape: rocker panel
decklid scratch:

Summary of Charges

Estimated Renter Charges

Table with 3 columns: Charges, Price/Unit, Total. Rows include TIME & DISTANCE, NO CHARGE DISTANCE, DAILY RATE, HOURLY RATE, FUEL SERVICE OPTION.

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

Table with 3 columns: Protection Name, Price/Unit, Total. Rows include PERSONAL EFFECTS COVERAGE, DW/CDW OPTIONAL.

Table with 3 columns: Protection Name, Price/Unit, Total. Rows include RAP, SUPPLEMENTAL LIABILITY PROTECTION 2.

Renter Acknowledgement of Accepted and Declined Protections

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

Taxes and Fees

Table with 3 columns: Fee Name, Price/Unit, Total. Rows include VEHICLE LICENSE RECOVERY FEE, MOTOR VEHICLE FUEL SALES TAX, SALES TAX, Total Estimated Charge.

Payments:

Table with 3 columns: Description, Amount, Total. Rows include Sale (\$200.00), Sale (\$371.64).

Renter Acknowledgement of Charges

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

Owner: ENTERPRISE RENT-A-CAR CO OF SAN FRANCISCO, LLC

Additional Drivers

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

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

Local Addenda

WARNING: OPERATING, SERVICING AND MAINTAINING A PASSENGER VEHICLE OR OFF-ROAD VEHICLE CAN EXPOSE YOU TO CHEMICALS INCLUDING ENGINE EXHAUST, CARBON MONOXIDE, PHTHALATES, AND LEAD, WHICH ARE KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. TO MINIMIZE EXPOSURE, AVOID BREATHING EXHAUST, DO NOT IDLE THE ENGINE EXCEPT AS NECESSARY, SERVICE YOUR

**VEHICLE IN A WELL-VENTILATED AREA AND WEAR GLOVES OR WASH YOUR HANDS FREQUENTLY WHEN SERVICING YOUR VEHICLE. FOR MORE INFORMATION GO TO WWW.P65WARNINGS.CA.GOV/ PASSENGER-VEHICLE.**

**DAMAGE WAIVER NOTICE: RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER, (WHICH MAY ALSO BE KNOWN AS LOSS DAMAGE WAIVER OR COLLISION DAMAGE WAIVER); MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.**

**\*ESTIMATED TOTAL EXCLUDES CHARGES THAT CANNOT BE DETERMINED AT THE TIME RENTAL COMMENCES**

**PREVENT THEFT, REMOVE VALUABLES FROM THE RENTAL CAR AND LOCK THE DOORS.**

**RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA**

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 **TERMS AND CONDITIONS**

[Click to view Additional Terms and Conditions](#)

FORM# CA-JK\_MY23

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**RENTER ACKNOWLEDGEMENT OF THE ENTIRE CONTRACT**

I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL TERMS AND CONDITIONS, WHICH ARE INCORPORATED BY REFERENCE AS IF FULLY SET FORTH HEREIN, AND THE RENTAL AGREEMENT SUMMARY (COLLECTIVELY, THE ADDITIONAL TERMS AND CONDITIONS AND THE RENTAL AGREEMENT SUMMARY ARE THE "CONTRACT"). BY SIGNING BELOW, I AM AUTHORIZING OWNER TO CHARGE TO THE CREDIT CARD(S) AND/OR DEBIT CARD(S) THAT I HAVE PROVIDED TO OWNER ALL AMOUNTS OWED BY ME UNDER THIS CONTRACT FOR ADVANCE DEPOSITS, INCREMENTAL AUTHORIZATIONS/DEPOSITS, AND OR ANY OTHER AMOUNTS OWED BY ME, AS WELL AS PAYMENTS REFUSED BY A THIRD PARTY TO WHOM BILLING WAS DIRECTED. I ALSO AUTHORIZE OWNER TO RE-INITIATE ANY CHARGE TO MY CARD(S) THAT IS DISHONORED FOR ANY REASON. I CERTIFY THAT THE DRIVER'S LICENSE(S) PRESENTED IS CURRENTLY VALID AND IS NOT SUSPENDED, EXPIRED, REVOKED, CANCELLED OR SURRENDERED. I FURTHER ACKNOWLEDGE AND CONSENT TO THE TERMS AND CONDITIONS SET FORTH IN THE PARAGRAPH WITH THE

HEADING "DISPUTE RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.

---



Additional Terms and Conditions of the Contract electronically accepted on 9/25/23 at 2:56 PM

---



Rental Agreement Summary

RA#: [REDACTED]
Rent: [REDACTED]
Billing Cycle: 24-HOUR

Dates & Times Location

Pick up

Monday, September 25, 2023 2:40 PM
Start Charges:
Monday, September 25, 2023 2:40 PM [REDACTED]

Anticipated Return

Thursday, September 28, 2023 11:59 PM [REDACTED]

Vehicle

2021 DODG CHAR GT SILVER License: [REDACTED]
VIN: 2C3CDXHGM [REDACTED] Vehicle: [REDACTED]

Pickup: 09/25/2023 @ 2:40 PM ODO: [REDACTED]

Vehicle Condition:

rearBumper scratch:
leftFender scrape: rocker panel
decklid scratch:

Summary of Charges

Estimated Renter Charges

Table with 3 columns: Charges, Price/Unit, Total. Rows include TIME & DISTANCE, NO CHARGE DISTANCE, DAILY RATE, HOURLY RATE, FUEL SERVICE OPTION.

Optional Protections Accepted

No optional protections accepted.

Optional Protections Declined

Table with 3 columns: Protection Name, Price/Unit, Total. Rows include PERSONAL EFFECTS COVERAGE, DW/CDW OPTIONAL.

Table with 3 columns: Protection Name, Price/Unit, Total. Rows include RAP, SUPPLEMENTAL LIABILITY PROTECTION 2.

Renter Acknowledgement of Accepted and Declined Protections

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

Taxes and Fees

Table with 3 columns: Fee Name, Price/Unit, Total. Rows include VEHICLE LICENSE RECOVERY FEE, MOTOR VEHICLE FUEL SALES TAX, SALES TAX.

Total Estimated Charge: \$371.64

Payments:

Table with 3 columns: Payment Method, Amount, Total. Rows include MASTERCARD \*\*\*\*0841 Sale (\$200.00), MASTERCARD \*\*\*\*0841 Sale (\$371.64).

Renter Acknowledgement of Charges

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

Owner: ENTERPRISE RENT-A-CAR CO OF SAN FRANCISCO, LLC

Additional Drivers

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

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

Local Addenda

WARNING: OPERATING, SERVICING AND MAINTAINING A PASSENGER VEHICLE OR OFF-ROAD VEHICLE CAN EXPOSE YOU TO CHEMICALS INCLUDING ENGINE EXHAUST, CARBON MONOXIDE, PHTHALATES, AND LEAD, WHICH ARE KNOWN TO THE STATE OF CALIFORNIA TO CAUSE CANCER AND BIRTH DEFECTS OR OTHER REPRODUCTIVE HARM. TO MINIMIZE EXPOSURE, AVOID BREATHING EXHAUST, DO NOT IDLE THE ENGINE EXCEPT AS NECESSARY, SERVICE YOUR

VEHICLE IN A WELL-VENTILATED AREA AND WEAR GLOVES OR WASH YOUR HANDS FREQUENTLY WHEN SERVICING YOUR VEHICLE. FOR MORE INFORMATION GO TO WWW.P65WARNINGS.CA.GOV/PASSENGER-VEHICLE.

DAMAGE WAIVER NOTICE: RENTER ACKNOWLEDGES RECEIPT OF ORAL DISCLOSURE THAT DAMAGE WAIVER, (WHICH MAY ALSO BE KNOWN AS LOSS DAMAGE WAIVER OR COLLISION DAMAGE WAIVER); MAY BE DUPLICATIVE OF COVERAGE MAINTAINED UNDER HIS OR HER OWN POLICY OF MOTOR VEHICLE INSURANCE. THE PURCHASE OF DAMAGE WAIVER IS OPTIONAL AND MAY BE DECLINED.

\*ESTIMATED TOTAL EXCLUDES CHARGES THAT CANNOT BE DETERMINED AT THE TIME RENTAL COMMENCES

PREVENT THEFT, REMOVE VALUABLES FROM THE RENTAL CAR AND LOCK THE DOORS.

RENTER ACKNOWLEDGEMENT OF LOCAL ADDENDA

[REDACTED]

TERMS AND CONDITIONS

Click to view Additional Terms and Conditions

FORM# CA-JK\_MY23

RENTER ACKNOWLEDGEMENT OF THE ENTIRE CONTRACT

I, THE "RENTER" BY SIGNING BELOW, HAVE READ AND AGREE TO THE TERMS AND CONDITIONS IN THE ADDITIONAL

HEADING "DISPUTE RESOLUTION PROVISION- MANDATORY ARBITRATION AGREEMENT" IN THE ADDITIONAL TERMS AND CONDITIONS. BY SIGNING BELOW RENTER AGREES TO OWNER'S COLLECTION OF INFORMATION ABOUT RENTER'S USE OF VEHICLE AND TEXTING & CALLING TERMS. SEE PARAGRAPHS WITH THE HEADINGS TEXT & CALL AND OWNER'S COLLECTION AND USE OF VEHICLE DATA: RENTER'S USE OF VEHICLES NAVIGATION AND INFOTAINMENT SYSTEMS AND VEHICLE MANUFACTURER APPS IN THE ADDITIONAL TERMS AND CONDITIONS.

[REDACTED]



22VQGZ

Additional Terms and Conditions of the Contract electronically accepted on 9/25/23 at 2:56 PM



### Renter Information

Renter Name

Renter Address

### Trip Information

#### Pickup

Monday, September 25, 2023 2:40 PM

#### Return

Wednesday, October 4, 2023 2:59 PM

### Vehicle Information

CHAR

License #: [REDACTED]

State/Province: UT

Unit #: [REDACTED]

Vehicle #: [REDACTED]

Vehicle Class Driven

Full Size 4 door/Automatic/Air

Vehicle Class Charged

Full Size 4 door/Automatic/Air

Odometer Mileage/Kilometers

Starting: 60479 Ending: 61126

Total: 647

Fuel

Starting: 7/16 Ending: 1/4

Thank you for renting with Enterprise Rent-A-Car

We appreciate your business!

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

### Renter Charges

<b>Rental Rate</b>	Time & Distance 9 Day at \$74.23 / Day	\$668.07
<b>Add-Ons</b>	Fuel Service Option (\$37.60 / Rental)	\$37.60
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Vehicle License Recovery Fee (\$2.12 / Day)	\$19.08
	Sales Tax (9.12%)	\$60.96
	Motor Vehicle Fuel Sales Tax (4.12%)	\$1.55

**Total \$787.26**

(Subject to audit)

Amount charged on September 29, 2023 to MASTERCARD (0841)	(\$332.49)
Amount charged on September 28, 2023 to MASTERCARD (0841)	(\$83.13)
Amount charged on September 25, 2023 to MASTERCARD (0841)	(\$371.64)
Amount charged on September 25, 2023 to MASTERCARD (0841)	(\$200.00)

APN: 4D617374657263617264204465626974

AID: A0000000041010

Verified: PIN

Entry: Chip

**Amount Due (\$200.00)**

RO# : [REDACTED]

Check in: Wed Aug 23, 2023 | 9:10 AM

Ready for Pickup: Wed Aug 23, 2023 | 4:36 PM

Promise Time: Wed Aug 23, 2023 | 4:00 PM

### Customer

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

### Vehicle

2022 Chrysler Pacifica  
Hybrid Touring L: Mini  
Passenger Van 3.6L V6  
[REDACTED]  
(PHEV) FI: FWD: AT: Mini  
Passenger Van  
2C4RC1L78N [REDACTED]  
29,626 Mi In / 29,627 Mi  
Out  
In Service: 06/01/2022

### Service Advisor

Riley Felice  
(408) 842 - 8244

1.	30K1	CUSTOMER REQUESTS 30K MILE INTERVAL SCHEDULED MAINTENANCE PER ATTACHED MENU CHECKLIST - MINIMUM SERVICE - CUSTOMER ACKNOWLEDGES RECEIPT OF LIST OF OPERATIONS TO BE PERFORMED	Customer Pay	\$510.24
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Job added by Riley Felice on Wed Aug 23, 2023 | 9:10 AM

30K1 -CUSTOMER REQUESTS 30K MILE INTERVAL SCHEDULED MAINTENANCE PER ATTACHED MENU CHECKLIST - MINIMUM SERVICE - CUSTOMER ACKNOWLEDGES RECEIPT OF LIST OF OPERATIONS TO BE PERFORMED	Labor	\$286.15
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### Technician

Wilver Chavez - 4252

1. REPLACE Engine Oil and Filter (0w20 SYN) • INCLUDES Check & Adjust Tire Pressure • INSTALL Windshield Washer Fluid • TIRE SVC Rotate Tires - Car Service - Check Tires for Wear, Visually Inspect Brake Linings • INSPECT Drive Belts - Check Tension • REPLACE Engine Air Cleaner Filter • INCLUDES Multi Point Inspection • INCLUDES 180-Day Complimentary Roadside Care with Tire Hazard Coverage (Activation Required) • PERFORM Brake Fluid Exchange Service

**Parts** \$224.09

68191349AC - FILTER 1 - \$30.60

68522999AA - OIL 5 - \$48.45

68235291AB - FILTER 1 - \$77.90

84032 - DOT 4 1 - \$67.14

**Total Parts**  
\$224.09



RO# : [REDACTED]

Check in: Wed Aug 23, 2023 | 9:10 AM

Ready for Pickup: Wed Aug 23, 2023 | 4:36 PM

Promise Time: Wed Aug 23, 2023 | 4:00 PM

### Customer

[REDACTED]  
[REDACTED]  
[REDACTED]

### Vehicle

2022 Chrysler Pacifica  
Hybrid Touring L: Mini  
Passenger Van 3.6L V6  
4DR Naturally Aspirated  
PLUG-IN HYBRID EV-GAS  
(PHEV) FI: FWD: AT: Mini  
Passenger Van  
2C4RC1L78 [REDACTED]

### Service Advisor

Riley Felice  
(408) 842 - 8244

2.	MPVI	PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION	Internal Pay	\$0.00
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Job added by Riley Felice on Wed Aug 23, 2023 | 9:10 AM

MPVI -PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION Labor \$0.00

#### Technician

[REDACTED]

1. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.

3.	TPS	INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS.	Internal Pay	\$0.00
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Job added by Riley Felice on Wed Aug 23, 2023 | 9:10 AM

TPS -INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS. Labor \$0.00

1. CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED.



# GILROY

Chrysler Dodge Jeep RAM

455 Automall Parkway  
Gilroy CA 95020

455 Automall Dr Gilroy CA USA 95020  
www://gilroychryslerdodgejeepram.com

## Customer Pay Invoice

# \$530.68

Check in: Wed Aug 23, 2023 | 9:10 AM  
Ready for Pickup: Wed Aug 23, 2023 | 4:36 PM  
Promise Time: Wed Aug 23, 2023 | 4:00 PM

### Customer



### Vehicle

2022 Chrysler Pacifica  
Hybrid Touring L: Mini  
Passenger Van 3.6L V6  
4DR Naturally Aspirated  
PLUG-IN HYBRID EV-GAS  
(PHEV) FI: FWD: AT: Mini  
Passenger Van  
2C4RC1L78

### Service Advisor

Riley Felice  
(408) 842 - 8244

	Labor	\$286.15
	Parts	\$224.09
	Sublet Labor	\$0.00
	Sublet Parts	\$0.00
	Fees	\$0.00
	Discounts	\$0.00
	Tax	\$20.44
	Deductible	\$0.00
	Insurance/Warranty	\$0.00
	<b>Invoice Total</b>	<b>\$530.68</b>
<b>Original Estimate</b> Wed Aug 23, 2023   9:10 AM		\$680.67

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

**3% CREDIT CARD TRANSACTION FEE WILL BE ADDED TO TOTAL INVOICE**  
**NO TRANSACTION FEES WILL BE ADDED TO OTHER METHODS OF PAYMENT**



# GILROY

Chrysler Dodge Jeep RAM

455 Automall Parkway  
Gilroy CA 95020

455 Automall Dr Gilroy CA USA 95020  
www://gilroychryslerdodgejeepram.com

Customer Pay Invoice

**\$530.68**

**RO# : 119557 | Tag# : 9315**

Check in: Wed Aug 23, 2023 | 9:10 AM

Ready for Pickup: Wed Aug 23, 2023 | 4:36 PM

Promise Time: Wed Aug 23, 2023 | 4:00 PM

## Customer

Christian Valenzuela  
1269197  
(408) 813 - 4537

## Vehicle

2022 Chrysler Pacifica  
Hybrid Touring L: Mini  
Passenger Van 3.6L V6  
4DR Naturally Aspirated  
PLUG-IN HYBRID EV-GAS  
(PHEV) FI: FWD: AT: Mini  
Passenger Van  
**2C4RC1L78NR126875**

## Service Advisor

Riley Felice  
(408) 842 - 8244

X  
Customer Signature

Date



### Customer

[REDACTED]

### Vehicle

2022 Chrysler Pacifica  
Hybrid Touring L: Mini  
Passenger Van 3.6L V6  
4DR Naturally Aspirated  
PLUG-IN HYBRID EV-GAS  
(PHEV) FI: FWD: AT: Mini  
Passenger Van  
2C4RC1L78 [REDACTED]  
31,418 Mi In / 31,418 Mi  
Out  
In Service: 06/01/2022

### Service Advisor

Jason Lendecky  
(408) 842 - 8244

1.	RECALL	03A 2017-2023 RU PHEV Loss of Motive Power	Warranty Pay	\$0.00
----	--------	--------------------------------------------	--------------	--------

Tags: Recall

Job added by Jason Lendecky on Wed Sep 20, 2023 | 10:29 AM

RECALL PERFORM RECALL. VERIFIED OPEN RECALL: Labor \$0.00

#### Technician

Javier Hidalgo 4208

1. Inspect/Update PIM software 18 03 A1 82 0.3 hours. Flashing from current part number 68540977AH to targeted part number 68540977AK. ECU is up to date. Successfully flashed ECU from old part number 68540977AH to current part number 68540977AK.

2.	MPVI	PERFORM CERTIFIED MULTI-POINT VEHICLE INSPECTION	Internal Pay	\$0.00
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Job added by Jason Lendecky on Wed Sep 20, 2023 | 10:29 AM

MPVI PERFORM CERTIFIED MULTI POINT VEHICLE INSPECTION Labor \$0.00

#### Technician

Javier Hidalgo 4208

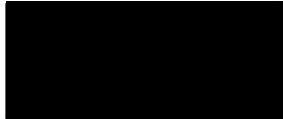
1. PERFORMED CERTIFIED MULTI POINT VEHICLE INSPECTION. SUBMITTED INSPECTION FORM WITH VEHICLE STATUS.



RO# [REDACTED]

Check in: Wed Sep 20, 2023 | 10:29 AM  
Ready for Pickup: Wed Sep 20, 2023 | 11:34 AM  
Promise Time: Wed Sep 20, 2023 | 4:00 PM

### Customer



### Vehicle

2022 Chrysler Pacifica  
Hybrid Touring L: Mini  
Passenger Van 3.6L V6  
4DR Naturally Aspirated  
PLUG-IN HYBRID EV-GAS  
(PHEV) FI: FWD: AT: Mini  
Passenger Van  
2C4RC1L78M [REDACTED]

### Service Advisor

Jason Lendecky  
(408) 842 - 8244

3.	TPS	INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS.	Internal Pay	\$0.00
----	-----	--------------------------------------------------	--------------	--------

Job added by Jason Lendecky on Wed Sep 20, 2023 | 10:29 AM

TPS -INSPECT TIRE PRESSURES. ADJUST TO FACTORY SPECS.	Labor	\$0.00
-------------------------------------------------------	-------	--------

### Technician

Javier Hidalgo - 4208

- CHECKED AND ADJUSTED VEHICLE TIRE PRESSURE AS REQUIRED.

Original Estimate Wed Sep 20, 2023   10:29 AM	Labor	\$0.00
	Parts	\$0.00
	Sublet Labor	\$0.00
	Sublet Parts	\$0.00
	Fees	\$0.00
	Discounts	\$0.00
	Tax	\$0.00
	Deductible	\$0.00
	Insurance/Warranty	\$0.00
	<b>Invoice Total</b>	<b>\$0.00</b>

Original Estimate  
Wed Sep 20, 2023 | 10:29 AM      \$0.00



Check in: Wed Sep 20, 2023 | 10:29 AM  
Ready for Pickup: Wed Sep 20, 2023 | 11:34 AM  
Promise Time: Wed Sep 20, 2023 | 4:00 PM



**Vehicle**  
2022 Chrysler Pacifica  
Hybrid Touring L: Mini  
Passenger Van 3.6L V6  
4DR Naturally Aspirated  
PLUG-IN HYBRID EV-GAS  
(PHEV) FI: FWD: AT: Mini  
Passenger Van  
2C4RC1L78

**Service Advisor**  
Jason Lendecky  
(408) 842 - 8244

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

**3% CREDIT CARD TRANSACTION FEE WILL BE ADDED TO TOTAL INVOICE**  
**NO TRANSACTION FEES WILL BE ADDED TO OTHER METHODS OF PAYMENT**

X  
Customer Signature \_\_\_\_\_ Date \_\_\_\_\_



## NOTICE OF FINAL OPPORTUNITY TO REPAIR

This constitutes my notice as a consumer, pursuant to S.C. Code Ann. § 56-28-50(B), that the manufacturer's authorized agent has been unable to repair or correct the nonconformity or nonconformities ("defect") listed below in the new motor vehicle describe below, and that you as the manufacturer have a final opportunity to cure the defect.

### DESCRIPTION OF DEFECT(S)

Defect #1 Mar 30,2023 - Loss of Motive Power-P24F1 Code-Recall 03A Performed - 3048 Miles  
Defect #2 Aug 9, 2023 - Loss of Motive Power- P24F1 Code - Service Charging System - 8706 Miles  
Defect #3 Sept 15, 2023 - P24F1 Code - Service Charging System - 9170 Miles  
Defect #4  
Defect #5

### VEHICLE INFORMATION

Vehicle Make CHRYSLER Model PACIFICA HYBRID Year 2022  
Vehicle Identification Number (VIN) 2C4RC1N79  
Selling/Leasing Dealership Mark Dodge Chrysler Jeep Ram  
Address 3777 Gerstner Memorial Blvd  
Lake Charles, LA 70607  
Date of Delivery 12/19/2022 Date registered in SC 12/19/2022  
Odometer Reading on Delivery Date 17 Current Odometer Reading 9228

Repair attempts were made at the following locations (name and address) on the following dates:

All repairs were completed at this location: Capital Chrysler Dodge Jeep Ram of Indian Trail, 5501 W Hwy 74, Monroe, NC 28110  
Defect 1: 3/30/2023 to 4/3/2023 (Chrysler Case # - 85835989)  
Defect 2: 8/23/2023 to 9/11/2023 (Chrysler Case # - 86985072)  
Defect 3: 9/15/2023 - Current (Chrysler Case # - 87352509)

### CONSUMER INFORMATION

Consumer Name [REDACTED]  
Address [REDACTED] Lancaster, SC [REDACTED]  
Phone [REDACTED] Email [REDACTED]  
[REDACTED] 09/19/2023  
Customer's Signature Date

*Instructions to consumer: You should only list defects that have met the required "reasonable number of repair attempts." Remember to make a copy for your records and send the original by registered, certified, or express mail, return receipt requested, to the manufacturer at the address provided in your owner's manual.*

CUSTOMER #: 4956415

82727



\*INVOICE\*

INDIAN TRAIL

5501 West Highway 74
Indian Trail, NC 28079
(704) 220-4370

PAGE 1

Table with columns: BUS, CELL, SERVICE ADVISOR, COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A Multi-point inspection (according to maintenance interval)
9090 Multi-point inspection (according to maintenance interval)
13202 C 0.00 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B Recall / Customer Satisfaction Notification 1 [Safety Recall 03A - Loss of Motive Power \*\*]
CAUSE: .
55CHZ45 Recall / Customer Satisfaction Notification 1 [Safety Recall 03A - Loss of Motive Power \*\*]
13202 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C RSU 1 [RSU 23-069 22MY RU POWER LIFTGATE MODULE (PLGM) UPDATE \*\*]
CAUSE: .
55CHZ35 RSU 1 [RSU 23-069 22MY RU POWER LIFTGATE MODULE (PLGM) UPDATE \*\*]
13202 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D RSU 2 [RSU 23-061 22MY RU PINNACLE MODEL IS MISSING ONE SECOND ROW P \*\*]
CAUSE: .
55CHZ37 RSU 2 [RSU 23-061 22MY RU PINNACLE MODEL IS MISSING ONE SECOND ROW P \*\*]
13202 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

AUTHORIZED DEALER CHRYSLER CORPORATION

SERVICE HOURS: MONDAY THRU FRIDAY 7:30 AM TO 7:00 PM SATURDAY 7:30 AM TO 5:00 PM

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter.

All warranties on parts are the manufacturer's. The seller, Capital Chrysler Dodge Jeep Ram of Indian Trail, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Capital Chrysler Dodge Jeep Ram of Indian Trail, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

SHOP MATERIALS - THIS FIGURE INCLUDES SUPPLIES USED IN SERVICING YOUR VEHICLE AND THE DISPOSAL OF HAZARDOUS MATERIALS IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL REGULATIONS. A FULL LIST OF THESE SUPPLIES IS AVAILABLE FOR YOUR INSPECTION AT THE CASHIER'S DESK.

Table with columns: DESCRIPTION, TOTALS. Rows include: LABOR AMOUNT, PARTS AMOUNT, TIRE DISPOSAL FEE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER #: 4956415

82727



\*INVOICE\*

INDIAN TRAIL

5501 West Highway 74
Indian Trail, NC 28079
(704) 220-4370

PAGE 2

Table with columns: BUS, CELL, SERVICE ADVISOR, COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

3079 open RRT 23-061. part for RRT on order.
\*\*\*\*\*
E CUSTOMER STATE THAT CHECK ENGINE LIGHT IS .
CAUSE: .
M MISCELLANEOUS.
13202 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

3083 could not confirm concern. upon initial start up no check engine light on. found codes for low voltage. removed 12v battery and charged(2h38min). reinstalled 12v battery. charged hybrid battery fully. road test vehicle for 4 miles. no check engine light on at this time. checked 12v charging system-ok. charging at 13.8v.
\*\*\*\*\*

F CUSTOMER STATES THAT HYBRID BATTERY WOULD NOT CHARGE
CAUSE: .
M MISCELLANEOUS.
13202 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
3083 could not duplicate concern. plugged vehicle into charging station and vehicle charged properly.
\*\*\*\*\*

G IPC STATED THAT VEHICLE WAS GOING TO SHUT OFF AND VEHICLE SPEEDMAY BE LIMITED
CAUSE: .
M MISCELLANEOUS.
13202 W (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00
3083 could not verify concern. after performing RRT's and charging both batteries concern is not present. conditions are not present to duplicate concern at this time.
\*\*\*\*\*

Sirius XM Wifi Free Trial activated.
THANK YOU FOR CHOOSING CAPITAL CDJR FOR ALL YOUR SERVICE NEEDS.
MIKE, JIM, SCOTT, HARVEY and MARCUS

Table with columns: DESCRIPTION, TOTALS. Includes rows for LABOR AMOUNT, PARTS AMOUNT, TIRE DISPOSAL FEE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER #: 4956415

89503



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Indian Trail, NC 28079  
(704) 220-4370

0  
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PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 13245 HARVEY J HUNT			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
	22	CHRYSLER PACIFICA HY	2C4RC1N79NE		9094/9131	T2940	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20DEC22 DD			10:30 23AUG23			CASH	11SEP23
R.O. OPENED		READY	OPTIONS: ENG:3.6_Liter				
10:02 23AUG23	13:05 11SEP23						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THE VEHICLE JUST SHUTS OFF RANDOMLY, AND A TURTLE LOOKING LIGHT IS ON, WITH A WRENCH, BUT THE VEHICLE DOES IT RANDOMLY. SERVICE HYBRID CHARGING SYSTEM COMES ON IPC. CUSTOMER STATES THAT VEHICLE WAS HERE ON THE 10TH OF AUGUST TO MAKE APPT FOR THIS CONCERN NOTED PER CUSTOMER REQUEST. VEHICL GAS HAD TO JUMPED TO START.

CAUSE:

MISC1 CUSTOMER STATES THE VEHICLE JUST SHUTS OFF RANDOMLY, AND A TURTLE LOOKING LIGHT IS ON, WITH A WRENCH, BUT THE VEHICLE DOES IT RANDOMLY, CHECK AND ADVISE.

- 13202 W
- 1 5185094AG CHARGER-BATTERY
- 1 68163849AB \*ANTIFREEZ-COOLANT

(N/C)  
(N/C)  
(N/C)

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

9131 IDCM concern. 08840801/07FF0151 1.3/0.1 confirmed concern. checked for codes and found P24F1-00. disconnected HCP, BPCM and IDCM to check H32 master wake up circuit. checked for short to ground. no short to ground. checked for short to voltage in IDCM connector on H32 circuit. no short to voltage. installed jump wire from HCP connector to ground and checked for continuity-good. reconnected IDCM connector and checked for short to power and ground-present. diagnostics state to replaced IDCM. removed and replaced IDCM per service information. checked operation. IDCM operates as designed. LOP# 08840801/07ff0151 1.3/0.1

\*\*\*\*\*

B Multi-point inspection (according to maintenance interval)  
9090 Multi-point inspection (according to maintenance interval)

13202 C

0.00 0.00  
0.00 0.00

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

9131 safety maint. performed vehicle inspection.

\*\*\*\*\*

C RSU 1 [RSU 23-235 22-23MY RU REAR SEAT ENTERTAINMENT SCREEN \*\*]

AUTHORIZED DEALER CHRYSLER CORPORATION

SERVICE HOURS:  
MONDAY THRU FRIDAY 7:30 AM TO 7:00 PM  
SATURDAY 7:30 AM TO 5:00 PM

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

All warranties on parts are the manufacturer's. The seller, Capital Chrysler Dodge Jeep Ram of Indian Trail, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and Capital Chrysler Dodge Jeep Ram of Indian Trail, neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts. This disclaimer by the seller, Capital Chrysler Dodge Jeep Ram of Indian Trail, in no way affects the terms of the manufacturer's warranty.

X SHOP MATERIALS - THIS FIGURE INCLUDES SUPPLIES USED IN SERVICING YOUR VEHICLE AND THE DISPOSAL OF HAZARDOUS MATERIALS IN COMPLIANCE WITH FEDERAL, STATE AND LOCAL REGULATIONS. A FULL LIST OF THESE SUPPLIES IS AVAILABLE FOR YOUR INSPECTION AT THE CASHIER'S DESK.

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
TIRE DISPOSAL FEE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER #: 4956415

89503



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Indian Trail, NC 28079
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PAGE 2

Table with columns: BUS, CELL, SERVICE ADVISOR, COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details for Chrysler Pacifica and repair dates.

CAUSE: 55CHZ35 RSU 1 [RSU 23-235 22-23MY RU REAR SEAT ENTERTAINMENT SCREEN \*\*]
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
- 9131 open RRT 23-235 181991AA 0.3 inspected rear entertainment screen software per recall. software is up to date. LOP#181991AA 0.3

D PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION WHILE PERFORMING REPAIRS
CAUSE: RENTAL PROVIDE CUSTOMER WITH ALTERNATE TRANSPORTATION WHILE PERFORMING REPAIRS
13202 W (N/C)

SUBL RENTAL
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
Sirius XM Wifi Free Trial activated. THANK YOU FOR CHOOSING CAPITAL CDJR FOR ALL YOUR SERVICE NEEDS. TREVOR, JIM, CHRIS, HARVEY AND MARCUS

Table with columns: AUTHORIZED DEALER (Chrysler Corporation), SERVICE HOURS (Monday thru Friday 7:30 AM to 7:00 PM, Saturday 7:30 AM to 5:00 PM), DESCRIPTION, TOTALS. Includes labor, parts, disposal, sublet, charges, insurance, and sales tax amounts.



### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

SAN JOSE, CA 95148  
USA

### Vehicle Information

**CNTY**

**License #:** [REDACTED]

**State/Province:** NV

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

Sporty Car 2 door/Automatic/Air

**Vehicle Class Charged**

Sporty Car 2 door/Automatic/Air

**Odometer Mileage/Kilometers**

**Starting:** 39690    **Ending:** 39934

**Total:** 244

**Fuel**

**Starting:** 5/8    **Ending:** 5/8

**Thank you for renting with Enterprise Rent-A-Car**

**We appreciate your business!**

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

### Trip Information

**Pickup**

Tuesday, September 12, 2023 4:11 PM

**AUTOMALL**

5810 GASOLINE ALLEY DR  
BAKERSFIELD, CA 93313-3741  
USA

**One Way Rental**

**Intended Return**

**AUTOMALL**

[REDACTED]  
[REDACTED]  
[REDACTED]

**Actual Return**

Wednesday, September 13, 2023 12:06 PM

**SAN JOSE - CURTNER**

[REDACTED]  
[REDACTED]  
[REDACTED]

### Renter Charges

<b>Rental Rate</b>	Time & Distance 1 Day at \$85.00 / Day	\$85.00
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Sales Tax (8.25%)	\$31.76
	Drop Fee (\$300.00 / Rental)	\$300.00
	Vehicle License Recovery Fee (\$1.73 / Day)	\$1.73

**Total \$418.49**

(Subject to audit)

Amount charged on September 13, [REDACTED] (\$418.49)

[REDACTED]  
[REDACTED]

Verified: Signature

Entry: Chip

TSI: 6800

**Amount Due \$0.00**



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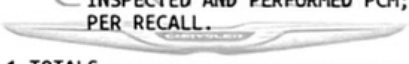
BAR # [REDACTED]

CELL/PAGER

CUSTOMER NO. [REDACTED]	ADVISOR <b>BRUCE SMEAD</b>	6320	TAG NO. <b>5547</b>	INVOICE DATE <b>08/30/23</b>	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO.	MILEAGE <b>114,821</b>	COLOR <b>/</b>	STOCK NO.	
[REDACTED]	YEAR / MAKE / MODEL <b>18/CHRYSLER/PACIFICA PHEV (/PACIFICA</b>			DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. <b>2 C 4 R C 1 L 7 7 J</b>		[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/14/23</b>		
RESIDENCE PHONE <b>408-613-8490</b>	BUSINESS PHONE	COMMENTS			<b>MO: 114846</b>

JOB# 1 CHARGES-----

LABOR-----  
 J# 1 55CHZ                      RECALL #1                      TECH(S):9627                      WARRANTY  
 Safety Recall 03A - Loss of Motive Power (Recall Customer Satisfaction Notification 1)  
 RECALL 03A  
 LOP 18-03-A1-83 .5 18-03-A1-50 .2 18-03-A1-52 4.3  
 INSPECTED AND PERFORMED PCM; IPC AND PIM SOFTWARE UPDATES AS PER RECALL.



JOB# 1 TOTALS-----

JOB# 1 JOURNAL PREFIX C3CS    JOB# 1 TOTAL    0.00

JOB# 2 CHARGES-----

LABOR-----  
 J# 2 02CHZD                      DRIVEABILITY                      TECH(S):9627                      WARRANTY  
 Customer states was driving when loss of power will not shift gears check and advise (Engine Concern)  
 TSB 21-008-23 INTERNAL HARNESS SHORTED.  
 FOUND FLUID DARK AND CONTAMINATED WITH DEBRIS.  
 LOP  
 21-00-06-9C 7.1  
 07-FF-01-50 0.3  
 02-00-03-50 0.5  
 VEHICLE WAS TOW IN, VEHICLE WOULD NOT SHIFT INTO GEAR. CONNECT SCAN TOOL FOR DTC'S CODE P0BFE-00 AND P0C1A DRIVE MOTOR B PRESENT. CHECK TRANS FLUID LEVEL WAS TO SPECS. FLUID WAS DARK AND CONTAMINATE WITH DEBRIS. FOUND TSB 21-008-23 INTERNAL HARNESS SHORT. CONTACTED START DUE TO RESTRICTED PART. TRANS GOT APPROVED. PROCEED TO REMOVE TRANS AND REPLACE. TORQUE TRANS TO PROPER SPECS. TOP OFF ALL FLUIDS. VERIFIED NO LEAKS. ADJUSTED STEERING AND TOE TO PROPER SPECS. TEST DROVE VEHICLE WORK AS DESIGNED. NO DTC'S PRESENT.



PARTS-----QTY-----FP-NUMBER-----DESCRIPTION-----UNIT PRICE-----

1	SOP	PART ORDE MANUALLY	WARRANTY
1	TRANSMISSION		
1	6503210	SCREW HEX 21139233	WARRANTY
9	68382486-AA	BOLT HEX 09004001	WARRANTY
2	6509298-AA	LOCK NUT 17015030	WARRANTY
1	68413378-AA	HOSE COOL 07014005	WARRANTY
2	6104414-AA	SCREW HEX 17015003	WARRANTY
1	68272788-AA	GASKET IN 21004003	WARRANTY
1	SOP	PART ORDE MANUALLY	WARRANTY
1	68425381AA S/E		
1	SOP	PART ORDE MANUALLY	WARRANTY
1	68470042AA S/A		
1	68490840-AC	.8MM PART 21002003	WARRANTY
	S/N: TTPUZ1383M0098		
2	68470042-AA	KIT NONE 17011024	WARRANTY
1	68163848-AB	ANTIFREEZ 01081004	WARRANTY

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BAR # [REDACTED]

CUSTOMER NO <b>549609</b>	ADVISOR <b>BRUCE SMEAD</b>	TAG NO. <b>6320</b>	INVOICE DATE <b>08/30/23</b>	CELLPAGER
[REDACTED]	LICENSE NO.	MILEAGE <b>114,821</b>	COLOR <b>/</b>	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL <b>18/CHRYSLER/PACIFICA PHEV (/PACIFICA</b>		DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. <b>2 C 4 R C 1 L 7 7 J</b>	[REDACTED]	SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/14/23</b>	
RESIDENCE PHONE <b>408-613-8490</b>	BUSINESS PHONE	COMMENTS		

MO: 114846

TOTAL - PARTS 0.00

JOB# 2 TOTALS-----  
 JOB# 3 CHARGES-----  
 JOB# 2 JOURNAL PREFIX C3CS JOB# 2 TOTAL 0.00

LABOR  
 J# 3 02CHZ **CHR DRIVEABILITY** TECH(S):6229



Customer states service engine light is on check and advise (Engine Concern)  
 UPON INSPECTION VERIFIED CUSTOMER CONCERNS. FOUND THE FOLLOWING DTC'S;  
 P04ECEVAP System Large Leak Detected - Fuel Tank Side  
 P04EDEVAP System Large Leak Detected - Fresh Air Side  
 P04EEEVAP System Very Small Leak Detected - Fuel Tank Side  
 P04EFEVAP System Very Small Leak Detected - Fresh Air Side  
 BEGAN WITH OVERALL VISUAL INSPECTION OF EMISSIONS SYSTEMS. NO PRESENT PHYSICAL DAMAGE OR TAMPERING PRESENT. BEGAN BY RUN A FORCED ELCM TEST. COMPLETED BOTH FRESH AIR AND TANK SIDE TESTS. CONCLUDED MULTIPLE LEAKS ARE PRESENT. INITIAL VACUUM AND SMOKE TEST OF FRESH AIR SIDE LEAD TO PURGE VALVE NOT MAINTAINING VACUUM. REMOVED AND REPLACED. PROCEEDED WITH ANOTHER TEST AND FOUND A LEAK STILL PRESENT ON FUEL TANK SIDE. CONTINUED BY SMOKING FUEL TANK SIDE. FOUND FTIV (FUEL TANK ISOLATION VALVE) WAS NOT HOLDING PRESSURE WHEN INTENDED. POWERED DOWN VEHICLE AND REPLACE FTIV (FUEL TANK ISOLATION VALVE). RUN ANOTHER TEST AND FOUND VEHICLE PASSED. VERIFIED REPAIRS.  
 REMOVED/REPLACE PURGE VALVE AND FUEL TANK ISOLATION VALVE.  
 LOP:25014015 Valve/Solenoid, purge PHEV .4 HRS  
 LOP:25010901  
 Fuel Tank Isolation Valve (FTIV) - Test and Replace PHEV 1.3 A/T  
 1.3 HRS DIAGNOSIS TIME. RUNNING BOTH FRESH AIR AND FUEL TANK SIDE ELCM TESTS. AS WELL AS SMOKE TESTING.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	57008873-AA	VALVE FUE 14038024		WARRANTY
	1	68241627-AB	CANISTER 14039051		WARRANTY
	1	4627694-AB	VALVE PUR 14038024		WARRANTY
	1	68425381-AA	HOSE COOL 07014005		WARRANTY
TOTAL - PARTS				0.00	

JOB# 3 TOTALS-----  
 JOB# 4 CHARGES-----  
 JOB# 3 JOURNAL PREFIX C3CS JOB# 3 TOTAL 0.00

LABOR  
 J# 4 01CHZM01A TEXTING TECH(S):9627 0.00

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BAR # [REDACTED]

CELL/PAGER

CUSTOMER NO. [REDACTED]	ADVISOR <b>BRUCE SMEAD</b>	TAG NO. 6320 5547	INVOICE DATE 08/30/23	INVOICE NO. [REDACTED]
[REDACTED]	LICENSE NO.	MILEAGE 114,821	COLOR /	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 18/CHRYSLER/PACIFICA PHEV (/PACIFICA		DELIVERY DATE	DELIVERY MILES
[REDACTED]	VEHICLE I.D. NO. 2 C 4 R C 1 L 7 7 J R [REDACTED]		SELLING DEALER NO.	PRODUCTION DATE
[REDACTED]	F.T.E. NO.	P.O. NO.	R.O. DATE 08/14/23	
RESIDENCE PHONE 408-613-8490	BUSINESS PHONE	COMMENTS		MO: 114846

TOTAL - PARTS 0.00

JOB# 2 TOTALS-----

JOB# 2 JOURNAL PREFIX C3CS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES-----

LABOR-----  
J# 3 02CHZ CHR DRIVEABILITY TECH(S):6229

Customer states service engine light is on check and advise (Engine Concern)

UPON INSPECTION VERIFIED CUSTOMER CONCERNS. FOUND THE FOLLOWING DTC'S;

- P04ECEVAP System Large Leak Detected - Fuel Tank Side
- P04EDEVAP System Large Leak Detected - Fresh Air Side
- P04EEEVAP System Very Small Leak Detected - Fuel Tank Side
- P04EFEVAP System Very Small Leak Detected - Fresh Air Side

BEGAN WITH OVERALL VISUAL INSPECTION OF EMISSIONS SYSTEMS. NO PRESENT PHYSICAL DAMAGE

OR TAMPERING PRESENT. BEGAN BY RUN A FORCED ELCM TEST. COMPLETED BOTH FRESH AIR AND TANK SIDE TESTS. CONCLUDED MULTIPLE LEAKS ARE PRESENT.

INITIAL VACUUM AND SMOKE TEST OF FRESH AIR SIDE LEAD TO PURGE VALVE NOT MAINTAINING VACUUM. REMOVED AND REPLACED. PROCEEDED WITH ANOTHER TEST AND FOUND A LEAK STILL PRESENT ON FUEL TANK SIDE.

CONTINUED BY SMOKING FUEL TANK SIDE. FOUND FTIV (FUEL TANK ISOLATION VALVE) WAS NOT HOLDING PRESSURE WHEN INTENDED. POWERED DOWN VEHICLE AND REPLACE FTIV (FUEL TANK ISOLATION VALVE). RUN ANOTHER TEST AND FOUND VEHICLE PASSED. VERIFIED REPAIRS.

REMOVED/REPLACE PURGE VALVE AND FUEL TANK ISOLATION VALVE. LOP:25014015 Valve/Solenoid, purge PHEV .4 HRS LOP:25010901

Fuel Tank Isolation Valve (FTIV) - Test and Replace PHEV 1.3 A/T

1.3 HRS DIAGNOSIS TIME. RUNNING BOTH FRESH AIR AND FUEL TANK SIDE ELCM TESTS. AS WELL AS SMOKE TESTING.

WARRANTY



PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE--
	1	57008873-AA	VALVE FUE 14038024	
	1	68241627-AB	CANISTER 14039051	
	1	4627694-AB	VALVE PUR 14038024	
	1	68425381-AA	HOSE COOL 07014005	
TOTAL - PARTS				0.00

WARRANTY  
WARRANTY  
WARRANTY  
WARRANTY

JOB# 3 TOTALS-----

JOB# 3 JOURNAL PREFIX C3CS JOB# 3 TOTAL 0.00

JOB# 4 CHARGES-----

LABOR-----  
J# 4 01CHZM01A TEXTING TECH(S):9627 0.00

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BAR # [REDACTED]

CUSTOMER NO. <b>549609</b>		ADVISOR <b>BRUCE SMEAD</b>	TAG NO. <b>6320</b>	INVOICE DATE <b>08/30/23</b>	INVOICE NO. [REDACTED]
[REDACTED]		LICENSE NO.	MILEAGE <b>114,821</b>	COLOR <b>/</b>	STOCK NO.
YEAR / MAKE / MODEL <b>18/CHRYSLER/PACIFICA PHEV (/PACIFICA</b>				DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO. <b>2 C 4 R C 1 L 7 7 J</b>				SELLING DEALER NO.	PRODUCTION DATE
RESIDENCE PHONE <b>408-613-8490</b>		BUSINESS PHONE		COMMENTS	
				R.O. DATE <b>08/14/23</b>	
				MO: 114846	

PERFORM MULTI POINT VEHICLE INSPECTION.  
CHECK AND SET TIRE PRESSURE.  
Preferred method of contact. You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a land line  
Done

CHRYSLER		DODGE		Jeep			
JOB# 4 TOTALS	JOB# 4 JOURNAL PREFIX C3CS			JOB# 4 TOTAL	0.00		
JOB# 5 CHARGES	-----						
LABOR	-----						
J# 5 17CHZT01	SHUTTLE VAN	TECH(S):9627		WARRANTY			
	SHUTTLE VAN						
	SHUTTLE RIDE						
MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY			
	SH	SHUTTLE BUS		0.00			
TOTAL - MISC				0.00			
JOB# 5 TOTALS	JOB# 5 JOURNAL PREFIX C3CS			JOB# 5 TOTAL	0.00		
JOB# 6 CHARGES	-----						
LABOR	-----						
J# 6+01CHZM40	*30 POINT INSPECTION	TECH(S):9627		0.00			
	PERFORM 30 POINT VISUAL INSPECTION.						
	PERFORMED 30 POINT INSPECTION, PLEASE SEE YOUR SERVICE CONSULTANT FOR DETAILS.						
JOB# 6 TOTALS	JOB# 6 JOURNAL PREFIX C3CS			JOB# 6 TOTAL	0.00		

ESTIMATE  
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$400.00 (+TAX)

COMMENTS  
TAG NUMBER IS 5547  
RECOMMENDED NOT DONE/ DECLINED SERVICES

02CHZD04	SPARK PLUGS	TECH: 9627	\$764.54
CAUSE:	ROUTINE MAINTENANCE		
73CHZ02-1	FUEL INDUCTION SRV	TECH: 9627	\$229.78
CAUSE:	USING POWERFUL CHEMISTRY AND SPECIALIZED TOOLS WE CLEAN THE COMBUSTION CHAMBERS VIA THE INTAKE VALVES TO REMOVE HARMFUL DEPOSITS.		
73CHZ02	THROTTLE BODY SVC	TECH: 9627	\$153.09
CAUSE:	USING POWERFUL CHEMISTRY AND SPECIALIZED TOOLS WE CLEAN THE		

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BAR # [REDACTED]

CUSTOMER NO. <b>549609</b>		ADVISOR <b>BRUCE SMEAD</b>	6320	TAG NO. <b>5547</b>	INVOICE DATE <b>08/30/23</b>	INVOICE NO. [REDACTED]	
[REDACTED]		LICENSE NO.	MILEAGE <b>114,821</b>	COLOR <b>/</b>	STOCK NO.		
[REDACTED]		YEAR / MAKE / MODEL <b>18/CHRYSLER/PACIFICA PHEV (/PACIFICA</b>		DELIVERY DATE	DELIVERY MILES		
[REDACTED]		VEHICLE I.D. NO. <b>2 C 4 R C 1 L 7 7 J</b>		SELLING DEALER NO.	PRODUCTION DATE		
[REDACTED]		F.T.E. NO.	P.O. NO.	R.O. DATE <b>08/14/23</b>			
RESIDENCE PHONE <b>408-613-8490</b>	BUSINESS PHONE	COMMENTS				<b>MO: 114846</b>	

COMMENTS-----

THROTTLE BODY AND BUTTERFLY OF PERFORMANCE ROBBING DEPOSITS.

73CHZ04	COOLING SYSTEM SERV	TECH: 9627	\$193.48
CAUSE:	MAINTENANCE INTERVAL		
11CHZZ09401004	ENG MOUNT	TECH: 9627	\$1319.03
CAUSE:	weak roken mounts.		
73CHZ07	EVAPORATOR FOAM SERV	TECH: 9627	\$177.93
CAUSE:	MAINTENANCE INTERVAL		
73CHZ11	BRAKE FLUID TRANSFER	TECH: 9627	\$178.99
CAUSE:	MAINTENANCE INTERVAL		
73CHZ	BATTERY SERVICE	TECH: 9627	\$94.63
11CHZZ07201201	DRIVE BELT	TECH: 9627	\$411.66
CAUSE:	by time.		
25CHZ21	*CABIN FILTER	TECH: 9627	\$47.56
CAUSE:	DEALER RECOMMENDED MAINTNENACE		
25CHZ19	*AIR FILTER C/TR	TECH: 9627	\$47.18

TOTALS-----

WELCOME TO RYDELL SERVICE DEPARTMENT	TOTAL LABOR....	0.00
EPA # CAL000232051	TOTAL PARTS....	0.00
WE ARE OPEN FROM 7:00AM TO 6:00PM MONDAY THROUGH FRIDAY	TOTAL SUBLET...	0.00
SATURDAYS WE ARE OPEN FROM 8:00AM TO 4:00 PM.CLOSED SUNDAYS	TOTAL G.O.G....	0.00
*****	TOTAL MISC CHG.	0.00
All parts are new unless part number begins with an "R"	TOTAL MISC DISC	0.00
excluding part numbers that begin with "RL" which are new.	TOTAL TAX.....	0.00
*****	<b>TOTAL INVOICE \$</b>	<b>0.00</b>

The dealer is required by law to charge a nonrefundable \$1.00 California battery fee and a refundalbe deposit for each lead acid battery purchased. A credit of the same amount as the refundable deposit will be issued if a used lead acid battery is returned at the time of purchase up to 45 days later along with this dealer's receipt.

CUSTOMER SIGNATURE \_\_\_\_\_

TO REORDER JB GRAPHICS(818) 909-4713 415525 The Printer makes no warranty, express or implied, as to content or fitness of this form. Please consult your own legal Counsel.

EPA #CAL000232051, EPA #CAL000415315, EPA #CAL000456726



How can we help?



# ENTERPRISE RENT-A-CAR BAKERSFIELD CA

View more information

[VIEW](#)

Amount \$418.49

Posted Date 09/14/2023

Transaction Date 09/13/2023

Transaction Type Purchase

Card Type Visa

Merchant Description ENTERPRISE RENT-A-CAR

Online Purchase N

Merchant Information [Redacted]

Reference Number [Redacted]

Merchant name

**ENTERPRISE RENT-A-CAR**

Transaction category



Thank you for being a valued customer of Stellantis! This is a receipt including the amount you were charged for the service.

### Service Summary

Job ID

[Redacted]

Service

Type

Tow

Pickup Location

[Redacted]

Dropoff Location

[Redacted]

Service Completion Date

Tue, Sep 12th, 2023

### Receipt Summary

Payment Total

\$430.50

Card Charged visa ending in [Redacted]

This charge will appear on your bank statement as  
AGERO ROADSIDE ASSIST.

If you have any questions, call us at [+1\(800\) 521-2779](tel:+1(800)521-2779).



How can we help?



AGERO ROADSIDE ASSIST  
HTTPSJOINSWOOCA

View more information

[VIEW](#)

Amount

\$430.50

Posted Date

09/13/2023

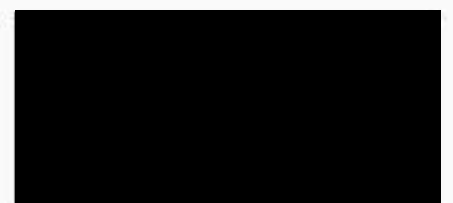
Transaction Date

09/12/2023

Transaction Type

Purchase

Card Type



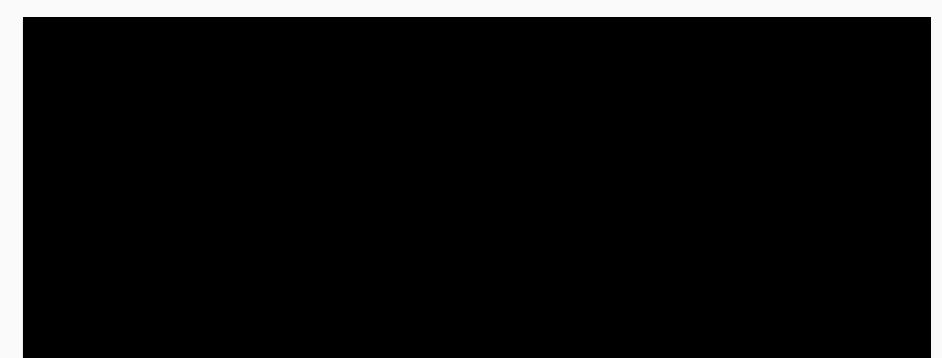
Merchant Description



Online Purchase

Y

Merchant Information



Reference Number



Merchant name



CUSTOMER #:



341759

# Stoneridge

Chrysler Jeep Dodge

2700 Stoneridge Dr.  
Pleasanton, CA 94588  
(925) 479-9090  
www.stoneridgecd.com

INVOICE

PAGE 1



HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 1124 PAUL GILBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BRT WHT CC	22	CHRYSLER PACIFICA HY	2C4RC1L74N [REDACTED]		19876/19882	T369	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JAN22 DD			15:00 31AUG23			CASH	31AUG23

R.O. OPENED: [REDACTED] READY: [REDACTED] OPTIONS: ENG:3.6\_Liter

06:54 21JUL23 11:11 31AUG23

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

A Check Tire Pressure  
 TP Check Tire Pressure  
 100 ISP (N/C)

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

B \*GENERAL CONCERN #1 [customer states once again the vehicle randomly stalls when driving, towed in, please diagnose and advise see hist]

MEMO \*GENERAL CONCERN #1

948 BONFIGLIO, JACK LIC#: 948

WP40 (N/C)

1904 GONZALEZ CORTES, RUBEN LIC#: 1904

WP40 (N/C)

1 68490840AC .8MM PART (N/C)

SN TTPUZ1383M0146 (N/C)

1 6503210 SCREW-HEX FLANGE HEAD (N/C)

2 6104414AA SCREW-HEX HEAD (N/C)

2 68470042AA KIT (N/C)

2 6509298AA LOCK NUT-HEX FLANGE LOCK (N/C)

9 68382486AA BOLT-HEX FLANGE HEAD (N/C)

1 68272788AA GASKET-INVERTER MODULE (N/C)

2 68163849AB \*ANTIFREEZ-COOLANT (N/C)

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

19876 1.00 VEHICLES SYSTEMS WERE SCANNED. CODES PRESENT IN HYBRID CONTROL PROCESSOR FOR INTERNAL TRANSMISSION CONCERN. P0A3F-00, P0C19-00, AND P1B03-00. FOUND BULLETIN #21-008-23, WARRANTY EXTENSION XE1. I HAVE CONTACTED STAR CENTER FOR ASSISTANCE. RECEIVED UPDATE ON 8/18/23. STAR AGENT HAS ORDERED TRANSMISSION ASSY. FOR REPAIR OF CUSTOMERS CONCERN. tech removed and replaced transmission assembly per service procedure. torqued all hardware to specification. filled passive cooling system using coolant fill procedure. performed offset relearn. test drove vehicle. concern no longer present at this time.

\*\*\*\*\*

ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK						LESS INSURANCE	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			SALES TAX	
						<b>PLEASE PAY THIS AMOUNT</b>	

BAR# ARD 254743

EPA# CAL000407657

CUSTOMER #: [REDACTED]

341759

# Stoneridge

Chrysler Jeep Dodge

2700 Stoneridge Dr.  
Pleasanton, CA 94588  
(925) 479-9090  
www.stoneridgecjd.com

INVOICE

PAGE 2



BUS: 925-352-1700 CELL:

SERVICE ADVISOR: 1124 PAUL GILBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BRT WHT CC	22	CHRYSLER PACIFICA HY	2C4RC1L74N [REDACTED]		19876/19882	T369	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JAN22 DD			15:00 31AUG23			CASH	31AUG23

R.O. OPENED      READY      OPTIONS:      ENG:3.6\_Liter

06:54 21JUL23      11:11 31AUG23

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
*****							
ESTIMATE: 279.00				21JUL23 06:54 SA: 1124			
CONTACT:							
*****							

THANK YOU AGAIN FOR CHOOSING STONERIDGE CJD FOR YOUR SERVICE NEEDS. CHRYSLER WILL BE SENDING YOU A SURVEY VIA EMAIL CONCERNING YOUR VISIT HERE. IF YOU CANNOT PROVIDE US A "10" FOR ANY REASON, PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER AT 925-479-9090 OUR GOAL IS TO KEEP YOU OUR CUSTOMER FOR LIFE



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL		
						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
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK						LESS INSURANCE	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			SALES TAX	0.00
						<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

BAR# ARD 254743

EPA# CAL000407657

CUSTOMER #: [REDACTED]

340946

# Stoneridge

Chrysler Jeep Dodge

2700 Stoneridge Dr.  
Pleasanton, CA 94588  
(925) 479-9090  
www.stoneridgecd.com

INVOICE

PAGE 1



SERVICE ADVISOR: 1124 PAUL GILBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	22	CHRYSLER PACIFICA HY	2C4RC1L74N [REDACTED]		19376/19386	541399	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JAN22 DD			16:15 26JUN23			CASH	05JUL23
R.O. OPENED		READY	OPTIONS: ENG:3.6_Liter				
15:36 26JUN23		14:39 05JUL23					

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

A Check Tire Pressure  
 TP Check Tire Pressure  
 1910 NGUYEN,ANDREW LIC#: 1910  
 ISP (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 19376 Set all tire pressure to factory specs  
 \*\*\*\*\*

B Recall [Safety Recall 03A - Loss of Motive Power \*\*]  
 RECALL3 Recall  
 1910 NGUYEN,ANDREW LIC#: 1910  
 WP40 (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 19376  
 Performed 03A recall. Inspect HCP and AHCP part number. Part number is not up to date. Performed flash and update part number 68540977AH to targeted part number 68540977AK.  
 Clear DTCs  
 \*\*\*\*\*

C \*GENERAL CONCERN #1 [CUSTOMER STATES THE VEHICLE WILL RANDOMLY STALL , HAS TO PUT INTO PARK THEN RE START, PLEASE DIAGNOSE AND ADVISE]  
 MEMO \*GENERAL CONCERN #1  
 1910 NGUYEN,ANDREW LIC#: 1910  
 WP40 (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 19376 Road test vehicle. Could not verified the customer's concern. Concern could be related to 03A recall.  
 \*\*\*\*\*

ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT	
						PARTS AMOUNT	
						GAS, OIL, LUBE	
						SUBLET AMOUNT	
						MISC. CHARGES	
						TOTAL CHARGES	
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK						LESS INSURANCE	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			SALES TAX	
						<b>PLEASE PAY THIS AMOUNT</b>	

BAR# ARD 254743

EPA# CAL000407657

CUSTOMER #: [REDACTED]

340946

# Stoneridge

Chrysler Jeep Dodge

2700 Stoneridge Dr.  
Pleasanton, CA 94588  
(925) 479-9090  
www.stoneridgejd.com

INVOICE

PAGE 2



BUS: 925-352-1700 CELL:

SERVICE ADVISOR: 1124 PAUL GILBERT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	22	CHRYSLER PACIFICA HY	2C4RC1L74N [REDACTED]		19376/19386	541399	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
21JAN22 DD			16:15 26JUN23			CASH	05JUL23

R.O. OPENED      READY      OPTIONS:      ENG:3.6\_Liter

15:36 26JUN23      14:39 05JUL23

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

\*\*\*\*\*

ESTIMATE: 279.00      26JUN23 15:36      SA: 1124

CONTACT:

\*\*\*\*\*

THANK YOU AGAIN FOR CHOOSING STONERIDGE CJD FOR YOUR SERVICE NEEDS. CHRYSLER WILL BE SENDING YOU A SURVEY VIA EMAIL CONCERNING YOUR VISIT HERE. IF YOU CANNOT PROVIDE US A "10" FOR ANY REASON, PLEASE CONTACT OUR CUSTOMER SERVICE MANAGER AT 925-479-9090 OUR GOAL IS TO KEEP YOU OUR CUSTOMER FOR LIFE



ORIGINAL ESTIMATE \$			FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL		
						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
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK						LESS INSURANCE	0.00
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			SALES TAX	0.00
						<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

BAR# ARD 254743

EPA# CAL000407657

Case Details (previously communicated via phone and email):

Case# [REDACTED]

Vin: 2C4RC1N74L [REDACTED], Current Est. Mileage: 40,800

Summary of issues and actions taken by different parties:

- Labor Day Sept 4, 2023: First time the issue showed up. Details:
- Been driving in highway for about an hour, battery was 0%, speed around 60-65 mph
- Stop Safely Vehicle will stop soon (screenshot below)



- The whole family, including 2 children were in the car; therefore, we called an Uber to get home. Receipt attached
- Car towing to home was free of cost as it was included in our insurance.
- Then, towed the car to dealership on Sept 11, 2023. Tow charge receipt attached. This was not paid by our insurance because they had just paid for one few days ago.
- Dealership called back on Sept 26th - changed tires but claimed no issue was found. So no action to solve this issue was taken. I picked up the car on 28<sup>th</sup>
- After this, only drove few miles every day on battery (due to short distances, only battery power was used)
- Oct 8, 2023: Longer drive, Drove until battery was 0%, then about 10 minutes on gas when the same error message appeared.
- Speed was between 50 – 60 mph
- We were in remote roads, so a tow truck would take hours to come; therefore, took inner roads and drove to dealership. Very slow (<20mph). Dropped the car
- Got rental car on Oct 9. When 30 days was coming up, the rental facility said I have to get a new contract. Therefore, both receipts attached for 29 days + 11 days
- November 17, 2023: Dealership called and said the issue has been fixed. Picked up the car.

Rental car for first 29 days, Amount: \$2303.27



Rental Agreement # 272KBM

### Renter Information

**Renter Name**

[Redacted]

**Renter Address**

ONLEY, MD 20832  
USA

### Vehicle Information

**TACC**

**License #** [Redacted]

**State/Province:** RI

**Unit #:** [Redacted]

**Vehicle #:** [Redacted]

**Vehicle Class Driven**

Standard Pickup

**Vehicle Class Charged**

Standard Pickup

**Odometer Mileage/Kilometers**

**Starting:** 24649 **Ending:** 25102

**Total:** 453

**Fuel**

**Starting:** 17.3g **Ending:** 17.3g

**Thank you for renting with Enterprise Rent-A-Car**

**We appreciate your business!**

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

### Trip Information

**Pickup**

Monday, October 9, 2023 2:51 PM  
GAITHERSBURG - AIRPARK

[Redacted]

**Return**

Tuesday, November 7, 2023 10:46 AM

[Redacted]

### Bill-To:

**Subtotal** \$0.00

### Renter Charges

**Rental Rate** Time & Distance 29 Day at \$73.10 / Day \$2,119.90

**Mileage** Unlimited Mileage Included

**Taxes and Fees** Maryland Sales Tax (8.00%) \$170.61  
Md Vehicle License Recovery Fee (\$0.44 / Day) \$12.76

**Total** \$2,303.27

(Subject to audit)

Amount charged on November 7, 2023 to VISA (5320) (\$2,303.27)

APN: VISA CREDIT

AID: [Redacted]

Verified: Signature

Entry: Chip

TSI: [Redacted]

**Amount Due** \$0.00

Since the initial reservation was close to 30 days, new reservation was required per the rental facility. Rental car for the next 11 days, Amount: \$901.97.



Rental Agreement # [REDACTED]

### Renter Information

Renter Name

[REDACTED]

Renter Address

ONLEY, MD 20832  
USA

### Vehicle Information

VOYA

License #: [REDACTED]

State/Province: VA

Unit #: [REDACTED]

Vehicle #: [REDACTED]

Vehicle Class Driven

7 Passenger Minivan 5 door/Automatic/  
Air

Vehicle Class Charged

7 Passenger Minivan 5 door/Automatic/  
Air

Odometer Mileage/Kilometers

Starting: 29753    Ending: 29982

Total: 229

Fuel

Starting: 5/16    Ending: 3/4

### Trip Information

Pickup

Tuesday, November 7, 2023

11:05 AM

Return

Friday, November 17, 2023

2:31 PM

[REDACTED]

CATHERSBURG AIRPARK  
[REDACTED]

### Renter Charges

Rental Rate	Time & Distance 11 Day at \$73.10 / Day	\$804.10
Mileage	Unlimited Mileage	Included
Taxes and Fees	Md Vehicle License Recovery Fee (\$0.44 / Day)	\$4.84
	Maryland Sales Tax (11.50%)	\$93.03
<b>Total</b>		<b>\$901.97</b>
(Subject to audit)		
Amount charged on November 17, 2023 to VISA (5320)		(\$901.97)
APN: VISA CREDIT		
AID: [REDACTED]		
Verified: Signature		
Entry: Chip		
TSI: 6800		
<b>Amount Due</b>		<b>\$0.00</b>

Thank you for renting  
with Enterprise Rent-A-Car

We appreciate your business!

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently

Asked Questions or send us a secured message by visiting our [Support Center](#)

## Here's your receipt for your ride, Saurabh

We hope you enjoyed your ride this evening.

**Total** **\$62.63**

---

Time	\$24.20
Distance	\$30.68
Base Fare	\$1.18

---

<b>Subtotal</b>	<b>\$56.06</b>
Booking Fee	\$6.32
Montgomery County Surcharge	\$0.25

---

### Payments

 <b>Uber Cash</b>	<b>\$0.79</b>
9/4/23 6:59 PM	
 [Redacted]	<b>\$61.84</b>
9/4/23 6:59 PM	

Receipt ID # [Redacted]



Trip ID: [Redacted]

[Visit the trip page](#) for more information, including invoices (where available)

---

You rode with [Redacted]

**UberXL** 20.83 miles | 49 min

	6:09 PM   11832 Dinwiddie Dr, Rockville, MD 20852-4462, US
	6:59 PM   5410 McGrath Blvd, Rockville, MD 20852, US

Fare does not include fees that may be charged by your bank. Please contact your bank directly for inquiries.

Tow charge from home to dealership when the issue first showed up. Amount: **\$30.00**

Morton's Towing & Recovery

Gaithersburg, MD [REDACTED] • 301-330-1170 • 877-330-1170 AAA Shop # 7602

CLUB CODE / RAP ID		MEMBERSHIP NUMBER / PARTICIPANT IDENTIFIER <b>83412012</b>		EXPIRATION DATE		MEMBER / PROGRAM TYPE <input checked="" type="checkbox"/> BASIC <input type="checkbox"/> AAA PLUS RV <input type="checkbox"/> AAA PLUS <input type="checkbox"/> ROADSIDE PROGRAM			
VEHICLE ID NUMBER				CHECK APPROPRIATE BOX (RAP ONLY) TRUCK <input type="checkbox"/> MD (10,001-33,000 GVWR) <input type="checkbox"/> HD (OVER 33,001 GVWR)		BREAK DOWN LOCATION [REDACTED]			
[REDACTED]				MEMBERS HOME PHONE <b>4345899206</b>		COMMENTS <b>12420 Auto Dr</b>			
YEAR	MAKE	MODEL	ODOMETER READING	VEHICLE LICENSE PLATE		STATE			
<b>20</b>	<b>Chrysler</b>	<b>Pacifica</b>							
SERVICE DATE <b>9/11/23</b>		CALL REFERENCE NUMBER		TOTAL MILES TO SCENE					
[REDACTED]		[REDACTED]		[REDACTED]					
BASIC SERVICES (Check appropriate box)									
FLAT W/SPARE	FLAT NO SPARE	WONT START	PUSH OUT	FUEL	TOW	LOCK DELIVERY LOCKSMITH T7 7A 7B	WINCH	MISC	GOA
T1	T2	T3	T4	T5	T6	T7	T8	T9	T0
FUEL		TOTAL		TOTAL TOW		TOTAL		LOCKSMITH	
GAL \$		MIL \$		\$		\$		\$	
FACILITY NUMBER <b>7602</b>		TOTAL CHARGED TO MEMBER						TIME	
METHOD OF PAYMENT <input checked="" type="checkbox"/> CASH <input type="checkbox"/> CHECK <input type="checkbox"/> VISA <input type="checkbox"/> MASTERCARD <input type="checkbox"/> AMERICAN EXPRESS <input type="checkbox"/> DISCOVER				Rec'd _____ AM/PM		Disp. _____ AM/PM		On-Loc. _____ AM/PM	
MEMBER [REDACTED] DRIVER				Clear _____ AM/PM		Hookup \$ <b>30</b>		Winching \$	
SERVICING CLUB CODE <b>212</b>				WE HOPE YOU WERE TOTALLY SATISFIED WITH TODAY'S SERVICE		INVOICE MUST BE SUBMITTED WITHIN 30 DAYS OF SERVICE DATE		DOLLIES \$	
[AAA Logo] Emergency Services				[AAA Logo] Mid-Atlantic		WAITING TIME \$		TOTAL \$	





### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

ONLEY, MD 20832  
USA

### Vehicle Information

**VOYA**

**License #:** [REDACTED]

**State/Province:** VA

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

7 Passenger Minivan 5 door/Automatic/  
Air

**Vehicle Class Charged**

7 Passenger Minivan 5 door/Automatic/  
Air

**Odometer Mileage/Kilometers**

**Starting:** 29753    **Ending:** 29982

**Total:** 229

**Fuel**

**Starting:** 5/16    **Ending:** 3/4

### Trip Information

**Pickup**

Tuesday, November 7, 2023 11:05 AM

[REDACTED]  
[REDACTED]  
[REDACTED]

USA

**Return**

Friday, November 17, 2023 2:31 PM

[REDACTED]  
[REDACTED]  
[REDACTED]

USA

### Renter Charges

**Rental Rate** Time & Distance 11 Day at \$73.10 / Day \$804.10

**Mileage** Unlimited Mileage Included

**Taxes and Fees** Md Vehicle License Recovery Fee (\$0.44 / Day) \$4.84

Maryland Sales Tax (11.50%) \$93.03

**Total** **\$901.97**

(Subject to audit)

Amount charged on November 17, 2023 to VISA (5320) (\$901.97)

APN: VISA CREDIT

AID: [REDACTED]

Verified: Signature

Entry: Chip

TSI: 6800

**Amount Due** **\$0.00**

Thank you for renting  
with Enterprise Rent-A-  
Car

**We appreciate your business!**

This email was automatically generated  
from an unattended mailbox, so please  
do not reply to this e-mail.

If you have any questions about your  
rental, please view our Frequently

Asked Questions or send us a secured message by visiting our [Support Center](#)



### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

ONLEY, MD 20832  
USA

### Vehicle Information

**TACC**

**License #:** [REDACTED]

**State/Province:** RI

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

Standard Pickup

**Vehicle Class Charged**

Standard Pickup

**Odometer Mileage/Kilometers**

**Starting:** 24649 **Ending:** 25102

**Total:** 453

**Fuel**

**Starting:** 17.3g **Ending:** 17.3g

**Thank you for renting  
with Enterprise Rent-A-  
Car**

**We appreciate your business!**

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

### Trip Information

**Pickup**

Monday, October 9, 2023 2:51 PM

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

**Return**

Tuesday, November 7, 2023 10:46 AM

[REDACTED]  
[REDACTED]  
GAITHERSBURG, MD [REDACTED]  
USA

### Bill-To:

**Subtotal** \$0.00

### Renter Charges

**Rental Rate** Time & Distance 29 Day at \$73.10 / Day \$2,119.90

**Mileage** Unlimited Mileage Included

**Taxes and Fees** Maryland Sales Tax (8.00%) \$170.61  
Md Vehicle License Recovery Fee (\$0.44 / Day) \$12.76

**Total** **\$2,303.27**

(Subject to audit)

Amount charged on November 7, 2023 to VISA (5320) (\$2,303.27)

APN: VISA CREDIT

AID: A0000000031010

Verified: Signature

Entry: Chip

TSI: 6800

**Amount Due** **\$0.00**

# OURISMAN

## CHRYSLER-JEEP-DODGE

12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



CUSTOMER NO. <b>145599</b>	ADVISOR <b>JOE OHARA</b>	TAG NO. <b>166987</b>	INVOICE DATE <b>11/15/23</b>	INVOICE NO. <b>CHCS315837</b>
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE <b>42,737</b>	COLOR <b>BLUE/</b>
	YEAR / MAKE / MODEL <b>20/CHRYSLER/PACIFICA PHEV (3./PACIFI</b>			DELIVERY DATE
	VEHICLE I.D. NO. <b>2 C 4 R C 1 N 7 4 L R</b>			DELIVERY MILES
	F.T.E. NO.			SELLING DEALER NO.
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS
				<b>MO: 42743</b>

**JOB# 1 CHARGES-----**

**LABOR-----**

**JOB# 1 10CHZ ENGINE PERFORMANCE HOURS: 7.40 TECH(S):167011 WARRANTY**  
 MESSAGE DISPLAYED "STOP SAFELY VEHICLE WILL SHUT OFF SOON". BOTH TIMES THIS HAS HAPPENED THE BATTERY DRAINED TO ZERO PERCENT IN ABOUT 5 MINUTES FROM FULLY CHARGED. WAS DRIVING APPROX 60MPH WHEN IT HAPPENED CHECK ENGINE LIGHT CAME ON STORED POA43 DRIVE MOTOR A POSITION SENSOR INTERNAL TRANSMISSION FAILURE REPLACED SI-EVT TRANSMISSION PER TSB21-008-23A DRAIN AND REFILL COOLANT FOR REPAIRS TEST DROVE OPERATION AS DESIGNED

PARTS-----	QTY----	FP-NUMBER-----	DESCRIPTION-----	UNIT PRICE-	WARRANTY
	1	68490840-AC	.8MM PART 21002003		WARRANTY
	1	6503210	SCREW HEX 21139233		WARRANTY
	2	6104414-AA	SCREW HEX 17015003		WARRANTY
	2	68470042-AA	KIT NONE 17011024		WARRANTY
	2	6509298-AA	LOCK NUT 17015030		WARRANTY
	9	68382486-AA	BOLT HEX 09004001		WARRANTY
<b>TOTAL - PARTS</b>					<b>0.00</b>

**JOB# 1 TOTALS-----**

**JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00**

**ESTIMATE-----**

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

**COMMENTS-----**

LEFT VM 10/23 THAT TRANSMISSION ETA IS 11/13.

Limited express warranty labor and parts 90 days or 4,000 miles whichever occurs first. Installed parts warranted 12 months or 12,000 miles whichever occurs first.

Your specific warranty may vary. Consult service advisor or owners manual for details.

**Manufacturer Special Policy Adjustment Programs**  
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

"You agree that we may try to contact you in writing, by email, or by using prerecorded/artificial voice messages, text messages and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you."

\* = Non OEM Part

R/REM/RM = Remanufactured Part

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X \_\_\_\_\_

11/15/23 10:00 AM CHRYSLER FINANCIAL SERVICES COMPANY - CLARKSVILLE, MD (07/21)

# OURISMAN

## CHRYSLER-JEEP-DODGE

12430 AUTO DRIVE  
CLARKSVILLE, MD 21029  
WASH (301) 596-9990  
BALT (410) 988-8100



CUSTOMER NO <b>145599</b>	ADVISOR <b>JOE OHARA</b>	TAG NO <b>5920</b>	INVOICE DATE <b>11/15/23</b>	INVOICE NO <b>CHCS315837</b>
[REDACTED]	LABOR RATE	LICENSE NO	MILEAGE <b>42,737</b>	COLOR <b>BLUE/</b>
	YEAR / MAKE / MODEL <b>20/CHRYSLER/PACIFICA PHEV (3./PACIFI</b>			DELIVERY DATE
	VEHICLE I.D. NO <b>2 C 4 R C 1 N 7 4 L R</b>			DELIVERY MILES
F.T.E. NO		P.O. NO		SELLING DEALER NO
RESIDENCE PHONE		BUSINESS PHONE		COMMENTS
dahal_sudhir@hotmail.com				R.O. DATE <b>10/09/23</b>
				<b>MO: 42743</b>

**TOTALS**-----

PARTS DESIGNATED WITH "REM" OR "R" ARE REBUILT/RECONDITIONED

THE SERVICE WAS COMPLETED ON MY VEHICLE [ ]  
 THE MULTI POINT WAS REVIEWED [ ]  
 MY RECALL STATUS WAS CHECKED [ ]  
 MY VEHICLE SETTINGS WERE NOT CHANGED [ ]  
 MY OIL CHANGE INDICATOR WAS RESET [ ]  
 MY VEHICLE WAS RETURNED AS CLEAN OR CLEANER [ ]  
 I WAS OFFERED TO SCHEDULE NEXT SERVICE APPOINTMENT [ ]  
 HOW LIKELY ARE YOU TO RECOMMEND THIS DEALERSHIP?  
 (1) (2) (3) (4) (5) (6) (7) (8) (9) (10)

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

Date:----- Cashier:-----  
 Cash:----- Credit Card:-----  
 Check#:----- Check Amount\$:----- Appr#:-----

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\*You agree that we may try to contact you in writing, by email, or by using prerecorded/artificial voice messages, text messages and automatic telephone dialing systems, as the law allows. You also agree that we may try to contact you in these and other ways at any address or telephone number you provide us, even if the telephone number is a cell phone number or the contact results in a charge to you.\*

**\* = Non OEM Part**

**R/REM/RM = Remanufactured Part**

No claims or adjustments without this receipt.

Labor charges are computed by flat rate measure and are based on industry accepted sources. Repairs charged for were needed and performed. This vehicle has been tested and in my opinion the work was performed satisfactorily.

X \_\_\_\_\_



The Reynolds and Reynolds Company - ERANTINE - CC640775 Q (07/21)

ENTERPRISE RENT-A-CAR COMPANY OF SAN FRANCISCO, 2679 N MAIN ST, WALNUT CREEK, CA 945972712 (925) 210-9550

RENTAL AGREEMENT REF#  
[REDACTED]

RENTER  
[REDACTED]

DATE & TIME OUT  
10/16/2023 03:10 PM  
DATE & TIME IN  
11/04/2023 11:03 AM

BILLING CYCLE  
24-HOUR

CAR CLASS CHARGED  
MVAR

VEH #1 2023 CHRY PACH TOUL  
VIN# 2C4RC1L73P [REDACTED]  
LIC# [REDACTED]  
MILES DRIVEN 467  
CAR CLASS: MVAR

RATE SOURCE ACCOUNT  
MICHAEL STEAD JEEP-CHRYSLER

BILL TO ACCOUNT  
MICHAEL STEAD JEEP-CHRYSLER  
ATTN: PADILLA, CHRISTIAN  
2404 N MAIN ST  
WALNUT CREEK, CA 94596-3557

CLAIM INFO  
[REDACTED]  
SHOP: MICHAEL STEAD JEEP-  
CHRYSLER  
PHONE: (925) 937-5060  
ATTN: UNKNOWN

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	10/16 - 11/04	19	DAY	\$60.00	\$1,140.00
				<b>Subtotal:</b>	<b>\$1,140.00</b>

Taxes & Surcharges					
SALES TAX	10/16 - 11/04			9.25%	\$105.45
VEHICLE LICENSE RECOVERY FEE	10/16 - 11/04	19	DAY	\$2.03	\$38.57
				<b>Total Charges:</b>	<b>\$1,284.02</b>

Bill-To / Deposits					
<b>MICHAEL STEAD JEEP-CHRYSLER</b>					
TIME & DISTANCE	10/16 - 11/04	19	DAY		
SALES TAX	10/16 - 11/04		PERCENT	9.25%	
VEHICLE LICENSE RECOVERY FEE	10/16 - 11/04	19	DAY		
				<b>Subtotal:</b>	<b>(\$1,284.02)</b>

Total Estimated Amount Due **\$0.00**

PAYMENT INFORMATION  
AMOUNT PAID TYPE CREDIT CARD NUMBER



### Renter Information

Renter Name

[REDACTED]

Renter Address

[REDACTED]  
[REDACTED]  
[REDACTED]

### Vehicle Information

ESCA

License #: [REDACTED]

State/Province: [REDACTED]

[REDACTED]

Vehicle #: NUA84459

Vehicle Class Driven

Midsize SUV AWD 4-Door/Automatic/  
Air

Vehicle Class Charged

Midsize SUV 4 door/Automatic/Air

Odometer Mileage/Kilometers

Starting: 31317    Ending: 31619

Total: 302

Fuel

Starting: 7.1g    Ending: 8.3g

### Trip Information

Pickup

Monday, September 25, 2023 10:01 AM

[REDACTED]  
[REDACTED]  
[REDACTED]

USA

Return

Monday, October 2, 2023 8:16 AM

[REDACTED]  
[REDACTED]  
[REDACTED]

USA

### Renter Charges

Rental Rate    Time & Distance 1 Week at \$594.99 / Week    \$594.99

Mileage    Unlimited Mileage    Included

Taxes and Fees    Vehicle License Fee Recovery (\$1.75 / Day)    \$12.25  
Auto Rental Tax Recovery (5.26%)    \$31.96

**Total**    **\$639.20**

(Subject to audit)

Amount charged on October 2, 2023 to VISA (2885)    (\$639.20)

[REDACTED]  
[REDACTED]

Verified: Signature

Entry: Chip

TSI: 6800

**Amount Due**    **\$0.00**

Thank you for renting  
with Enterprise Rent-A-  
Car

We appreciate your business!

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

CUSTOMER #: 594885

655073



KINGS CHRYSLER JEEP DODGE

4486 Kingswater Drive
CINCINNATI, OHIO 45249
(513) 683-3000 PARTS (513) 683-5424
www.cincyautos.com
41 - 43664

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 92022 Caitlyn Schoors

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, IN SERVICE DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes repair dates and options like DLR:43664 and ENG:3.6 Liter\_PHEV.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A 03A
CAUSE: UPDATED
1803A183 Safety Recall 03A - Loss of Motive Power
1803A150 Safety Recall 03A - Loss of Motive Power
1803A152 Safety Recall 03A - Loss of Motive Power

CUSTOMER REQUESTED CAMPAIGN NUMBER 03A BE PERFORMED. PERFORMED A COMPLETE VEHICLE IDENTIFICATION NUMBER STATUS INQUIRY TO FIND AND VERIFY AN OPEN CAMPAIGN. AN INTERNAL TRANSMISSION WIRING CONNECTOR MAY SHORT CIRCUIT, RESULTING IN AN UNEXPECTED ENGINE SHUTDOWN. CONNECTED THE BATTERY CHARGER, ACCESSED THE DIAGNOSTIC PORT, PERFORMED A DIAGNOSTIC SCAN PERFORMED A POWER INVERTER MODULE SOFTWARE UPDATE AS PER THE MANUFACTURERS RECALL 03A INSTRUCTIONS. ALSO PROGRAMMED THE IPC. ALSO PROGRAMMED THE PCM. CLEARED ALL DIAGNOSTIC TROUBLE CODES.

B Z11
CAUSE: UPDATE
18Z11182 Safety Recall Z11 - Plug-in Hybrid
Electric Fires - Reprogram Inspect,
Reprogram Battery Pack Control Module (BPCM)
and Perform BPCM Integrity Procedure (0 -

Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.

Main Shop Service Hours:
Mon - Fri 7:00 am - 6:00 pm
Expresslane Service Hours:
Mon - Fri 7:00 am - 5:00 pm
Saturday 7:00 pm - 3:00 pm

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS, CUSTOMER SIGNATURE. Includes items like LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER #: 594885

655073



**KINGS CHRYSLER JEEP DODGE**

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41 - 43664

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 92022 Caitlyn Schoors

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	18	CHRYSLER Pacifica Hy	2C4RC1N7XJR		130210/130213		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC17 DD		12DEC2017	17:00 23AUG23			CASH	30AUG23
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: DLR:43664 ENG:3.6_Liter_PHEV					
23AUG23	30AUG23						

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

Low Skilled)

32709 Meyer, James LIC#: \*

W40 0.60

(N/C)

PERFORMED 03A RECALL IN STEPS MDUE TO VEHICLE ISSUE. REPROGRAMMED BPCM SOFTWARE TO LATEST LEVEL. DIAGNOSED AND CORRECTED CODE P0AA1-00 ON JOB C. AFTER REPAIRING CODE P0AA1-00 CHARGED VEHICLE HV BATTERY. PERFORMED BATTERY PACK INTEGRITY TEST PER RECALL. BATTERY PACK PASSED TESTS. ROAD TESTED VEHICLE.

\*\*\*\*\*

C WHEN TRYING TO START IT IT WILL ACT LIKE IT WANTS TO START BUT WILL NOT GO INTO GEAR THEN AFTER A FEW TIMES IT WILL START--CUSTOMER DID REPLACE 12 VOLT BATTERY--

CAUSE:

08080401 RESET HYBRID SYSTEM

32709 Meyer, James LIC#: \*

W40 3.00

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: F

AUTH CODE:

VERIFIED THE CUSTOMER'S CONCERN. CHECKED SERVICE LIBRARY FOR TECHNICAL SERVICE BULLETINS, STAR CASES, RAPID RESPONSE TRANSMITTALS, RAPID SERVICE UPDATES AND RECALLS. REQUIRED PUSHING VEHICLE INTO REPAIR FACILITY AND PLACING ON HOIST. ACCESSED THE DIAGNOSTIC PORT AND PERFORMED A SCAN TO FIND ACTIVE CODE(S) P0AA1-00 WHICH IS RELATED TO HYBRID BATTERY POSITIVE CONTACTOR A STUCK CLOSED. RESEARCHED AND ANALYZED RECALLS FOR THIS SYSTEM. CHECKED FOR ANY SOFTWARE UPDATES TO FIND A BATTERY PACK CONTROL MODULE SOFTWARE UPDATE IS DUE WHICH IS RELATED TO THE VEHICLE'S CONCERN. (SEE JOB B) DE-ENERGIZED THE HIGH VOLTAGE SYSTEM. REMOVED THE MANUAL SERVICE DISCONNECT COVER, MANUAL SERVICE DISCONNECT, CENTER BELLY PAN AND THE HV BATTERY MAIN HV HARNESS CONECTOR FOR FURTHER DIAGNOSTIC INSPECTION. INSPECTED SERVICE

*Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.*

**Main Shop Service Hours:**

Mon - Fri 7:00 am - 6:00 pm

**Expresslane Service Hours:**

Mon - Fri 7:00 am - 5:00 pm

Saturday 7:00 pm - 3:00 pm

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

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

CUSTOMER #: 594885

655073



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\*INVOICE\*

PAGE 3

SERVICE ADVISOR: 92022 Caitlyn Schoors

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	18	CHRYSLER Pacifica Hy	2C4RC1N7XJ		130210/130213	

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC17 DD		12DEC2017	17:00 23AUG23			CASH	30AUG23

DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS:
23AUG23	30AUG23	DLR:43664 ENG:3.6_Liter_PHEV

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
DISCONNECT AND BATTERY TERMINALS FOR ARCING. NONE NOTED. TESTED POSITIVE AND NEGATIVE BATTERY HARNESS WIRING FOR VOLTAGE. VOLTAGE WAS BELOW 10V. PERFORMED A RESET WELD CHECK ROUTINE IN WITECH. ALLOWED MODULES TO SLEEP. ERASED CODE. CODE DID NOT RETURN. SOFTWARE UPDATE PERFORMED ON JOB B. PERFORMED A FINAL DIAGNOSTIC SCAN TO CONFIRM REPAIRS. ROAD TESTED THE VEHICLE 3 MILES TO VERIFY REPAIRS DOCUMENTED THE VEHICLE IN MILEAGE AS 130210 MILES AND THE VEHICLE OUT MILEAGE AS 130213 MILES. THE SYSTEM IS NOW OPERATING AS DESIGNED. REINSTALLED REMOVED COMPONENTS.							

\*\*\*\*\*

I have received an explanation of the work performed.

I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.

CUSTOMER SIGN OR INITIAL: \_\_\_\_\_



DODGE

**CUSTOMER COPY**

*Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.*

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 Mon - Fri 7:00 am - 6:00 pm

**Expresslane Service Hours:**  
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 Saturday 7:00 pm - 3:00 pm

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DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
CUSTOMER SIGNATURE	
<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

CUSTOMER COPY

CUSTOMER #: 594885

655478



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Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A CUSTOMER STATES PICKED UP VEHICLE AND GOT ABOUT 10 MILES DOWN THE ROAD AND VEHICLE SHUT DOWN

CAUSE: P0AA4

08840801 Charger, battery - Replace Onboard charger - PHEV (3 - Highly Skilled)
32709 Meyer, James LIC#: \*
WE40 1.30

(N/C)
(N/C)
(N/C)
(N/C)

1 68372560AF CHARGER-BATTERY
1 68372561AD CONVERTER-VOLTAGE
1 68163849AB \*ANTIFREEZ-COOLANT

07FF0151 Coolant, Engine Drain and fill - PHEV powertrain

32709 Meyer, James LIC#: \*
WE40 0.10

(N/C)

08830101 Module, auxiliary/accessory power - APM - Replace PHEV - DC to DC converter (300V to 12V) APM (0 - Low Skilled)

32709 Meyer, James LIC#: \*
WE40 1.30

(N/C)

85410000 ADDED TIME FOR DIAGNOSTICS

32709 Meyer, James LIC#: \*
WE40 1.90

(N/C)

9996 STANDARD

32709 Meyer, James LIC#: \*
ISERV 0.00

(N/C)
(N/C)

1 5066241AB \*BATTERY-TRANSMITTER
18Z11183 Safety Recall Z11 - Plug-in Hybrid Electric Fires - Reprogram Inspect, Reprogram Battery Pack Control Module (BPCM), Perform BPCM Integrity

32709 Meyer, James LIC#: \*
W40 2.80

(N/C)
(N/C)

1 FREIGHT
RC KINGS RENTAL CAR

Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.

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Expresslane Service Hours:
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Saturday 7:00 pm - 3:00 pm

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Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER SIGNATURE

CUSTOMER #: 594885

655478



**KINGS CHRYSLER JEEP DODGE**

4486 Kingswater Drive  
CINCINNATI, OHIO 45249  
(513) 683-3000 · PARTS (513) 683-5424  
www.cincyautos.com  
41 - 43664

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 92022 Caitlyn Schoors

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	18	CHRYSLER Pacifica Hy	2C4RC1N7XJ		130217/130228		
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC17 DD		12DEC2017	17:00 31AUG23			CASH	12OCT23
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: DLR:43664 ENG:3.6_Liter_PHEV					
31AUG23	12OCT23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			199	WDR	0.00		(N/C)

MANUALLY DISENGAGED PARK AND PUSHED VEHICLE INTO SHOP. TESTED WITH WITECH. HAD MULTIPLE CODES BUT THE PRIMARY CODE WAS P0AA4-00 NEGATIVE CONTACTOR STUCK CLOSED. THE PRIMARY CODE ON THE PREVIOUS VISIT WAS P0AA1-00 POSITIVE CONTACTOR STUCK. PERFORMED DIAGNOSTIC TEST FOR NEGATIVE CONTACTOR CODE. INSPECTED MSD CONNECTOR FOR ARCING, NONE PRESENT. CHECKED VOR VOLTAGE IN THE HV HARNESS. POSITIVE CABLE HAD 4V. LESS THAN 10 IS OK. CHECKED VOLTAGE ON THE NEGATIVE HV CABLE. ALSO HAD 4V. OK. PERFORMED RESET WELD CHECK ROUTINE. ERASED CODE. PERFORMED (2) 2 MINUTE IGNITION OFF CYCLES\* (2 MINUTES IS STARTED AFTER CLUSTER GOES OUT WHICH ADDS SEVERAL MINUTES TO EACH CYCLE) CHECKED FOR ACTIVE NEGATIVE CONTACTOR CODE. CODE STILL ACTIVE. PERFORMED (10) 2 MINUTE IGNITION OFF CYCLES\* PER RESET PROCEDURE. CHECKED FOR PRE CHARGE CODES. NONE PRESENT. CHECKED FOR NEGATIVE CONTACTOR CODE. CODE ACTIVE. PERFORMED RESET WELD CHECK ROUTINE. ERASED CODE. CODE CAME BACK IMMEDIATELY. AGAIN PERFORMED THE (10) 2 MINUTE KEY OFF CYCLE RESET PROCEDURE. RE-CHECKED CODES. CODE ACTIVE. DISCONNECTED THE ELECTRIC COOLANT HEATER. PERFORMED WELD CHECK RESET AND ERASED CODE. CODE RETURNED IMMEDIATELY. RECONNECTED THE ELECTRIC COOLANT HEATER. DISCONNECTED THE ON BOARD CHARGING MODULE. PERFORMED RESET WELD CHECK ROUTINE. ERASED CODES. CODE DID NOT RETURN. FOLLOWING SERVICE PROCEDURES, REPLACED THE ON BOARD CHARGING MODULE AND AUXILIARY POWER MODULE PER TEST RESULTS. RECONNECTED ALL PREVIOUSLY DISCONNECTED COMPONENTS. PERFORMED WELD CHECK RESET ROUTINE AND ERASED CODE. NEGATIVE BATTERY CONTACTOR CODE RETURNED IMMEDIATELY. CONTACTED STAR CENTER AND SUBMITTED VEHICLE SCAN REPORT, VEHICLE CONFIG REPORT AND ECU DETAILS REPORTS FOR GUIDANCE. HV BATTERY PACK FAILURE. REMOVED AND REPLACED HV BATTERY PACK PER SERVICE INFORMATION. PROGRAMMED BPCM AND PERFORMED BPCM REPLACED ROUTINE. BLED AIR FROM BATTERY PACK COOLING SYSTEM. ERASED CODES. NO CODES RETURNED AND ENGINE STARTED. REINSTALLED BELLY PANS AND COVERS THAT HAD BEEN REMOVED. ROAD TESTED VEHICLE. ALL OK ON ROAD TEST. CHARGED HV BATTERY. BATTERY CHARGED OK. PERFORMED FINAL ROAD TEST. ALL SYSTEMS OPERATING NORMALLY AT THIS TIME.

\*\*\*\*\*

*Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.*

**Main Shop Service Hours:**

Mon - Fri 7:00 am - 6:00 pm

**Expresslane Service Hours:**

Mon - Fri 7:00 am - 5:00 pm

Saturday 7:00 pm - 3:00 pm

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CUSTOMER SIGNATURE

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

CUSTOMER #: 594885

655478



\*INVOICE\*

**KINGS CHRYSLER JEEP DODGE**

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(513) 683-3000 · PARTS (513) 683-5424  
www.cincyautos.com  
41 - 43664

PAGE 3

HOME: CONT [REDACTED]  
BUS: CELL [REDACTED]

SERVICE ADVISOR: 92022 Caitlyn Schoors

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	18	CHRYSLER Pacifica Hy	2C4RC1N7XJR [REDACTED]		130217/130228	[REDACTED]	
IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
12DEC17 DD		12DEC2017	17:00 31AUG23			CASH	12OCT23
DATE OF REPAIR	DATE REPAIRS COMPLETED	OPTIONS: DLR:43664 ENG:3.6_Liter_PHEV					
31AUG23	12OCT23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
SUBL	TOW	IN	PO#3-29769				
			W40				(N/C)

I have received an explanation of the work performed.  
I acknowledge the accuracy of the description(s) of the problem(s) and/or symptom(s) experienced as stated on this repair order.  
CUSTOMER SIGN OR INITIAL: \_\_\_\_\_



DODGE

CUSTOMER COPY

*Thank you for bringing your vehicle to Kings Chrysler Jeep Dodge for service.*

**Main Shop Service Hours:**  
Mon - Fri 7:00 am - 6:00 pm

**Expresslane Service Hours:**  
Mon - Fri 7:00 am - 5:00 pm  
Saturday 7:00 pm - 3:00 pm

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CUSTOMER SIGNATURE

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

CUSTOMER COPY







Payment Information		
Payment Due Date	For online and phone payments, the deadline is 8pm ET.	
<b>Oct 06, 2023</b>		
New Balance	Minimum Payment Due	
<b>\$558.76</b>	<b>\$25.00</b>	
<b>LATE PAYMENT WARNING:</b> If we do not receive your minimum payment by your due date, you may have to pay a late fee of up to \$40.00.		
<b>MINIMUM PAYMENT WARNING:</b> If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:		
If you make no additional charges using this card and each month you pay...	You will pay off the balance shown on this statement in about...	And you will end up paying an estimated total of...
Minimum Payment	3 Years	\$701
If you would like information about credit counseling services, call 1-888-326-8055.		

Account Summary	
Previous Balance	\$534.22
Payments	- \$9,150.65
Other Credits	- \$486.17
Transactions	+ \$9,661.36
Cash Advances	+ \$0.00
Fees Charged	+ \$0.00
Interest Charged	+ \$0.00
<b>New Balance</b>	<b>= \$558.76</b>
Credit Limit	\$30,000.00
Available Credit (as of Sep 11, 2023)	\$29,441.24
Cash Advance Credit Limit	\$15,000.00
Available Credit for Cash Advances	\$15,000.00

Rewards Summary	Rewards as of: 09/10/2023	
<b>Rewards Balance</b>	Track and redeem your rewards with our mobile app or on <a href="https://capitalone.com">capitalone.com</a>	
<b>\$6.85</b>		
<b>Previous Balance</b>	<b>Earned This Period</b>	<b>Redeemed this period</b>
\$10.49	\$185.86	-\$189.50

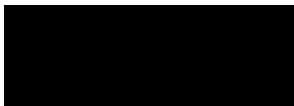
### Account Notifications

**i** Welcome to your account notifications. Check back here each month for important updates about your account.

Pay or manage your account at [capitalone.com](https://capitalone.com)

Customer Service: 1-800-227-4825

See reverse for Important Information



Save time, stay informed. Discover new features with the Capital One Mobile app.

Scan this QR Code with your phone's camera to download the top-rated Capital One Mobile app.

Payment Due Date: **Oct 06, 2023**

Account ending in [REDACTED]

New Balance	Minimum Payment Due	Amount Enclosed
<b>\$558.76</b>	<b>\$25.00</b>	\$ _____

Please send us this portion of your statement and only one check (or one money order) payable to Capital One to ensure your payment is processed promptly. Allow at least seven business days for delivery.



**How can I Avoid Paying Interest Charges?** If you pay your New Balance in full by the due date each month, we will not charge interest on new transactions that post to the purchase balance. If you have been paying in full without Interest Charges, but fail to pay your next New Balance in full, we will charge interest on the unpaid balance. Interest Charges on Cash Advances and Special Transfers start on the transaction date. Promotional offers may allow you to pay less than the total New Balance and avoid paying interest on new transactions that post to your purchase balance. See the front of your statement for additional information.

**How is the Interest Charge Determined?** Interest Charges accrue from the date of the transaction, date the transaction is processed or the first day of the Billing Cycle. Interest accrues daily on every unpaid amount until it is paid in full. Interest accrued during a Billing Cycle posts to your account at the end of the Billing cycle and appears on your next statement. You may owe Interest Charges even if you pay the entire New Balance one month, but did not do so the prior month. Once you start accruing Interest Charges, you generally must pay your New Balance in full two consecutive Billing Cycles before Interest Charges stop being posted to your Statement. Interest Charges are added to the corresponding segment of your account.

**Do you assess a Minimum Interest Charge?** We may assess a minimum Interest Charge of \$0.50 for each Billing Cycle if your account is subject to an Interest Charge.

**How do you Calculate the Interest Charge?** We use a method called Average Daily Balance (including new transactions).

1. First, for each segment we take the beginning balance each day and add in new transactions and the periodic Interest Charge on the previous day's balance. Then we subtract any payments and credits for that segment as of that day. The result is the daily balance for each segment. However, if your previous statement balance was zero or a credit amount, new transactions which post to your purchase segment are not added to the daily balance.

2. Next, for each segment, we add the daily balances together and divide the sum by the number of days in the Billing Cycle. The result is the Average Daily Balance for each segment.

3. At the end of each Billing Cycle, we multiply your Average Daily Balance for each segment by the daily periodic rate (APR divided by 365) for that segment, and then we multiply the result by the number of days in the Billing Cycle. We add the Interest Charges for all segments together. The result is your total Interest Charge for the Billing Cycle.

The Average Daily Balance is referred to as the Balance Subject to Interest Rate in the Interest Charge Calculation section of this Statement.

NOTE: Due to rounding or a minimum Interest Charge, this calculation may vary slightly from the Interest Charge actually assessed.

**How can I Avoid Membership Fees?** If a Renewal Notice is printed on this statement, you may avoid paying an annual membership Fee by contacting Customer Service fewer than 40 days after the annual membership Fee was assessed to request that we close your account. To avoid paying a monthly membership Fee, close your account and we will stop assessing your monthly membership Fee.

**How can I Close My Account?** You can contact Customer Service anytime to request that we close your account.

**How do you Process Payments?** When you make a payment, you authorize us to initiate an ACH or electronic payment that will be debited from your bank account or other related account. When you provide a check or check information to make a payment, you authorize us to use information from the check to make a one-time ACH or other electronic transfer from your bank account. We may also process it as a check transaction. Funds may be withdrawn from your bank account as soon as the same day we process your payment.

**How do you Apply My Payment?** We generally apply payments up to your Minimum Payment first to the balance with the lowest APR (including 0% APR), and then to balances with higher APRs. We apply any part of your payment exceeding your Minimum Payment to the balance with the highest APR, and then to balances with lower APRs.

**Billing Rights Summary (Does not Apply to Small Business Accounts)**

**What To Do If You Think You Find A Mistake On Your Statement:** If you think there is an error on your statement, write to us at:  
P.O. Box 30285, Salt Lake City, UT 84130-0285.

In your letter, give us the following information:

- Account information: Your name and account number.
- Dollar amount: The dollar amount of the suspected error.
- Description of Problem: If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake. You must contact us within 60 days after the error appeared on your statement. You must notify us of any potential errors in writing. You may call us or notify us electronically, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question. We will notify you in writing within 30 days of our receipt of your letter. While we investigate whether or not there has been an error, the following are true:
  - We cannot try to collect the amount in question, or report you as delinquent on that amount. The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question or any interest or other fees related to that amount.
  - While you do not have to pay the amount in question until we send you a notice about the outcome of our investigation, you are responsible for the remainder of your balance.
  - We can apply any unpaid amount against your credit limit. Within 90 days of our receipt of your letter, we will send you a written notice explaining either that we corrected the error (to appear on your next statement) or the reasons we believe the bill is correct.

**Your Rights if You Are Dissatisfied With Your Purchase:** If you are dissatisfied with the goods or services that you have purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase. To use this right, the following must be true:

- 1) You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify; and
- 2) You must not yet have fully paid for the purchase.

If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at: P.O. Box 30285, Salt Lake City, UT 84130-0285. While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay we may report you as delinquent.

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ETC-08 07/13/2023



Pay online at [capitalone.com](https://capitalone.com)



Pay using the Capital One mobile app



Customer Service 1-800-227-4825

## Changing your mailing address?

You can change your address by signing into your account online or by calling Customer Service.

Any written request on this form will not be honored.

**How do I Make Payments?** You may make your payment in several ways:

1. Online Banking by logging into your account;
2. Capital One Mobile Banking app for approved electronic devices;
3. Calling the telephone number listed on the front of this statement and providing the required payment information;
4. Sending mail payments to the address on the front of this statement with the payment coupon or your account information.

**When will you Credit My Payment?**

- ◆ For mobile, online or over the phone, as of the business day we receive it, as long as it is made by 8 p.m. ET.
- ◆ For mail, as of the business day we receive it, as long as it is received by 5 p.m. local time at our processing center. You must send the bottom portion of this statement and your check to the payment address on the front of this statement. Please allow at least seven (7) business days for mail delivery. Mailed payments received by us at any other location or payments in any other form may not be credited as of the day we receive them.



















### Renter Information

**Renter Name**

[REDACTED]

**Renter Address**

[REDACTED]

USA

### Vehicle Information

**PACI**

**License #:** [REDACTED]

**State/Province:** MN

**Unit #:** [REDACTED]

**Vehicle #:** [REDACTED]

**Vehicle Class Driven**

7 Passenger Minivan 5 door/Automatic/  
Air

**Vehicle Class Charged**

Midsize 2/4 door/Automatic/Air

**Odometer Mileage/Kilometers**

**Starting:** 34846    **Ending:** 36282

**Total:** 1,436

**Fuel**

**Starting:** 1/2    **Ending:** 1/2

**Thank you for renting  
with Enterprise Rent-A-  
Car**

**We appreciate your business!**

This email was automatically generated from an unattended mailbox, so please do not reply to this e-mail.

If you have any questions about your rental, please view our Frequently Asked Questions or send us a secured message by visiting our [Support Center](#)

### Trip Information

**Pickup**

Thursday, December 7, 2023 2:12 PM

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

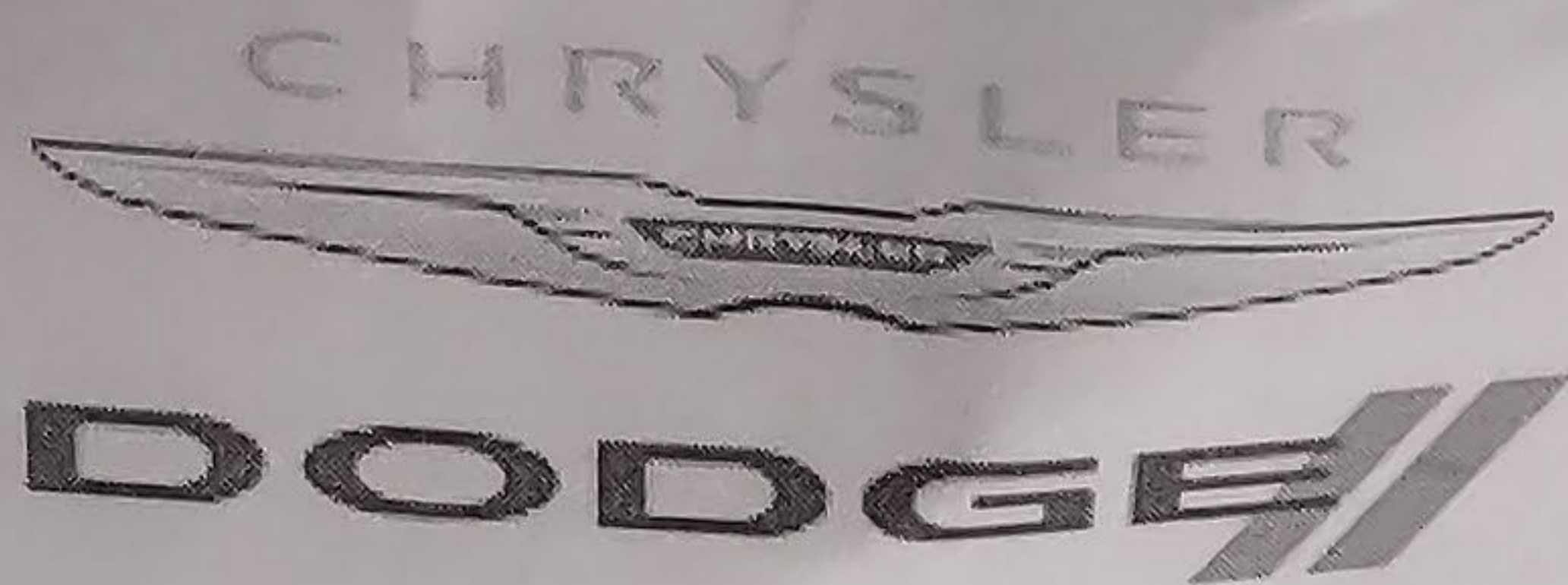
**Return**

Tuesday, December 19, 2023 9:10 AM

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

### Renter Charges

<b>Rental Rate</b>	Time & Distance 2 Week at \$162.50 / Week	\$325.00
<b>Mileage</b>	Unlimited Mileage	Included
<b>Taxes and Fees</b>	Vehicle License Fee Recovery (\$1.75 / Day)	\$21.00
	Jeffco Rental Tax Recovery (3.09%)	\$10.69
	Auto Rental Tax Recovery (3.27%)	\$11.32
<b>Total</b>		<b>\$368.01</b>
(Subject to audit)		
Amount charged on December 19, 2023 to AMERICAN EXPRESS (5005)		(\$368.01)
APN: AMERICAN EXPRESS		
AID: A000000025010801		
Verified: Signature		
Entry: Chip		
TSI: F800		
<b>Amount Due</b>		<b>\$0.00</b>



Voyles CDJR of Birmingham  
 1313 Grants Mill Way  
 Birmingham, AL 35210  
 Ph. (205) 957-1313



[Redacted] Email: [Redacted] Year/Make/Model: 2022 CHRYSLER Pacifica PHEV (3.6L) VIN: 2C4RC1N76 [Redacted] License Number: [Redacted] Color: [Redacted] Stock Number: [Redacted] Mileage In: 37020 Tag Number: ve Mileage Out: 0	A/R Number:	Inv. Num [Redacted]
	Customer Number: [Redacted]	Printed: DEC 19 23 9:23 AM
	PO Number:	Copy # 2
	Auth Number:	Date Opened: 11/28/23
	Service Writer: Valerie Welch	Date Notified:
	Estimate Amount: \$ 172.75	Date Delivered:
	Terms & Conditions:	Date Complete:
	Type of Sale: Retail	
<b>Customer Signature</b>		

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

**1. Customer statement of problem**

Automatic Transmission Concern [CUSTOMER REPORTS VEHICLE STALLS OUT WHILE IN GAS MODE- HAPPENS FREQUENTLY AT ABOUT 35MPH- STAR CASE 9817- INSTALL NEW TRANSMISSION AS DIRECTED BY STAR ]  
 AUTOTRANCONCERNWA -  
 1 -- Correction/Action Taken

Part Number	Failed	Description	QtyOrd	Qty Del	Price	Ext Total	Grand Total
68490840AC		NONE .8MM PART	1	1			0.00
68490840AC		Core for 68490840AC	1	0			
68272788AA		INVERTER MODULE GASKET	1	1			
68382486AA		HEX FLANGE HEAD BOLT	9	9			
68163848AB		COOLANT ANTIFREEZ	1	1			
68307507AA		MSD KIT WIRING	1	1			
<u>Sub Total Parts</u>							<u>Warranty</u>
SubTotal Job # 1							<u>Warranty</u>

**2. Customer statement of problem**

Customer States perform Multi point inspection  
 MPI -  
 1 -- Correction/Action Taken

<u>Sub Total Parts</u>	<u>0.00</u>
SubTotal Job # 2	<u>0.00</u>
	<u>0.00</u>

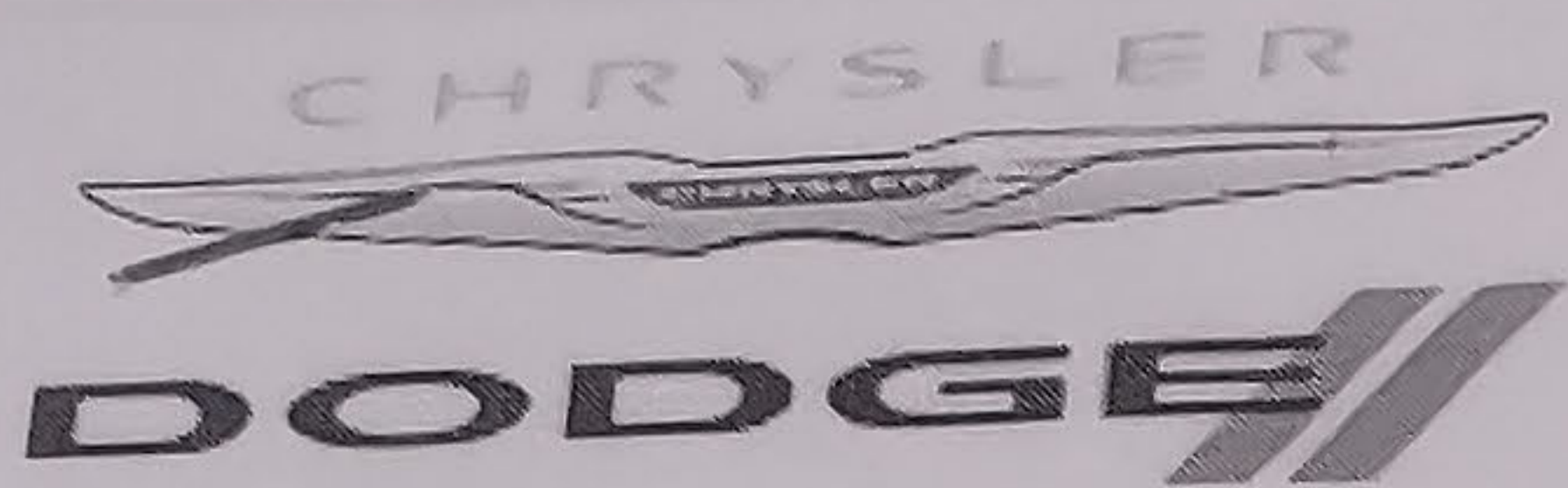
Miscellaneous Charges and Deductions For All Jobs

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

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

**All Sales are Final**

Terms Cash: Unless arrangements made. I hereby authorize the repair work hereinafter set forth to be done along with necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delay caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or else-where for the p



Voyles CDJR of Birmingham  
 1313 Grants Mill Way  
 Birmingham, AL 35210  
 Ph. (205) 957-1313

Jeep



Year/Make/Model: 2022 CHRYSLER Pacifica PHEV (3.6L) VIN: 2C4RC1N76 NF License Number: Color: Stock Number: Mileage In: 19276 Tag Number: ve Mileage Out: 0	A/R Number:	Inv. Num
	Customer Number:	Printed: JAN 26 23 3:45 PM
	PO Number:	Copy # 1
	Auth Number:	Date Opened: 01/25/23
	Service Writer: Valerie Welch	Date Notified:
	Estimate Amount: \$ 0.00	Date Delivered:
Terms & Conditions:	Date Complete: 01/26/23	
Type of Sale: Retail		
<b>Customer Signature</b>		

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

**1. Customer statement of problem**

CUSTOMER REPORTS VEHICLE LOST POWER WHILE DRIVING ON INTERSTATE- VEHICLE SHUT DOWN AND CUSTOMER HAD TO PULL OVER AND SHUT OFF AND THEN WAS ABLE TO RESTART IMMEDIATELY- HAS HAPPENED 4 TIMES - TWICE WHEN VEHICLE SWITCHED FROM ELECTRIC TO GAS AND 2 WHEN RUNNING IN GAS MODE  
 1 -- Cause/Action to Take  
 see notes job 3  
 1 -- Correction/Action Taken

Sub Total Parts 0.00  
 SubTotal Job # 1 Warranty

**2. Customer statement of problem**

Customer States perform Multi point inspection MPI -  
 1 -- Correction/Action Taken

Sub Total Parts 0.00  
 SubTotal Job # 2 0.00

**3. Customer statement of problem**

03A 2017-2023 RU PHEV Loss of Motiv Power  
 1 -- Cause/Action to Take  
 GENERALCONCERNWA - recall not available at this time - customer advised to call Chrysler Customer Care- 800-334-9200  
 1 -- Correction/Action Taken  
 currenty in interim status

Sub Total Parts 0.00  
 SubTotal Job # 3 0.00

Miscellaneous Charges and Deductions For All Jobs

0.00

LOT LOCATION:  
 CUSTOMER #: 18779

245257

CENTURY DODGE • CHRYSLER • JEEP  
 402 CENTURY DRIVE, P.O. BOX 200  
 MOUNT AIRY, MD 21771  
 (301) 829-1440 • (301) 831-5858 • (410) 795-5333  
 FAX: (301) 829-0188 • CENTURYMTAIRY@AOL.COM

\*INVOICE\*

PAGE 1

SERVICE ADVISOR: 5734 CHRISTOPHER PREVOSTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Brilliant	17	CHRYSLER PACIFICA HY	2C4RC1N76H		108707/10870	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28APR17 DD			08:30 05SEP23			CASH
R.O. OPENED	READY	OPTIONS: DLR:44875 ENG:3.6_Liter_PHEV				06SEP23
07:59 05SEP23	17:58 06SEP23					

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

A General Concern #1 [customer states that steering wheel will intermittently lock up, steering wheel feels like its sticking and will eventually come loose again. happens more often the longer vehicle is driven. see christine with findings]  
 1 UNABLE TO DUPLICATE CONCERNS AFTER ABOUT 150 MILES OF DRIVING NO INCIDENTS OCCURRED NO CODES NO DTC  
 3450 LAKIN, JIMMY LIC#: 3450  
 C

LOF Change engine oil and filter  
 3450 LAKIN, JIMMY LIC#: 3450  
 C  
 1 68191349AC FILTER-ENGINE OIL  
 5 68523006AA OIL-5W20

108707 ADVISED BASED ON DESCRIBED SYMPTOMS MAY POSSIBLY HAVE A ELECTRONIC POWER STEERING RACK ISSUE BUT CAN NOT CONFIRM WITH OUT CODES OR DUPLICATION VISUAL CHECK IS OK GOOD POWER AND GROUND

B\*\* DOCUMENT PROCESSING AND STORAGE FEE  
 DOC DOCUMENT PROCESSING AND STORAGE FEE  
 9999 C  
 DOCFEE DOCUMENT PROCESSING AND STORAGE FEE  
 DOC

CUSTOMER PAY ENVIRONMENTAL FEE - HAZARDOUS WASTE & SHOP SUPP FOR REPAIR 27.74  
 100% SATISFACTION IS OUR GOAL IF YOUR ARE NOT  
 100% SATISFIED WITH YOUR SERVICE VISIT  
 PLEASE LET US KNOW WHAT WE CAN DO TO MAKE  
 YOUR SERVICE VISIT EXCELLENT!!!!!!!

**PAID**

Maryland House Bill 1057  
 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

**Manufacturer Special Policy Adjustment Programs**

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

Customer labor charges are based on flat rate hours. We use standard time which is an average repair time. Actual time for a repair may be more or less than the standard average time, where no standard time exists, we use actual time.

**LIMITED EXPRESS WARRANTY**

Parts found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged at Dealer's discretion for a period of twelve months or 12,000 miles, whichever occurs first. Warranty does not include wear items. Dealers workmanship is warranted for ninety days or 4,000 miles, whichever occurs first. Vehicle must be returned to Dealer for repairs under this warranty. All labor performed and parts replaced were necessary to perform repairs unless by request of customer. Vehicles may be tested or test-driven when needed. All parts are new unless otherwise specified. Remanufactured parts are indicated by an "R" preceding the part number.

Customer Signature:

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

DESCRIPTION	TOTALS
LABOR AMOUNT	184.90
PARTS AMOUNT	58.75
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	31.69
TOTAL CHARGES	275.34
LESS INS. & DISCOUNTS	0.00
SALES TAX	5.19
PLEASE PAY THIS AMOUNT	280.53

SIGNED \_\_\_\_\_ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE \_\_\_\_\_

CUSTOMER COPY

LOT LOCATION:  
 CUSTOMER #: 18779

245108

CENTURY DODGE · CHRYSLER · JEEP  
 402 CENTURY DRIVE, P.O. BOX 200  
 MOUNT AIRY, MD 21771  
 (301) 829-1440 · (301) 831-5858 · (410) 795-5333  
 FAX: (301) 829-0188 · CENTURYMTAIRY@AOL.COM

\*INVOICE\*

PAGE 1

BUS:		CELL:		SERVICE ADVISOR: 1292 JOSHUA COLWELL			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	CHRYSLER PACIFICA HY	2C4RC1N76HR		107687/107687	T489	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28APR17 DD			10:00 25AUG23			CASH	25AUG23
R.O. OPENED	READY	OPTIONS: DLR:44875 ENG:3.6_Liter_PHEV					
08:54 25AUG23	16:24 25AUG23						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A Recall / Customer Satisfaction Notification 1 [Safety Recall 03A - Loss of Motive Power \*\*]  
 CAUSE: .  
 RECALL Recall / Customer Satisfaction Notification 1  
 3450 LAKIN, JIMMY LIC#: 3450 (N/C)  
 W40  
 FC: PART#: COUNT:  
 CLAIM TYPE: W  
 AUTH CODE:

107687 Inspect/Update IPC software 18-03-A1-51 4.0hours (Applies to 2017model year ONLY)  
 \*\*\*\*\*  
 B General Concern #1 [CUSTOMER STATES THE KNOB FOR THE PRNDL WOULDNT LIGHT UP SO SHE WAS UNABLE TO USE THE VAN.]  
 1 General Concern #1  
 3450 LAKIN, JIMMY LIC#: 3450 (N/C)  
 IDFL  
 107687 TECH INSPECTED AND FOUND EVERYTHING RELATED TO THE RECALL NO FURTHER PROBLEMS FOUND  
 \*\*\*\*\*

C General Concern #2 [CUSTOMER STATES WHEN DRIVING TO AND FROM BALTIMORE THE STEERING WHEEL WOULD STIFFEN, LOCK INTERMITTENTLY WHEN MAKING A TURN EVEN JUST A LANE CHANGE. SAID IT FELT LIKE IT WENT INTO SOME SORT OF MANUAL MODE WHICH MADE IT VERY DIFFICULT TO TURN]  
 1 General Concern #2  
 3450 LAKIN, JIMMY LIC#: 3450 (N/C)  
 IDFL  
 107687 TECH INSPECTED AND FOUND EVERYTHING RELATED TO THE RECALL NO FURTHER PROBLEMS FOUND

Maryland House Bill 1057  
 THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.  
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 Parts found to be defective in factory-supplied material or workmanship will be repaired, replaced, or exchanged at Dealer's discretion for a period of twelve months or 12,000 miles, whichever occurs first. Warranty does not include wear items. Dealers workmanship is warranted for ninety days or 4,000 miles, whichever occurs first. Vehicle must be returned to Dealer for repairs under this warranty. All labor performed and parts replaced were necessary to perform repairs unless by request of customer. Vehicles may be tested or test-driven when needed. All parts are new unless otherwise specified. Remanufactured parts are indicated by an "R" preceding the part number.  
 Customer Signature: \_\_\_\_\_

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

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR 111 YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.  
 \_\_\_\_\_ DATE \_\_\_\_\_  
 DEALER, GENERAL MANAGER OR AUTHORIZED PERSON





**DARCARS**  
**CHRYSLER DODGE JEEP RAM**  
 755 Rockville Pike  
 ROCKVILLE, MARYLAND 20852  
 301-424-1700  
 DARCARS.COM

**HOURS OF OPERATION**

Monday - Friday  
 7:00 am - 7:00 pm  
 Saturday  
 8:00 am - 4:00 pm  
 Closed Sunday



CUSTOMER NO.	ADVISOR TONY CHEN	3169	TAG NO. 2542	INVOICE DATE 12/05/23	INVOICE NO.
	LABOR RATE	LICENSE NO.	MILEAGE 109,409	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA PHEV (/PACIFICA			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 2C4RC1N76HR			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 11/27/23	
RESIDENCE PHONE 202-262-9949	BUSINESS PHONE	COMMENTS			MO: [REDACTED]

**TOTALS**

WE USE GENUINE MOPAR PARTS THAT ARE COVERED BY A 24 MONTH UNLIMITED MILE WARRANTY, WHICH EVER OCCURS FIRST.  
 \*\*\*\*\*  
 WE HERE AT DARCARS CHRYSLER/JEEP THANK YOU FOR YOUR PATRONAGE AND HAVE A GREAT DAY

THANK YOU FOR SERVICING YOUR VEHICLE AT DARCARS CHRYSLER DODGE JEEP AND RAM  
 WE WELCOME YOUR COMMENTS REGARDING OUR SERVICE DEPARTMENT WE ARE STRIVING TO PROVIDE YOU WITH AN EXCELLENT SERVICE EXPERIENCE  
 PLEASE CONTACT JOSE ADON WITH ANY QUESTIONS OR CONCERNS AT 301-424-1700 OR JOSE.ADON@DARCARS.COM  
 ALL OF OUR STAFF HOPE YOU HAVE RECIEVED AN EXCELLENT VISIT

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	450.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
<b>TOTAL INVOICE \$</b>	<b>450.00</b>

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

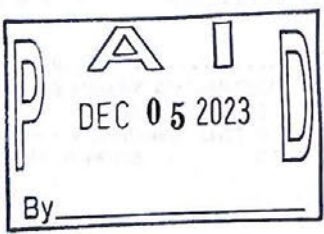
SHOP MATERIAL CHARGES ARE BASED ON 17.5% OF LABOR WITH A MAXIMUM CHARGE OF \$69.95. THERE MAY BE AN ENVIRONMENTAL WASTE DISPOSAL CHARGE ASSOCIATED WITH SOME REPAIRS.

THIS INVOICE MUST ACCOMPANY ANY AND ALL ADJUSTMENTS OR CLAIMS. CLAIMS MUST BE MADE WITHIN 90 DAYS OR 4,000 MILES, WHICHEVER OCCURS FIRST. YOUR SPECIFIC WARRANTY MAY VARY. CONSULT SERVICE ADVISOR OR OWNERS MANUAL FOR DETAILS.

I AGREE TO RECEIVE TELEMARKETING CALLS OR MESSAGES FROM OR ON BEHALF OF DARCARS AUTOMOTIVE GROUP, INCLUDING AUTODIALED CALLS OR RECORDED MESSAGES, AT THE TELEPHONE NUMBER PROVIDED ABOVE. I UNDERSTAND THAT MY CONSENT IS NOT A CONDITION OF PURCHASE.

INFORMATION PROVIDED ON THIS FORM IS SUBJECT TO DARCARS PRIVACY POLICY. A CURRENT VERSION OF THE DARCARS PRIVACY POLICY CAN BE ACCESSED AT [HTTPS://WWW.DARCARS.COM/PRIVACY-POLICY.HTML](https://www.darcars.com/privacy-policy.html).

X \_\_\_\_\_



Reynolds and Reynolds ERALZBINVN TO ORDER: www.rysource.com; 1-800-344-2098; fax 1-800-531-9955



**DARCARS**  
**CHRYSLER DODGE JEEP RAM**  
**755 Rockville Pike**  
**ROCKVILLE, MARYLAND 20852**  
**301-424-1700**  
**DARCARS.COM**

**HOURS OF OPERATION**  
 Monday - Friday  
 7:00 am - 7:00 pm  
 Saturday  
 8:00 am - 4:00 pm  
 Closed Sunday



CUSTOMER NO.	ADVISOR TONY CHEN	3169	TAG NO. 2542	INVOICE DATE 12/05/23
RESIDENCE PHONE 202-262-9949	LABOR RATE	LICENSE NO.	MILEAGE 109,409	COLOR /
	YEAR / MAKE / MODEL 17/CHRYSLER/PACIFICA PHEV (/PACIFICA)			STOCK NO.
	VEHICLE I.D. NO. 2 C 4 R C 1 N 7 6 H R			DELIVERY DATE
	F.T.E. NO.			DELIVERY MILES
BUSINESS PHONE	P.O. NO.		R.O. DATE 11/27/23	PRODUCTION DATE
COMMENTS		MO: 1109439		

LABOR & PARTS	DESCRIPTION	TECH(S):	AMOUNT
J# 1 08CHZ01	INSPECTIONS	6746	0.00
CUSTOMER IS COMING BACK FOR DIAGNOSTICS FOR LOSS OF COMM WITH THE VEHICLE. HAS BEEN AN ON GOING ISSUE. TECH WOULD NEED TIME WITH THE VEHICLE TO PIN POINT THE ISSUE WITH THE VEHICLE CUSTOMER STATES CHECK ENGINE LIGHT IS ILLUMINATED. CUSTOMER STATES THEY ARE HAVING THE SAME ISSUE FROM WHEN THEY CAME IN ON 9/12/2023. MULTIPLE WARNING LIGHTS ARE ILLUMINATED ON THE DASH. SERVICE SHIFTER, SERVICE ELECTRONIC THROTTLE CONTROL, SERVICE HYBRID ELECTRIC SYSTEM, PARKING BRAKE, FCW NOT AVAILABLE SERVICE REQUIRE UNABLE TO DUPLICATE CUSTOMER CONCERN. SEEN VIDEO AND UNSUCCESSFUL IN BEING ABLE TO DIAGNOSE ISSUE WHILE IT IS OCCURING CUSTOMER REACHED 10 DAY RENTAL LIMIT JOB # 1 TOTAL LABOR & PARTS 0.00			
J# 2 25CHZ	RENTAL CAR	6746	0.00
CUSTOMER REQUESTS RENTAL VEHICLE 150 MILES PER DAY INCLUDED -EXTRA MILES BILLED AT \$0.25 EACH PLEASE RETURN VEHICLE WITH THE SAME AMOUNT OF GASOLINE TO AVOID CHARGES OF \$5.00 PER GALLON USED CHR-7125 R1M0029 PROVIDED RENTAL VEHICLE TO CUSTOMER AS PER RENTAL AGREEMENT JOB # 2 TOTAL LABOR & PARTS 0.00			
J# 3 08CHZ02	INSPECTIONS	6746	0.00
Customer states the steering feels tight. Please check and advise. JOB # 3 TOTAL LABOR & PARTS 0.00			
J# 4 27CHZ01	MISCELLANEOUS	6746	0.00
Customer states the vehicle seems to slower to boot up when starting or locking and unlocking the vehicle. Please check and advise. SEE JOB 1 JOB # 4 TOTAL LABOR & PARTS 0.00			
MISC	CODE	DESCRIPTION	CONTROL NO
JOB # 2	RNT	RENTAL CHARGES	5539908
			450.00
TOTAL - MISC			450.00

ALL PARTS INSTALLED ARE NEW UNLESS SPECIFIED OTHERWISE AS BEING USED OR REMANUFACTURED. LABOR CHARGES ARE BASED ON A FLAT RATE MEASURE AND ARE BASED ON INDUSTRY SOURCES. I CERTIFY THAT THIS VEHICLE HAS BEEN TESTED OR TEST DRIVEN WHEN NEEDED AND THAT THE TECHNICIAN'S WORK WAS PERFORMED SATISFACTORILY.

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X \_\_\_\_\_

ESTIMATE-----  
 CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF \$305.00 (+TAX)  
 APPROVED ADDITIONAL COST OF \$145.00 FOR TOTAL ESTIMATE OF \$450.00 (+TAX) ON 12/05/23 AT 04:25pm  
 BY RUTH HOFFMAN COMMENTS

Reynolds and Reynolds TO ORDER: www.reynolds.com; 1-800-344-0908; Fax: 1-800-531-9555

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: READY TO POST

Customer: [REDACTED]  
 Phone(s): [REDACTED]  
 Vehicle: 2C4RC1L74N [REDACTED]

Main: [REDACTED]  
 2022 PACIF WHITE

Click to View Cust Copy  
 Cell: [REDACTED] 3YYX74

Mileage: 1  
 Service advisor: 171  
 Tag number: TK466

Payment type: CASH  
 Promised time: 05:00 PM  
 Promised date: 08/25/2023

Waiter: No  
 Estimate: 0.00  
 Customer Comments: No

A GUEST STATES CHECK ENGINE LIGHT IS ON AND IT SAYS THE LANE ASSIST IN NOT WORKING. GUEST STATES THE VEHICLE DIED WHILE DRIVING. PLEASE CHECK AND ADVISE

REPAIR	WC	PERFORM DIAG	0.00	0.00
Tech(s): 33				
68475841AC		1 WIRING-FRONT FASCIA		243.00
FRT		1 Freight		15.00
68140647AA		1 BUSS-CONNECTOR		57.70
FRT		1 Freight		20.00
Pts:	300.70	Lbr:	0.00	Other:
				35.00
				Total Line A:
				335.70

Story: 1 installed buss conn, retest., volts high on + bus, 2.9, disc. abso, goes down to 2.6, sent info to star. removed fascia, replaced wiring harness for ags, adaptive cruise, park sensors, on fascia. clear ags counter, clear codes ., have gone 10 miles no issues., the connector for adaptive cruise was filled with water., has can c buss lines in it, and private can c buss.,

B\*\* SEE LINE A

REPAIR	C	SEE LINE A	0.00	0.00
Tech(s): 33				
Pts:	0.00	Lbr:	0.00	Other:
				0.00
				Total Line B:
				0.00

Story: 1

C\*\* SEE LINE A

REPAIR	C	SEE LINE A	0.00	0.00
Tech(s): 33				
Pts:	0.00	Lbr:	0.00	Other:
				0.00
				Total Line C:
				0.00

Story: 1

Customer Pay	0.00
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

Customer: [REDACTED]  
Phone(s): [REDACTED]  
Vehicle: 2C4RC1L74NF [REDACTED]

Main: [REDACTED]  
2022 PACIF WHITE

Click to View Cust Copy  
Cell: [REDACTED]

Mileage: 43,317  
Service advisor: 171  
Tag number: TK466

Payment type: CASH  
Promised time: 05:00 PM  
Promised date: 08/25/2023

Waiter: No  
Estimate: 0.00  
Customer Comments: No

~~~~~  
A\*\* active grill shutter assy ( warranty)  
REPAIR ISP active grill shutter 0.00 0.00  
assy ( warranty)  
Tech(s): 33  
68140647AA 1 BUSS-CONNECTOR 75.47  
FRT 1 Freight 20.00  
Pts: 75.47 Lbr: 0.00 Other: 20.00 Total Line A: 95.47

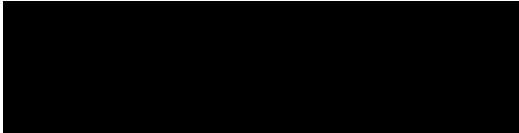
Story: 1 replaced active grill shutter, check acc connector,  
filled with water , blow out apply electrical grease to  
connector , also to ags conn., cleared all codes , road  
tested okbd  
~~~~~

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED



Main: [REDACTED]  
2022 PACIF WHITE

Click to View Cust Copy  
Cell: [REDACTED]



Payment type: CASH  
Promised time: 05:00 PM  
Promised date: 08/25/2023

Waiter: No  
Estimate: 0.00  
Customer Comments: No

A GUEST STATES CHECK ENGINE LIGHT IS ON AND IT SAYS THE LANE ASSIST IN NOT WORKING. GUEST STATES THE VEHICLE DIED WHILE DRIVING. PLEASE CHECK AND ADVISE

08903602	WC	WIRING	1.80	244.30
Tech(s): 33				
[REDACTED]		1 WIRING-FRONT FASCIA		252.00
FRT		1 Freight		15.00
68438679AC		1 GRILLE-ACTIVE SHUTTER		276.50
23020103	WC	GRILLE	0.00	0.00
Tech(s): 33				

Pts: 528.50 Lbr: 244.30 Other: 15.00 Total Line A: 787.80

Story: 1 on RO 89502C 43035 miles on 8/25/23 p11e9, lost comm with ags, check wiring, test out, needs ags assy. the lane assist was turned off when i got to vehicle, i turned on, and tried down the street, it works. i found no reason for dieing out., couldn't duplicate. replaced active grill shutter assy, cleared codes , road tested okbd check mil on, 118 codes, every module, all stored, except for can c bus fault in sccm, . cleared all, perform can c bus comm test on all modules., no faults found., unplugged and check all connectors available, secured loose wires. reconnected and retested, . can c fault went away., road tested , cannot get codes to return., came back, rechecked., submit to star, star returned with instruction to check pdc for corrosion, and check ground per tsb ., performed checks, cleared all codes., road tested again.,with installed buss conn, retest., volts high on + bus, 2.9, disc. abso, goes down to 2.6, sent info to star. removed fascia, replaced wiring harness for ags, adaptive cruise, park sensors, on fascia. clear ags counter, clear codes ., have gone 10 miles no issues., the connector for adaptive cruise was filled with water., has can c buss lines in it, and private can c buss.,wiring repaired bus issue, vehicle still going into limp mode and AGS faults. replaced active grill shutter per STARRS request, check acc connector, filled with water , blow out apply electrical grease to connector , also to ags conn., cleared all codes , road tested okbd

B**	SEE LINE A			
	REPAIR	C	SEE LINE A	0.00
	Tech(s): 33			0.00

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00  
Story: 1

C\*\* SEE LINE A

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: CLOSED

[Click to View Cust Copy](#)

Vehicle: 2C4RC1L74NF [REDACTED] Main: [REDACTED]  
 2022 PACIF WHITE [REDACTED]

Mileage: 43,317      Payment type: CASH      Waiter: No  
 Service advisor: 171      Promised time: 05:00 PM      Estimate: 0.00  
 Tag number: [REDACTED]      Promised date: 08/25/2023      Customer Comments: No

~~~~~

|          |             |            |             |                    |
|----------|-------------|------------|-------------|--------------------|
| REPAIR   | C           | SEE LINE A | 0.00        | 0.00               |
|          | Tech(s): 33 |            |             |                    |
| Pts:     | 0.00        | Lbr: 0.00  | Other: 0.00 | Total Line C: 0.00 |
| Story: 1 |             |            |             |                    |

~~~~~

D	SRO	ISPLT	Moved to: 89922C Line: A Moved to: 89922C Line: A	0.00	0.00
	Tech(s): 999				
Pts:	0.00	Lbr: 0.00	Other: 0.00	Total Line D: 0.00	

~~~~~

|                           |      |
|---------------------------|------|
| Customer Pay              | 0.00 |
| Labor                     | 0.00 |
| Parts                     | 0.00 |
| Lube                      | 0.00 |
| Sublet                    | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible                | 0.00 |
| Total Charges             | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax                 | 0.00 |
| Total                     | 0.00 |

# Repair Order Detail - Internal Copy

RO Number: 89502C

RO Status: CLOSED

Customer: [REDACTED]  
 Phone(s): [REDACTED]  
 Vehicle: 2C4RC1L74NR [REDACTED]

Click to View Cust Copy  
 Cell: [REDACTED]

[REDACTED] WHITE

Mileage: 43,035  
 Service advisor: 171  
 Tag number: TK466

Payment type: CASH  
 Promised time: 05:00 PM  
 Promised date: 10/04/2023

Waiter: No  
 Estimate: 0.00  
 Customer Comments: No

A C/S: GUEST STATES CHECK ENGINE LIGHT IS ON AND IT SAYS THE LANE ASSIST IN NOT WORKING. GUEST STATES THE VEHICLE DIED WHILE DRIVING. PLEASE CHECK AND ADVISE.

|             |        |                         |             |                      |
|-------------|--------|-------------------------|-------------|----------------------|
| 23020103    | WC     | GRILLE                  | 1.00        | 135.72               |
| Tech(s): 33 |        |                         |             |                      |
| 68438679AC  |        | 1 GRILLE-ACTIVE SHUTTER |             | 267.75               |
| Pts:        | 267.75 | Lbr: 135.72             | Other: 0.00 | Total Line A: 403.47 |

Story: 43035 p11e9, lost comm with ags, check wiring, test out, needs ags assy. the lane assist was turned off when i got to vehicle, i turned on, and tried down the street, it works. i found no reason for dieing out., couldnt duplicate. replaced active grill shutter assy, cleared codes , road tested okbd

B\*\* GUEST STATES CHECK ENGINE LIGHT CAME BACK ON AFTER DRIVE. PLEASE CHECK AND ADVISE.

|             |      |                                            |             |                    |
|-------------|------|--------------------------------------------|-------------|--------------------|
| REPAIR      | CC   | General repair code for described repairs. | 0.00        | 0.00               |
| Tech(s): 33 |      |                                            |             |                    |
| Pts:        | 0.00 | Lbr: 0.00                                  | Other: 0.00 | Total Line B: 0.00 |

Story: 43039 check mil on, 118 codes, every module, all stored, except for can c bus fault in sccm, . cleared all, perform can c bus comm test on all modules., no faults found., unplugged and check all connectors available, secured loose wires. reconnected and retested., can c fault went away., road tested , cannot get codes to return.,came back, rechecked., submit to star, star returned with instruction to check pdc for corrosion, and check ground per tsb ., performed checks, cleared all codes., road tested again.,

|                           |      |
|---------------------------|------|
| Customer Pay              | 0.00 |
| Labor                     | 0.00 |
| Parts                     | 0.00 |
| Lube                      | 0.00 |
| Sublet                    | 0.00 |
| Miscellaneous/Shop Charge | 0.00 |
| Deductible                | 0.00 |
| Total Charges             | 0.00 |
| Less Insurance/Adjustment | 0.00 |
| Sales Tax                 | 0.00 |
| Total                     | 0.00 |

# Repair Order Detail - Internal Copy

RO Number: 91119

RO Status: PREASSIGNED

Mileage: 45,533  
Service advisor: 171

Payment type: CASH  
Promised time: 05:00 PM  
Promised date: 10/10/2023

Waiter: No  
Estimate: 135.00  
Customer Comments: No

~~~~~  
A C/S: GUEST STATES THE CHECK ENGINE LIGHT CAME BACK ON AND THE  
VEHICLE WENT INTO LIMP MODE. PLEASE CHECK AND ADVISE.  
DIAG C ELECTRICAL COMPONENT 1.00 140.00  
CONCERN

Tech(s):  
Pts: 0.00 Lbr: 140.00 Other: 0.00 Total Line A: 140.00  
Story: 45533 check mil on , 69 codes for bus issues lost comm.,  
stored., cleared all, cannot duplicate conditions to set  
light on, rec bring to selling dealer

~~~~~  
B PERFORM MULTI-POINT INSPECTION  
Q99PX CC PERFORM MULTI-POINT 0.00 0.00  
INSPECTION

Tech(s):  
Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00  
~~~~~

Customer Pay	
Labor	140.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	140.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	140.00

CUSTOMER #:



\*INVOICE\*

Don Allen Auto Service, Inc.

24 Polpis Road Nantucket, MA 02554  
Phone: (508) 228-0134 Fax: (508) 228-0297  
www.donallenford.com

PAGE 1

SERVICE ADVISOR: 171 KAITLYN E MCCARTHY

KM

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	22	CHRYSLER PACIFICA	2C4RC1L74NR		43035/43190		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			17:00 04OCT23		0.00	CASH	23AUG23
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
07:40 14AUG23	13:39 23AUG23						

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

A C/S: GUEST STATES CHECK ENGINE LIGHT IS ON AND IT SAYS THE LANE ASSIST IN NOT WORKING. GUEST STATES THE VEHICLE DIED WHILE DRIVING. PLEASE CHECK AND ADVISE.

CAUSE: OK

REPAIR General repair code for described repairs.

33 WC

1 68438679AC GRILLE-ACTIVE SHUTTER

(N/C)

(N/C)

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

p11e9, lost comm with ags, check wiring, test out, needs ags assy. the lane assist was turned off when i got to vehicle, i turned on, and tried down the street, it works. i found no reason for dieing out., couldnt duplicate. replaced active grill shutter assy, cleared codes , road tested okbd

\*\*\*\*\*

B\*\* GUEST STATES CHECK ENGINE LIGHT CAME BACK ON AFTER DRIVE. PLEASE CHECK AND ADVISE.

CAUSE: Electronic diagnosis using scan tool.

REPAIR General repair code for described repairs.

33 CC

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

check mil on, 118 codes, every module, all stored, except for can c bus fault in sccm, . cleared all, perform can c bus comm test on all modules., no faults found., unplugged and check all connectors available, secured loose wires. reconnected and retested,. can c fault went away., road tested , cannot get codes to return.,

\*\*\*\*\*

\*\*\*\*\*

ESTIMATE: 140.00 22AUG23 12:20 SA: 171

CONTACT:

\*\*\*\*\*

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

CUSTOMER SIGNATURE

CUSTOMER #: RAGOZIN

89502C

Don Allen Auto Service, Inc.

24 Polpis Road Nantucket, MA 02554  
Phone: (508) 228-0134 Fax: (508) 228-0297  
www.donallenford.com

\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 171 KAITLYN E MCCARTHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	22	CHRYSLER PACIFICA	2C4RC1L74NR		43035/43190		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			17:00 04OCT23		0.00	CASH	23AUG23
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
07:40 14AUG23	13:39 23AUG23						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
#K354 CREATED 2023-08-12							
08:33:00AM TAKEN BY KA ITLYN MCCARTHY							

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

CUSTOMER SIGNATURE

CUSTOMER #: RAGOZIN

\*INVOICE\*

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24 Polpis Road Nantucket, MA 02554  
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PAGE 1

SERVICE ADVISOR: 171 KAITLYN E MCCARTHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	22	CHRYSLER PACIFICA	2C4RC1L74NR		43035/43039		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			17:00 04OCT23		0.00	CASH	21AUG23

R.O. OPENED	READY	OPTIONS:	ENG:3.6_Liter
07:40 14AUG23	11:07 21AUG23		

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

A C/S: GUEST STATES CHECK ENGINE LIGHT IS ON AND IT SAYS THE LANE ASSIST IN NOT WORKING. GUEST STATES THE VEHICLE DIED WHILE DRIVING. PLEASE CHECK AND ADVISE.

CAUSE: OK

REPAIR General repair code for described repairs.

33 WC

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

p11e9, lost comm with ags, check wiring, test out, needs ags assy. the lane assist was turned off when i got to vehicle, i turned on, and tried down the street, it works. i found no reason for dieing out., couldnt duplicate. replaced active grill shutter assy, cleared codes , road tested okbd

\*\*\*\*\*

B PERFORM MULTI-POINT INSPECTION

Q99PX PERFORM MULTI-POINT INSPECTION  
29 TURNER, JOSEPH DAVID LIC#: 7665  
CC

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

\*\*\*\*\*

C\*\* WRKS

WRKS PERFORM THE WORKS FUEL SAVER PACKAGE, PERFORMED MULTI POINT INSPECTION. TOP OFF FLUIDS AND ADJUST TIRE PSI. RESET THE OIL CHANGE REMINDER LIGHT ROTATE TIRES

33 C  
29 TURNER, JOSEPH DAVID LIC#: 7665  
C

5 68522999AA OIL-0W20	13.92	35.00	35.00				
1 68191349AC FILTER-ENGINE OIL	16.83	16.83	16.83				
PARTS:	86.43	LABOR:	35.00	OTHER:	0.00	TOTAL LINE C:	121.43

PERFORM THE WORKS FUEL SAVER PACKAGE, TOP OFF FLUIDS AND ADJUST

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

CUSTOMER SIGNATURE

CUSTOMER #: RAGOZIN

89502

Don Allen Auto Service, Inc.

24 Polpis Road Nantucket, MA 02554  
Phone: (508) 228-0134 Fax: (508) 228-0297  
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\*INVOICE\*

PAGE 2

SERVICE ADVISOR: 171 KAITLYN E MCCARTHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	22	CHRYSLER PACIFICA	2C4RC1L74NR		43035/43039		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DE			17:00 04OCT23		0.00	CASH	21AUG23
R.O. OPENED		READY	OPTIONS: ENG:3.6_Liter				
07:40 14AUG23	11:07 21AUG23						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

TIRE PSI. tires not rotated due to being rotated 2000 miles ago.

\*\*\*\*\*

\*\*\*\*\*

ESTIMATE: 140.00 14AUG23 07:40 SA: 171

CONTACT:

\*\*\*\*\*

#K354 CREATED 2023-08-12  
08:33:00AM TAKEN BY KA ITLYN  
MCCARTHY

<b>DISCLAIMER OF WARRANTIES:</b> Any warranties on the product sold hereby are those made by the manufacturer .The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes or authorizes any person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.	DESCRIPTION	TOTALS
	LABOR AMOUNT	35.00
	PARTS AMOUNT	86.43
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.00
	TOTAL CHARGES	121.43
	LESS INSURANCE	0.00
	SALES TAX	5.40
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT






Printed on Tue Nov 21 2023 15:09:32 GMT-0500 (EST)

Vehicle : 2022 CHRYSLER PACIFICA

Account# [REDACTED]

## Payment History

Following is a list of transactions for the selected time period. If you recently submitted a payment and you do not see it listed, please review your Pending Payments.

Date	Amount	Actions
<b>PENDING</b>		
<b>ACCOUNT HISTORY</b>		
 Oct 21, 2023	\$809.39	
 Sep 21, 2023	\$809.39	
Principal	<b>\$643.39</b>	
Interest	<b>\$166.00</b>	
Payment Type	<b>PAYMENT</b>	
Status	<b>Completed</b>	
 Aug 21, 2023	\$809.39	

Information provided reflects currently available data and is subject to change

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Printed on Tue Nov 21 2023 15:06:58 GMT-0500 (EST)

Vehicle : 2022 CHRYSLER PACIFICA

Account# : [REDACTED]

## Payment History

Following is a list of transactions for the selected time period. If you recently submitted a payment and you do not see it listed, please review your Pending Payments.

Date	Amount	Actions
<b>PENDING</b>		
<b>ACCOUNT HISTORY</b>		
Oct 21, 2023	\$809.39	
Sep 21, 2023	\$809.39	
Aug 21, 2023	\$809.39	
Principal	<b>\$640.81</b>	
Interest	<b>\$168.58</b>	
Payment Type	<b>PAYMENT</b>	
Status	<b>Completed</b>	

Information provided reflects currently available data and is subject to change

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VEHICLE INVOICE

**BALD HILL DODGE CHRYSLER JEEP  
BALD HILL REALTY CO.**

1035 BALD HILL ROAD WARWICK, RI 028



DATE: 05/07/2022

SOLD TO: [REDACTED]

DEAL #: [REDACTED]  
CUST #: [REDACTED]  
STOCK #: [REDACTED]

ADDRESS: [REDACTED]

SALESPERSON MICHAEL E SENAPE

MAKE	YEAR	MODEL	COLOR	NEW OR USED	KEY NO.	VIN	
CHRYSLER	2022	PACIFICA HYBRID	BRIGHT WHITE CLEAR COAT	NEW		2C4RC1L74N [REDACTED]	
<b>INSURANCE COVERAGE INCLUDES:</b> <input type="checkbox"/> FIRE AND THEFT <input type="checkbox"/> PUBLIC LIABILITY - AMT. <input type="checkbox"/> COLLISION - AMT. DEDUCT. <input type="checkbox"/> PROPERTY DAMAGE - AMT.				PRICE OF CAR OPTIONAL EQUIP & ACCESS		54490.00	
<b>OPTIONAL EQUIPMENT AND ACCESSORIES</b>  ODOMETER :                      8  NA NA				TITLE PREP FEE                      20.00 DOC PREP FEE                        395.00  SALES TAX                                3431.56 LICENSE AND TITLE:                    200.00  <b>TOTAL CASH PRICE</b> 58536.56 FINANCING:                                7739.52 INSURANCE:                                NA  <b>TOTAL TIME PRICE</b> 66276.08  <b>SETTLEMENT</b>			
Buyer [REDACTED] Cobuyer [REDACTED] Dealer R [REDACTED]				DEPOSIT                                    NA CASH ON DELIVERY                      8000.00 TRADE ALLOWANCE                        NA TRADE PAYOFF                              NA NET TRADE-IN                                NA  PAYMENTS: 72 AT \$ 809.39                    58276.08 AT \$ _____			
TD BANK, N.A.						TOTAL	66276.08

CUSTOMER # [REDACTED]

89922

**Don Allen Auto Service, Inc.**

24 Polpis Road Nantucket, MA 02554  
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INVOICE

PAGE 1

SERVICE ADVISOR: 171 KAITLYN E MCCARTHY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	22	CHRYSLER PACIFICA	2C4RC1L74NR [REDACTED]	[REDACTED]	43317/44923	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN22 DD			17:00 25AUG23		0.00	CASH	11OCT23
R.O. OPENED	READY	OPTIONS: ENG:3.6_Liter					
13:57 25AUG23	11:27 11OCT23						

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

A GUEST STATES CHECK ENGINE LIGHT IS ON AND IT SAYS THE LANE ASSIST IN NOT WORKING. GUEST STATES THE VEHICLE DIED WHILE DRIVING. PLEASE CHECK AND ADVISE

CAUSE: Electronic diagnosis using scan tool.

08903602 WIRING							(N/C)
33 WC							(N/C)
1 68475841AC WIRING-FRONT FASCIA							(N/C)
1 FRT Freight							(N/C)
1 68438679AC GRILLE-ACTIVE SHUTTER							(N/C)
FC: PART#: COUNT:							
CLAIM TYPE: W							
AUTH CODE:							
23020103 GRILLE							(N/C)
33 WC							(N/C)

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

on RO 89502C 43035 miles on 8/25/23 plle9, lost comm with ags, check wiring, test out, needs ags assy. the lane assist was turned off when i got to vehicle, i turned on, and tried down the street, it works. i found no reason for dieing out., couldn't duplicate. replaced active grill shutter assy, cleared codes , road tested okbd check mil on, 118 codes, every module, all stored, except for can c bus fault in sccm, . cleared all, perform can c bus comm test on all modules., no faults found., unplugged and check all connectors available, secured loose wires. reconnected and retested,. can c fault went away., road tested , cannot get codes to return., came back, rechecked., submit to star, star returned with instruction to check pdc for corrosion, and check ground per tsb ., performed checks, cleared all codes., road tested again.,with installed buss conn, retest., volts high on + bus, 2.9, disc. abso, goes down to 2.6, sent info to star. removed fascia, replaced wiring harness for ags, adaptive cruise, park sensors, on fascia. clear ags counter, clear codes ., have gone 10 miles no

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

CUSTOMER SIGNATURE



89502C

INVOICE

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PAGE 1

SERVICE ADVISOR: 171 KAITLYN E MCCARTHY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes details for a white Chrysler Pacifica.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL

A C/S: GUEST STATES CHECK ENGINE LIGHT IS ON AND IT SAYS THE LANE ASSIST IN NOT WORKING. GUEST STATES THE VEHICLE DIED WHILE DRIVING. PLEASE CHECK AND ADVISE.

CAUSE: OK
23020103 GRILLE
33 WC
1 68438679AC GRILLE-ACTIVE SHUTTER
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

plle9, lost comm with ags, check wiring, test out, needs ags assy. the lane assist was turned off when i got to vehicle, i turned on, and tried down the street, it works. i found no reason for dieing out., couldnt duplicate. replaced active grill shutter assy, cleared codes , road tested okbd

\*\* GUEST STATES CHECK ENGINE LIGHT CAME BACK ON AFTER DRIVE. PLEASE CHECK AND ADVISE.

CAUSE: Electronic diagnosis using scan tool.
REPAIR General repair code for described repairs.
33 CC
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

check mil on, 118 codes, every module, all stored, except for can c bus fault in sccm, . cleared all, perform can c bus comm test on all modules., no faults found., unplugged and check all connectors available, secured loose wires. reconnected and retested,. can c fault went away., road tested , cannot get codes to return., came back, rechecked., submit to star, star returned with instruction to check pdc for corrosion, and check ground per tsb ., performed checks, cleared all codes., road tested again.,

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Table with columns: DESCRIPTION, TOTALS. Rows include LABOR AMOUNT, PARTS AMOUNT, GAS, OIL, LUBE, SUBLET AMOUNT, MISC. CHARGES, TOTAL CHARGES, LESS INSURANCE, SALES TAX, PLEASE PAY THIS AMOUNT.

CUSTOMER SIGNATURE



8600 West Bell Road  
 Peoria, Arizona 85382  
 Phone: (623) 972-7199  
 Fax: (623) 298-0129

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

<b>R/O Open Date</b>	<b>R/O Number</b>
10/16/23	
<b>R/O Close Date</b>	<b>Status</b>
11/30/23	Reprint
<b>Mileage In</b>	<b>Mileage Out</b>
45766	45767
<b>Service Advisor / Tag #</b>	
ANGEL GRANILLO/2546	

				<b>Work Phone</b>	<b>Vehicle Identification Number</b>	
					2C4RC1S70MR	
				<b>Home Phone</b>	<b>Delivery Date</b>	<b>In-Service Date</b>
				602-705-1396	01/15/21	01/15/21
<b>Year</b>	<b>Make</b>	<b>Model</b>	<b>Body</b>	<b>Color</b>	<b>License Number</b>	
2021	CHRYSLER	PACIFICA PHEV	HYBRID LIMITED FW	LUXURY WHI		
50741						

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
REPLACED TRANS ASSEMBLY AND REPLACED TRANS COOLER PER STAR. VEHICLE CURRENTLY OPERATING AS	
-----	
#9 * MR 23CHZ: BODY INTER/EXTER ORDER ARM REST TRIM PIECE PER CUSTOMER REQUEST. Tech: HOUSE TECH(996) Ordered 5RT10ML8AB :PLUG: ARMREST SOP TRIM PIECE.	Internal Internal

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

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

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

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X





8600 West Bell Road  
 Peoria, Arizona 85382  
 Phone: (623) 972-7199  
 Fax: (623) 298-0129

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

R/O Open Date	R/O Number
10/16/23	
R/O Close Date	Status
11/30/23	Reprint
Mileage In	Mileage Out
45766	45767
Service Advisor / Tag #	
ANGEL GRANILLO/2546	
Vehicle Identification Number	
2C4RC1S70MR	
Delivery Date	In-Service Date
01/15/21	01/15/21
Color	License Number
LUXURY WHI	

Work Phone			
Home Phone			
602-705-1396			
Year	Make	Model	Body
2021	CHRYSLER	PACIFICA PHEV	HYBRID LIMITED FW
50741			

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
<p>#2 - MR 06CHZ01: RECALLS FLASHES            RECALL / CUSTOMER SATISFACTION NOTIFICATION 1            [SAFETY RECALL 03A - LOSS OF MOTIVE POWER ** ]            Caused by            Inspect/Update PIM software (Applies to 2019-2023            model years ONLY) 18-03-A1-82 0.3 hours. HCP OLD            P/N - 05185116AJ, NEW P/N - 05185116AK. AHCP OLD            P/N - 05185117AJ, NEW P/N - 05185117AK.            Tech: THOMAS BYRON(430)</p>	Warranty
<p>#5 - MR 14CHZ01: DRIVEABILITY/FUEL            DRIVEABILITY/FUEL CONCERN            [CUSTOMER STATES VEHICLE SHUT OFF THREE TIMES ON            FREEWAY AND SERVICE CHARGING SYSTEM MESSAGE CAME            ON. ADVISE.]            Caused by            C/S VEHICLE LOST POWER 3 TIMES, WHILE DRIVING ON            THE HIGHWAY. I CHECKED CODES, FOUND STORED P0A43            - DRIVE MOTOR "A" POSITION SENSOR CIRCUIT            INTERMITTENT. I CHECKED FOR UPDATES, THERE WAS AN            UPDATE PER RECALL 03A, LOSS OF MOTIVE POWER. I            ALSO FOUND SB 21-008-23, WHICH ADVISES REPLACING            THE TRANSMISSION IF THIS FAULT IS PRESENT. I            UPDATED THE PIM PER RECALL 03A, THEN I HOISTED            THE VEHICLE AND TOOK A TRANS FLUID SAMPLE.            Tech: THOMAS BYRON(430)            Tech: THOMAS BYRON(430)</p>	Warranty Warranty

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

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

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

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**



8600 West Bell Road  
Peoria, Arizona 85382  
Phone: (623) 972-7199  
Fax: (623) 298-0129

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

R/O Open Date	R/O Number				
10/16/23					
R/O Close Date	Status				
11/30/23	Reprint				
Mileage In	Mileage Out				
45766	45767				
Service Advisor / Tag #					
ANGEL GRANILLO/2546					
Vehicle Identification Number					
2C4RC1S70M					
Delivery Date	In-Service Date				
01/15/21	01/15/21				
Year	Make	Model	Body	Color	License Number
2021	CHRYSLER	PACIFICA PHEV	HYBRID LIMITED FW	LUXURY WHI	
50741					

Work Phone		Home Phone	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
THE FLUID WAS FULL OF FINE METAL DEBRIS. THE TRANSMISSION IS ON RESTRICTION, SO GENERATED A VSR, ECU DETAILS REPORT, AND CONFIGURATION REPORT, THEN SENT THEM OFF TO STAR FOR TRANSMISSION APPROVAL.	
#6 - QL 9090: MOPAR EXPRESS LANE INSPECTION WITH VIDEO	
#7 * SU6708 MR 50CHZ03: RENTAL/LOANER	
#8 * MR 20CHZ: AUTOMATIC TRANS CUSTOMER STATES VEHICLE SHUT OFF THREE TIMES ON FREEWAY AND SERVICE CHARGING SYSTEM MESSAGE CAME ON. REPLACE TRANSMISSION PER STAR. Caused by TRANSMISSION REPLACEMENT REQUIRED PER OTHER TECH DIAG. Tech: HEATH KRIPLIN(961) Installed 68490840AC :.8MM PART: NONE Qty: 1 10-17 9:09 SOP STAR 6820** Installed 6509298AA :LOCK NUT: HEX FLANGE LOCK Qty: 2 Installed 6510676AA :NUT: HEX Qty: 2 Installed 68339992AB :CONDENSER: AIR CONDITIONING Qty: 1 Installed 68322211AA :SEAL: SLIM LINE Qty: 1 Installed 68322264AA :SEAL: SLIM LINE Qty: 1 Installed 68382486AA :BOLT: HEX FLANGE HEAD Qty: 9 Installed 5062472AC :DAMPER: NONE Qty: 1 Installed 6511835AA :BOLT: HEX FLANGE HEAD Qty: 6	Warranty Warranty Warranty Warranty Warranty Warranty Warranty Warranty Warranty

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

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

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

**NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.**



**FACE PAGE  
RENTAL AGREEMENT**

RO# [REDACTED] Unit# [REDACTED] RA# [REDACTED]

DEALER INFORMATION			
Name	PEORIA SUBARU		
Address	8590 W BELL RD		
City	Peoria	State	AZ Zip 85382
Phone	6239726004	ANGELIQUE VANHORNE	
Email Address			
CUSTOMER VEHICLE INFORMATION			
Lic Plate No.		ST	
VIN			
Year/Make/Model/Color			
RENTAL VEHICLE INFORMATION			
Date and Time OUT	11/3/2023	11:37 AM	
Date and Time IN	11/30/2023	11:41 AM	
Date and Time DUE IN	11/10/2023	10:37 AM	
Vehicle VIN	4S4GUHF62R372154		
Vehicle Description	2024 SUBARU CROSSTREK	MG7	
Lic Plate No.	ESA6CS	State	AZ
Mileage IN	887	<b>FUEL</b>	
Mileage OUT	43	OUT	IN
Miles Driven	844	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Miles Allowed	UNLIMITED	3/4	3/4
Chargeable Miles		1/2	1/2
		1/4	1/4
		E	E
RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
WEEKS: 0	\$		
DAYS: 28	\$		
HOURS: 0	\$		
MILES:	\$		
NON-TAXABLE FUEL CHARGES			
0.00 GAL @ \$5.00	PER GAL.		
<b>TOTAL CHARGES</b>			
<b>CUSTOMER CREDITS</b>			
<b>NET DUE OR (REFUND)</b>			
<b>METHOD OF PAYMENT</b>		REFUNDED	
\$	<input type="checkbox"/> AMEX		
CHECK	<input type="checkbox"/> MC		
/ / EXPIRES	<input type="checkbox"/> VISA		
	<input type="checkbox"/> OTHER		
#		CUSTOMER INITIALS	
<input type="checkbox"/> CARD VERIFIED			

CUSTOMER INFORMATION			
Customer Name	[REDACTED]		
Home Address	[REDACTED]		
City	PHOENIX	ST	AZ Zip 85021
Driver's License No.	[REDACTED]	ST	AZ Exp 10/18/2029
Birth Date	[REDACTED]	Telephone	[REDACTED]
Customer's Insurer	PROGRESSIVE	Agent	[REDACTED]
Policy No.	[REDACTED]	Exp	[REDACTED]
Phone	[REDACTED]		
Additional Driver's Name	NONE	Birth Date	
Driver's License No.		ST	Exp
Additional Driver's Name	NONE	Birth Date	
Driver's License No.		ST	Exp
<b>VEHICLE CONDITION OUT</b> Preexisting damage? NO[ ] YES[ ] mark location and describe:			
		Customer Initials	
<b>VEHICLE CONDITION IN</b> New damage during Customer use? NO[ ] YES[ ] describe:			
<p>Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement. You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ 0.00 plus fuel @ \$ 5.00 per gallon.</p> <p>If the Vehicle is a temporary substitute for a Subaru vehicle that is being serviced by us during the Rental Period, I understand I may be assessed a \$50.00 per day surcharge if the Vehicle is not returned within 24-hours of notification of the completed work on my vehicle, and I authorize the use of the credit card provided for payment of any such fees.</p> <p>By signing below, each of you and the Additional Driver agree to the terms and conditions of this Agreement set forth on the Face Page and in the Rental Agreement Terms and Conditions attached; acknowledge that you had an opportunity to read the Agreement before signing; acknowledge that you understand that the Vehicle is equipped with telematics technology and affirmatively consent to the collection of data and monitoring by the Dealer and other parties as further described in Section 10 of the Terms and Conditions; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as described in Section 2 of the Terms and Conditions; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) or by email at the number or email you provided; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our audit.</p> <p><b>THE OWNER ("DEALER") DOES NOT EXTEND ANY OF ITS MOTOR VEHICLE FINANCIAL RESPONSIBILITY OR PROVIDE PUBLIC LIABILITY INSURANCE COVERAGE TO THE RENTER, AUTHORIZED DRIVERS OR ANY OTHER DRIVER.</b></p>			
Customer Signature			
Additional Driver Signature		Additional Driver Signature	

## Rental Agreement Terms and Conditions

7. **Insurance.** The Owner does not extend any of its motor vehicle financial responsibility or provide public liability insurance coverage to the renter, authorized drivers or any other driver. For purposes of this Section 7, "Owner" shall mean the Dealer identified on Page 1. You are responsible for all damage or loss you cause to others. You agree to maintain automobile insurance during the Rental Period which provides to the owner, to us, and to you, the following primary coverage: (a) bodily injury ("BI") and property damage ("PD") liability coverage; (b) personal injury protection ("PIP"), no-fault, or similar coverage where required; (c) uninsured/underinsured ("UM"/"UIM") coverage where required, and (d) comprehensive and collision damage coverage extending to the Vehicle. Your insurance coverage will provide at least the minimum limits of coverage required by the financial responsibility laws of the state where the rental occurs.

8. **Charges.** To the extent permitted by law, you permit us to reserve against your payment card at the time of rental a reasonable amount in addition to the estimated total charges. We may use the reserve to pay all fees and charges that are incurred under this Agreement ("Charges"). We will authorize the release of any excess reserve upon the completion of your rental. Your payment card issuer's rules will apply to your credit line or account being credited for the excess, which may not be immediately released by your card issuer. You will pay us all Charges, including: (a) taxes and surcharges; (b) a return check fee if you pay us with a check returned unpaid; (c) all expenses we incur recovering the Vehicle if it is not returned to the renting location on the date and time promised; (d) all costs we incur collecting payment from you or otherwise enforcing our rights under this Agreement; (e) a late fee on all Charges that are not paid when due; (f) a reasonable fee not to exceed \$350 to clean the Vehicle if it is returned substantially less clean than when rented; (g) fuel and a refueling fee if you return the Vehicle with less fuel than when rented; (h) applicable time and mileage fee; (i) a mileage charge based on our experience if the odometer is tampered with; (j) towing, storage charges, Tolls, Violations, forfeitures, court costs, penalties and all other costs we incur resulting from your use of the Vehicle; (k) a reasonable fee of up to \$500 if you lose the keys or toll transponder to the Vehicle; and (l) a late fee if you do not return the Vehicle as specified on Page 1. All Charges are subject to our final audit.

9. **Responsibility for Tolls, Traffic Violations, and Other Charges.** You are responsible for paying the charging authorities directly all tolls ("Tolls") traffic violations, parking citations, fines for toll evasion, and other fines, fees, and penalties (each, a "Violation") assessed against you, us or the Vehicle during the Rental Period. If we are notified that we may be responsible for payment of a Toll or Violation, you will pay us or a processing firm ("Processor") of our choosing an administrative fee of up to \$50 for each such notification. You authorize us to release your rental and payment card information to a Processor for processing and billing purposes. If we or the Processor pay a Toll or Violation on your behalf, you authorize us or the Processor to charge all payments, service fees and administrative fees to the payment card you used in connection with this rental.

10. **Personal Information; Telematic Devices; Communications.** You agree that we may disclose personally identifiable information about you to applicable law enforcement agencies or to our affiliates or third parties in connection with our enforcement of our rights under this Agreement and for other legitimate business purposes. The Vehicle may be equipped with global positioning satellite technology or another telematics system, and an event data recorder. Your use of this Vehicle may be remotely monitored by us or on behalf of us through such systems to the extent permitted by law. This remote monitoring may include collection of Vehicle data, such as the following: location, odometer, oil life, fuel level, tire pressure, battery state of charge, diagnostic trouble codes, and other elements we may deem necessary. You should have no expectation of privacy related to your use of this Vehicle. The Vehicle also may be equipped with devices that permit you to pair your own mobile devices and that may download your personal contacts, communications, location or other digital data. You should delete all personal information from the Vehicle's systems before returning it. To service your account or recover amounts you owe, you agree that we or our assignee may contact you by calling or sending text messages or emails to any email address or telephone number you provide us, including wireless telephone numbers, which could result in additional charges to you. You represent that you are either the owner or primary user of the number(s) and email address you provided. Methods of contact may include pre-recorded/artificial voice messages and/or use of an automatic dialing device. You may revoke your consent at any time by contacting us in writing at the address on Page 1. If the vehicle is equipped with Subaru Starlink Safety and Security features, you agree to read and be bound by the Starlink terms and conditions found at: (<https://www.subaru.com/company/starlink-terms.html>).

11. **Miscellaneous.** No term of this Agreement can be waived or modified except by a writing that we have signed or on a form that we provide. This Agreement constitutes the entire agreement between you and us. All prior representations and agreements between you and us regarding the use of the Vehicle are void. Our waiver of a breach of this Agreement, our acceptance of payment from you, or our failure, refusal or neglect to exercise our rights under this Agreement does not constitute a waiver of another provision of this Agreement. You waive all recourse against us for criminal prosecutions we take against you for breach of this Agreement. You release us, our agents, and our employees from all claims for loss of or damage to personal property that was left with us or carried in the Vehicle. If you fail to claim property left in the Vehicle for more than 30 days, we may, without further notice or communication, dispose of that property in a manner we choose. If any provision of this Agreement is deemed void, the remaining provisions are valid and enforceable. All terms of this Agreement that by their nature extend beyond its termination will remain in effect until fulfilled.



SUBARU

21 Chrysler Pacifica Phoe

RO# 16085800

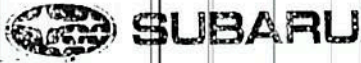
Unit# SU6708

RA# 8643

FACE PAGE RENTAL AGREEMENT

DEALER INFORMATION			
Name PEORIA SUBARU			
Address 8590 W BELL RD			
City Peoria	ST AZ	Zip 85382	
Phone 6239726004		ANGELIQUE VANHORNE	
Email Address			
CUSTOMER VEHICLE INFORMATION			
Lic Plate No.		ST	
VIN			
Year/Make/Model/Color			
RENTAL VEHICLE INFORMATION			
Date and Time OUT	11/3/2023	11:37 AM	
Date and Time IN	11/30/2023	11:41 AM	
Date and Time DUE IN	11/10/2023	10:37 AM	
Vehicle VIN	4S4GUHF62R		
Vehicle Description	2024 SUBARU CROSSTREK	MG7	
Lic Plate No.	ESA6CS	State	AZ
Mileage IN	887	FUEL	
		OUT	IN
Mileage OUT	43	X	X
Miles Driven	844	3/4	3/4
Miles Allowed	UNLIMITED	1/2	1/2
Chargeable Miles		1/4	1/4
		E	E
RATES DO NOT INCLUDE FUEL		RENTAL CHARGES	
WEEKS: 0	\$		
DAYS: 28	\$		
HOURS: 0	\$		
MILES:	\$		
NON-TAXABLE FUEL CHARGES 0.00 GAL. @ \$5.00 PER GAL.			
<b>\$25 A DAY</b>			
<b>23 DAYS</b>			
TOTAL CHARGES		700.00	
CUSTOMER CREDITS			
NET DUE OR (REFUND)			
METHOD OF PAYMENT		REFUNDED	
\$		\$	
CHECK	<input type="checkbox"/> AMEX		
EXPIRES	<input type="checkbox"/> MC		
	<input type="checkbox"/> VISA		
	<input type="checkbox"/> OTHER		
#		CUSTOMER INITIALS	
<input type="checkbox"/> CARD VERIFIED			

CUSTOMER INFORMATION			
Customer			
Home Address			
City PHOENIX	ST AZ	Zip 85021	
Driver's License No.	ST AZ	Exp 10/18/2029	
Birth Date	Telephone		
Agent PROGRESSIVE		Phone	
Policy No.	Exp.	1/1/2024	
Additional Driver's Name NONE		Birth Date	
Driver's License No.	ST	Exp	
Additional Driver's Name NONE		Birth Date	
Driver's License No.	ST	Exp	
VEHICLE CONDITION OUT Preexisting damage? NO <input type="checkbox"/> YES <input type="checkbox"/> mark location and describe:			
		Customer Initials	
VEHICLE CONDITION IN New damage during Customer use? NO <input type="checkbox"/> YES <input type="checkbox"/> describe:			
<p>Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement. You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ 0.00 plus fuel @ \$ 5.00 per gallon.</p> <p>If the Vehicle is a temporary substitute for a Subaru vehicle that is being serviced by us during the Rental Period, I understand I may be assessed a \$50.00 per day surcharge if the Vehicle is not returned within 24-hours of notification of the completed work on my vehicle, and I authorize the use of the credit card provided for payment of any such fees.</p> <p>By signing below, each of you and the Additional Driver agree to the terms and conditions of this Agreement set forth on the Face Page and in the Rental Agreement Terms and Conditions attached; acknowledge that you had an opportunity to read the Agreement before signing; acknowledge that you understand that the Vehicle is equipped with telematics technology and affirmatively consent to the collection of data and monitoring by the Dealer and other parties as further described in Section 10 of the Terms and Conditions; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as described in Section 2 of the Terms and Conditions; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) or by email at the number or email you provided; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our audit.</p> <p><b>THE OWNER ("DEALER") DOES NOT EXTEND ANY OF ITS MOTOR VEHICLE FINANCIAL RESPONSIBILITY OR PROVIDE PUBLIC LIABILITY INSURANCE COVERAGE TO THE RENTER, AUTHORIZED DRIVERS OR ANY OTHER DRIVER.</b></p>			
Customer Signature			
Additional Driver Signature		Additional Driver Signature	



FACE PAGE  
RENTAL AGREEMENT

110085800  
RO# ANGEL

Unit# SU6708

RA# 8643

DEALER INFORMATION	
Name	PEORIA SUBARU
Address	8590 W BELL RD
City	Peoria
State	AZ
Zip	85382
Phone	6239726004
Email Address	ANGELIQUE VANHORNE
CUSTOMER VEHICLE INFORMATION	
Lic Plate No.	ST
VIN	
Year/Make/Model/Color	
RENTAL VEHICLE INFORMATION	
Date and Time OUT	11/3/2023 11:37 AM
Date and Time IN	
Date and Time DUE IN	11/10/2023 10:37 AM
Vehicle VIN	4S4GJHF62R
Vehicle Description	2024 SUBARU CROSSTREK MG7
Lic Plate No.	ESA6CS
Mileage IN	887
Mileage OUT	43
Miles Driven	
Miles Allowed	UNLIMITED
Chargeable Miles	
RATES DO NOT INCLUDE FUEL	
WEEKS: 0	\$
DAYS: 7	\$
HOURS: 0	\$
MILES:	\$
NON-TAXABLE FUEL CHARGES 0.00 GAL. @ \$5.00 PER GAL.	
<p><b>\$25 A DAY</b> <b>23 DAYS</b></p>	
TOTAL CHARGES	700.00
CUSTOMER CREDITS	
NET DUE OR (REFUND)	
METHOD OF PAYMENT	REFUNDED
CHECK	<input type="checkbox"/> AMEX
EXPIRES	<input type="checkbox"/> MC
	<input type="checkbox"/> VISA
	<input type="checkbox"/> OTHER
CARD VERIFIED	CUSTOMER INITIALS

CUSTOMER INFORMATION	
Customer	
Home Address	
City	PHOENIX
State	AZ
Zip	85021
Driver's License No.	
State	AZ
Exp	10/18/2029
Customer's Insurer	Agent PROGRESSIVE
Exp.	1/1/2024
Phone	
Additional Driver's Name	Birth Date
NONE	
Driver's License No.	ST Exp
Additional Driver's Name	Birth Date
NONE	
Driver's License No.	ST Exp
VEHICLE CONDITION OUT Preexisting damage? NO <input type="checkbox"/> YES <input type="checkbox"/> mark location and describe:	
Customer Initials	
VEHICLE CONDITION IN New damage during Customer use? NO <input type="checkbox"/> YES <input type="checkbox"/> describe:	
<p>Any daily rate is based on a 24-hour period. The time the rental begins is noted on this Agreement. You are required to return the Vehicle with at least the same amount of fuel as when rented. If you do not return the Vehicle with at least the same amount of fuel; you will pay us a refueling fee of \$ 0.00 plus fuel @ \$ 5.00 per gallon.</p> <p>If the Vehicle is a temporary substitute for a Subaru vehicle that is being serviced by us during the Rental Period, I understand I may be assessed a \$50.00 per day surcharge if the Vehicle is not returned within 24-hours of notification of the completed work on my vehicle, and I authorize the use of the credit card provided for payment of any such fees.</p> <p>By signing below, each of you and the Additional Driver agree to the terms and conditions of this Agreement set forth on the Face Page and in the Rental Agreement Terms and Conditions attached; acknowledge that you had an opportunity to read the Agreement before signing; acknowledge that you understand that the Vehicle is equipped with telematics technology and affirmatively consent to the collection of data and monitoring by the Dealer and other parties as further described in Section 10 of the Terms and Conditions; authorize us to process a separate credit/debit card voucher in your name for all Charges, including Tolls and Violations; authorize us to release your billing/rental information to third parties for billing/processing purposes; permit us to reserve against your payment card the amount noted in the Charges column; agree that binding consideration exists, as described in Section 2 of the Terms and Conditions; agree that we may contact you about this rental by calling or texting you (including by pre-recorded/artificial voice or automatic dialing system) or by email at the number or email you provided; and authorize us to adjust your payment card account to reflect changes in amounts due or overpaid as a result of our audit.</p> <p><b>THE OWNER ("DEALER") DOES NOT EXTEND ANY OF ITS MOTOR VEHICLE FINANCIAL RESPONSIBILITY OR PROVIDE PUBLIC LIABILITY INSURANCE COVERAGE TO THE RENTER, AUTHORIZED</b></p>	
Additional Driver Signature	Additional Driver Signature

FCA US LLC  
P.O. Box 21-8004  
Auburn Hills, MI 48321

Demand for refund pursuant to Wis. Stat. § 218.0171(2)(b)2.b.

Item It May Concern:

We find enclosed a complete Wisconsin Department of Transportation Form MV2691 requesting a refund under the state's Lemon Law statute.

2022 Chrysler Pacifica Hybrid that we purchased in March 2023 (the "Vehicle") has been out of service since September 14, 2023, and we have received no date upon which we can expect it to be returned. At this point, we no longer want the Vehicle to be returned. Nor do we want it to be replaced. Instead, we are seeking a refund under Wis. Stat. § 218.0171(2)(b)2.b.

The dealership that has been in possession of the Vehicle for over 30 days is Wilde Chrysler Jeep Ram in Waukesha, Wisconsin. The only update we have received from the dealership is that the Vehicle's transmission needs to be replaced and it is under warranty. They provided no estimate for that work to be completed. A non-functional transmission is a condition or defect which substantially impairs the use, value or safety of the Vehicle, and is covered by an express warranty. This nonconformity occurred while engaged in a normal use of the Vehicle and not the result of abuse, neglect or unauthorized modification or alteration.

When the Vehicle was a new motor vehicle when we bought it, the Vehicle does not conform to an applicable express warranty, we reported the nonconformity to the one of the manufacturer's authorized dealers or vehicle dealers, and we made the Vehicle available for repair before one year after first delivery. The Vehicle has not been repaired and continues to remain out-of-service for 34 days of counting.

We are aware of the United Auto Workers strike that started on September 15, 2023. I'm also aware that any time "during which repair services are not available to the consumer because of flood or other natural disaster, war, invasion, fire, or *strike*" is omitted from the 30-day out-of-service time calculation. Wis. Stat. § 218.0171(1)(h)2.

The main UAW facilities involved in the auto manufacturing process have gone on strike. However, no strike occurred at the Tipton Transmission Plant where the Pacifica Hybrid's Single-Speed - Electrically Variable Transmission is manufactured. All the Vehicle needs is a transmission according to the dealership that is in possession of it, and no strike has prevented it from occurring. Any reduction in production at that facility would be due to layoffs determined by the manufacturer, not a strike by employees. Therefore, even though a strike by the UAW workers has been ongoing since September 15, that strike has not caused the necessary repair services to be unavailable, so the 30-day period to make a reasonable attempt to repair the Vehicle has continued to run since September 14.

Stat. § 218.0171(2)(b)2.b. requires that FCA US LLC accept return of the Vehicle and pay to me the full purchase price plus any sales tax, finance charge, amount paid by me at the time of sale and collateral costs, less a reasonable allowance for use.<sup>1</sup> The proposed total refund is computed below (see attached purchase agreement with relevant parts shown):

MSRP	\$50,008.00	
Dealer installed options	+ \$209.90	
Dealer service fees	+ \$449.00	
Discount	- \$4,008.00	
Rebate	-\$1,750.00	
<b>PURCHASE PRICE</b>		<b>\$44,908.90</b>
<b>SERVICE CONTRACT</b>		<b>+ \$2,500.00</b>
<b>SALES TAX</b>		<b>+ \$1,657.95</b>
<b>TITLE FEES</b>		<b>+ \$194.00</b>
Fuel for loaned Ram 1500 while Pacifica was out-of-service (collateral cost)		+ \$375.62
Allowance for use	$\$44,908.90 \times 7,500^*/100,000$	- \$3,368.16
<b>TOTAL REFUND DUE</b>		<b>\$46,268.31</b>
* Mileage is estimated		

I will transfer title of the Vehicle to you and provide you with the certificate of title and all documents necessary to transfer title upon payment of the refund, which is to be provided no later than 30 days after you receive this letter. If the Vehicle is in my possession at the time of the refund, I will return the Vehicle to you promptly.

If you need anything further to timely process this refund, please contact me at 507.382.1449 or call me at [REDACTED]. Thank you.

Sincerely,  
[REDACTED]

Decker  
Insurances

<sup>1</sup> Although Chrysler Capital was originally a holder of a perfected security interest in the Vehicle, that loan has been paid off and Chrysler Capital no longer has an interest. Please see the enclosed lien release for this Vehicle.

**MOTOR VEHICLE LEMON LAW NOTICE AND NONCONFORMITY REPORT**

Wisconsin Department of Transportation  
691 5/20/2014

Relief under Wis. Stat. s.218.0171

See Page 2 for Vehicle Defect and Repair Information

Under the Wisconsin Lemon Law, I am notifying the manufacturer identified below of the following: (check only one)

- A repair has been made available for repair at least 4 times for the same defect during its first year under warranty.
- A repair has been out of service at least 30 days because of one or more defects during its first year under warranty.
- A repair during the first year of use my warranty expired on: \_\_\_\_\_ (m/d/yyyy) when the vehicle reached \_\_\_\_\_ miles.
- A repair was out of service at least 4 times or for 30 days because of one or more defects prior to that date.

Vehicle Model Pacifica Hybrid	Vehicle Year 2022	Vehicle Identification Number (VIN) 2C4RC1L7XN [REDACTED]
Vehicle at the First Nonconformity (date)	Purchase Price of the Motor Vehicle \$44,908.90 + \$4,351.95 (tax, title, warranty)	
Buyer or Leasing Dealer or Leasing Company [REDACTED] Sales LLC	Manufacturer FCA US LLC	
Address and State of Selling or Leasing Dealer or Leasing Company [REDACTED]	Vehicle Delivery Date (m/d/yyyy) 3/18/2023	
Financial Institution(s) that Financed or Leased Vehicle or that Have a Lien on Vehicle (lien has since been released)	Loan Account Number(s) ***6881	

I have a defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me one of the following:

1. A replacement vehicle and a refund of my collateral costs. (The manufacturer may, at its option, provide a complete refund of the full purchase price paid for the vehicle, plus any sales tax, finance charge, amount paid by the consumer at the point of sale, and all collateral costs. This is to be provided within 45 days, except that 120 days shall be permitted for a vehicle having a gross vehicle weight rating or actual weight in excess of 10,000 pounds.)

2. A refund of the purchase price of the vehicle and demand a refund of the full purchase price of the vehicle plus any sales tax, finance charge, and amount paid by me at the point of sale and collateral costs, less a reasonable amount for use, calculated in accordance with Wisconsin Statutes s.218.0171(2)(b)2.

3. A refund of the current value of the written lease be given to the motor vehicle lessor and to the lender of a perfected security interest in the vehicle, and a refund to me, the consumer, of all amounts I paid under the lease plus any sales tax and collateral costs, less a reasonable allowance for use, calculated in accordance with Wisconsin Statutes s.218.0171(2)(b)3.

4. A refund of my collateral costs and any other damages I have incurred in connection with vehicle repairs. (Examples include alternative transportation, rental care fees and towing costs. Attach additional pages if needed.) Describe:  
\$1500 loaned by dealership in possession of the Pacifica Hybrid - \$375.62

5. A refund of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstriping, etc. Attach additional pages if needed.) Describe:

6. A refund of missing equipment or serious unrepaired vehicle damage. (Do not include normal wear and tear such as minor dents, cracked glass, soiled carpets, minor stains or tears. Attach additional pages if needed.) Describe:

I demand that you refund my motor vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief. I hereby authorize the manufacturer to contact the financial institution(s) identified above for financing information needed to calculate a refund. Authorization is valid from the date this document is executed. (see below).

**ALL OWNERS OF A VEHICLE WITH A GROSS VEHICLE WEIGHT RATING OR ACTUAL WEIGHT IN EXCESS OF 10,000 POUNDS** you, as a heavy vehicle owner, enter into any negotiated written settlement with the manufacturer, you thereby waive all of your rights under the Wisconsin Lemon Law, Wis. Stat. s. 218.0171.

First, MI, Last – Print: \_\_\_\_\_ Home (Area Code) Telephone Number (optional): [REDACTED]

Address (First, MI, Last – Print) (if any): \_\_\_\_\_ Work (Area Code) Telephone Number (optional): \_\_\_\_\_

State, ZIP Code: \_\_\_\_\_ FAX (Area Code) Telephone Number (optional): \_\_\_\_\_

10/18/2023  
(Date - m/d/yyyy)

**VEHICLE LEMON LAW NOTICE AND NONCONFORMITY REPORT** *(continued)*

Department of Transportation MV2691

**DEFECT AND REPAIR INFORMATION**

My vehicle available to an authorized dealership for repair because of the defect(s) on these dates:

yy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name
	N/A - still OOS	7,500 (est)	N/A	Wilde CJDR, 1710 WI-164, Waukesha, WI 53186

Reported on the highway, vehicle's warning lights came on and slowed the vehicle down to 40 mph. It warned the driver (Brianne) to pull over immediately. She was able to get to a parking lot and it was towed to the dealership. The dealership informed us the transmission will need to be replaced.

yy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name

Reported

yy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name

Reported

yy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name

Reported

yy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name

Reported

yy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name

Reported

**We recommend you send this notice to the manufacturer by Certified Mail.**  
 Keep a copy for your records.



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# **CHRYSLER**

---

## C A P I T A L

C1L7XN [REDACTED]  
CHRYSLER  
KER, KAIL J

In Chrysler Capital. Please find the enclosed lien release document  
ownership due to lien satisfaction for the 2022 CHRYSLER. Additionally,  
used with the Department of Transportation in accordance with the

the Department of Transportation in order to complete this process per  
this process, the Department of Transportation will officially remove  
and provide a title clear of Chrysler Capital's lien. Please be advised  
to contact the Department of Transportation to obtain fee information.

As a valued customer, if you have any questions, please contact us at

Chrysler Capital  
Box 961272  
Worth TX 76161

**CHRYSLER**  
**CAPITAL**

1/2023

**LIEN SATISFIED**

This is to certify that the lien in favor of Chrysler Capital has been fully satisfied for the following vehicle  
has not been assigned to another party.

VIN: 2C4RC1L7XN [REDACTED]

Year: 2022

Make: CHRYSLER

Registered Owner(s): [REDACTED]

Owner Address: [REDACTED]

Release Date: [REDACTED]

Chrysler Capital Phone: 855.531.5531

[REDACTED]

**CHRYSLER CAPITAL**

Agent

ied

[Redacted]  
Wauwatosa, WI  
[Redacted]

**Retail**



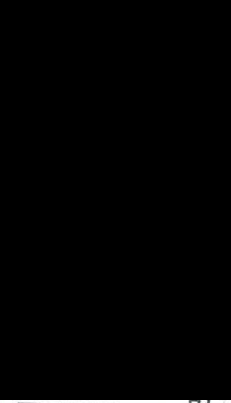
U.S. POSTAGE PAID  
FCM LETTER  
MILWAUKEE, WI 53214  
OCT 19, 2023

**\$5.25**

**RDC 99**

R2305H126293-23

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT  
OF THE RETURN ADDRESS. FOLD AT DOTTED LINE  
**CERTIFIED MAIL®**



7022

FCA US LLC  
P.O. Box 21-8004  
Auburn Hills, MI 48321  
*Attn: Customer Assistance*



## Intermediate SUV



Car has seats for 5 passengers

Car can hold 2 large bags

Reserve Now, Pay Later  
No Cancellation Fees



Toyota Rav4 or similar

- **Unlimited mileage**
- **Additional Driver Included**
- **AUTOMATIC transmission, Air conditioning**

The price includes savings of up to 25% off Avis base rates.

Nov 06, 2023 3:30pm

Pick-up:

08:00 am - 05:00 pm

Dec 04, 2023 3:30pm

Drop-off:

08:00 am - 05:00 pm

Duration:

28 days

Check-In

See Rental Car Terms & Conditions below for details.





**Pick-up:** Nov 06, 2023 3:30pm  
[Redacted]  
08:00 am- 05:00 pm

**Drop-off:** Dec 04, 2023 3:30pm  
[Redacted]  
08:00 am- 05:00 pm

**Duration:** 28 days

[Check In](#)

See Rental Car Terms & Conditions below for details.

## Payment Details

Total Rental Price	\$1,057.28
Base Car Rental	\$869.40
Taxes and Fees	\$187.88
<hr/>	
Amount Paid	\$0.00
<hr/>	
Due at Rental Agency	\$1,057.28





**GALSTYAN**  
LAW FIRM

2600 West Olive Ave, Suite 530  
Burbank, CA 91505  
Toll Free: 800-939-8004  
Tel: 323-642-6000 Fax: 818-478-3331  
Email: info@galstyanlaw.com

RECEIVED

JAN 03 REC'D

Special Investigations

Vladimir Galstyan  
Attorney at Law

Writer Licensed in California

Dec 27, 2023

CHRYSLER CUSTOMER  
ASSISTANCE CENTER  
P.O. BOX 21-8004  
AUBURN HILLS, MICHIGAN 48321-8004

RE: AMALIIA ABGARIAN V. FCA US LLC  
Vehicle: 2023 CHRYSLER PACIFICA PLUG-IN HYBRID  
VIN: 2C4RC1L7[REDACTED]

Dear Sir or Madam:

Pursuant to California Civil Code 1793.22(b)(3), please be advised that this office represents the above-named individual regarding claims against your company pursuant to the Song-Beverly Warranty Consumer Warranty Act ("Lemon Law") and/or the Federal Magnuson-Moss Warranty Act with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office as such.

Having been formally notified of our representation, you are instructed not to contact our clients under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

Pursuant to California Civil Code 1794 (d) and/or 15 U.S.C. 2310(d), you are hereby notified that any settlement made with our clients require payment of our attorneys' fees. If you settle directly with our clients and do not make arrangements for payment of our attorneys' fees, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

**LEGAL BASIS FOR DEMAND**

**BREACH OF IMPLIED WARRANTY UNDER MAGNUSON-MOSS**

Under Magnuson-Moss, a cause of action for breach of an implied warranty arises under state law. 15 U.S.C. § 2301 (7). Magnuson-Moss invalidates any disclaimers of implied warranties if the warrantor issues a written warranty to the consumer concerning the product. 15 U.S.C. § 2308(a)(1982). Additionally, implied warranties may only be limited so that their duration coincides to the duration of a written warranty of

reasonable duration," provided that the limitation is conspicuous and on the first page of the warranty. 15 U.S.C. § 2308 (b).

Under Magnuson-Moss, an implied warranty of merchantability for goods implies that the goods are fit for the ordinary purposes for which the goods are used. Courts hold that a defendant breaches an implied warranty of merchantability under Magnuson-Moss if the vehicle is not for the ordinary purpose for which an automobile is intended." Felde v. Chrysler Credit Corp., 219 Ill.App.3d 530, 580 N.E.2d 191 (2nd Dist. 1991).

For an automobile, "fitness" means that the car should be "substantially free of defects." Overland Bond and Investment Corp., 9 Ill.App.3d 348, 292 N.E.2d 168 (1st Dist. 1972). Additionally, a buyer of a "new" automobile, regardless of make or style, is entitled to expect an automobile new in every respect and part, and properly constructed and regulated to provide reasonably safe, trouble-free, and dependable transportation. Applemann v. Farbert Motors, Inc., 30 Ill. App.2d 424, 174 N.E.2d 892 (3rd Dist. 1961).

#### SONG-BEVERLY CONSUMER WARRANTY ACT

Plaintiffs, pursuing an action under Song-Beverly, must prove that:

- (1) the vehicle at issue had a non-conformity covered by the express warranty that substantially impaired the use, value and, or safety of the vehicle;
- (2) the vehicle was presented to an authorized dealership of the manufacturer for repair; and
- (3) the manufacturer, through its dealership, did not repair the non-conformity after a reasonable number of repair attempts. Cal Civ. Code §1793.2; See Also Oregel v. American Isuzu Motors, 90 Cal. App. 4th 1094, 1101 (4th Dist. 2001). Ibrahim v. Ford., 214 Cal. App. 3d 878,886-887 (3rd Dist. 1989).

The California Lemon Law presumes that a reasonable number of attempts has occurred to repair a vehicle, when, in the first year or 18,000 miles (whichever occurs first):

- (1) the vehicle has been subject to repairs three (3) times for the same non-conformity;**
- (2) the vehicle has been subject to repair three (3) times for a non-conformity that is likely to cause death or bodily harm; or**
- (3) the vehicle has been out of service for more than thirty (30) days from delivery to the buyer. Cal Civ. Code §1793.22.**

See enclosed Exhibit "A" for the repair orders in this case, all of which evidence a substantial defect. The vehicle has a significant defect in the engine and transmission which is the most integral part of a vehicle, and thus compelling evidence were this case to be tried in front of a jury.

Furthermore, the repair history evidences the following:

- In the first attempt to repair the vehicle, at 507 miles, it was out of service for 13 days. The client reported there was multiple warning light on the dashboard and vehicle shut off.
- In the second repair attempt, at 1141 miles, the vehicle was out of service for 24 days. The customer once again reported that the vehicle turned off while on the freeway, losing all power, and the gear shifter started flashing.
- In the third repair attempt at 1236 miles, the vehicle entered to the work shop on 12/07/2023 and remains waiting the transmission replacement.

As of when our client leased the subject vehicle, it has so far been out of service for **57 days and remains there**. In addition to this significant impairment to use the vehicle for all this time, the presumption of the [REDACTED] Act would most likely be applicable at trial because a defective engine could easily cause a safety concern if it were to stall on highway speeds, and the shaking issue makes it even more dangerous. Given that we have 3 safety-related repair attempts, the Song-Beverly presumption is applicable, and you would have an uphill battle to climb at trial. The repair history also evidences **that your company has failed to fix the nonconformities despite having significant time to do so**. Therefore, you are hereby notified that my clients are revoking acceptance of this vehicle. My clients have directed me to demand the cancellation of the contracts and the return of all funds paid towards this vehicle, including any trade-in value given, all collateral charges, finance charges and incidental and consequential damages.

In an effort to quickly and efficiently handle this matter, I have enclosed the repair orders to evidence the defect in this vehicle (Exhibit "A"), as well as my client's sales agreement and registration to evidence that my client is entitled to repurchase as a buyer under the Song-Beverly Act.

To avoid any litigation, my client merely requests a refund for the defective vehicle, plus payment of our attorneys' fees pursuant to the fee-shifting provisions of the Lemon Law and/or Federal Magnuson-Moss Warranty Act. Our attorneys' fees are minimal at this stage and we would prefer to resolve this matter without the need for any more time spent on our part or on the part of your attorneys. A great deal of time, money and effort could be saved by all parties involved with a quick resolution of this claim.

Since this case falls under the presumption and the repair orders clearly evidence a defect, Plaintiff hereby makes the following demand to resolve this matter:

1. Repurchase the vehicle under the Song-Beverly Act, with a mileage offset at the first repair.
2. Pay attorneys' fees in the amount of \$5,000.

Accordingly, if you wish to resolve this matter amicably, please feel free to contact my

office. If the matter has not been resolved within thirty (30) days from the date of this letter, a lawsuit will be filed.

Very truly yours,



Attorney at Law

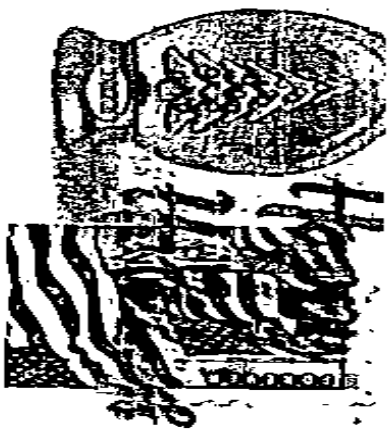
VG/mz

Galstyan Law Firm, P.C.



SANTA CLARITA CA 913

28 DEC 2023 PM 5 L



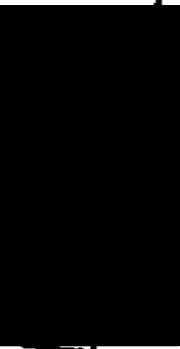
CHRYSLER CUSTOMER

ASSISTANCE CENTER

P.O. BOX 21-8004

AUBURN HILLS, MICHIGAN 48321-8004

48321-800404



**Enterprise N sunrise**  
 150 N SUNRISE  
 Roseville, CA 95661

Home: [REDACTED]

Cell: [REDACTED]

Bus: [REDACTED]

Email: [REDACTED]

Customer #: 4 [REDACTED]

Service Advisor: **9520 KERRY SAUNDERS** BAR # ARD 107514 EPA # CAD 983620170 SMOG# RC 107514

**\*INVOICE\***

Invoice #: [REDACTED] | Head

Tag #: [REDACTED]

**AutoNation**

AutoNation Chrysler Dodge Jeep Ram Roseville



200 AUTOMALL DR. \* ROSEVILLE, CA 95661  
 DIRECT: (916) 774-7884

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
SILVER	22	CHRYSLER PACIFICA HY	2C4RC1L75NR [REDACTED]		16433	16433			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
25JUL22			17:00 11DEC23		0.00	OEXT	12DEC23	15:55 20NOV23	10:18 12DEC23

OPTIONS: ENG:3.6\_Liter

**We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.**

**We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*." These non-OE (AP\*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.**

```

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A *General Concern #1 [CUSTOMER STATES CHECK ENGINE LIGHT IS ON - CHK
  AND ADV]
  GEN *General Concern #1
    1558 WD (N/C)
    1 68321746AA CAN BUSS-CONNECTOR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
16433 HCP CAN C BUS CODES U0001-00 CAN C PERFORMANCE AND U0103-00
LOST COMM WITH GEAR SHIFT MODULE . INSPECTED THEE WIRING AND CONNECTORS
AT THE SHIFT MODULE AND THERE ARE NO PINCHED OR CHAFFED WIRES THERE NO
CORROSION IN THE HARNESS . INSPECTED THE STAR CONNECTOR IN GLOVE BOX C1
AND FOUND HIGH RESISTANCE REPLACED STAR CONNECTOR ERASED CODES TEST
DROVE VEHICLE AND CODES DID NOT COME BACK VEHICLE IS OPERATING NORMALLY
*****
B Multi-point inspection
  MULTII-A Multi-point inspection
    8928 CD 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
16433 PERFORMED MPI FOLLOWING CHECKLIST
*****
C** REPLACE WINDSHIELD WIPER BLADES
  PWF B Wiper Front Beam Blade
    8928 CDZM 0.00 0.00
    1 PPB26CA AP*26" BEAM BLADE 23.99 23.99 23.99
    1 PPB20CA AP*20" BEAM BLADE 23.99 23.99 23.99
PARTS: 47.98 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 47.98
*****
ESTIMATE: 0.00 20NOV23 15:55 SA: 9520
CONTACT:
*****
  
```

<b>AUTONATION</b> <b>CHRYSLER DODGE JEEP RAM</b> <b>ROSEVILLE</b> 	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	LABOR AMOUNT	<b>TOTALS</b>
	\$	\$	PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		CUSTOMER INITIAL	GAS, OIL, LUBE	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		X	SUBLET AMOUNT	
CUSTOMER SIGNATURE	→		MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			<b>PLEASE PAY THIS AMOUNT</b>	

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

**Customer Copy**

**Enterprise N sunrise**  
150 N SUNRISE  
Roseville, CA 95661

Home: [REDACTED]

Cell: [REDACTED]

Bus: [REDACTED]

Email: [REDACTED]

Customer #: [REDACTED] 9

Service Advisor: **9520 KERRY SAUNDERS** BAR # ARD 107514 EPA # CAD 983620170 SMOG# RC 107514

\*INVOICE\*

Invoice #: [REDACTED] | Head

Tag #: [REDACTED]

# AutoNation

AutoNation Chrysler Dodge Jeep Ram Roseville



200 AUTOMALL DR. \* ROSEVILLE, CA 95661  
DIRECT: (916) 774-7884

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
SILVER	22	CHRYSLER PACIFICA HY	2C4RC1L75NR [REDACTED]		16433	16433			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
25JUL22			17:00 11DEC23		0.00	OEXT	12DEC23	15:55 20NOV23	10:18 12DEC23

OPTIONS: ENG:3.6\_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
*****							
ESTIMATE: 188.00				06MAY19 10:58 SA: 9322			
CONTACT:							
*****							

Authorization [REDACTED]

**We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.**

*We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*." These non-OE (AP\*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. **Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.***

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

<b>AUTONATION</b> <b>CHRYSLER DODGE JEEP RAM</b> <b>ROSEVILLE</b> 	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	LABOR AMOUNT	0.00
	\$	\$	PARTS AMOUNT	47.98
	I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.	CUSTOMER INITIAL	GAS, OIL, LUBE	0.00
	X _____		SUBLET AMOUNT	0.00
	I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		MISC. CHARGES	0.00
	CUSTOMER SIGNATURE → _____		TOTAL CHARGES	47.98
			LESS INSURANCE	47.98
			SALES TAX	0.00
			<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>

\*INVOICE\*

Invoice #: [Redacted] Head

# AutoNation

AutoNation Chrysler Dodge Jeep Ram Roseville

**Enterprise N sunrise**  
150 N SUNRISE  
Roseville, CA 95661

Home: [Redacted] Bus: [Redacted] Customer #: [Redacted]

Tag #: [Redacted]



200 AUTOMALL DR. \* ROSEVILLE, CA 95661  
DIRECT: (916) 774-7884

Cell: [Redacted] Email: [Redacted] Service Advisor: **9520 KERRY SAUNDERS** BAR # ARD 107514 EPA # CAD 983620170 SMOG# RC 107514

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
SILVER	22	CHRYSLER PACIFICA HY	2C4RC1L75NR [Redacted]		16433	16433			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
25JUL22			17:00 11DEC23		0.00	OEXT	12DEC23	15:55 20NOV23	10:18 12DEC23

OPTIONS: ENG:3.6\_Liter

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```

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
A *General Concern #1 [CUSTOMER STATES CHECK ENGINE LIGHT IS ON - CHK
  AND ADV]
  GEN *General Concern #1
    1558 WD (N/C)
    1 68321746AA CAN BUSS-CONNECTOR (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
16433 HCP CAN C BUS CODES U0001-00 CAN C PERFORMANCE AND U0103-00
LOST COMM WITH GEAR SHIFT MODULE . INSPECTED THEE WIRING AND CONNECTORS
AT THE SHIFT MODULE AND THERE ARE NO PINCHED OR CHAFFED WIRES THERE NO
CORROSION IN THE HARNESS . INSPECTED THE STAR CONNECTOR IN GLOVE BOX C1
AND FOUND HIGH RESISTANCE REPLACED STAR CONNECTOR ERASED CODES TEST
DROVE VEHICLE AND CODES DID NOT COME BACK VEHICLE IS OPERATING NORMALLY
*****
B Multi-point inspection
  MULTI-A Multi-point inspection
    8928 CD 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
16433 PERFORMED MPI FOLLOWING CHECKLIST
*****
C** REPLACE WINDSHIELD WIPER BLADES
  PWFB Wiper Front Beam Blade
    8928 CDZM 0.00 0.00
    1 PPB26CA AP*26" BEAM BLADE 23.99 23.99 23.99
    1 PPB20CA AP*20" BEAM BLADE 23.99 23.99 23.99
PARTS: 47.98 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 47.98
*****
ESTIMATE: 0.00 20NOV23 15:55 SA: 9520
CONTACT:
*****

```

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

<b>AUTONATION</b> <b>CHRYSLER DODGE JEEP RAM</b> <b>ROSEVILLE</b> 	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	LABOR AMOUNT	<b>TOTALS</b>
	\$	\$	PARTS AMOUNT	
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		CUSTOMER INITIAL	GAS, OIL, LUBE	
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		X	SUBLET AMOUNT	
CUSTOMER SIGNATURE			MISC. CHARGES	
			TOTAL CHARGES	
			LESS INSURANCE	
			SALES TAX	
			<b>PLEASE PAY THIS AMOUNT</b>	

**Customer Copy**

\*INVOICE\*

Invoice # [REDACTED] Head

# AutoNation

AutoNation Chrysler Dodge Jeep Ram Roseville

**Enterprise N sunrise**  
150 N SUNRISE  
Roseville, CA 95661

Tag #: [REDACTED]



200 AUTOMALL DR. \* ROSEVILLE, CA 95661  
DIRECT: (916) 774-7884

Home: [REDACTED] Bus: [REDACTED] Customer #: [REDACTED]

Service Advisor: **9520 KERRY SAUNDERS** BAR # ARD 107514 EPA # CAD 983620170 SMOG# RC 107514

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
SILVER	22	CHRYSLER PACIFICA HY	2C4RC1L75NR [REDACTED]		16433	16433			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
25JUL22			17:00 11DEC23		0.00	OEXT	12DEC23	15:55 20NOV23	10:18 12DEC23

OPTIONS: ENG:3.6\_Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
*****							
ESTIMATE: 188.00				06MAY19 10:58	SA: 9322		
CONTACT:							
*****							



**We are a proud retailer of Original Equipment (OE) parts, sourced from the vehicle manufacturer and backed by its limited warranty.**

*We also offer high quality non-OE parts that are suitable for your vehicle and fit all budgets and needs. If you have chosen a non-OE part, it will be identified on your invoice as "AP\*." These non-OE (AP\*) parts are not sourced from the vehicle's manufacturer or covered by its warranty. Non-OE parts come with a limited warranty backed by AutoNation and/or the parts manufacturer.*

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

<b>AUTONATION</b> <b>CHRYSLER DODGE JEEP RAM</b> <b>ROSEVILLE</b> 	ORIGINAL ESTIMATE:	AUTHORIZED REVISED ESTIMATE:	<b>DESCRIPTION</b>	<b>TOTALS</b>
	\$	\$		
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.		CUSTOMER INITIAL		
I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.		X _____		
CUSTOMER SIGNATURE				

**Customer Copy**

**Estimate Information**

Estimate ID [REDACTED]  
 Estimator: Sam Gazal  
 File ID: 377  
 Platform: Mitchell  
 Date Created: 12/15/2023

Claim: [REDACTED]

**Repair Facility**

Repair Facility: RBK Auto Tech  
 Address: 1750 Fulton Ave  
 Sacramento, CA 95825  
 Phone: 916-3593040  
 Fax: 111-1111111  
 Federal Tax ID:  
 State Tax ID:  
 BAR:

**Vehicle Data**

Unit #: 7VTGJ5                      Year: 2022                      Make: Chrysler                      Model: Pacifica Hybrid  
 VIN: 2C4RC1L75N [REDACTED]                      Color:                      Lic. State: OR                      License: [REDACTED]  
 Body Style: Van                      Engine:                      Odometer: 16539                      Prod. Date:  
 Point of Impact  
 Primary: Left Rear Corner  
 Secondary: Left Rear Side

**Line**

Line	Op	Description	Type	Part#	Price	Qty	Labor	Paint	Labor Amt
001*	RPR	L Side Door Shell (Alum/UHSS)	E			1	3B		\$135.00
002	REF	L Side Door Outside	E			1		2.6R	\$117.00
003	RI	L Upr Door Moulding	E			1	0.3B		\$13.50
004	RI	L Otr Door Belt Moulding	E			1	0.3B		\$13.50
005	RI	L Side Door Adhesive Moulding	E	ORDER FROM DEALER		1	0.4B		\$18.00
006	RI	L Otr Door Handle	E			1	0.3B		\$13.50
007*	RPR	L Van Side Panel	E			1	5B		\$225.00
008	REF	L Van Side Panel Outside	E			1		2.2R	\$99.00
009	RI	L Van Side Moulding	E			1	0.3B		\$13.50
010	RI	L Rear Upr Van Side Moulding	E			1	0.2B		\$9.00
011*	RPR	L Rocker Cover	E			1	1B		\$45.00
012	REF	L Rocker Moulding Cover	E			1		1R	\$45.00
013*		Paint/Materials			\$210.00				
014*		Hazardous Waste Disposal			\$5.00				
015*		Shop Materials			\$1.00				
016	ADO	Clear Coat						1.7R	\$76.50
017*	RR	Post scan	N		\$70.00	1	0B		
018*	RR	Half hour mechanic charge	N		\$22.50	1	0B		

**Totals****Parts**

Part	SubTotal	Adj%	Adj\$	Total
Parts - New	\$92.50			\$92.50
				<b>\$92.50</b>

**Labor**

Type	Additional Labor	Rate	Hours	Total
Labor - Body		\$45.00	10.8	\$486.00
Labor - Refinish		\$45.00	7.5	\$337.50
<b>Labors Total</b>				<b>\$823.50</b>

**Materials**

Materials - Paint	\$210.00
Materials - Shop	\$1.00
Materials - Hazardous Waste	\$5.00
	<b>\$216.00</b>

**Miscellaneous**

**\$0.00**

**Adjustment**

Total Transaction Amount	\$1,132.00
Total Claim Before Taxes	\$1,132.00

Supplemental  
Insurance Pay

(\$416.00)  
\$1,132.00  
**\$1,132.00**

<b>Op Codes</b>	
RREP	Operation - Remove and Repair
R1ST	Operation - Repair First, else Replace
REDO	Operation - Redo
CG	Operation - Chip Guard
TT	Operation - Two Tone
PDR	Operation - Paintless Dent Repair
RPR	Operation - Repair
PRPR	Operation - Repair, Partial
RR	Operation - Remove/Replace
RRP	Operation - Remove/Replace, Partial
ADC	Operation - Additional Costs
ADO	Operation - Additional Operations
BLND	Operation - Blend
SUB	Operation - Sublet
RPD	Operation - Related Prior Damage
AA	Operation - Appearance Allowance
BLANK	Operation - Blank
RFRP	Operation - Refinish/Repair
RI	Operation - Remove/Install
ARP	Operation - Additional Repair
ALGN	Operation - Alignment
O/H	Operation - Overhaul
REF	Operation - Refinish
INSP	Operation - Inspect
C/AJ	Operation - Check/Adjust
UPD	Operation - Unrelated Prior Damage
RI	Operation - Remove and Reinstall
<b>Part Type Codes</b>	
A	Parts - Aftermarket
C	Parts - Re-chromed
E	Parts - Existing
L	Parts - Recycled
M	Parts - Remanufactured
N	Parts - New
P	Parts - New, partial
R	Parts - Re-cored
GL	Glass
<b>Labor Codes</b>	
R	Labor - Refinish
S	Labor - Structural
U	User Defined Labor
U	User Defined Labor 1
U	User Defined Labor 2
U	User Defined Labor 3
U	User Defined Labor 4
B	Labor - Body
D	Labor - Diagnostic
E	Labor - Electrical
F	Labor - Frame
G	Labor - Glass
M	Labor - Mechanical



"Five Star Service Is Our Standard"  
 1957 Old Middlefield Way, Mt. View, CA 94043  
 OFFICE 650-934-0844 Dispatch 650-321-8080

CALL NUMBER

[Redacted]

AAA PPT APD CHP LAPD MPPD MVPD PAPD SCCS SMCS SPD VAPD

TRUCK # 1115 DATE 11/13/73 INVOICE NUMBER [Redacted] L# FIRST NAME 87 - (Alices)

BILL TO & REMARKS 1-Flat Tire 3-Dead Battery 4-Out of Gas 6-Lock out 8-Tow 8x-Recovery

49: [Redacted] 97: [Redacted] 99: [Redacted] 98: [Redacted]

Insurance Co. Address Policy Number Agent Phone#

OWNER'S NAME [Redacted]

ADDRESS 233 Marmara Drive, Menlo PO # Day Phone# (505) 269-4619

YEAR 17 MAKE Chevrolet MODEL Park Ave COLOR black LICENSE 9FMJ142

VIN # [Redacted] Circle One  
 Tow [Redacted] City Menlo Keys y/n  
 Tow [Redacted] City SV Runs y/n  
 Stereo y/n  
 Faceplate y/n

START 6 AM PM  
 FINISH 10 AM PM  
 TOTAL MILES 10 TOTAL TIME

I have been advised that my vehicle may be damaged if winched or left on unattended premises.  
 I agree not to hold Ellison's Towing Service responsible for such damage should it result.  
 I do hereby certify that I am legally authorized to take possession of the vehicle and release Ellison's Towing, Inc. of any and all liabilities of vehicle.  
 Upon request, you are entitled to receive a copy of the Towing fees and Access Notice

Accident Impounded Stored 30 Day Release Needed Tow \$

Stored From [Redacted] to [Redacted] Days @ [Redacted] Per Day Storage \$

Total Miles 5 @ 12<sup>00</sup> Per Extra Mile Over miles \$ 60<sup>00</sup>

OWNER Released Vehicle To: [Redacted] Date [Redacted] After Hours \$

PPT Authorized Signature [Redacted] Date [Redacted] Lien Fee \$

Vehicle Rate: [Redacted]  
 SIGNATURE [Redacted]

Cash Check Mc Visa Amex Disc \$ 60<sup>00</sup>

White (Office) Yellow (Paperwork) Green (Vehicle/Customer) Pink (Left in Back) Thank You



# Hertz Receipt

1 message

Hertz <HertzNoReply@rentals.hertz.com>

Sun, Nov 26, 2023 at 9:47 AM



Here's Your Hertz Rental Car Receipt.

[VIEW ONLINE](#)



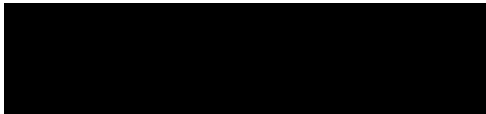
We're here to get you there.



## Your Receipt

[VIEW RECEIPT](#)

# 01 RN



### RABINDRA RATAN

#### INITIAL CHARGES

RENT RT	\$	346 58/ WEEK	@	1/ WEEKS	\$	346 58
RENT RT	\$	69 32/ DAY	@	1/ DAYS	\$	69 32
<b>SUBTOTAL 1</b>					\$	<b>415.90</b>
DISCOUNT	R	5%			\$	20 80
<b>SUBTOTAL LESS DISCOUNT</b>					T \$	<b>395.10</b>

#### CHARGES ADDED DURING RENTAL

LDW	DECLINED
LIS	DECLINED





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® Reg U S Pat Off ©2023 The Hertz Corporation All rights reserved

[5601 Northwest Expressway, Oklahoma City, OK 73132 U S A](#)

# Repair Order Detail - Internal Copy

RO Number: [REDACTED]

RO Status: READY TO POST

Customer: RABINDRA RATAN,RABINDRA RATA

[Click to View Cust Copy](#)

Phone(s): Contact: [REDACTED]

Main: [REDACTED]

Cell: (650)269-6619

Vehicle: 2C4RC1N77 [REDACTED]

2017 PACIFH

Mileage: 53,261

Payment type: CASH

Waiter: No

Service advisor: 1066

Promised time: 02:45 PM

Estimate: 279.00

Tag number: T1901

Promised date: 11/16/2023

Customer Comments: No

~~~~~					
A	Check Tire Pressure				
TP	IS	Check Tire Pressure	0.00		0.00
	Tech(s): 6229				
Pts:	0.00	Lbr:	0.00	Other:	0.00
Story: 53261	36 psi			Total Line A:	0.00

~~~~~					
B	*Check Engine Light Concern [Vehicle was towed in for a check engine light shifter light indicator on. please check and advise]				
00	WS	*Check Engine Light Concern	2.00		543.24
	Tech(s): 6229				
Pts:	0.00	Lbr:	543.24	Other:	0.00
Story: 53261	Towed in / No Start Inspected and tested retrieved active code POAA1-00 Hybrid EV Battery Positive Contactor "A" Stuck Closed. Tried resetting using wi-tech. Wouldn't reset. Performed High Voltage Power down and Z11 BPCM Integrity Procedure. Passed all codes clear and are not resetting. Z11 PERFORMED AT ANOTHER DEALER ON 2/06/23 @42760 MILES				

~~~~~					
C	Multi-point inspection (according to maintenance interval)				
MPI	ISC	Multi-point inspection (according to maintenance interval)	0.40		15.20
	Tech(s): 6229				
Pts:	0.00	Lbr:	15.20	Other:	0.00
Story: 53261	Performed Multiple Point Inspection				

Customer Pay	
Labor	0.00
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	0.00
Deductible	0.00
Total Charges	0.00
Less Insurance/Adjustment	0.00
Sales Tax	0.00
Total	0.00

CUSTOMER #: 1217858

30531

Sunnyvale Chrysler Dodge Jeep Ram

1176 W. El Camino Real  
Sunnyvale, CA 94087  
(408) 328-1900

\*INVOICE\*

DUPLICATE 1  
PAGE 1

www.sunnyvalecdjr.com



SERVICE ADVISOR: 1066 MELODY MARTORELLO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	17	CHRYSLER PACIFICA HY	2C4RC1N77HR		53261/53261		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
06OCT23 DD			14:45 16NOV23			CASH	27NOV23

R.O. OPENED	READY	OPTIONS:	DLR:45358 ENG:3.6_Liter_PHEV				
11:36 13NOV23	16:48 27NOV23						

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

A Check Tire Pressure  
 TP Check Tire Pressure  
 6229 IS (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 53261 36 psi

B \*Check Engine Light Concern [Vehicle was towed in for a check engine light shifter light indicator on. please check and advise]  
 CAUSE: Towed in / No Start  
 00 \*Check Engine Light Concern  
 6229 WS (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 53261 Towed in / No Start Inspected and tested retrieved active code POAA1-00 Hybrid EV Battery Positive Contactor "A" Stuck Closed. Tried resetting using wi-tech. Wouldn't reset. Performed High Voltage Power down and Z11 BPCM Integrity Procedure. Passed all codes clear and are not resetting. Z11 PERFORMED AT ANOTHER DEALER ON 2/06/23 @42760 MILES

C Multi-point inspection (according to maintenance interval)  
 MPI Multi-point inspection (according to maintenance interval)  
 6229 ISC (N/C)  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 53261 Performed Multiple Point Inspection

ESTIMATE: 279.00 13NOV23 11:36 SA: 1066  
 CONTACT:  
 \*\*\*\*\*

ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL	LABOR AMOUNT
						PARTS AMOUNT
						GAS, OIL, LUBE
						SUBLET AMOUNT
						MISC. CHARGES
						TOTAL CHARGES
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK						LESS INSURANCE
I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE.			I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.			SALES TAX
						PLEASE PAY THIS AMOUNT

BAR #: ARD EPA# CAL000309532

30531

Sunnyvale Chrysler Dodge Jeep Ram

1176 W. El Camino Real  
Sunnyvale, CA 94087  
(408) 328-1900  
www.sunnyvalecdjr.com

\*INVOICE\*

DUPLICATE 1  
PAGE 2



BINDRA RATAN  
15  
94025

SERVICE ADVISOR: 1066 MELODY MARTORELLO

YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG		
17	CHRYSLER PACIFICA HY	2C4RC1N77HR		53261/53261	T1901		
DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
OCT23 DD			14:45 16NOV23			CASH	27NOV23
R.O. OPENED	READY	OPTIONS: DLR:45358 ENG:3.6_Liter_PHEV					
11:36 13NOV23	16:48 27NOV23						

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

YOUR BUSINESS IS APPRECIATED AND WE WELCOME YOUR FEEDBACK. WE HOPE YOUR SERVICE VISIT WILL RATE A 10. IF WE DID NOT MEET YOUR EXPECTATIONS PLEASE DO NOT HESITATE TO CALL 408-328-1900 TO SHARE YOUR SUGGESTIONS WITH THE SERVICE TEAM. YOUR FEEDBACK COULD GREATLY IMPROVE FUTURE EXPERIENCES FOR YOU AND OTHERS



ORIGINAL ESTIMATE \$		FINAL REVISED ESTIMATE \$			DESCRIPTION	TOTALS
DATE	TIME	PHONE #	AUTHORIZED BY	ADDITIONAL AMOUNT	REVISED TOTAL	
						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

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK  
 I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATE PRICE. I ACKNOWLEDGE RECEIPT OF VEHICLE AND I HAVE RECEIVED A COPY OF THIS INVOICE.

BAR #: ARD EPA# CAL000309532

CUSTOMER COPY

CUSTOMER COPY

## Mopar Basic Limited Warranty

Mopar Parts and Magneti Marelli parts installed by an authorized Chrysler Group LLC dealership are warranted against defects in workmanship or materials for 24 months/unlimited miles for both parts and labor. Mopar parts sold wholesale to an automotive service facility and installed by a professional technician, are warranted against defects in workmanship and materials for 24 months/unlimited miles for parts and up to \$150.00 in labor. Mopar parts sold over the counter for vehicle owner do-it-yourself installation are warranted against defects in workmanship or materials for 24 months/unlimited miles for parts exchange only.

Mopar parts and Magneti Marelli parts Offered by Mopar parts, replaced on a Chrysler Group LLC vehicle still covered by the Chrysler Group LLC New Vehicle Basic Limited Warranty, are warranted for the remainder of 3-year/36,000-Mile New Vehicle Basic Limited Warranty, or for the Mopar 24-month Basic Limited Warranty from the original installation date, whichever is more favorable to the customer.

**THIS IS THE ONLY EXPRESS WARRANTY APPLICABLE TO OUR SERVICE REPLACEMENT PARTS AND ACCESSORIES, AND OUR DEALERSHIP NEITHER ASSUMES NOR AUTHORIZES ANYONE TO ASSUMES FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SUCH PARTS AND ACCESSORIES.**

**Mopar Basic Limited WARRANTY STATEMENT ABOVE IS AN EXCERPT OF THE MANUFACTURER'S WARRANTY. PLEASE SEE SERVICE OR PARTS MANAGER FOR A FULL TEXT COPY OF THE MANUFACTURER'S WARRANTY, WHICH WILL HELP DETERMINE ANY WARRANTY THAT MAY APPLY TO YOUR SPECIFIC PART OR VEHICLE.**

### AS IS

The only warranties applying to this part(s) are those which may be offered by the manufacturer. The selling dealer hereby expressly disclaims all warranties, either express or implied, including any implied warranties of merchantability for fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this part(s) and/or service. Buyer shall not be entitled to recover from the damages to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages.

### NOTICE TO CUSTOMER REGARDING ENVIRONMENTAL COMPLIANCE CHARGES

We make a separate charge for the storage and disposal of toxic wastes. Rather than recover these costs by increasing our labor rates to all of our service customers, we make this charge only on those particular repairs or services which generate these wastes. These are uniform charges which are calculated annually for each particular service and are available on request.

### TO OUR SERVICE CUSTOMERS:

Our usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are indicated, you will be contacted for your advance approval of a revised estimate.

### ADDITIONAL TERMS & CONDITIONS

1. Our Dealership's usual charges for labor are not based on actual mechanic's time, but are simply our prices for particular jobs.
2. You will be charged no more than the estimated price approved by you. However, if we discover that different or additional repairs are necessary, you will be contacted for your advance approval of a revised estimate.
3. Customer is hereby notified that the vehicle and any of its contents are not insured or protected to the amount of the actual cash value thereof, or otherwise, against loss occasioned by theft, fire or vandalism while the property remains with the Dealership.
4. Customer states no articles of personal property have been left in the vehicle and dealer is not responsible for inspection thereof.
5. The repair of this vehicle and completion date are subject to the availability of labor and parts. The Dealership is not responsible for unavailability of parts or delays in parts shipment beyond the Dealership's control.
6. Due to the type of service requested some repairs must be subtle.
7. All labor and materials will be paid for in cash unless Dealer agrees to other payment arrangements in advance. Notice as used under PAYMENT TERMS on the front side hereof will be deemed to have been given upon deposit in the United States mail, postage prepaid, of written notification to that effect addressed to the customer at the address given on the front side hereof.
8. If the vehicle described herein is not called for within three (3) days after such notice is given, a daily storage fee will be charged, \$50.00 per day.
9. The Dealership is authorized to deliver the vehicle described herein or any of its contents to any person presenting this receipt.

10. In addition to any and all legal remedies available, I authorize the Dealership to have a lien on the vehicle described herein for all charges for repairs, including labor and parts, storage and/or towing, and to enforce such lien. The Dealership is hereby expressly authorized to sell said vehicle at public auction after giving a twenty (20) day written notice by certified mail to the legal owner, registered owner, and Department of Motor Vehicles of intent to do so. On the sale date, the vehicle shall be sold to the highest cash bidder and the proceeds of sale must be used first to satisfy the lien plus storage costs and cost incident to sale, and the balance shall be forwarded to the legal owner, or if none, to the registered owner, or if the address is unknown, it shall be forwarded to the Department of Motor Vehicles. **Said expenses for sale shall also include a reasonable attorney's fee, which may be necessarily incurred.**
11. If any such charges remain unpaid for thirty (30) days after such request for payment. The Dealership may also refer such charges to its attorneys for collection and the customer will pay a reasonable attorney's fee.
12. The Power of Attorney granted on the front of this Repair Order/Invoice shall be irrevocable and shall remain in effect for so long as there is an outstanding amount due under the Repair Order/Invoice.
13. Remanufactured and refurbished parts that meet manufacturer approved source part requirements may be installed at our discretion. Additional Information is available upon request.
14. I authorize the retrieval of on-board data as needed to facilitate vehicle repair, as well as sharing that data with the vehicle manufacturer for diagnostic and research purposes.
15. Customer acknowledges, if a request for parts return was made before work commenced, that some Parts are Not Returnable due to OEM requirements, some parts must be returned to factory.

### WARNING

Motor Vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles, including, but not limited to, fuel, oil, batteries, brakes and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids fumes, grease, grime, touch-up paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm.

(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.)

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

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

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

Upon request, you are entitled to receive a copy of the Towing Fees and Access Notice







R #: 246248

41450

\*INVOICE\*



PUTNAM AUTOMOTIVE, INC.
3 California Drive Burlingame, CA 94010
650-347-4800
www.putnamauto.com

PAGE 1

HOME:
BUS:

SERVICE ADVISOR: 300911 JEFFREY CHAN

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG, DEL. DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE, R.O. OPENED, READY, OPTIONS, DLR:60435. Includes line items for 01JAN17 DD and 17:41 08DEC23.

A CUSTOMER STATES SINCE PERFORMING RECALL 03A WITH SUNNYVALE DEALERSHIP, CUSTOMER STATES WHILE DRIVING ON FREEWAY UPON ACCELERATION, WHILE SLIGHTLY TURNING, VEHICLE LOSS POWER. CUSTOMER STATES STATE OF HV BATTERY WAS ERRATIC AND GOING UP IN DOWN IN PERCENTAGE. PLEASE CHECK AND ADVISE.
0200140 CUSTOMER STATES SINCE PERFORMING RECALL 03A WITH SUNNYVALE DEALERSHIP, CUSTOMER STATES WHILE DRIVING ON FREEWAY UPON ACCELERATION, WHILE SLIGHTLY TURNING, VEHICLE LOSS POWER. CUSTOMER STATES STATE OF HV BATTERY WAS ERRATIC AND GOING UP IN DOWN IN PERCENTAGE. PLEASE CHECK AND ADVISE.

PARTS: 0.00 LABOR: 180.00 OTHER: 0.00 TOTAL LINE A: 180.00
CUSTOMER COMPLAINT SINCE RECALL 03A PERFORMED AT ANOTHER DEALER VEHICLE HAS LOSS OF POWER AT TIMES. VEHICLE WOULD NOT START, HAD TO BE PUSHED TO STALL, SCAN FOR CODES MULTIPLE CODES IN SYSTEM PRINT AND ATTACH R/O. CLEAR CODES AND RECK WHICH CODES RETURNED. P0AA4-00 HYBRID/EV BATTERY NEGATIVE CONTACTOR "A" STUCK CLOSED ACTIVE PERFORM CK OUT PROCEDURE REMOVE MSD AND CK FOR ANY ARCHING ON BATTERY PACK SIDE, REMOVE BATTERY PACK HV CABLES AND CK FOR VOLTAGE ON POSITIVE SIDE. NO VOLTAGE CK FOR VOLTAGE ON NEGATIVE SIDE. NO VOLTAGE. RESET WELD AND RECK FOR FAULTS. NONE RELATED TO CONCERN. PERFORM REST PRECEDURE CYCLE IGNITION 10 TIMES WAITING 2 MINUTES IN BETWEEN CYCLES RECK FOR CODES NONE AND ROAD TEST VEHICLE AND RESCAN FOR ANY CODES NONE.

B PERFORM MULTI POINT INSPECTION.
MPI PERFORM MULTI POINT INSPECTION.
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
MPI VISUAL TIRES 9-10/32 NO BRAKE INSPECTION

C CALIFORNIA STATE LAW REQUIRES US TO CHECK AND SET YOUR TIRE PRESSURES TO FACTORY SPECIFICATIONS.

Form containing authorization, hazardous waste disposal, and signature sections. Includes checkboxes for tire pressure check and parts returnability.

















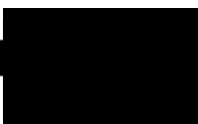
## Secure Document Delivery

Welcome!

This form has been sent to you so that you may securely view information from your First Credit Union representative: Jace Eyman

Questions? We're here to help. Simply reply to the initial email if you need assistance.

Thank you. We appreciate your business.











P.O. Box 820  
Chandler, AZ 85244

(480) 756.5500 LOCAL  
(800) 732.6986 TOLL-FREE

[firstcu.net](http://firstcu.net) WEB

9/28/2023

2022 CHRYSLER PACIFICA

Vin: 2C4RC1L75 [REDACTED]

Member's name: [REDACTED]

To whom it may concern;

The loan for 2022 Chrysler Pacifica for [REDACTED] was payed off and closed on 7/17/2023.

Please send checks to one of the following address:

Regular mail: First Credit Union  
P.O. Box 820  
Chandler, AZ 85244

Overnight: First Credit Union  
25 S. Arizona PL Ste 111  
Chandler, AZ 85225

Warm Regards,

[REDACTED]

This credit union is federally insured by the National Credit Union Administration

















## OTHER IMPORTANT AGREEMENTS

### 1. FINANCE CHARGE AND PAYMENTS

- a. **How we will figure Finance Charge.** We will figure the Finance Charge on a daily basis at the Annual Percentage Rate on the unpaid part of the Amount Financed with a day counted as 1/365th of a year (or 1/366th in a leap year).
- b. **How we will apply payments.** We may apply each payment to the earned and unpaid part of the Finance Charge, to the unpaid part of the Amount Financed and to other amounts you owe under this contract in any order we choose as the law allows.
- c. **How late payments or early payments change what you must pay.** We based the Finance Charge, Total of Payments, and Total Sale Price shown on page 1 of this contract on the assumption that you will make every payment on the day it is due. Your Finance Charge, Total of Payments, and Total Sale Price will be more if you pay late and less if you pay early. Changes may take the form of a larger or smaller final payment or, at our option, more or fewer payments of the same amount as your scheduled payment with a smaller final payment. We will send you a notice telling you about these changes before the final scheduled payment is due.
- d. **You may prepay.** You may prepay all or part of the unpaid part of the Amount Financed at any time without penalty. If you do so, you must pay the earned and unpaid part of the Finance Charge and all other amounts due up to the date of your payment.

### 2. YOUR OTHER PROMISES TO US

- a. **If the vehicle is damaged, destroyed, or missing.**  
You agree to pay us all you owe under this contract even if the vehicle is damaged, destroyed, or missing.
- b. **Using the vehicle.** You agree not to remove the vehicle from the U.S. or Canada, or to sell, rent, lease, or transfer any interest in the vehicle or this contract without our written permission. You agree not to expose the vehicle to misuse, seizure, confiscation, or involuntary transfer. If we pay any repair bills, storage bills, taxes, fines, or charges on the vehicle, you agree to repay the amount when we ask for it.
- c. **Security Interest.**  
You give us a security interest in:
  - The vehicle and all parts or goods put on it;
  - All money or goods received (proceeds) for the vehicle;
  - All insurance, maintenance, service, or other contracts we finance for you; and
  - All proceeds from insurance, maintenance, service, or other contracts we finance for you. This includes any refunds of premiums or charges from the contracts.

This secures payment of all you owe on this contract. It also secures your other agreements in this contract. You will make sure the title shows our security interest (lien) in the vehicle. You will not allow any other security interest to be placed on the title without our written permission.
- d. **Insurance you must have on the vehicle.**  
You agree to have physical damage insurance covering loss of or damage to the vehicle for the term of this contract. The insurance must cover our interest in the vehicle. You agree to name us on your insurance policy as an additional insured and as loss payee. If you do not have this insurance, we may, if we choose, buy physical damage insurance. If we decide to buy physical damage insurance, we may either buy insurance that covers your interest and our interest in the vehicle, or buy insurance that covers only our interest. If we buy either type of insurance, we will tell you which type and the charge you must pay. The charge will be the premium for the insurance and a finance charge computed at the Annual Percentage Rate shown on page 1 of this contract or, at our option, the highest rate the law permits.  
If the vehicle is lost or damaged, you agree that we may use any insurance settlement to reduce what you owe or repair the vehicle.
- e. **What happens to returned insurance, maintenance, service, or other contract charges.** If we get a refund of insurance, maintenance, service, or other contract charges, we will subtract the

### 3. IF YOU PAY LATE OR BREAK YOUR OTHER PROMISES

- a. **You may owe late charges.** You will pay a late charge on each late payment as shown on page 1 of this contract. Acceptance of a late payment or late charge does not excuse your late payment or mean that you may keep making late payments.  
If you pay late, we may also take the steps described below.
- b. **You may have to pay all you owe at once.** If you break your promises (default), we may demand that you pay all you owe on this contract at once. Default means:
  - You do not pay any payment on time;
  - You give us false, incomplete, or misleading information during credit application;
  - You start a proceeding in bankruptcy or one is started against you or your property; or
  - You break any agreements in this contract.

The amount you will owe will be the unpaid part of the Amount Financed plus the earned and unpaid part of the Finance Charge, any late charges, and any amounts due because you defaulted.
- c. **Debtor's Liability for Failure to Return Vehicle:** If you are in default, we may send you a notice of default. It is unlawful to fail to return a motor vehicle subject to a security interest within 30 days after receiving notice of default. A notice of default may be mailed to the address on the contract. It is your responsibility to keep the listed address current. Unlawful failure to return a motor vehicle subject to a security interest is a class 6 felony. Assuming there are no aggravating circumstances, and you have no prior felony convictions, the maximum penalty is 1.5 years in prison and a \$150,000 fine.
- d. **You may have to pay collection costs.** If we hire an attorney to collect what you owe, you will pay the attorney's fee and court costs as the law allows. You will also pay any reasonable collection costs we incur as the law allows.
- e. **We may take the vehicle from you.** If you default, we may take (repossess) the vehicle from you if we do so peacefully and the law allows it. If your vehicle has an electronic tracking device (such as GPS), you agree that we may use the device to find the vehicle. If we take the vehicle, any accessories, equipment, and replacement parts will stay with the vehicle. If any personal items are in the vehicle, we may store them for you. If you do not ask for these items back, we may dispose of them as the law allows.
- f. **How you can get the vehicle back if we take it.** If we repossess the vehicle, you may pay to get it back (redeem). We will tell you how much to pay to redeem. Your right to redeem ends when we sell the vehicle.
- g. **We will sell the vehicle if you do not get it back.** If you do not redeem, we will sell the vehicle. We will send you a written notice of sale before selling the vehicle.  
We will apply the money from the sale, less allowed expenses, to the amount you owe. Allowed expenses are expenses we pay as a direct result of taking the vehicle, holding it, preparing it for sale, and selling it. Attorney fees and court costs the law permits are also allowed expenses. If any money is left (surplus), we will pay it to you unless the law requires us to pay it to someone else. If money from the sale is not enough to pay the amount you owe, you must pay the rest to us unless the law provides otherwise. If you do not pay this amount when we ask, we may charge you interest at a rate not exceeding the highest lawful rate until you pay.
- h. **What we may do about optional insurance, maintenance, service, or other contracts.** This contract may contain charges for optional insurance, maintenance, service, or other contracts. If we demand that you pay all you owe at once or we repossess the vehicle, you agree that we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe or repair the vehicle. If the vehicle is a total loss because it is confiscated, damaged, or stolen, we may claim benefits under these contracts and cancel them to obtain refunds of unearned charges to reduce what you owe.

95268\*1\*CJSS-FI

11/18/2022 12:33 pm

**NOTICE: ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE DEBTOR COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER BY THE DEBTOR SHALL NOT EXCEED AMOUNTS PAID BY THE DEBTOR HEREUNDER.**

The preceding NOTICE applies only to goods or services obtained primarily for personal, family, or household use. In all other cases, Buyer will not assert against any subsequent holder or assignee of this contract any claims or defenses the Buyer (debtor) may have against the Seller, or against the manufacturer of the vehicle or equipment obtained under this contract.

**IF THE BOX IS CHECKED, THIS CONTRACT IS SUBJECT TO A BROKER FEE PAID BY THE SELLER TO**  
N/A

**NO COOLING OFF PERIOD**

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

**You acknowledge an express intent to grant a security interest in the vehicle and hereby waive and abandon all personal property exemptions granted upon the vehicle, which is the subject of this contract. NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM SUCH PROPERTY EXEMPT FROM PROCESS.**

**ARBITRATION PROVISION**

**PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS**

- 1. EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.**
- 2. IF A DISPUTE IS ARBITRATED, YOU WILL GIVE UP YOUR RIGHT TO PARTICIPATE AS A CLASS REPRESENTATIVE OR CLASS MEMBER ON ANY CLASS CLAIM YOU MAY HAVE AGAINST US INCLUDING ANY RIGHT TO CLASS ARBITRATION OR ANY CONSOLIDATION OF INDIVIDUAL ARBITRATIONS.**
- 3. DISCOVERY AND RIGHTS TO APPEAL IN ARBITRATION ARE GENERALLY MORE LIMITED THAN IN A LAWSUIT, AND OTHER RIGHTS THAT YOU AND WE WOULD HAVE IN COURT MAY NOT BE AVAILABLE IN ARBITRATION.**

Any claim or dispute, whether in contract, tort, statute or otherwise (including the interpretation and scope of this Arbitration Provision, and the arbitrability of the claim or dispute), between you and us or our employees, agents, successors or assigns, which arises out of or relates to your credit application, purchase or condition of this vehicle, this contract or any resulting transaction or relationship (including any such relationship with third parties who do not sign this contract) shall, at your or our election, be resolved by neutral, binding arbitration and not by a court action. If federal law provides that a claim or dispute is not subject to binding arbitration, this Arbitration Provision shall not apply to such claim or dispute. Any claim or dispute is to be arbitrated by a single arbitrator on an individual basis and not as a class action. You expressly waive any right you may have to arbitrate a class action. You may choose the American Arbitration Association ([www.adr.org](http://www.adr.org)) or any other organization to conduct the arbitration subject to our approval. You may get a copy of the rules of an arbitration organization by contacting the organization or visiting its website.

Arbitrators shall be attorneys or retired judges and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law and the applicable statute of limitations. The arbitration hearing shall be conducted in the federal district in which you reside unless the Seller-Creditor is a party to the claim or dispute, in which case the hearing will be held in the federal district where this contract was executed. We will pay your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$5000, unless the law or the rules of the chosen arbitration organization require us to pay more. The amount we pay may be reimbursed in whole or in part by decision of the arbitrator if the arbitrator finds that any of your claims is frivolous under applicable law. Each party shall be responsible for its own attorney, expert and other fees, unless awarded by the arbitrator under applicable law. If the chosen arbitration organization's rules conflict with this Arbitration Provision, then the provisions of this Arbitration Provision shall control. Any arbitration under this Arbitration Provision shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et seq.) and not by any state law concerning arbitration. Any award by the arbitrator shall be in writing and will be final and binding on all parties, subject to any limited right to appeal under the Federal Arbitration Act.

You and we retain the right to seek remedies in small claims court for disputes or claims within that court's jurisdiction, unless such action is transferred, removed or appealed to a different court. Neither you nor we waive the right to arbitrate by using self-help remedies, such as repossession, or by filing an action to recover the vehicle, to recover a deficiency balance, or for individual injunctive relief. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Provision shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Provision, other than waivers of class action rights, is deemed or found to be unenforceable for any reason, the remainder shall remain enforceable. If a waiver of class action rights is deemed or found to be unenforceable for any reason in a case in which class action allegations have been made, the remainder of this Arbitration Provision shall be unenforceable.

11/18/2022 12:33 pm

Buyer Sig

N/A

LAW 553-AZ-ARB-eps 1/22 v1 Page 5 of 6

**HOW THIS CONTRACT CAN BE CHANGED.** This contract contains the terms and conditions of the loan and us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs \_\_\_\_\_ Co-Buyer Signs  N/A  
If any part of this contract is not valid, all other parts stay valid. We reserve the right to modify any of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending the time for making others.

**NOTICE TO THE BUYER:** (1) Do not sign this contract before you read it or if it contains any blank spaces. (2) You are entitled to an exact copy of the contract you sign.

**The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.**

**YOU ACKNOWLEDGE THAT YOU HAVE READ ALL PAGES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON PAGE 5, BEFORE SIGNING BELOW.**

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE LIABILITY COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

The Arizona Department of Insurance and Financial Institutions regulates the Seller and can be contacted at 100 N 15th Avenue, Suite 261, Phoenix, AZ 85007-2630, (602) 771-2800, if you have any complaints concerning this contract.

11/11/2022  
Date

Co-Buyer Signs

N/A  
Date

N/A

Co-Buyer Printed Name

11/11/2022  
Date

By  SHELTON, CHRISTOPHER

FI MANAGER  
Title

If the "business" use box is checked in "Primary Use for Which Purchased": Print Name N/A

Title N/A

**SEE THE REST OF THIS CONTRACT FOR OTHER IMPORTANT TERMS AND AGREEMENTS.**

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here  N/A Date N/A Address N/A

Seller assigns its interest in this contract to FIRST CREDIT UNION

(Assignee) under the terms of Seller's agreement(s) with Assignee.

Assigned with recourse

Assigned without recourse

Assigned with limited recourse

By \_\_\_\_\_

Title BUSINESS MANAGER













GLENDALD DODGE CHRYSLER JEEP

ELLIS FAMILY STORES  
900 S. Brand Blvd. Glendale, CA 91204  
(818) 242-4161 Fax (818) 242-3202  
www.jeepdodge.com



GLENDALD DODGE CHRYSLER JEEP  
900 S. BRAND BLVD  
GLENDALD, CA 91204  
PH(818)242-4161 FAX(818-242-4162  
BAR#ARD00220501 EPA# CAL000383239

85916 GEV

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.	
2C4RC1L73P [REDACTED]		7738	7758	11/10/23 08:04	12/13/23	[REDACTED]	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2023 CHRYSLER PACIFICA H					[REDACTED]	PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
211520							No Charge
HOME	PHONE 2	CELL	STOCK NO.	SERV. ADV.		RO COMMENT	
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	JAVIER ALVAREZ (370)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	4501		A78		Warranty	
Concern	Recall / Customer Satisfaction Notification 1 [ Customer Satisfaction Notification 47A - Serpentine Belt Squeal ** ]					
Cause	performed recall RECALL					
Correction	per recall fully power down HV system , replaced and installed new tensioner both idler pulleys and idler bracket and drive belt. 07-47-A1-82 1.5					

Part Number	Description	Qty.
CCZP47A1AA	PULLEY KIT	1

B	00000		A78		Warranty	
Concern	MULTI POINT INSPECTION					
Correction	PERFORMED MULTIPOINT INSPECTION, INSPECTED AND ADJUSTED TIRE PRESSURE IF NEEDED TO FACTORY SPECIFICATION AS REQUIRED BY CALIFORNIA STATE LAW					

C	09		A50		Warranty	
Concern	Engine Performance Concern [ THE CUSTOMER STATES THE CHECK ENGINE LAMP IS ON , PREVIOUSLY DIAGNOSED AS NEEDING A TRANSMISSION , THE CUSTOMER HAS RETURNED WITH THE VEHICLE UNTIL THE PARTS ARRIVE ADVISE ]					
Cause	scanned vehicle and verified customer concern DTC p0A43 verified TSB 21-008-23 available for DTC . inspected transmission fluid level , fluid level within spec , verified excessive metal debris in transmission fluid, vehicle needs a transmission . per TSB opened an starcase #102402444					
Correction	fully power down HV system , drained coolant system and transmission fluid . removed PIM module , both front axle, all torque converter bolts and all transmission components . lowered front subframe and replaced and installed new transmission . assembled vehicle back together and installed new Steering Shaft/GearPinch Bolt , Shear Bracket Bolts , Lower Ball Joint PinchBolt and Nut , axle nuts , Flexplate Bolts , and transmission to PIM Gasket . test drove vehicle and verified vehicle is opetaing as design at this time . performed front toe adjustment. 21-00-06-9C 7.1 , 07-FF-01-50 0.3 , 02-00-03-50 1.5					

Part Number	Description	Qty.
68490840AC	.8MM PARTNONE	1



**WARRANTY**  
 DAMAGE CAUSED BY MISUSE, ABUSE, OR NEGLIGENCE  
 THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR RACE, OFF-ROAD, OR OTHER UNLAWFUL PURPOSES.  
 THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR TAXI, RENTAL, OR OTHER COMMERCIAL PURPOSES.  
 THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR ANY OTHER PURPOSES NOT INTENDED BY THE MANUFACTURER.  
 THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR ANY OTHER PURPOSES NOT INTENDED BY THE MANUFACTURER.  
 THIS WARRANTY IS VOID IF THE VEHICLE IS USED FOR ANY OTHER PURPOSES NOT INTENDED BY THE MANUFACTURER.

**GLLENDALE DODGE CHRYSLER JEEP**  
 ALFA ROMEO AND FIAT, hereby  
 extends its warranty to the buyer  
 of the vehicle described herein.  
 This warranty is in addition to the  
 manufacturer's warranty and does  
 not constitute an offer of insurance  
 or any other financial product.  
 For more information, please  
 contact us at (818) 242-4161.  
 www.glenndodge.com

GLENDALD DODGE CHRYSLER JEEP  
 900 S. BRAND BVLD  
 GLENDALD, CA 91204  
 PH(818)242-4161 FAX(818-242-4162  
 BAR#ARD00220501 EPA# CAL000383239

85916 GEV

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.	
2C4RC1L73PF		7738	7758	11/10/23 08:04	12/13/23		
VEHICLE DESCRIPTION				TAG NO.	STATUS		
2023 CHRYSLER PACIFICA H				09893	PARTIAL-COMPLETE-P		
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
211520							No Charge
HOME	PHONE 2	CELL	STOCK NO.	SERV. ADV.		RO COMMENT	
(818) 802-0458				JAVIER ALVAREZ (370)			

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C	Continued					
	Part Number	Description			Qty.	
		CLEAN CORE			1	
		DIRTY CORE			-1	
	68382486AA	BOLT HEX F			9	
	68272788AA	GASKET INVER			1	
	68163848AB	ANTIFREEZCOOLA			1	
	68218925AB	FLUID AUTOM			2	
	6503210	SCREW HEX F			1	
	6104414AA	SCREW HEX H			1	
	68470042AA	KIT NONE			1	
	6509298AA	LOCK NUT HEX F			1	

**D** 00000 A78 Warranty  
 Concern Multi-point inspection (according to maintenance interval)  
 Correction PERFORMED MULTIPOINT INSPECTION, INSPECTED AND ADJUSTED TIRE PRESSURE IF NEEDED TO FACTORY SPECIFICATION AS REQUIRED BY CALIFORNIA STATE LAW

Warranty Claim Type: W	Authorization Code:	Service Cont No:	Totals
			Amount
			Total Amount Due \$0.00

85916 GEV

GLENDALE DODGE CHRYSLER JEEP  
 900 S. BRAND BVLD  
 GLENDALE, CA 91204  
 PH(818)242-4161 FAX(818-242-4162  
 BAR#ARD00220501 EPA# CAL000383239

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
2C4RC1L73PR		7738	7758	11/10/23 08:04	12/13/23	
VEHICLE DESCRIPTION				TAG NO.	STATUS	
2023 CHRYSLER PACIFICA H					PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES
211520						
HOME	PHONE 2	CELL	STOCK NO.	SERV. ADV.		TERMS
				JAVIER ALVAREZ (370)		No Charge
RO COMMENT						

ORIGINAL ESTIMATE \$ \_\_\_\_\_ REVISED ESTIMATE \$ \_\_\_\_\_ I  
 ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

BAR# AB 220501 EPA# CAL 000383239  
 CUSTOMER ACKNOWLEDGES AND APPROVES ALL REPAIRS ITEMIZED AND/OR RECEIPT OF VEHICLE.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	4501		A78	0.00	Warranty	\$0.00
Concern Recall / Customer Satisfaction Notification 1 [ Customer Satisfaction Notification 47A - Serpentine Belt Squeal ** ] Cause performed recall RECALL Correction per recall fuly power down HV system , replaced and installed new tensioner both idler pulleys and idler bracket and drive belt. 07-47-A1-82 1.5						

Technician Clock Time  
 A78 W 12/12/23 13:52 - 12/12/23 14:40 0.80  
 Total Work Time 0.80 Total Diagnostic Time 0.00 Total Straight Time 0.00

Part Number	Description	Qty.	Unit Price	Ext. Price
CCZP47A1AA	PULLEY KIT	1	\$41.50	\$41.50
			<b>Parts Total...</b>	<b>\$41.50</b>
<b>Total Hours: 0.00</b>			<b>Line Total...</b>	<b>\$41.50</b>

B	00000		A78	0.00	Warranty	\$0.00
Concern MULTI POINT INSPECTION Correction PERFORMED MULTIPOINT INSPECTION, INSPECTED AND ADJUSTED TIRE PRESSURE IF NEEDED TO FACTORY SPECIFICATION AS REQUIRED BY CALIFORNIA STATE LAW						
			<b>Total Hours: 0.00</b>	<b>Line Total...</b>	<b>\$0.00</b>	

C	09		A50	0.00	Warranty	\$0.00
Concern Engine Performance Concern [ THE CUSTOMER STATES THE CHECK ENGINE LAMP IS ON , PREVIOUSLY DIAGNOSED AS NEEDING A TRANSMISSION , THE CUSTOMER HAS RETURNED WITH THE VEHICLE UNTIL THE PARTS ARRIVE ADVISE ]						

# WESTBURY

## Jeep-Chrysler-Dodge

191208

100 JERICHO TPKE. SALES/LEASING/FLEET (516) 997-3900  
 111 BOND STREET PARTS AND SERVICE (516) 333-2666  
 FAX: (516) 240-6558  
 WESTBURY, N.Y. 11590

\*ACCOUNTING\*

PAGE 1  
 \*\* PRE-INVOICE \*\*  
 SERVICE ADVISOR: 3533 Keith Toribio

MAKE YOUR NEXT SERVICE APPOINTMENT AT:  
 www.westburyjeep.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GY	22	CHRYSLER PACIFICA	2C4RC1L78NR		15644/15696	TW2150	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP22 DD			23:55 30DEC23		389.00	CASH	28DEC23

R.O. OPENED	READY	OPTIONS: SOLD-STK:95967 DLR:23153 ENG:EH3_3.6L_V6_Hybrid_Engine TRN:DFQ_EFlite_Si-EVT_Transmission
14:10 17AUG23	17:07 28DEC23	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

A C/S: VEHICLE LOSING POWER WHEN DRIVING , TURTLE SIGN ON DASH  
 CAUSE: loosing power when driving

21000638 Transmission, Automatic - Replace - Replace Single Input - Electrically Variable Transmission (SI-EVT) (3 - Highly Skilled)								
	6720	WZ	4.51	7.40	45880	221630	2216.30	2216.30
1	68490840AC	.8MM PART			439000	1001754	010017.54	10017.54
2	6509298AA	LOCK NUT-HEX FLANGE LOCK			1350	3080	0 15.40	15.40 30.80
4	6511822AA	BOLT-HEX FLANGE HEAD			1820	4152	0 10.38	10.38 41.52
2	6511823AA	BOLT-HEX FLANGE HEAD			1420	3240	0 16.20	16.20 32.40
2	68470042AA	KIT			590	1346	0 6.73	6.73 13.46
1	6503210	SCREW-HEX FLANGE HEAD			255	582	0 5.82	5.82 5.82
9	68382486AA	BOLT-HEX FLANGE HEAD			1890	4311	0 4.79	4.79 43.11
2	6104414AA	SCREW-HEX HEAD			550	1256	0 6.28	6.28 12.56
1	68163848AB	ANTIFREEZ-COOLANT FC: UC			1705	3891	0 38.91	38.91 38.91
		PART#: 68490840AC COUNT: 1 CLAIM TYPE: W AUTH CODE:						
07FF0150 Coolant, Engine Drain and fill								
	6720	WZ	0.00	0.30	1860	8985	89.85	89.85
		FC: PART#: COUNT: CLAIM TYPE: W AUTH CODE:						

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	DESCRIPTION LABOR AMOUNT PARTS AMOUNT GAS, OIL, LUBE SUBLET AMOUNT WARRANTY TOTAL CHARGES LESS INSURANCE SALES TAX <b>PLEASE PAY THIS AMOUNT</b>	TOTALS
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE		

# WESTBURY

## Jeep-Chrysler-Dodge

191208

100 JERICHO TPKE. SALES/LEASING/FLEET (516) 997-3900  
 111 BOND STREET PARTS AND SERVICE (516) 333-2666  
 FAX: (516) 240-6558  
 WESTBURY, N.Y. 11590

\*ACCOUNTING\*

PAGE 2  
 \*\* PRE-INVOICE \*\*  
 SERVICE ADVISOR: 3533 Keith Toribio

MAKE YOUR NEXT SERVICE APPOINTMENT AT:  
 www.westburyjeep.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GY	22	CHRYSLER PACIFICA	2C4RC1L78NR		15644/15696		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP22 DD			23:55 30DEC23		389.00	CASH	28DEC23

R.O. OPENED      READY      OPTIONS: SOLD-STK:95967 DLR:23153  
 14:10 17AUG23      17:07 28DEC23      ENG:EH3\_3.6L\_V6\_Hybrid\_Engine  
 TRN:DFQ EFlite Si-EVT Transmission

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL
------	--------	------	------	-------	-------	------	-----	-------

21FF0550	Fluid, Transaxle/Transmission Drain and fill - Automatic transmission							
6720	WZ	0.00	0.50	3100	14975		149.75	149.75

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

448580      1023612 TPARTS  
 50840      245590 TLABOR

PARTS: 10236.12      LABOR: 2455.90      OTHER: 0.00      TOTAL LINE A: 12692.02

VERSION 1 (EMP# 6720,28DEC23 09:13): 15644 loosing power when driving vehicle brought in for loosing power while driving and turtle sing on dash, test drove vehicle and verified customers concern, while driving vehicle loses speed then turtle sign comes up on dash, used wi tech tool to scan for codes related to concern, no possible codes related to concern, created a star case for assistance with vehicle, told star vehicle was loosing power and turtle sign was on the dash, star then proceeded to order new transmission, star case number is 102366117

B C/S: LOANER

LC LOANER CAR

6720	ILC	0.00	0.00	0	0		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:		0.00

C MULTI-POINT VEHICLE INSPECTION

MPI MPI

6720	ICOUX	0.00	0.00	0	0		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:		0.00

D\*\* LUBE, OIL & FILTER

LOF LUBE, OIL & FILTER

9649	ICOUX	0.00	0.40	2480	1000		10.00	10.00
AFDISP	Go Green FILTER DISPOSAL FEE							
				0	374		3.74	3.74

1 68191349AC

FILTER-ENGINE OIL

765	842	0	12.75	8.42	8.42
-----	-----	---	-------	------	------

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

STATEMENT OF DISCLAIMER

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

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
WARRANTY	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
<b>PLEASE PAY THIS AMOUNT</b>	

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

CUSTOMER SIGNATURE

# WESTBURY

## Jeep-Chrysler-Dodge

191208

100 JERICO TPKE. SALES/LEASING/FLEET (516) 997-3900  
 111 BOND STREET PARTS AND SERVICE (516) 333-2666  
 FAX: (516) 240-6558  
 WESTBURY, N.Y. 11590

\*ACCOUNTING\*

PAGE 3  
 \*\* PRE-INVOICE \*\*  
**SERVICE ADVISOR: 3533 Keith Toribio**

MAKE YOUR NEXT SERVICE APPOINTMENT AT:  
 www.westburyjeep.com

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
GY	22	CHRYSLER PACIFICA	2C4RC1L78NR		15644/15696	TW2150	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
03SEP22 DD			23:55 30DEC23		389.00	CASH	28DEC23

R.O. OPENED      READY      OPTIONS: SOLD-STK:95967 DLR:23153  
 14:10 17AUG23      17:07 28DEC23      ENG:EH3\_3.6L\_V6\_Hybrid\_Engine  
 TRN:DFQ EFlite Si-EVT Transmission

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	LIST	NET	TOTAL	
6	68522999AA		OIL-0W20	3450	3798	0	9.55	6.33	37.98
PARTS:		46.40	LABOR:	10.00	OTHER:	3.74	TOTAL LINE D:		60.14
E** NYS INSPECTION									
NYSI NYS INSPECTION									
	6289ICOUX	0.00	0.50	2600	3100		31.00	31.00	
PARTS:		0.00	LABOR:	31.00	OTHER:	6.00	TOTAL LINE E:		37.00

\*\*\*\*\*  
 ESTIMATE: 0.00      17AUG23 14:10      SA: 3533  
 CONTACT:  
 \*\*\*\*\*

TRANSMISSION HERE AS OF 12/19/23 CLEARING SPACE ON LIFT FOR ALFREDO TO WORK ON. STAR CASE 1023 66117. CONFIRMATION NUMBER 092993583	THANK YOU FOR CHOOSING TO SERVICE WITH US. WESTBURY JEEP IS YOUR ONE-STOP SERVICE CENTER WE WANT TO MAKE YOUR VISIT TRULY EXCEPTIONAL! .....DID WE SUCCEED? Y N DID WE REPAIR YOUR VEHICLE IN ONE VISIT? Y N DID WE MEET YOUR SERVICE NEEDS TODAY? Y N DID YOUR ADVISOR KEEP YOU UPDATED? Y N
-------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-26-23	09:34	12:02	2.46	W	6720	A	
	13:15	15:18	2.05	W	6720	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
55200	245590	50840		57200	1023612	448580	
55400	0	0		55800	4100	5080	
34401	974	0		57500	4640	4215	
11600	1269202	*****		71500	0	*****	
34300	9714	*****					

COST, SALE, & COMP TOTALS      508715 1278916      0

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>DESCRIPTION</th> <th>TOTALS</th> </tr> </thead> <tbody> <tr><td>LABOR AMOUNT</td><td>0.00</td></tr> <tr><td>PARTS AMOUNT</td><td>0.00</td></tr> <tr><td>GAS, OIL, LUBE</td><td>0.00</td></tr> <tr><td>SUBLET AMOUNT</td><td>0.00</td></tr> <tr><td>WARRANTY</td><td>0.00</td></tr> <tr><td>TOTAL CHARGES</td><td>0.00</td></tr> <tr><td>LESS INSURANCE</td><td>0.00</td></tr> <tr><td>SALES TAX</td><td>0.00</td></tr> <tr><td><b>PLEASE PAY THIS AMOUNT</b></td><td><b>0.00</b></td></tr> </tbody> </table>	DESCRIPTION	TOTALS	LABOR AMOUNT	0.00	PARTS AMOUNT	0.00	GAS, OIL, LUBE	0.00	SUBLET AMOUNT	0.00	WARRANTY	0.00	TOTAL CHARGES	0.00	LESS INSURANCE	0.00	SALES TAX	0.00	<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>
DESCRIPTION	TOTALS																					
LABOR AMOUNT	0.00																					
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<b>PLEASE PAY THIS AMOUNT</b>	<b>0.00</b>																					
(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)	CUSTOMER SIGNATURE																					







**MADISON**  
**CHRYSLER ~ JEEP**  
**DODGE ~ RAM**

203 Boston Post Rd  
 Madison, CT 06443  
 Phone: 203-245-0451  
 Fax: 203-318-8520  
 www.madisonchrysler.net

30106 PAL

		VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
		2C4RC1N79L [REDACTED]		42602	42616	08/21/23 07:38	11/08/23	30106
VEHICLE DESCRIPTION						TAG NO.	STATUS	
2020 CHRYSLER PACIFICA H							PARTIAL-COMPLETE-P	
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS	
037955		165.0					No Charge	
HOME	CELL	PHONE 3	STOCK NO.	SERV. ADV.			RO COMMENT	
(585) 260-9889	[REDACTED]			JOSEPH LIONETTI (103)				

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	IAG		A38		Warranty	
Concern	General Concern [ Customer states vehicle will stall all the lights will come on ]					
Cause	TECH PERFORMED DIAGNOSTICS AND OPENED STAR CASE 102365056. CODE POA43-00 STORED IN SYSTEM.					
Correction	TECH REPLACED SINGLE INPUT ELECTRICALLY VARIABLE TRANSMISSION , ADJUSTED TOE, DRAINED AND FILLED COOLANT , FILLED TRANSMISSION FLUID.					

Part Number	Description	Qty.
68490840AC	.8MM PARTNONE	1
	CLEAN CORE	1
6104414AA	SCREW HEX H	2
68382486AA	BOLT HEX F	9
6511823AA	BOLT HEX F	2
6511821AA	BOLT HEX F	6
6503210	SCREW HEX F	1
6511822AA	BOLT HEX F	4
68163849AB	ANTIFREEZCOOLA	1
6509298AA	LOCK NUT	1
6509298AA	LOCK NUT	1
6509769AA	NUT	1

Warranty Claim Type: W      Authorization Code:      Service Cont No:



# MADISON

CHRYSLER - JEEP  
DODGE - RAM

203 Boston Post Rd  
Madison, CT 06443  
Phone: 203-245-0451  
Fax: 203-318-8520  
www.madisonchrysler.net

38

30106 PAL

VEHICLE ID		MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	RO NO.	
2C4RC1N79L [REDACTED]		42602	42614	08/21/23 07:38		(30106)	
VEHICLE DESCRIPTION					TAG NO.	STATUS	
2020 CHRYSLER PACIFICA H							
CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	PROMISED
037955		165.0					08/21/2023 @ 09:15
HOME	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.		RO COMMENT	
(585) 260-9889				JOSEPH LIONETTI (103)			

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ARTICLES LEFT IN VEHICLE IN CASE OF FIRE/THEFT, OR ANY OTHER CAUSE BEYOND OUR CONTROL.

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond our control or any delays caused by availability of parts or delays in parts shipments. I hereby grant you and/or your employee permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic is hereby authorized to receive payment for the repair work performed hereon. In the event that cost of collection is required, you shall be responsible for the same.

Original Estimate: \$ [REDACTED]  
 Authorized Add'l Repairs \$ [REDACTED]  
 Add'l Repairs OK'D By: [REDACTED]  
 Employee Receiving Authorization: [REDACTED]

Specific Authorization Given: [REDACTED]

DIAGNOSIS CHARGE \$125 PER HOUR *Matthew Valvano 3074*  
*Matthew Valvano*  
*585-729-3074*  
*@gmail.com*  
*MATI*

Line	Type	Op-Code	Tech
A	Customer	DIAG	

Concern General Concern [ Customer states vehicle will stall all the lights will come on ]

STAR case # [REDACTED]



# MOTOR VEHICLE LEMON LAW NOTICE AND NONCONFORMITY REPORT

Wisconsin Department of Transportation  
MV2691 5/20/2014

11-22

Demand for relief under Wis. Stat. s.218.0171

See Page 2 for Vehicle Defect and Repair Information

Pursuant to the Wisconsin Lemon Law, I am notifying the manufacturer identified below of the following: (check only one)

- My vehicle has been made available for repair at least 4 times for the same defect during its first year under warranty.
- My vehicle has been out of service at least 30 days because of one or more defects during its first year under warranty.
- During the first year of use my warranty expired on \_\_\_\_\_ (m/d/yyyy) when the vehicle reached \_\_\_\_\_ miles.  
My vehicle was out of service at least 4 times or for 30 days because of one or more defects prior to that date.

Vehicle Make <b>Chrysler</b>	Vehicle Model <b>Pacifica</b>	Vehicle Year <b>2022</b>	Vehicle Identification Number (VIN) <b>2C4RC1L72NR</b>
---------------------------------	----------------------------------	-----------------------------	-----------------------------------------------------------

Mileage of the Vehicle at the First Nonconformity <b>13139</b>	Purchase Price of the Motor Vehicle <b>\$51,780.91</b>
-------------------------------------------------------------------	-----------------------------------------------------------

Name of Selling or Leasing Dealer or Leasing Company [Redacted]	Manufacturer <b>Chrysler</b>
--------------------------------------------------------------------	---------------------------------

Address, City and State of Selling or Leasing Dealer or Leasing Company [Redacted]	Vehicle Delivery Date (m/d/yyyy) <b>10/7/2022</b>
---------------------------------------------------------------------------------------	------------------------------------------------------

Name of Financial Institution(s) that Financed or Leased Vehicle or that Have a Lien on Vehicle <b>Mayo Employees Federal Credit Union</b>	Loan Account Number(s) <b>85136L81</b>
-----------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------

My vehicle has a defect(s) that substantially impairs its use, value or safety. I demand that the manufacturer give me one of the following:

- A comparable replacement vehicle and a refund of my collateral costs. (The manufacturer may, at its option, provide a complete refund of the full purchase price paid for the vehicle, plus any sales tax, finance charge, amount paid by the consumer at the point of sale and all collateral costs. This is to be provided within 45 days, except that 120 days shall be permitted for a vehicle having a gross vehicle weight rating or actual weight in excess of 10,000 pounds.)
- I purchased the vehicle and demand a refund of the full purchase price of the vehicle plus any sales tax, finance charge, amount paid by me at the point of sale and collateral costs, less a reasonable amount for use, calculated in accordance with Wis. Stat. ss.218.0171(2)(b)2.
- I leased the vehicle and demand a refund for the current value of the written lease be given to the motor vehicle lessor and to any holder of a perfected security interest in the vehicle, and a refund to me, the consumer, of all amounts I paid under the written lease plus any sales tax and collateral costs, less a reasonable allowance for use, calculated in accordance with Wis. Stat. ss.218.0171(2)(b)3.

Itemization of collateral costs and any other damages I have incurred in connection with vehicle repairs. (Examples include alternative transportation, rental care fees and towing costs. Attach additional pages if needed.) Describe:

Description of non-removable options that have been added to my vehicle after the sale, but not included in the vehicle purchase price. (Examples include sunroof, rustproofing, roof rack, pinstriping, etc. Attach additional pages if needed.) Describe:

Description of missing equipment or serious unrepaired vehicle damage. (Do not include normal wear and tear such as minor dents, scratches, pitted glass, soiled carpets, minor stains or tears. Attach additional pages if needed.) Describe:

I offer to return my motor vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief. I hereby authorize the manufacturer to contact the financial institution(s) identified above for financing information needed to calculate a refund. Authorization expires 35 days from the date this document is executed. (see below).

**NOTICE FOR OWNERS OF A VEHICLE WITH A GROSS VEHICLE WEIGHT RATING OR ACTUAL WEIGHT IN EXCESS OF 10,000 POUNDS:** If you, as a heavy vehicle owner, enter into any negotiated written settlement with the manufacturer, you thereby waive all of your rights under the Wisconsin Lemon Law, Wis. Stat. s. 218.0171.

Owner Name (First, MI, Last - Print) [Redacted]	Home (Area Code) Telephone Number (optional) <b>612 327 1955</b>
----------------------------------------------------	---------------------------------------------------------------------

Co-Owner Name (First, MI, Last - Print) (if any)	Work (Area Code) Telephone Number (optional)
--------------------------------------------------	----------------------------------------------

Address, City, State, ZIP Code [Redacted]	FAX (Area Code) Telephone Number (optional)
----------------------------------------------	---------------------------------------------

[Redacted Signature]	(Owner Signature)
<b>11/17/2023</b>	(Date - m/d/yyyy)

# MOTOR VEHICLE LEMON LAW NOTICE AND NONCONFORMITY REPORT *(continued)*

Wisconsin Department of Transportation MV2691

## VEHICLE DEFECT AND REPAIR INFORMATION

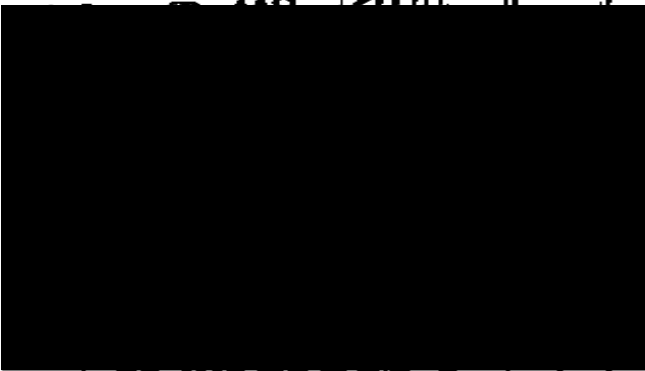
I have made my vehicle available to an authorized dealership for repair because of the defect(s) on these dates:

Date In (m/d/yyyy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name
09/09/2023	N/A			
Problems Reported Faulty transmission, new transmission is/has not been available.				
Date In (m/d/yyyy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name
Problems Reported				
Date In (m/d/yyyy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name
Problems Reported				
Date In (m/d/yyyy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name
Problems Reported				
Date In (m/d/yyyy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name
Problems Reported				
Date In (m/d/yyyy)	Date Out (m/d/yyyy)	Mileage In	Mileage Out	Dealership Name
Problems Reported				

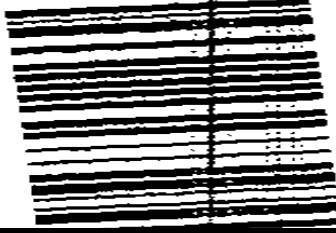
**We recommend you send this notice to the manufacturer by Certified Mail.  
Keep a copy for your records.**



IMI



MAIL®



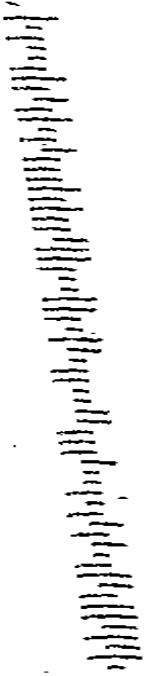
DU



722 4535 32

3600  
109  
e Road • La Cro  
NY CRO

Chrysler Customer Care  
PO Box 21-8004  
Auburn Hills, MI  
48321-8004



48321-800404