

Moss Bros.



MORENO VALLEY
Mail: 8146 Auto Drive Riverside, CA 92504
27810 Eucalyptus Ave. Moreno Valley, CA 92555
(951) 486-9288

www.MossBrosCDJRMorenoValley.com
CELL: 951-217-5649

THIS FORM IS AN ITEMIZED LIST OF REPAIRS AND IS PART OF A REPAIR ORDER. THIS REPAIR ORDER CONTINUATION IS SUBJECT TO ALL THE CONDITIONS OF THE ORIGINAL REPAIR ORDER.

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER NO.	2091834	ADVISOR	SARA KILGO	5008534	TAG NO.	7553	INVOICE DATE	09/05/25	INVOICE NO.	E1CS233473	
		LABOR RATE		LICENSE NO.		MILEAGE	114,468	COLOR		STOCK NO.	
		YEAR / MAKE / MODEL	17/RAM/PROMASTER CARGO/2500 HIGH RF								
		VEHICLE I.D. NO.	3 C 6 T R V D G 3 H E 5 1 1 0 7 3								
		F.T.E. NO.		P.O. NO.		R.O. DATE	07/31/25	SELLING DEALER NO.		PRODUCTION DATE	
		COMMENTS								MILEAGE OUT	MO: 114475

LABOR & PARTS

1 123EFZ TECH(S): 5007985 1199.95

CUSTOMER STATES VEHICLE GOES ON LIMP MODE AFTER ESM LIGHT COMES ON VEHICLE SPEED DECREASES TO 20MPH
PERFORM DIAGNOSIS. PERFORM SCAN REPORT
DTC P0369CAMSHAFT POSITION SENSOR INTERMITTENT BANK 1 SENSOR 2
C1221-86ENGINE CONTROL MODULE ECM SIGNAL INVALID
ENGINE IS MAKING EXCESSIVE TICKING NOISE POSSIBLE WORN LIFTERS,CAMSHAFT OR ROCKER ARMS
INTERNAL ENGINE COMPONENT FAILURE. ENGINE NEEDS TO BE TEAR DOWN AND INSPECT.
REMOVE INTAKE MANIFOLD, BOTH VALVE COVER AND TEST COMPRESSION.
RECOMMENDATIONS TEAR DOWN. REMOVE UPPER INTAKE
PERFORM COMPRESSION AND LEAK DOWN TEST
REMOVE BOTH VALVE COVERS AND INSPECT ROCKER ARMS,LIFTERS AND CAMSHAFTS FOR WEAR AND FAILURE.
1.0 HRS INITIAL DIAGNOSIS
17.4 HRS TEAR DOWN ENGINE.
WAITING FOR AUTHORIZATION. 8/8/25 AT 3:36PM
REMOVE UPPER INTAKE MANIFOLD . REAR VALVE COVER AND PERFORM INSPECTION . PERFORM STAR CASE 5161800050 CHECK FOR GALLEY BOLTS. LOSE OR MISSING
FOUND CYLINDER HEAD GALLEY PLUGS LEAKING. WHICH IS PART OF THE CYLINDER HEAD. ALSO FOUND VALVE COVER TUBE SEAL CYLINDER 5 MISSING. VALVE COVER AND TUBE SEALS LEAKING
ALL REAR BANK CYLINDERS SPARK PLUGS SOAKING ON ENGINE OIL.
ALSO FOUND METAL DEBRIS ON THE CAMSHAFT TONE MAGNETIC WHEELS PERFORM COMPRESSION AND LEAK DOWN TEST
1,3,5 CYLINDERS 165-175 PSI
2,4,6 CYLINDERS 150-160 PSI
PERFORM LEAK DOWN 1-6 CYLINDERS 20-30% LEAKING FROM VALVES. INTAKE AND EXHAUST
RECOMMEND BOTH CYLINDER HEADS.
ALL LIFTERS AND ROCKER ARMS
ALL CAMSHAFTS 4
ONE CAMSHAFT SENSOR
ALL HEAD GASKETS,VALVE COVER GASKETS,SPAK PLUG TUBE SEALS,
4.8 INITIAL DIAGNOSIS.
26.5 HRS. REPLACE BOTH HEADS.
CUSTOMER HAS BEEN DECLINED
2,4,6 CYLINDERS 150PSI -160PSI

JOB # 1 TOTAL LABOR & PARTS 1199.95

2 14JEZ03 CHECK ENGINE LIGHT TECH(S): 5007985 0.00

CUSTOMER STATES CHECK ENGINE LIGHT IS ON and TRACTION CONTROL LIGHT COMES ON WHILE DRIVING
INTERNAL ENGINE COMPONENTS FAILURE.
TEAR DOWN AND REASSEMBLED BACK CUSTOMER DECLINED.
CUSTOMER HAS BEEN ADVISED AND DECLINED REPAIRS.
BOTH CYLINDER HEADS,ALL CAMSHAFTS AND ALL ROCKERS AND ALL LIFTERS.

BAR #: AA243243 - EPA #: CAL000301908

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		LABOR RATE		LICENSE NO.		MILEAGE	114,468	COLOR		STOCK NO.	
		YEAR / MAKE / MODEL	17/RAM/PROMASTER CARGO/2500 HIGH RF								
		VEHICLE I.D. NO.	3 C 6 T R V D G 3 H E 5 1 1 0 7 3								
		F.T.E. NO.		P.O. NO.		R.O. DATE	07/31/25	SELLING DEALER NO.		PRODUCTION DATE	
		COMMENTS								MILEAGE OUT	MO: 114475

TEAR DOWN AND

JOB # 2 TOTAL LABOR & PARTS 0.00

J# 3 153E790 MULTI-POINT TNSP TECH(S):5007985 0.00

I AUTHORIZE AT EVERY VISIT A FREE 23 POINT VEHICLE
INSPECTION WILL BE PERFORMED AND I WILL BE ADVISED OF ANY
IMMEDIATE OR FUTURE NEEDS. THIS INSPECTION COULD INCLUDE A
FREE BATTERY TEST, BRAKE INSPECTION, TIRE TREAD DEPTH
INSPECTION, WHEEL ALIGNMENT INSPECTION OR VEHICLE COMPUTER
DIAGNOSTIC. AT THE TIME OF PICK UP YOU WILL RECIEVE YOUR
VEHICLE'S REPORT CARD.

IN COMPLIANCE WITH THE CALIFORNIA AIR RESOURCE BOARD RULE
(CARB), AUTOMOTIVE SERVICE PROVIDERS MUST: CHECK & INFLATE
TIRES TO THE RECOMMENDED TIRE PRESSURE RATE USING THE
MANUFACTURER'S RECOMMENDED TIRE PRESSURE RATING LOCATED ON
THE VEHICLE'S DOOR PLACARD OR THE TIRE INFLATION REFERENCE.
AS OUR VALUED CUSTOMER, YOUR SATISFACTION IS OUR GUARANTEE.
PERFORMED MULTI POINT INSPECTION.
PERFORMED TIRE PRESSURE TEST USING TIRE PRESSURE GAUGE AND
SET TO REQUIRED TIRE PRESSURE SETTINGS:
TECHNICIAN SET THE LEFT FRONT TIRE PRESSURE TO:39

TECHNICIAN SET THE RIGHT FRONT TIRE PRESSURE TO:39

TECHNICIAN SET THE LEFT REAR TIRE PRESSURE TO:39

TECHNICIAN SET THE RIGHT REAR TIRE PRESSURE TO:39

PERFORMED BRAKE INSPECTION.8
YOUR FRONT BRAKES MEASURED AT :

YOUR REAR BRAKES MEASURED AT :8

JOB # 3 TOTAL LABOR & PARTS 0.00

J# 4 013E799 DECLINE TECH(S):5007985 0.00

INSPECTION

JOB # 4 TOTAL LABOR & PARTS 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	MISC2	CREDIT MISC CP LABOR		84.00
JOB # A	MISC1	C/S MISC CP LABOR		-84.00
TOTAL - MISC				0.00

ESTIMATE-----
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING

ORIGINAL ESTIMATE OF \$0.00 (+TAX)

APPROVED ADDITIONAL COST OF \$689.99 FOR TOTAL ESTIMATE OF \$689.99 (+TAX) ON 08/12/25 AT 05:44pm
BY AZ BUS SALES COMMENTS camshaft position

CONTACT METHOD: CELL
APPROVED ADDITIONAL COST OF \$509.96 FOR TOTAL ESTIMATE OF \$1199.95 (+TAX) ON 09/05/25 AT 03:34p
BY AZ BUS SALES COMMENTS DIAG TEARDOWN

CONTACT METHOD: CELL

BAR #: AA243243 - EPA #: CAL000301908

[CONTINUED ON NEXT PAGE] 03:39pm

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NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON REVERSE SIDE

CUSTOMER NO. 2091834	ADVISOR SARA KILGO	5008534	TAG NO. 7553	INVOICE DATE 09/05/25	INVOICE NO. E1CS233473
	LABOR RATE	LICENSE NO.	MILEAGE 114,468	COLOR	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 17/RAM/PROMASTER CARGO/2500 HIGH RF			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 3 C 6 T R V D G 3 H E 5 1 1 0 7 3			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.			P.O. NO.	R.O. DATE 07/31/25
ECHAVEZ@A-ZBUS.COM	COMMENTS				MILEAGE OUT MO: 114475
PHONE					

COMMENTS-----
9512175649
RECOMMENDED NOT DONE/ DECLINED SERVICES-----
14JEZZ09352506 VLV COVER GSKT TECH: 5007985
03JEZZBATTERY1 BATTERY CONCERN TECH: 5007985

TOTALS-----
PARTS & LABOR WARRANTY IS 2 YEARS UNLIMITES MILES ON ALL NEW
CHRYSLER, DODGE, JEEP, AND RAM SERVICE PERFORMED AT THIS
FACILITY. REPAIRS OUTSIDE OF THIS FACILITY MUST BE
AUTHORIZED BY MANAGEMENT PRIOR TO THE REPAIRS BEING
PERFORMED. ALL NON-CHRYSLER, DODGE, JEEP, RAM PARTS,
AFTERMARKET OR CUSTOMER SUPPLIED PARTS HAVE NO APPLICABLE
PARTS OR LABOR WARRANTY THROUGH MOSS BROS. CHRYSLER, DODGE,
JEP, RAM
(BAR# AA243243)

TOTAL LABOR....	1199.95
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	84.00
TOTAL MISC DISC	-84.00
TOTAL TAX.....	0.00
TOTAL INVOICE \$	1199.95

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN
ORIGINAL ESTIMATED PRICE.

DEALER CODE IS 45292

CUSTOMER SIGNATURE

BAR #: AA243243 - EPA #: CAL000301908

[END OF INVOICE] 03:39pm

SF630653 Q (01/06)

Moss Bros CDJR Service

Customer Name: [REDACTED]
 Phone: (C) [REDACTED]
 Service Advisor: SARA KILGO

Vehicle Year/Model: 17 RAM PROMASTER CARG Printed: 09/05/2025 15:39:50
 VIN: 3C6TRVDG3HE511073 Odometer: 114468
 Technician: GUSTAVO CAMPOS RO: 233473 Tag: 7553

INSPECTION RESULT - OK **WILL REQUIRE FURTHER ATTENTION** **REQUIRES IMMEDIATE ATTENTION**

Green Yellow Red

<input checked="" type="checkbox"/>	<input type="checkbox"/>	Fill windshield washer fluid	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Oil change indicator light reset	
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect wiper/washer operation including front & rear blades	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect exterior lamps/lights/bulbs (operation/damage)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Warning lights	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect dash lights/interior lights/horn operation	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Interior	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Exterior	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect air cleaner element	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect cabin air filter (if equipped)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect drive belts and hoses	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect battery terminals and cables	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check brake fluid level and condition	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check engine coolant level and condition	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check power steering fluid level and condition	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Check transmission fluid level and condition (most models)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect front /rear differential and transfer case (leaks)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect exhaust system (leaks/damage/loose parts)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect brake system components (leaks/wear/damage)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect steering system (leaks/wear/damage)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect cooling system (leaks/wear/damage)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect heating and air conditioning operation	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect front suspension	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect rear suspension	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect axles/driveshaft(s)/U-joints/CV joints/boots	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect transmission for leaks	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect engine (leaks/wear/damage)	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Inspect fuel tank/lines/connections	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Time/mileage requirements	<input type="checkbox"/>

Brake Lining Measurements: LF: 8/32" RF: 8/32" LR: 8/32" RR: 8/32"

Tire Tread Measurements: LF: 12/32" RF: 13/32" LR: 11/32" RR: 13/32"

Tire Pressure Measurements: LF: 65psi RF: 65psi LR: 80psi RR: 80psi

Front / Rear Brake Linings

LF

☒ Green

☐ Yellow

☐ Red

RF

☒ Green

☐ Yellow

☐ Red



LR

☒ Green

☐ Yellow

☐ Red

RR

☒ Green

☐ Yellow

☐ Red

☐ Inspection Not Taken

Over 8/32" disc or 4/32" drum

7/32"-4/32" disc or 3/32" drum

Less 3/32" disc or 2/32" drum

Check Tires / Tread Depth

LF

☒ Green

☐ Yellow

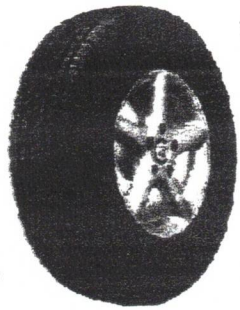
☐ Red

RF

☒ Green

☐ Yellow

☐ Red



LR

☒ Green

☐ Yellow

☐ Red

RR

☒ Green

☐ Yellow


☐ Red

7/32" or Greater

4/32" to 6/32"

3/32" or Less

Check Battery Performance



☐ Good

☒ Fair

☐ Bad

Actual Cold Cranking Amps	560
Factory Cold Cranking Amps	650

Moss Bros CDJR Service

Customer Name: [REDACTED]

Phone: (C) [REDACTED]

Service Advisor: SARA KILGO

Vehicle Year/Model: 17 RAM PROMASTER CARG Printed: 09/05/2025 15:39:50

VIN: 3C6TRVDG3HE511073

Odometer: 114468

Technician: GUSTAVO CAMPOS

RO: 233473

Tag: 7553

INSPECTION RESULT - OK

WILL REQUIRE FURTHER ATTENTION

REQUIRES IMMEDIATE ATTENTION

Serviced

Green Yellow Red

General Comment: P0369 CAMSHAFT SENSOR INTERMITTENT BAK 1 SENSOR2
C1221-86 ABS ENGINE CONTROL MODULE ECM SIGNAL INVALID
ENGINE MAKING EXCESSIVE TICKING NOISE
CHECK ENGINE LIGHT AND TRACTION CONTROL LIGHT ON
TICKING NOISE UPPER END RIGHT BANK.

MOSS BROS CDJR MORENO
VALLEY
27180 EUCALYPTUS AVE
Moreno Valley, 92555
951-688-6200

09/08/2025

13:11

SALE

Trans #:1 Batch #:351
MASTERCARD CHIP
 /
Base Amt: \$1199.95
Technology Fee: \$36.00
Total : \$1235.95

Resp: APPROVAL 076886 00
Code: 076886
Ref#: 525120001319
TransId: [REDACTED]

App Name: MASTERCARD
AID: A0000000041010

TVR: 0000008000
TSI: E800

Employee: 5008534
Invoice No: 233473

Cardholder acknowledges
receipt of goods and
obligations set forth by
the cardholder's
agreement with
issuer.

Signature
[REDACTED]

CUSTOMER COPY
Thank You