



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
DEC 21 2012
24-OCT-2012
Repository
Reference No.
10482075

OWNER INFORMATION (Type or Print)

Name [REDACTED] Daytime Telephone Number [REDACTED] E-mail Address
Address [REDACTED] No Computer
City IOLA State WI Zip Code [REDACTED] Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
1C4BJWDG9CL [REDACTED] Make JEEP Model WRANGLER Model Year 2012
Date Purchased 2/20/2012 Dealer's Name and Telephone Number 2298 State Hwy 32 Engine: No: Cylinders 3.6 Liter V6 24 Valve VVT Fuel Type: Gas
Original Owner [X] Dealer's City Pulaski State WI Zip Code 54162
Transmission Type 5 Speed Automatic [X] Antilock Brakes Powertrain Multiple Failure: Incident Date(s) 20-FEB-2012
[X] Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 070000 FUEL SYSTEM, GASOLINE, 162000 STRUCTURE: BODY, ENGINE (PWS)
Failure Mileage 77 Failure Speed 30

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make [REDACTED] Tire Model (Name or Number) [REDACTED] Tire Size (Example P215/65R15)
DOT No. (Example: DOTM9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code [REDACTED] Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name:
Seat Type: [REDACTED] Installation System:
Child Seat Component Code: [REDACTED] Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash Yes No Fire Yes No Number of Persons Injured 1 Number of Deaths 0 Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2012 JEEP WRANGLER 4X4. THE CONTACT STATED THAT SHE COULD SMELL GASOLINE FUMES ENTERING THE VEHICLE FROM THE VENTILATION. THE FUMES CAUSED THE DRIVER AND ANY OTHER PASSENGER THAT ENTERED THE VEHICLE TO BECOME NAUSEOUS AND ENDURE HEADACHES. THE VEHICLE WAS TAKEN TO THE DEALER WHERE THEY ADVISED THAT THE FAILURE WAS A NORMAL CHARACTERISTIC FOR THE PARTICULAR MODEL VEHICLE. IN ADDITION, THE CONTACT STATED THAT THE REMOVABLE HARD TOP WOULD FLEX WHEN DRIVING AT APPROXIMATELY 30 MPH OR HIGHER. THE FAILURE WOULD CAUSE EXTREME CABIN PRESSURE AND CAUSING THE DRIVER AND PASSENGERS TO SUFFER SEVERE HEADACHES. THE VEHICLE WAS TAKEN TO THE DEALER FOR DIAGNOSIS. THE MECHANIC ADVISED THAT THE HARD TOP WAS PERFORMING AS DESIGNED. THE MANUFACTURER WAS CONTACTED AND OFFERED NO ASSISTANCE. THE FAILURE MILEAGE WAS APPROXIMATELY 77. THE CURRENT MILEAGE WAS APPROXIMATELY 3,080.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Case Outline - Reference No. 10482075

2012 Jeep Wrangler Sport Unlimited 1C4BJWDG9CL [REDACTED]

Purchase Date: 2/20/12

Problems

① The engine compartment fumes, heat and noise can go through the open cowl (firewall) and get into the heating & air conditioning ducts which then enters directly into the area where the driver and passenger are seated. Road debris such as sand, dust & small rocks hits you while seated.

1a. The fumes from the engine cause shortness of breath, nausea, dizziness & headaches.

1b. Dealerships stated this is a "normal characteristic" of the vehicle and it is "functioning as designed".

② The removable hard top flexes which increases the cabin pressure and causes a very loud drumming noise with the windows closed.

2a. This causes excruciating ear pain, pain in the jaw & teeth which leads to nausea, earaches & headaches. It also causes shortness of breath.

2b. Dealerships stated this is a "normal characteristic" of the vehicle and it is "functioning as designed".

Attempts made to get help from Chrysler & Dealerships

① 2/23/12 - Called Matt Hylak at S+L Motors at 9:30am. Told him about the "drumming noise". Matt said "He's never heard of that before" & "they didn't build the Jeep there."

② Between 2/23/12 & 3/15/12 - Made calls to S+L Motors and the Jeep Customer Help Line. S+L Motors said "you have to deal directly with Jeep (Chrysler)". The Jeep Customer Help Line said "S+L Motors has to take care of the problem".

③ 3/15/12 - Went to S+L Motors regarding above problems & other issues. They would not provide me with a copy of the work order. No repair work done.

- ④ 3/20/12 - Went to STL Motors regarding above problems.
No repair work done. Talked to Matt while we were there.
Asked Matt if Chrysler would give us some money off the vehicle if we tried to fix it ourselves. "No"
- ⑤ 4/5/12 - Called Matt at STL Motors, he said I would need to talk to Phil (The Service Manager) from now on about my problems. Talked to Phil - he said he would talk to the Chrysler Representative in Chicago.
4/5/12 - 4/13/12 - Called Phil several times - talked to Phil on 4/13/12.
Phil said "Jeep is not acknowledging any problems like ours & therefore at this time they do not have a solution & cannot alter the vehicle."
- ⑥ 4/16/12 - Sent a letter to Chrysler dated 4/15/12. (See copy)
- ⑦ 4/20/12 - 5/8/12 - Talked to Connie (Case Manager for Jeep) 1-800-763-8422 Ext 66264. Several Phone calls with no solutions.
On 5/1/12 - Connie said Chrysler never received my letter dated 4/15/12. (Even though Connie said she had read it on our initial call on 4/20/12.)
- ⑧ 4/27/12 - Lynn called @ 2:58pm. (Badge # LW407 1-800-763-8422) From the Chrysler ~~lemon~~ Lemon Law Legal Department. Lynn said to qualify for Lemon Law you would have to have four work orders where they make an actual repair. Chrysler feels "the vehicle is functioning as designed" & that Phil from STL Motors told her "it is a characteristic of the vehicle."
- ⑨ 5/2/12 - Resent the letter dated 4/15/12 to Chrysler.
- ⑩ 5/10/12 - Pete from Newville Chrysler in Waypaca called to see if we like our new jeep. Told him about the problems & he said he would talk to the Sales Manager Dave Cratin.
- ⑪ 5/15/12 - 11:25am. Received a call from Jay at the Executive Offices at Chrysler - He said he just got the letter dated 4/15/12. Jay

- ⑪ cont. said I would have to take the Jeep to another dealership to confirm the problems.
- ⑫ 5/18/12 - Appointment at Neville Motors with Levi the Service Manager. Response - "Normal Characteristic of the vehicle". Kyle (the mechanic) stated during the test drive that the hardtop was not strong enough to sustain a rollover & that there have been problems with water getting inside the hardtops & that they are very cold in the winter & hot in the summer.
- ⑬ 5/22/12 - Jay from the Executive Office at Chrysler called & said he spoke to Levi at Neville Motors. Neville feels it is a "normal characteristic". Jay said the only thing Chrysler can do is provide a Friends Discount Number to make the price on a different vehicle below Factory Invoice. Jay also said not to call Connie - Case Manager anymore (she was just a temp)
- ⑭ 5/23/12 - 7/9/12 - Several calls to Pete (Salesman) at Neville Motors. Spoke to Pete & left voicemails requesting a quote on a 2012 Jeep Grand Cherokee with the amount they would give us on trade for our 2012 Jeep Wrangler. I was told several times the quote had been mailed. (I never got one). Pete also stated that Jay would not provide a Friends Discount Number or numbers for other discounts mentioned & would not return his calls.
- ⑮ 6/5/12 - Gandrud Dealership in Green Bay. No Repair. "Characteristic of the vehicle." "Operating as designed"
- ⑯ 6/6/12 - Courtesy Motors in Stevens Point. No Repair. "Normal for a Jeep Wrangler."
- ⑰ 6/11/12 - Mailed Motor Vehicle Lemon Law Notice to Chrysler
- ⑱ 7/9/12 - Didn't hear from Chrysler on the Lemon Law Notice. Called Case Mgmt Unit. He said someone closed the case on June 15th. Said he would contact the Lemon Law Unit. (Shawn) 1-800-763-8422 Closed by Andrew - Chicago Representative for Chrysler

- (19) 7/9/12 - Called Phil at S+L to get the phone number for Andrew because Jeep wouldn't give it to me. Phil said he wasn't allowed to give it out either, that Andrew was on vacation & he would talk to his boss. Phil never called me back.
- (20) 7/11/12 - Received a call from Amber - Case Manager - Chrysler - 1-800-763-8422 Ext. 66378. Told her the deadline to respond to the Lemon Law Notice was July 13th. She said Andrew was on vacation until 7/17/12 & when he returns he will send a letter saying they won't buy it back. (Never received a letter)
7/11/12 - 8/24/12 - Several phone conversations with Amber.
- (21) 7/24/12 - Amber said the Lemon Law Dept at Chrysler would call me.
- (22) 7/25/12 - Brianna from the Lemon Law Dept called at 12:11pm. Brianna said that Chrysler stands behind Andrew's "No" answer to buying the vehicle back because no repairs were done because the problems are "normal characteristics of the vehicle". I asked them to send a written response to the Lemon Law Notice saying "they won't buy the vehicle back & why". Brianna said they will not do that unless you hire a lawyer to send it to.
- (23) 7/25/12 - Talked to Amber - Said if I sent her copies of receipts for items used in an attempt to make the Jeep usable that maybe I would be compensated. 7/25/12 - 8/16/12 - Several calls to Amber.
- (24) 8/3/12 - Letter of same date sent to Amber.
- (25) 8/23/12 - Check from Chrysler for \$484.72 (See letter of 8/3/12)
Called Amber - Chrysler will not provide any of the other items in the Compensation Package (8/3/12 letter). I then asked her to send me a check for \$4,000.00 for the monetary value of this package.

(26) 8/24/12 - Called Amber at Chrysler, she closed the case & will not re-open it & Chrysler will not pay for any more materials or compensation. I asked her for the Owner's Name of Chrysler & Address & she said she didn't know it & would call me on 8/27/12. You guessed it to this day she never called me back.

Feb 20, 2012 - July 2012 - The 2012 Jeep Wrangler Unlimited Sport basically was stored in our garage & unusable due to the problems listed earlier. We drove it to the dealerships to try to get the problems resolved. We had to continue using our old vehicle during this time & weren't able to go very many places in the summer because the air conditioning was broke.

July 2012 - After exhausting all our efforts to get help by going to Dealerships, Contacting Chrysler, trying to switch to a different vehicle & going through the Wisconsin Lemon Law Process (Chrysler does not participate in the Manufacturer Arbitration Portion of the WI Lemon Law) we had to start making the vehicle usable & safe.

We had to design & engineer parts & find materials to help resolve the earlier mentioned problems. The 2012 Jeep Wrangler is now tolerable to be in but the things we have done are not 100% resolutions. We are constantly working on & improving on the work we have done to the vehicle.

Chrysler also has not helped our efforts by refusing to provide a service manual for the vehicle. (Requested in letter dated 8/2/12) & letter dated 4/15/12.)

We bought a new vehicle so we had a dependable, usable vehicle that wouldn't require constant work. We got a vehicle that needs work to make it usable & safe. We have had to spend a lot of labor hours & money on materials to get a start on this process.

Copies of Items enclosed

Reference# 10482075

1. Work Orders - STL Motors, 2298 State Hwy 32, Pulaski, WI 54162
Matt Hylak - Salesperson who sold us the vehicle
Phil - Service Manager 1-800-865-2655

Newville Motors, P.O. Box 308, 1407 Royalton Street
Waupaca, WI 54981 1-715-258-3232
Pete Newville - Salesperson
Levi - Service Manager

Gardrud, 2300 Auto Plaza Way, Green Bay, WI 54302
1-800-242-2858

Courtesy Motors, 301 N. Green Avenue, Stevens Point, WI
54481 1-715-341-2440

2. Letter to Chrysler dated April 15, 2012
3. Letter to Chrysler dated May 1, 2012
4. Motor Vehicle Lemon Law Notice sent to Chrysler on 6/11/2012
5. Letter to Chrysler dated August 2, 2012



2298 STATE HWY 32
PULASKI, WI 54162
(920) 865-8000
(800) 865-2655

CUSTOMER #: 4455970
UNIT# 120348

221208

INVOICE

PAGE 1

SERVICE ADVISOR: 188 JULIE ADAMSKI

IOLA, WI
HOME: CONT:N/A
BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLACK	12	JEEP WRANGLER	1C4BJWDG9C		584/594	T817
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	PAYMENT	INV DATE
20FEB12	DD20FEB12		WAIT 20MAR12		0.00 CASH	09APR12

R/O OPENED	READY	OPTIONS:				
08:47 20MAR12	11:08 09APR12	STK:120348 DLR:68568 ENG:3.6 Liter 1) CUSTOMER CALLED AND CHANGED OIL ON 2-23-12, ALSO ADDED FOAM NOISE GONE				
LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES THERE IS ALOT OF NOISE WHEN DRIVING--WOULD LIKE TO RIDE WITH TECH

CAUSE: E

85412300 DIAGNOISE AND VERIFY CUSTOMERS CONCERN
---NO REPAIRS AT THIS TIME
6 KEVIN LIC#: 7498

W						(N/C)
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00

594 COMPARED AIR FLOW AND RIDE WITH CUSTOMERS IN ANOTHER WRANGLER. COMPARE BOTH FOR AIR FLOW OUT AT REAR TAILGATE--ABOUT THE SAME. TODAY THE BUFFETTING NOISE DID NOT HAPPEN BUT DID NOTICE THE REAR SECTION BOW UP AND LOOKS DISTORTED COMPARED TO OTHER WRANGLER. CUSTOMER SAID THE TOP VIABRATES/BUFFETS IN THE WIND AT HYWAY SPEEDS. CUSTOMERS ALSO STATE CABIN AIR PRESSURE SEEMS EXCESSIVE PRESSURE ON THE EAR DRUMS- RELEASED SOMEWHAT WHEN WINDOW IS CRACKED OPEN. DISTRICT REP OKD TO REINBURSE CUSTOMER IF BOOM MATS TAKES CARE OF CONCERN. CUSTOMER STATED CONCERNS WHEN PICKED UP VEHICLE ABOUT ORANGE PEEL ISSUE ON THE PAINT OF THE VEHICLE, ALSO PAINT AROUND HINGES MISSING. ALSO CONCERN WITH BOW IN DOOR. PAINT CONCERNS WOULD BE COVERED UNDER FACTORY WARRANTY, CUSTOMER DOES NOT WANT THE FACTORY PAINT REDONE AT THIS TIME. CABIN AIR PRESSURE CAN NOT BE CONFIRMED OR REPAIRED AT THIS TIME.

SERVICE DEPARTMENT HOURS

Monday - Friday 7:30am - 5:00pm

SALES HOURS

Monday and Thursday 8:00 am - 9:00 pm
Tuesday, Wednesday & Friday 8:00 am - 6:00pm
Saturday 8:30 am - 4:00 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	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

Motor vehicle repair practices are regulated by chapter ATCP 132, Wis. Adm. Code, administered by the Bureau of Consumer Protection, Wisconsin Dept. of Agriculture, Trade and Consumer Protection, P.O. Box 8911, Madison, Wisconsin 53708-8911.

CUSTOMER COPY

Thank You!

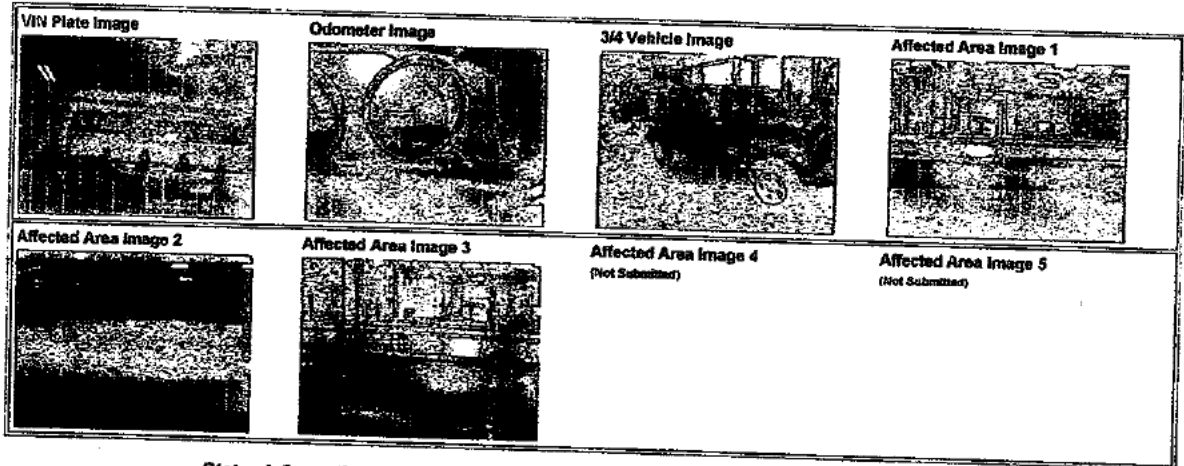
DEALER CONNECTION
 HOME SALES
 Dealer Connect To Service Vehicle Owners

Home | My Account | My Requests | My Dealer Info | Business Center

SERVICE CONTRACTS SERVICE PARTS MARKETING

Request List | **New Request** | Search | View Request | Update Request

Soft/Hard Top



Status Information
 Claim Number:
 Status: REJECTED
 Date Created: March 26, 2012
 Requestor: S872200
 Dealer: 68568 - S & L MOTORS
 Actual Cost (USD): 1293.96

Vehicle Information
 VIN: 1C4BJWDG8CL
 Model: 2012 JK.M74 - JEEP WRANGLER UNLIMITED X 4X4 SPORT UTILITY 4-DOOR
 Engine: ERB - 3.6L V6 24V VVT Engine
 Transmission: DGJ - 5-Speed Auto W5A580 Transmission
 Odometer: 594
 In-Service Date: February 22, 2012
 Claim Type: W-Warranty
 WCC Code: 538
 Restrictions: NO
 Open CAIRs: NO

Vehicle Configuration
 A7: Cloth Low-Back Bucket Seats
 X9: Black
 AHT: Trailer Tow Group
 APA: Monotone Paint
 BAB: 160 Amp Alternator
 BC2: 600 Amp Maintenance Free Battery

Repair Issue
 CUSTOMER COMPLAINT IS A LOT OF WIND NOISE WHILE DRIVING, WE DIAGNOSED THE HARD TOP SOME OUT WHEN ITS PRESSURIZED MAKING A GAP FOR THE WIND NOISE. HARD TOP IS DEFORMED.

Proposed Repair Action
 WOULD NEED TO REPLACE THE HARD TOP. PART # 1FJ04RMFAE LOP--- 23050203

Request History				
T-IDS-40	Date	Time (HH:MM:SS)	Action	Note
T6749KS	March 26, 2012	16:55:53	Approver Comment	This part is fiberglass and does not expand under normal cabin pressure. This has been checked.



NEUVILLE

CHRYSLER DODGE JEEP

PO BOX 308, 1407 ROYALTON STREET
WAUPACA, WISCONSIN 54981
Phone: 715-258-3232
www.neuvillechrysler.com



[REDACTED]		VEHICLE IDENTIFICATION		MILEAGE IN		DATE IN/TIME		E.C. NO.	
[REDACTED]		1C4BJWDG9CL [REDACTED]		1006		05/18/12 08:08		17704	
WAUPACA		WI [REDACTED]		YEAR	MAKE	MODEL	COLOR	TAG NO.	
				12	JEEP	WRANGLER U	BLACK	00000	
CUST. NO.	LICENSE	HOME PHONE	WORK PHONE	STOCK NO.	IN-SERV DATE	SERV. ADV.	PROMISED		
		[REDACTED]	- -		02/20/12	44 2748LK	WAITER		
CUST. LABOR RATE	DELIV. DATE	DELIV. MILES	OTHER PHONE		MILES OUT	ENG/TRANS			
	00/00/00		- -			3.6L V6			

VEHICLE RECEIVED WITHOUT FACE TO FACE CUSTOMER CONTACT

APPROVED ESTIMATE _____ DATE _____ TIME _____

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 your control or for any delays caused by unavailability of parts or delays in parts shipments. I hereby grant you permission to operate the vehicle herein on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of _____

CASH CHARGE

LN TYPE OP-CODE TECH *LS9*

A W Customer States THAT THE JEEP HAS EXCESSIVE CABIN PRESSURE OVER 35MPH.
vent under spare tire is working

B W Customer States THAT THE HARD TOP IS LOOSE. *compare to doll with 5000 miles top moves the same*

C W Customer States THAT THE TOP VIBRATES AT HWY SPEEDS. *Test drove doll feels same they state it feels the same as theirs, normal operation*

Paint- Orange Peel, Missing Paint around hinges

Doors- Buckling / Bowing In - Passenger & Driver

Hesitation when you turn key to start it

Weatherstripping -

Muffler - Tings & Clangs Excessively - Normal noise heard

Shifts & Jerks a bit odd

The differentials were overfilled

Metal & gaskets pieces in oil when we changed it.

Rear Windshield Wiper - the line fell off just sitting

Drain holes in Rocker Panels / Doors plugged with foam material.

GANDRUD

DODGE CHRYSLER Jeep RAM

2300 Auto Plaza Way
Green Bay, WI 54302
www.gandrud.com
(800) 242-2858 TOLL FREE
(920) 468-1212 Sales and Service
(920) 468-3677 Body Shop
(920) 468-4980 Parts

CUSTOMER NO. 35660	ADVISOR SCOTT SNYDLE	TAG NO. 185 1117	DATE OFFERED BACK 06/05/12	INVOICE NO. DOCS340621
	LABOR RATE	LICENSE NO.	MILEAGE 1,118	COLOR BLACK/
	YEAR / MAKE / MODEL 12/CHRYSLER/WRANGLER UNLIMI/4DR 4WD			DELIVERY DATE
	VEHICLE I.D. NO. 1 C 4 B J W D G 9 C L		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/05/12	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MILEAGE OBT MO: 1128	

LABOR & PARTS
1 10DOZ ***DRIVEABILITY** **TECH(S):101** **WARRANTY**

CUSTOMER STATES THAT THERE IS A DRONING NOISE COMING FROM THE ROOF WHEN DRIVING OVER 30MPH. SEEMS TO BE LOUDER WHEN ROOF IS WARMED UP FROM THE SUN. CHECK AND ADVISE. ADVISOR 185 RODE WITH CUSTOMER. AND COULD NOT HEAR DRONING NOISE. ALSO TEST DROVE ANOTHER 2012 JEEP WRANGLER SIMILAR TO CUSTOMERS VEHICLE AND CUSTOMER COULD HEAR DRONING BUT ADVISOR 185 COULD NOT. IF CONDITTON IS HAPPENING IN MULTIPLE VEHICLES IT IS A CHARACTERISTIC OF THE VEHICLE. CHECKED FOR ANY OPEN STARR CASES. NONE FOUND. VEHICLE OPERATING AS DESIGNED AT THIS TIME. NO CORRECTIONS TO BE MADE.

Thank You!

JOB # 1 TOTAL LABOR & PARTS 0.00

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

COMMENTS
 WAITER

RECOMMENDATIONS
 No Additional Services Required

TOTALS

*****	TOTAL LABOR....	0.00
*Gandrud Dodge/Chrysler and your vehicle manufacturer are *	TOTAL PARTS....	0.00
*very interested in your opinion. You may receive a survey *	TOTAL SUBLET...	0.00
*regarding this service visit. Our goal is to provide *	TOTAL G.O.G....	0.00
*"Excellent" customer service that you are "Very Satisfied"	TOTAL MISC CHG.	0.00
with. If we have not succeeded in doing so, please contact	TOTAL MISC DISC	0.00
*us. Thank You!	TOTAL TAX.....	0.00
*	TOTAL INVOICE \$	0.00
*Mopar Part Warranty on parts 12-months unlimited miles *		
*(excludes seals and gaskets) and 12-month 12,000 miles on *		
*labor if parts installed in our Service Department *		

 Please sign below for release of vehicle to your care.

 CUSTOMER SIGNATURE



301 North Green Avenue Stevens Point, Wisconsin 54481
 (715) 341-2440 FAX 341-5424



CUSTOMER NO. 49351		ADVISOR JASON STANIAK	TAG NO. 288	INVOICE DATE 06/06/12	INVOICE NO. CHCS121527
[REDACTED]		LABOR RATE	LICENSE NO.	MILEAGE 1,244	COLOR BLACK/
IOLA, WI [REDACTED]		YEAR / MAKE / MODEL 12 / CHRYSLER / WRANGLER UNLIMI / 4DR 4WD		DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO. 1 C 4 B J W D G 9 C L		SELLING DEALER NO.	PRODUCTION DATE 02/08/12
RESIDENCE PHONE		F.T.E. NO.	P.O. NO.	R.O. DATE 06/06/12	
BUSINESS PHONE		COMMENTS			MO: 1252

LABOR & PARTS
 J# 1 30CHZ BODY EXTERIOR TRIM TECH(S):20 WARRANTY
 CUSTOMER STATES THAT THERE IS A DRUMMING NOISE FROM THE TOP TEST DROVE VEHICLE WITH CUSTOMER. COULD NOT DUPLICATE DRUMMING NOISE. CUSTOMER CONCERN OF PRESSURE. COULD NOT FEEL PRESSURE UNLESS ROLLING WINDOWS UP AND DOWN. ALL NOISE NORMAL FOR WRANGLERS

JOB # 1 TOTAL LABOR & PARTS 0.00

TOTALS		TOTAL LABOR....	0.00
* CASH []	CHECK [] CK#	TOTAL PARTS....	0.00
* CREDIT CARD []	CLOSED []	TOTAL SUBLET...	0.00
*****		TOTAL G.O.G....	0.00
*****		TOTAL MISC CHG.	0.00
*****		TOTAL MISC DISC	0.00
*****		TOTAL TAX.....	0.00
*****		TOTAL INVOICE \$	0.00

WE CARE ABOUT THE ENVIRONMENT!!
 Please note that there has been a supply charge added to your invoice for safe and lawful disposal of your environmentally unsafe waste: such as waste oil, coolant, refrigerant, batteries, solvents, filters and other hazardous materials. THANK-YOU!

CUSTOMER SIGNATURE _____



Honda - Chrysler
 Dodge - Dodge Trucks
 Nissan - Mazda - Jeep

SERVICE DEPARTMENT HOURS

MONDAY
 8:00 A.M. TO 6:00 P.M.
 TUESDAY-WEDNESDAY-THURSDAY
 8:00 A.M. TO 5:30 P.M.
 FRIDAY
 8:00 A.M. TO 8:00 P.M.
 SATURDAY
 8:00 A.M. TO 12:00 P.M.

"Any warranties on the products sold hereby are those made by the manufacturer. The seller, (above named dealership), hereby expressly disclaims all warranties, either express or implied, 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."

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**WE SINCERELY APPRECIATE
 YOUR BUSINESS
 THANK YOU**

April 15, 2012

Chrysler Group LLC

Attn: Doug D Betts

Customer Center

Senior Vice President - Quality

P.O. Box 21-8004

Auburn Hills, MI 48321-8004

Customer Information: [REDACTED], Iola,

WI [REDACTED] VIN# 1C4BJWDG9CL [REDACTED]

Date of Purchase: 2/20/12, Servicing Dealer: S+L Motors

Re: I Love MY New Jeep but I am having an issue that the dealership cannot resolve & it makes the Jeep miserable to ride in for any distance.

I will explain the main issue first & then I will tell you about my Jeep experience from purchasing, trying to resolve issues & to the present. (Side Note: I own a 1993 Jeep Grand Cherokee Laredo & a 1990 Jeep Cherokee.)

The main issue we are having is the cabin pressure in the vehicle is not normal. This occurs when all the windows are closed.

The pressure causes excruciating ear pain which leads to ear aches. While riding in the 2012 Jeep Wrangler Sport Unlimited you have to keep swallowing to pop your ears.

What we have done to try to resolve the cabin pressure issue:

2/23/12 - Called Matthew Hylak (salesman) at S+L Motors to report drumming noise and pressure issue. (Side Note: I will describe the drumming noise next & what we did on our own to resolve it).

Matt said "he's never heard of that before" & "they didn't build the Jeep there".

2/24/12 - Called 1-800-925-Jeep (McKenzie) to document the drumming noise & pressure issue.

3/17/12 - Called 1-800-925-Jeep (Richard) Spoke with him concerning cabin pressure in the vehicle & a few other issues I will mention later in this letter. He told us the dealership has to handle your concern. (Hadn't heard from S&L Motors)

3/19/12 - Called Julie at S&L Motors Service Department & told her we were still having the cabin pressure problem & what we did about the drumming issue. Explained to her about the ear pain & ear aches.

3/20/12 - Drove to S&L Motors (about 140 miles roundtrip) for a service appt. related to the cabin pressure / drumming noise. Kevin (mechanic) went for a ^{brief} ride in the vehicle with us. Kevin took the Jeep into the shop to look at it. He compared our Jeep Hardtop to the hardtop of a 2008 Rubicon that was there for service. Kevin (mechanic) showed us how much the hardtop moved just by opening & closing the door on the vehicle. Kevin showed us the vent was working on the vehicle behind the tire. Phil (Shop Mgr also saw hardtop movement)

While we were there Matthew Hylok's boss wanted us to ride in a comparable vehicle to see how the pressure / drumming noise was to ours. We took a Sahara for a ride & it had the same problems as ours related to pressure / drumming & actually it was worse.

Talked to Matthew Hylok - he said they were sending a claim into Chrysler probably for a new Hardtop. We told him a new hardtop probably won't resolve the pressure issue.

4/5/12 - We hadn't heard anything from the dealership so I called (12:30pm) Matthew Hylok - he said he didn't know anything & would have someone from the Service Dept. call me. 5:00pm - Phil - Service Mgr called & said the request for a hardtop was denied. Told him we didn't request a hardtop, we wanted a solution to the pressure issue.

4/5/12 - Phil said he would talk to the Chrysler Rep in Chicago & call me back on 4/6/12. 4/6/12 - No call from Phil.

4/9/12 - Called Phil at 8:45am. - Said they have no solution to the pressure issue & Chrysler does not know about any pressure issues.
Therefore there is no repair that can be done at this time.

Over the approximately past two months we have asked the S&L Motors Dealership for assistance as you just read about. We have also tried to resolve the pressure & the drumming issue on our own.

The pressure & the drumming issue are affected by: temperature, wind, direct sun & speed of the vehicle.

The drumming noise gets worse when the temperature goes up, the hardtop is in the sun & speeds above 45mph.

Our solution which has greatly helped to eliminate the drumming noise with the windows closed is we placed an innertube between the hardtop & the rollbar. It took several attempts to inflate it to the proper level.

Originally we put a foam pillow there but it developed a memory & didn't help anymore. The innertube has made the drumming noise almost disappear. A \$30,000 Jeep should not require an innertube.

Cabin Pressure: Causing the ear pain & ear aches with the windows closed.

We have tried: Cracking the back window, wearing ear plugs, driving the Jeep without the tire over the back vent (it made the pressure even worse.) The pressure gets especially worse over 45mph.

We have tried adjusting the speed of the fan.

We are thinking it has to do with the vents - too much air coming in the hood vent? (the air coming in is so forcefull you get hit by pieces of sand). Is the back vent too low? Does it need more vents? Is there something else that could be causing the pressure?

Enclosed is a copy of the repair issue. It states for the hardtop
 "This part is fiberglass and does not expand under normal cabin pressure"

DO YOU HAVE ANY SOLUTIONS FOR THIS CABIN PRESSURE?

It makes this vehicle miserable to use. We have been using our 1993 Jeep but with the warm days we will be forced to be miserable because the A/C broke in our 1993 Jeep & that's why we decided to get a new one.

Background

Our Jeep buying adventure began Fall 2011. We decided after years of buying used vehicles & having to fix someone else's problems we would buy new. We have the two Jeeps and like them so we decided on another Jeep. We contacted dealerships trying to get prices & choices. (We live in a dead zone where cell phones & the Internet don't work.) We went to dealerships & they said they would send a price or call back & they never did. We had to call back & literally beg to get a price. It would be a whole other letter just to explain. I was told I couldn't order a 2012 until 2012, I could only buy what's on the lot.

After months of game playing, we decided to call dealerships outside of our area. We called S&L Motors & got Matt Hylek, told him what we wanted & he would send a price quote. (S&L Motors is about 1 hour 40 minutes one way). We got the quote in the mail. We negotiated a price over the phone on 1/19/12. We told him we would contact him when we were ready to order because we didn't want the vehicle until April/May after the snow was gone. The same day in the evening we got a call from Matt & he said we had to order today because "the price of Jeep Wranglers was going up" & "if we didn't order today they weren't going to be taking orders for Jeep Wranglers to be built anymore for the year."

We really wanted this type of vehicle so we used the credit card for part of the down payment that night. We went to the

dealership the next day and paid the remaining down payment. (1/20/12)
 We told him we didn't want the vehicle until April/May. He said it wasn't a problem & it would be quite a while before it was built. He said he would call when he found out the build date.

2/10/12 - We never heard from Matt about a build date. We got a message on the phone saying the Jeep was here & ready to be picked up. Called & told him we didn't want it till April/May - he said it's here you have to pick it up.

2/17/12 - 2/20/12 - Called daily to see when we were picking it up. Told him we were making arrangements for a ride & arrangements for the money.

2/20/12 - Matt called & said he was sending someone from the dealership to pick us up in a couple hours because we need to come get the vehicle. We had to pick it up in the dark. When we went to pick it up we noticed the passenger door was bowed in & were told it was the shop lighting. This brings me to the other issue which we have with the Jeep but I am sure can be worked out.

(Side Note: When we were looking at different dealerships we asked them if there were any noise issues related to the Jeep Wranglers & we got the same type of answer at each one: "With all the technology there are no noise problems", "The chopping window noise is a thing of the past when you have the windows open".)

3/15/12 - Service Visit to S&L Motors - Spoke w/ Mark Metcalf - Body Shop Manager. Showed him the bows in the passenger side door, the unpainted hinges on the hood, the weatherstripping on the driver's side door, the foam plugging the drain holes ^{along the edges} in the door, & the paint job overall looks like "orange-peel". He said all the paint looks like that on all the vehicles. We asked him about getting a new door & he said "Good luck with that, Chrysler isn't going to give you a new door". "It would be a custom paint job to redo the ~~Jeep~~ Jeep".

Mark also said "The foam plugging the holes along the edges is for stability". In the printed 2012 Jeep Wrangler Owner's Manual on Page 573 it states: "It is important that the drain holes in the lower edges of the doors, rocker panels & tailgate are kept clear & open." Mark took pictures & told us he would get back to us. He NEVER DID!

4/9/12 - When I talked to Phil (Shop Manager) regarding the pressure/noise issue I told him I hadn't heard anything about the Paint/Door Issues. He said he would talk to Mark & call me back today. When he called back he said there was no response from Chrysler because they did not submit a claim for the paint/door issue. He said that related to the door issue they could heat up the door & try to pull it out.

I do not think this will solve the problem, I think it is related to the pressure issue. The driver's side door is also starting to bow in, you can see it by the hinges. In regards to the paint & missing paint, Phil said they could try to paint the hinges & blend the paint.

Since we were at S&L Motors we are noticing more areas that are missing paint like underneath the vehicle. The vehicle is barely two months old & it is starting to rust on the axles, differential, steering knuckles & drive shaft. Mark told us on 3/15/12 that in order to get rid of the "orange-peel" the whole vehicle would have to be redone & it wouldn't be as strong or hold up like a factory paint job.

I feel I should not have to ~~depreciate~~ depreciate the value of my new \$30,000 Jeep with a repaint job that will not be as good a quality or as long-lasting as a factory paint job. I also feel that trying to get the bows out of the door isn't right, especially considering the driver's door is starting to bow in also.

In regards to the paint issue, if the pressure issue can be resolved, some sort of compensation is due.

As long as I am writing this letter there are a few more concerns you can answer for me.

My husband works on our vehicles & takes good care of them. Which brings me to my next point: Service Manuals & Diagnostic Procedure Manuals. On Page 588 of the Owners Manual you can order Service & Diagnostic Manuals. I called the Tech Authority Number & they said the printed manuals would not be available for two or three years. They said I could go online & subscribe to a service to have access to this information. I feel I shouldn't have to pay for online service when I don't have access to it & want to buy the manuals. I feel when you buy a Jeep a Service/diagnostic manual should come with it or at least you should be able to buy a printed Service/diagnostic manual right away.

I asked the S&L Motors Service Dept. if they had manuals. They said "no" they print out on paper whatever they need to work on a vehicle. What a waste of paper, by the end of two or three years the amount of paper printed is way more than having a printed service manual.

Why aren't these manuals for the 2012 Jeeps available in 2012?

Mopar Use & Care Products - The owner's manual throughout recommends Mopar Glass Cleaner, Mopar Wheel Cleaner & etc. See your dealer for the products. S&L Motors does not stock any Mopar Products, they can order them. I feel if you recommend these products than the dealership should have a rack of the products ready to purchase.

I feel overall I was pushed into having to buy the vehicle now & ~~have~~ ^{had} to pick it up now. And now I have issues that need resolved & I have been waiting for two months & still no resolutions.

IN REVIEW:

* Main Concern I need resolved to make the Jeep usable: Cabin Pressure causing excruciating ear pain & ear aches. *

Drumming Noise - The innertube at this point seems to be working - but for \$30,000 there shouldn't be a problem.

Paint Issues + Door Issues

Service Manuals + Diagnostic Procedure Manuals

Mopar Products

I would like answers/action in regards to the above in a prompt manner.

Please address my concern with the Cabin Pressure + the others.

I need a vehicle that you can stand to be in/ride in. As stated in a letter I just received Welcoming me to the Jeep Family, "Our goal is quality, Comfort, capability + ease of operation". Signed by Doug D. Betts, Senior Vice President - Quality.

Our 2012 Jeep Wrangler Unlimited Sport rides nice, handles well + is nice to drive. It has many great qualities. We love it!
It is a real head turner, you stop at a light + you have people looking at it up + down, doing double takes. People even walk up in a parking lot + say how jealous they are of the vehicle. So far all we say is "Thank You".
BUT

We are uncomfortable in our new vehicle due to the ear pain caused by the cabin pressure. Do you have a solution?

I am also enclosing a copy of the Service order. The last line states that "Cabin Air Pressure can not be confirmed or repaired at this time".

We wanted the mechanic to take ~~me~~ a long ride with us to get the full effect of the pressure issue. but the Service Advisor said they could pay a mechanic to do that - only a brief ride. The dealership wanted us to leave the vehicle there for several days while their mechanics drove it back + forth to work + on errands. I felt that was unacceptable - why should I spend \$30,000 on a vehicle to have someone else drive + probably abuse it. On March 20, 2012, when I was there I had to sign a work order - I asked for a copy when I was there + was told I couldn't have one. When I talked to Phil (Service Mgr) on April 9th + April 13th - I asked him to mail me a copy. As of the mailing of this letter I still don't have it.

I look forward to a prompt response to this letter.

Thank you,



Iola, WI 



May 1, 2012

Chrysler Group LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

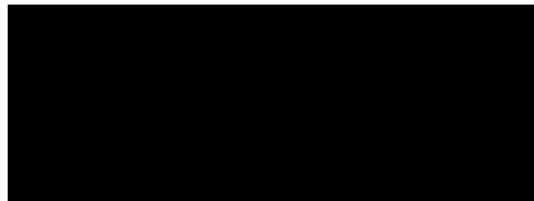
ATTN: Case Manager - Connie CASE# 22087371

Connie,

Here is a copy of the April 15, 2012 letter that was sent & received at your company on April 18th, 2012 @ 6:21am. per the Confirmation from the USPS.

Also enclosed are copies that were originally sent with the letter: STL's form requesting a new hard top STL Invoice stating problems.

Thank you,



Iola, WI



Motor Vehicle Lemon Law Notice

Demand for relief under s. 218.0171, Wisconsin Statutes

Print & complete, or click on first line. Tab to next field. Enter only as much text as will fit on a line.

Pursuant to the Wisconsin Lemon Law, I am notifying Chrysler Group LLC of the following:
(check one) manufacturer

- My vehicle has been made available for repair at least 4 times for the same defect during its first year of warranty.
- My vehicle has been out of service at least 30 days, because of one or more defects during its first year of warranty. The 2012 Jeep has been stored in the garage.

Vehicle make Jeep Model Wrangler Year 2012 VIN (17 digits) 1C4BJWDG9CL [REDACTED]
Unlimited Sport

Name and city/state of selling or leasing dealer or leasing company S&L Motors, 2298 State Hwy 32, Pulaski, WI 54162

Date of vehicle delivery February 20, 2012 Today's date June 10, 2012

Name of financial institution that financed/leased vehicle N/A Loan account # N/A
By providing this information, I authorize the manufacturer to contact this financial institution for financing information needed to calculate a refund. Authorization expires 35 days after the date of this form.

➔ See back for vehicle defect and repair information ➔

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 within 30 days:

- (check one)
- A comparable new vehicle in accordance with the Lemon Law, plus collateral costs
 - A refund calculated in accordance with the Lemon Law, plus collateral costs

Description of collateral costs I have incurred in connection with vehicle repairs. (Examples include alternative transportation, towing costs.) Three Brand New (Unused) Oil Filters: 3 at 8.50 each = \$25.50 + 1.40 (5.5% tax) = \$26.90
Cost of gas to take 2012 Jeep to dealerships for repair: 40 gallons at 3.70/gallon = \$148.00

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.) See letter

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.) There are no items missing or damaged.

I offer to return my vehicle and transfer title after the manufacturer meets my demand for Lemon Law relief.

Owner name [REDACTED] Co-owner (if any) _____

Address [REDACTED] Tola, WI [REDACTED]

Home phone (optional) _____ Work phone (optional) N/A

Fax (optional) N/A Owner signature [REDACTED]

A written response is required.

Vehicle repair information

I have made my vehicle available to an authorized dealership for repair because of the defect(s) on these dates: Called S&L Motors to report the pressure issue, drumming noise, orange-peel paint, missing paint & bow in door. Mileage on vehicle: 77 miles

Date in/out	Mileage	Dealership name	Problems you reported
3/15/12 / 3/15/12	Approx. 444	S&L Motors 2298 State Hwy 32 Polaski, WI 54162	Bow in passenger side door, unpainted hinges, weatherstripping on driver's door, orange-peel paint, pressure/drumming issue ←
3/20/12 3/20/12	584	S&L Motors 2298 State Hwy 32 Polaski, WI 54162	Pressure/drumming noise leading to ear pain & pressure.
5/18/12 5/18/12	1006	Newville, P.O. Box 308 1407 Royalton Street Waupaca, WI 54981	Pressure/drumming noise leading to ear pain & pressure.
6/5/12 6/5/12	1,118	Gandrud 2300 Auto Plaza Way Green Bay, WI 54302	Pressure/drumming noise leading to ear pain & pressure
6/6/12 6/6/12	1,244	Courtesy Motors 301 North Green Ave Stevens Point, WI 54481	Pressure/drumming noise leading to ear pain & pressure.

Return on 3/20/12 for this problem

We recommend you send this notice to the manufacturer by certified mail.

Keep a copy for your records.



June 10, 2012

Chrysler Group LLC
Customer Center
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

ATTN: Lemon Law Notice Unit

Description of non-removable options that have been added to my vehicle after the sale, but not included in the purchase price:

- 1. JK Wrangler Hood Lock _____ \$ 18.99
 - 2. Front Mud Guards _____ 32.99
 - 3. Rear Mud Guards _____ 32.99
 - 4. Bug/Stone Hood Guard _____ 32.99
 - 5. Smittybilt SRC Side Armor _____ 299.99
 - 6. Chrome Drawbar, Hitch & Hitchpin _____ 36.08
- \$ 454.03

These items once installed cannot be removed from the vehicle & returned.

I have enclosed the following copies:

- A. Work Orders -- 3/20/12 - STL Motors, 5/13/12 - Neville, 6/5/12 - Gandrud, 6/6/12 - Courtesy Motors
- B. Invoice - Proving the cost of the above items added to Jeep.
- C. Motor Vehicle Purchase Contract - Total Paid \$ 29,700.00

Thank you,



Iolay WI

August 2, 2012

Page 1 of 3

Chrysler Customer Care
 P.O. Box 21-8004
 Auburn Hills, MI 48321-8004

ATTN: CASE MANAGER - AMBER / Case Number 22400690

Please find enclosed copies of receipts for the following items:

1. Sound Absorber (Deadening) Material	\$ 144.30
2. In-Channel Window Vents	74.00
3. Air Scoop	73.53
4. Foam / Pipe Shaped Insulation	3.25
5. Foam Sealant - 2 cans at 3.45 each	6.90
6. Ultra All Purpose Black Caulk	3.89
7. Black Spray Paint	4.50
8. Exhaust Tip	14.35
	<u>Subtotal</u> 324.72
9. Labor (Ours) About 8 hours at \$20.00/hour	<u>160.00</u>
	Total \$ 484.72

9a. Labor includes removal of hardtop; measure, cut, fit & apply sound deadening material. Replace hardtop. Install window vents, air scoop & exhaust tip. Apply & install foam, caulk & paint to cover foam.

I am seeking reimbursement for the above items. The sound deadening material has helped to stiffen the hardtop so it isn't as floppy as well as provided some relief from the noise & the ear pain/pressure issue. The window vents, air scoop & other insulating foam materials has also provided some relief from the noise. The exhaust tip has helped with noise by extending the tip so the noise isn't directly under the Jeep. I would like to purchase more sound deadening material & foam to add a second layer & fill in more areas.

NEXT PAGE PLEASE →

I am offering Chrysler a golden opportunity to turn an unsatisfied customer (me) into a satisfied customer. My experience with Chrysler has been very disappointing from misrepresentation during the buying process through to the "NO we won't buy your jeep back" "the noise ear pain/pressure are normal for a jeep wrangler". Since February I have attempted several ways & times to receive assistance from your company. This has resulted in months of wasted time, unreturned phone calls, unanswered letters & I feel much of it is due to the lack of communication at Chrysler & the unwillingness of anyone to offer help or make a decision. This has led to much disappointment & frustration on my part & has taken away the fun & excitement of purchasing a new vehicle.

(*Side Note* - Amber (Case Mgr) who is currently handling my case is the only one to truly attempt to help me & communicate with me)

Therefore, I should be compensated & feel the following compensation package is more than fair & pales in comparison to my Chrysler experience.

The compensation package to include the following:

1. Oil Filters - I change my oil every three months & therefore use four filters a year. A dealership in Stevens Point sells them in a bundle of 10. The cost is \$62.50 per bundle plus tax. I am requesting two bundles -
 Cost \$125.00 + 6.88 (tax) = \$131.88

2. Service Manual - This should be included when you purchase the Jeep (if you want one). This is a necessity to properly care for my Jeep. I called Mopar Tech Authority & attempted to purchase one. Tech Authority said the manual would not be printed in book form for ~~about~~ ^{about} ~~three~~ ^{three} years & would cost approximately \$398.00 + shipping. Tech Authority said you could purchase the service over the Internet. (I live in a dead zone where cell phones & computer internet is not available. I do not even own a computer for this reason.) I am requesting that Chrysler print me a paper service manual from your on-line information. A secondary option would be to provide me the funds (approximately \$398.00 + shipping) to purchase one in three years. I would prefer a printed one now.

Compensation Package continued

Page 3 of 3


3. A Chrysler Group Service Contract for the Maximum Care Lifetime Plan with unlimited milage & time that covers all mechanical/electrical for a lifetime.

Don't let this opportunity pass you by — This compensation package would help make me a Satisfied Customer.

Amber, I look forward to talking to you on August 10, 2012 as you stated in our phone conversation on July 30, 2012. I would love to ~~see~~ hear you say that Chrysler is accepting my opportunity & providing me with the reimbursement for the items on page 1 of this letter & also providing me the Compensation package I requested.

Thank You,



Iola, WI 



Enclosures: Copies of receipts

A Verbal as well as written response to this letter is requested by August 17, 2012.