 <p>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</p>		FOR AGENCY USE ONLY 100148	
		Date Received 25-JUN-2013	Repository <input type="checkbox"/> Reference No. 10521649
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City	State	Zip Code	
BALTIMORE	MD		
<p><i>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).</i></p>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
IC3CDZABXDN		DODGE	AVENGER
		Model Year	
		2013	
Date Purchased	Dealer's Name and Telephone Number		Engine:
04/24/2013	Musselman's Dodge 410-744-7400		No: Cylinders
Original Owner <input type="checkbox"/>	Dealer's City	State	Zip Code
	Baltimore	Md.	21228
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
Standard	<input checked="" type="checkbox"/> Cruise Control	N/A.	N/A.
		Incident Date(s)	
		10-MAY-2013	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 200000 WHEELS, ENGINE (PWS), 110000 ELECTRICAL SYSTEM		Failure Mileage	Failure Speed
		8	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)	
Continental	Contiprocontact	225/55R17	
DOT No. (Example: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
CPO03XY0613	<input type="checkbox"/> Prior Repair		
Tire Component Code	Tire Failure Type:		
N/A	Hole was in tire.		
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE			
Make:	Date Manufactured:	Model No./Name:	
N/A.	N/A.	N/A.	
Seat Type:	Installation System:		
N/A.	N/A.		
Child Seat Component Code:	Failed Part:		
N/A.	N/A.		
APPLICABLE INCIDENT INFORMATION <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	0	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).			
<p>TL* THE CONTACT OWNS A 2013 DODGE AVENGER. THE CONTACT STATED THAT THE TIRE MONITORING SYSTEM FAILED. THE TIRE LOW PRESSURE WARNING LIGHT WAS ILLUMINATED CONSTANTLY. THE VEHICLE WAS TAKEN TO THE DEALER NUMEROUS TIMES AND THE DEALER ADVISED THAT THERE WAS NOTHING WRONG WITH THE TIRE MONITORING SYSTEM. IN ADDITION, THE CHECK ENGINE WARNING LIGHT RECENTLY ILLUMINATED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE A DIAGNOSTIC WAS PERFORMED WHICH LOCATED THE FAILURE AT THE ELECTRONIC CONTROL MODULE. THE CONTACT WAS ALSO ADVISED THAT THE EVAP CANISTER WAS FRACTURED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 8 AND THE CURRENT MILEAGE WAS 2,540. THE VIN WAS NOT AVAILABLE.</p>			
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.		ATTACH ADDITIONAL SHEETS IF NECESSARY	
<p>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.</p>			

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

~~Wrong DOT# CPO03XY0813 ON 1 tire.~~
Correct DOT# CPO03XY0613 ON 3 tires.
When I drive my car it pulls to the side, don't want to go sometimes, it jerk alot, it seems like a airplane getting ready to take off into the air, I never drove a vehicle that do that only this car. This is very dangerous to drive this vehicle, alot of problems with this car since I had it, it don't make any sense.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382,

Official Business Penalty for Private Use \$300

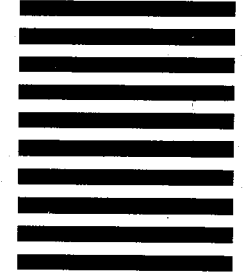


NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle has a safety defect?



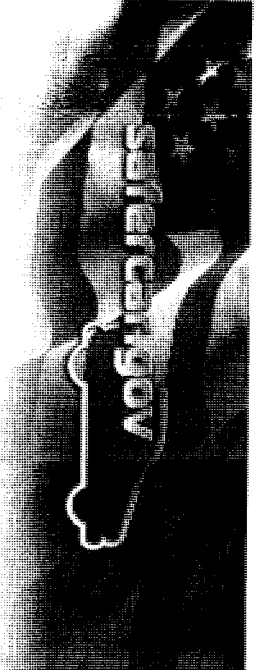
If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



①

05/02/2014

To whom it may concern,

I had made a report with yall but I never sent my papers to you. I was getting all my papers together to send yall.

I have all my papers (invoice) on my 2013 Dodge Avenger, it wasn't just the fires, my engine light came on, low pressure light and Musselman's Dodge kept on saying when the PSI (low pressure light comes on its because it is cold outside or very hot, that's not true at all because I drive my car everyday to work, it don't come on only when I had that problem with those fires. I went to a fire place and they found out it was a hole in the tire (the main one I had problems with) since I had the car, the guy patch the hole in the tire, it cost \$25.00 out of my pocket. The other tires I had problems too but not as bad as the one with the wrong DOT#. The dealership Musselman's Dodge kept on saying nothing wrong with my car or the tires and it was. I am taking the dealership (Musselman's Dodge) to court

(cont)

(2)
(Conti)

05/02/2014

but I do have a lawyer working on my case. They is not getting away with this at all, this suppose to be a new brand new car, I am not suppose to go through all this stuff wrong and didn't have the car 2 weeks, going through this, All 3 tires have the same DOT# CP003XY0613 & the other tire that I have problems with is DOT# CP003XY0813. When you get a brand new car it suppose to have the same tires, DOT# on the tire. My VIN# is 1C3CDZABXDN [REDACTED] My reference # 90521649 the date received the Vehicle Owner's Questionnaire 25-June 2013. I move from [REDACTED] Baltimore, Maryland [REDACTED]

The new address is [REDACTED] Baltimore, Maryland [REDACTED] Can you make a note of it. My lawyer has the papers too, they want me to take it to there stop in Hunt Valley, but I have to call for an appointment first. My car has a bad odor of a rotten egg, my car sound a mess when I am driving (Conti)

(3)
(Conti)

05/02/2014

and it sound like my whole front is getting ready to fall apart. I have all the invoice papers of what Thompson dealership did to my vehicle for as putting rotors, brakes, caliper on my car because I don't go to Mussleman's Dodge since they telling me it is nothing wrong with the car that I brought off of there lot, I will never go there anymore to buy a car or recommend anybody to go there. This car 2013 Dodge Avenger shouldn't had pass inspection at all because something is wrong with this vehicle because this suppose to be a new brand new car not suppose to give you problems at all, I didn't have this car long when I took it back to Musselman's Dodge, it wasn't just the tires, it was alot of stuff wrong with this car. The RPM keep shooting up to 4,5 or 6 and it not suppose to do that either. I am suing the Dealership, all the stress they put me through and the stress dealing with this car. I will be sending the pictures too once I get it develop.

Thanks
05/02/2014

DOUGLAS F. GANSLER
Attorney General

KATHERINE WINFREE
Chief Deputy Attorney General

JOHN B. HOWARD, JR.
Deputy Attorney General



WILLIAM D. GRUHN
Chief
Consumer Protection Division

STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

WRITER'S DIRECT DIAL No.
410-576-7090
Fax: (410) 576-7040

June 12, 2013

Chrysler Corp LLC
Attn: Customer Intervention Office
P.O. Box 21-8004
Rochester Hills, MI 48321-8004

Re: [REDACTED]
Case No: -MU-228078

Dear Chrysler Corp LLC:

We have recently received a complaint from [REDACTED] about her recently purchased 2013 Dodge Avenger. The tire pressure light does not go off.

Since [REDACTED] believes that this problem substantially impairs the use and market value of the vehicle, [REDACTED] has requested that you replace the vehicle with a comparable one. The dealer, Musselman Dodge is not able to correct this problem. [REDACTED] has advised us that she has called your customer assistance, the number in her owners manual, and has not received a return call from Chrysler Customer Assistance.

Based on the information provided to us, it appears that [REDACTED] is eligible for a replacement vehicle or refund under Md. Com. Law Code Ann., §14-1501 *et seq.*

Please review your records on this matter and advise me within 14 days of your position regarding this complaint. If you have any questions, you may contact me at the telephone number listed above on Tuesday and Wednesday between 9:00 a.m.-2:00 p.m. Thank you for your assistance.

Sincerely,



A handwritten signature in dark ink, appearing to read 'L. Chernikoff'.

Larry Chernikoff
Mediator

cc:

Chrysler Corporation, LLC
Steve Grimwood, Customer Relations Manager
6085 Marshalee Drive, Suite 200
Elkridge, MD 21075-5926

Musselman's Dodge
5717 Baltimore National Pike
Baltimore, MD 21228


Baltimore, MD 

Copies

(Vincent)



Fri Jun 21 19:36:25 2013

AutoZone #1121

5700 BELAIR RD
BALTIMORE, MD 21206
(410)444-2179

OEM Number to Cross: P0456
CATALOG WARRANTY PART# CORE

PRICE

Troubleshooting P0456
OEM Brand: Domestic

0.00

Definition

ááEVAP small leak detected

Explanation

ááThe ECM has detected a large leak in the EVAP
áásystem during a system monitor test

Probable cause

- áá1. - Defective, loose or missing fuel cap
- áá2. - EVAP canister broke, hose cracked or not
ááconnected
- áá3. - Purge or vent solenoid defective
- áá4. - Vacuum leak at engine

Prices and availability are subject to change

THIS IS NOT A RECEIPT

This is the copy of my engine light came on 06/21/2013 (Friday), stayed on until 06/25/2013 (Tuesday). This is the copy of the code that came up when the guy name Vincent use the machine on my car at AutoZone. I took it there the same day it came on which was (Friday) 06/21/2013.



STATE OF MARYLAND

DLLR

DEPARTMENT OF LABOR, LICENSING AND REGULATION

OFFICE OF THE COMMISSIONER OF FINANCIAL REGULATION
500 N. Calvert Street, Suite 402
Baltimore, MD 21202-3651
Mark Kaufman, Commissioner

June 10, 2013

[REDACTED]
Baltimore, MD [REDACTED]

Re: Complaint regarding Mussleman's Dodge

Dear [REDACTED]

Thank you for contacting the Office of the Commissioner of Financial Regulation (the Commissioner). The Commissioner has received your complaint against the above mentioned entity. After reviewing the information provided, it is determined that this matter does not fall under the jurisdiction of this office. As a courtesy, this office has forwarded your complaint to the Motor Vehicle Administration (MVA), who regulates car dealerships, for investigation. You may wish to follow up with that agency by calling 1-410-768-7560.

We hope this assists with the resolution of your concern. Should you have any other concern with a matter under the jurisdiction of this office, please do not hesitate to contact us.

Signed,

Stacy Lewis
Financial Regulation Examiner

PHONE: 410.230.6100 • FAX: 410.333.3866/410.333.0475 • TTY USERS, CALL VIA THE MARYLAND RELAY SERVICE
Toll Free: 1-888-784-0136 • WWW.DLLR.STATE.MD.US/FINANCE • E-mail: FINREG@DLLR.STATE.MD.US

MARTIN O'MALLEY, GOVERNOR • ANTHONY G. BROWN, LT. GOVERNOR • LEONARD J. HOWIE III, SECRETARY



DOUGLAS F. GANSLER
Attorney General

KATHERINE WINFREE
Chief Deputy Attorney General

JOHN B. HOWARD, JR.
Deputy Attorney General



WILLIAM D. GRUHN
Chief
Consumer Protection Division

STATE OF MARYLAND
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

WRITER'S DIRECT DIAL NO.

410-576-7090
Fax: (410) 576-7040

June 26, 2013

[REDACTED]
Baltimore, MD [REDACTED]

Re: Chrysler Corp.
Musselman's Dodge
Case No.: MU-228078

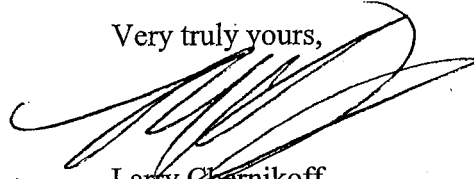
Dear [REDACTED]

We have attempted to resolve your complaint against Chrysler Corp., Musselman's Dodge. We regret to advise you that the business has declined to provide the relief you desire. The business contends that the air pressure in tires can fluctuate for a variety of reason and the tire indicator light will come on when a tire is under or over inflated. Mr. Grimwood also states that your vehicle is under warranty and they will address any issues you may experience under the terms of that limited warranty. Chrysler Corp. has also declined our offer to submit this dispute to arbitration.

This office is unable to require a business to resolve a dispute through mediation or compel it to submit a dispute to arbitration. If you wish to pursue your complaint, only a court can determine what rights you have in this matter and order an appropriate remedy. In deciding whether to bring private legal action, you may wish to consult an attorney. This office cannot provide legal advice or serve as your private attorney in any action you decide to bring. If you decide to sue alleging a violation of the Maryland Consumer Protection Act, your attorney may ask the court to award reasonable attorney's fees in addition to your claim.

You may also be able to file suit, without an attorney, in Small Claims or District Court.
Please see the enclosed information for assistance in filing your suit.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Larry Chernikoff', written over the typed name below.

Larry Chernikoff
Mediator

Enclosure

District Court Self Help Center

The District Court Self Help Center assists with filing small claims and landlord/tenant cases. Phone assistance is available at 410-260-1392, 8:30 a.m. to 12:00 p.m. and 2:00 p.m. to 4:30 p.m. Live Chat assistance is available Monday through Friday, 8:30 a.m. to noon and 2:00 p.m. to 4:30 p.m.

<http://mdcourts.gov/district/selfhelpcenter/home.html>

The People's Law Library of Maryland

The People's Law Library is an easy-to-use website maintained by the Maryland State Law Library and provides information for self-represented litigants on a variety of issues. Law librarians are available through the website on Tuesdays, 9 a.m. to 11 a.m. and 2 p.m. to 4 p.m., and Thursdays, 2 p.m. to 4 p.m.

<http://www.peoples-law.org>

Publications

If you do not have internet access, you may obtain copies of the following publications by contacting your local district court. The publications are available in English and Spanish.

How to File a Small Claim in the District Court of Maryland

<http://www.courts.state.md.us/district/forms/civil/dccv001br.pdf> ✓

How to Resolve Issues With Your Landlord

<http://www.courts.state.md.us/district/forms/civil/dccv082tbr.pdf>



CHRYSLER

Steve Grimwood,
Customer Relations Manager
6085 Marshalee Drive, Suite 200
Elkridge, MD 21075-5926

Fax

To:	State of Maryland Office of the Attorney General Mr. Larry Chernikoff	From:	Steve Grimwood
Fax:	410-576-7040	Pages:	2
Phone:	410-576-7094	Date:	6/25/2013
Re:	Case # MU-228078	CC:	

Urgent For Review Please Comment Please Reply Please Recycle

● **Comments:**

Mr. Chernikoff,

You requested a response to a complaint made by Ms. [REDACTED] about her tire pressure light coming on. As I'm sure you are aware Mr. Chernikoff, Tire Pressure Monitoring Systems (TPMS) simply measure the existing air pressure in a tire. There are a number of reasons why air pressure in a tire can fluctuate but the biggest reason is temperature (both hot and cold). Tire pressure fluctuates as outside temperatures change. For every 10 degree Fahrenheit shift in outside temperature, a tire loses or gains 1 psi. Air pressure can also drop because of a hole or leak in a tire. [REDACTED] has already experienced this phenomenon because she drove over a nail which put a hole in her tire. Another reason that a TPMS light will come on is because a vehicle owner over inflates their tires. Regardless of what causes the air pressure to rise or fall, the TPMS in [REDACTED] Avenger simply measures the air pressure that exists in the tire; the TPMS does not control the weather, it doesn't fix a leak and it doesn't prevent someone from over inflating their tires.

Mr. Chernikoff you state in your letter that [REDACTED] has advised us that she has called your customer assistance, the number in her owners manual, and has not received a return call from Chrysler Customer Assistance." This is absolutely not true. [REDACTED] contacted Chrysler Customer Assistance for the first time on 5/20/2013 and spoke to one of our Agents whose name was Katherine. Since [REDACTED] issue required some additional research, Katherine escalated [REDACTED] complaint and a Chrysler Customer Assistance Agent named Jennifer called her back the very next day on 5/21/2013. I have access to the recorded call should I need to further refute this false allegation.

June 25, 2013

Mr. Chemikoff you also state in your letter that "based on the information provided to us, it appears that [REDACTED] is eligible for a replacement vehicle or refund under Md. Com. Law Code Ann., 14-1501" Chrysler's attorneys would strongly disagree with your conclusion and we are prepared to go to court to defend ourselves should [REDACTED] choose to go in that direction. The first visit to the dealer that she documents on 5/10/2013 is not a warranty repair caused by a defect; it's a retail repair because [REDACTED] ran over a nail. The 2nd visit to the dealer which she documents on 5/24/2013 found the left front tire was 2 psi less than the other 3 tires on her vehicle and the dealer added air to her tire. This is also not a warrantable defect. As previously stated in this response, air pressure can fluctuate for a variety of reasons. Chrysler fails to see how you reached your previously stated conclusion that [REDACTED] vehicle appears to qualify for replacement or refund based on this information and we are prepared to defend ourselves should it come to that.

[REDACTED] vehicle is under warranty and Chrysler would be happy to address any issues she might experience under the terms of that limited warranty. Chrysler is not offering to buy [REDACTED] vehicle back.

Sincerely,

Steve Grimwood
Customer Relations Manager
Mid-Atlantic Business Center

(1)

06/24/2012
Case#MU-228078

ATTN: To: Mr. Larry Chernikoff,

I am faxing you a paper from Auto Zone because I was getting ready to leave work on Friday, my engine light came on so I took it to Auto Zone to get it checked, the guy name Vincent put the diagnostic on the car and the code came up, a list of other things that could be wrong with it, he stated (Vincent) This is a brand new car, you shouldn't have any problems with this car, the engine light is on, he said something is wrong with this vehicle, Mr. Larry I am very disappointed with the whole situation far as this car, this is a brand new car, so disappointed with Mopar Dodge, they had to know something (con

(Conti)
②

06/24/2013

wrong with this car, this car is a lemon. I am going out of town next month for my family reunion, I can't drive this car all the way out of town like this. I want to get another vehicle from another Dealer I don't want nothing dealing with Dodge period. If you have any questions please call me job # [REDACTED] or home # [REDACTED]. I am at work now. They need to give me a rental car or something or give me my money back so I can go to another dealer to get the car I really want. This is very stressful for me because they are going to do something before I go out of town.

Thank You,
[REDACTED]

06/24/2013

Copy

**Office of the Commissioner of Financial Regulation
Consumer Services Unit
500 North Calvert Street
Suite 402**

Baltimore, Maryland 21202-3651

www.dllr.state.md.us
410-230-6100
(Toll Free) 1-888-784-0136
Fax Number: 410-333-3866

DOWNLOADABLE COMPLAINT FORM

INSTRUCTIONS:

- Before** filing a complaint with the Office of The Commissioner of Financial Regulation ("Commissioner"), please check the list of Institutions We Supervise (<http://www.dllr.state.md.us/finance/consumers/frinstitutions.shtml>) to determine if the financial institution(s) involved in the complaint is regulated by the Commissioner. Additionally, **before** filing a complaint, we ask that you please contact the financial institution(s) **first** to try to resolve your dispute. Please make every effort to ensure contact is made with an individual at the financial institution with enough authority to make a decision regarding your dispute.
- Please type or print clearly in dark ink. This is **NOT** an online form, you must print and mail or fax to **Attn: Complaint Unit at 410-333-3866**. The Commissioner is **UNABLE** to accept an online submission at this time. Additionally, you can save the document and attach the document in an e-mail to Ms. Ann Lewis at alewis@dllr.state.md.us.
- Please enclose/fax copies (**Not Originals**) of documents (contracts, account statements, letters, bills, receipts, checks) that relate to your complaint.
- Please be sure to sign and date your complaint.
- * - indicates this is helpful, necessary information in order to effectively process your complaint.
- Please be advised that information on this form may be forwarded to an institution or individual to whom the complaint is directed against.

CONSUMER INFORMATION

*Your Name: [Redacted] *Home #: [Redacted]
 [Redacted] *Cell phone #: [Redacted]
 [Redacted] *Work Telephone #: [Redacted]
 [Redacted] *Zipcode [Redacted]
 *City/Town/State Baltimore, Maryland Fax #: [Redacted]
 *E-mail Address: N/A
 *Account Number(s) involved in this complaint: [Redacted]

COMPLAINT INFORMATION

*Name of Institution: Musselman's Dodge Telephone #: 410-744-7400
 *Street Address /City/Town: 5717 Baltimore National Pike Baltimore, Maryland Fax #: 410-788-2514
 Zipcode: 21228

Mail/Web Address:

Fax Number:

410-788-2514

Check the type of institution this complaint involves:

- Check Casher Collection Agency Consumer Lender Credit Reporting
- Installment Loan Lender Mortgage Broker Mortgage Lender
- Mortgage Loan Originator Mortgage Servicer Money Transmitter
- Sales Finance State-Chartered Bank State-Chartered Credit Union
- State-Chartered Trust Company
- Other: Dealership (Car)

Does this Complaint involve any of the following:

- Car Loan Car Repossession Collection Agency
- Credit Repair Credit Report Information
- Fees charged on your savings/checking account
- Foreclosure Proceedings on your Primary Residence
- Loan Modification on your Primary Residence Mortgage on your Primary Residence
- Third Party offering foreclosure prevention assistance
- Other: Dealership (Car)

Date you complained to financial institution:	Person Contacted: <u>Monte's</u>
<input type="checkbox"/> By Mail <input checked="" type="checkbox"/> By Telephone <input type="checkbox"/> In Person	Date of Response: <u>5/20/13</u>
Nature of Response: <u>His response was for me to contact Musselman's Dodge and find out whether they would place me in another vehicle or fix the problem.</u>	
*Is Court Action Pending on this complaint?	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	

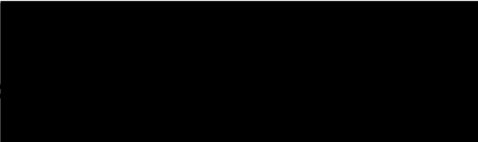
***Complaint Narrative:** Please describe your complaint in one page or less. (this box will expand as you type) On 4/24/2013 I had purchase a 2013 Dodge Avenger from Masselman Dodge at 5717 Baltimore National Pike Baltimore, Maryland 21218, I took my car to the dealer on 5/10/2013 regarding my tire, which had a nail in the left passenger side, the tire was plugged; after a few days which was 5/14/2013 I returned again for low pressure in my front tires. See attach form.

***Proposed Resolution:** Please indicate an acceptable resolution to your complaint: (box will expand as you type) Acceptable resolution would be; Change all 4 tires with new tires, Check electrical parts to illuminate the on + off service of low tire pressure.

Instructions for completing your complaint:

1. Read the information you have provided before mailing your complaint and make any necessary corrections.
2. Please enclose copies (Not Originals) of documents that relate to your complaint.
3. Please read and sign below.

I certify that all the information supplied in this complaint form is true and accurate to the best of my knowledge. I also authorize the Office of the Commissioner of Financial Regulation to speak on my behalf regarding my loan or account with the financial institution(s) or person(s) mentioned in the above complaint. I have no objection to the contents of this complaint being forwarded to the financial institution(s) or person(s) mentioned in this complaint.

Signature: 

Date: 05/29/2013

5/24/2013

(onti)

They did not give me a work order for service that time. On 5/24/2013 I returned again to speak with manager, (John McDaniel 3rd) regarding the same problem (tires). The manager had me sign a paper, which I did not receive a copy stating that they would not touch my vehicle w/o a signature.

Thank You,



5/29/2013

SIMPLE FINANCE CHARGE

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code) BALTIMORE MD	Co-Buyer Name and Address (Including County and Zip Code)	Creditor-Seller (Name and Address) RUSSELMAN S. DODGE, INC. 5717 BALTIMORE NATIONAL PIKE BALTIMORE MD 21220
--	--	---

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Creditor-Seller (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds, according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used NEW	Year 2013	Make and Model DODGE AVEGER	Vehicle Identification Number 1C3CDZABXD	Primary Use For Which Purchased <input checked="" type="checkbox"/> personal, family or household <input type="checkbox"/> business <input type="checkbox"/> agricultural
------------------------	---------------------	---------------------------------------	--	--

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE <small>The cost of your credit as a yearly rate.</small>	FINANCE CHARGE <small>The dollar amount the credit will cost you.</small>	Amount Financed <small>The amount of credit provided to you or on your behalf.</small>	Total of Payments <small>The amount you will have paid after you have made all payments as scheduled.</small>	Total Sale Price <small>The total cost of your purchase on credit, including your down payment of</small>
14.15 %	\$ 9102.30	\$ 10752.34	\$ 27044.54	\$ 3525.30 is \$ 31469.94

Your Payment Schedule Will Be:

Number of Payments 72	Amount of Payments 380.12	When Payments Are Due Monthly beginning 05/21/2013
---------------------------------	-------------------------------------	--

Or As Follows: **N/A**

Late Charge. If payment is not received in full within **15** days after it is due, you will pay a late charge of **10 %** of the part of the payment that is late, with a minimum charge of \$ **5**.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1. Cash Price	
A Cash Price of Motor Vehicle (including accessories, services, and taxes)	\$ 21904.04 (A)
B Dealer Processing Charge (not required by law)	\$ 199.00 (B)
C Freight Charge	\$ N/A (C)
D Other	\$ N/A (D)
To Whom Paid: N/A	
E Other	\$ N/A (E)
To Whom Paid: N/A	
Total Cash Price	\$ 22003.04 (1)
2. Total Downpayment =	
Trade-In: 2004 JEEP GRAND CHEROK (Year) (Make) (Model)	
Gross Trade-In Allowance	\$ 4000.00
Less Pay Off Made By Seller SECURITY PLUS CREDIT UN	\$ 3724.70
Equals Net Trade In	\$ 275.30
+ Cash	\$ N/A
+ Other: MANUFACTURER'S REBATE	\$ 3250.00
(If total downpayment is negative, enter "0" and see 41 below)	\$ 3525.30 (2)
3. Unpaid Balance of Cash Price (1 minus 2)	\$ 18477.74 (3)
4. Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):	
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies	\$ N/A
Disability	\$ N/A
B Vendor's Single Interest Insurance	\$ N/A
Paid to Insurance Company	\$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies	\$ N/A
D Official Fees Paid to Government Agencies	\$ N/A
E Government Taxes Not Included in Cash Price	\$ N/A
F Government License and/or Registration Fees	\$ N/A
LTC/E-FILING/1 TER/TEMP TAG	\$ 104.50
G Government Certificate of Title Fees (includes \$ N/A security interest recording fee)	\$ 100.00
H Optional Gap Contract	\$ N/A
J Other Charges (Seller must identify who is paid and describe purpose)	
to N/A for Prior Credit or Lease Balance	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A
to N/A for N/A	\$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest is required is checked below.
If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

**Check the Insurance you want and sign below:
Optional Credit Insurance**

Credit Life: Buyer Co-Buyer Both
 Credit Disability (Buyer Only)

Premium:
Credit Life \$ **N/A**
Credit Disability \$ **N/A**

Insurance Company Name _____
N/A
Home Office Address **N/A**
N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not to buy credit life insurance or credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. If you choose this insurance, the cost is shown in item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life insurance and credit disability insurance ends on the original due date for the last payment unless a different term for the insurance is shown below.

Other Optional Insurance

N/A Type of Insurance **N/A** Term **N/A**
Premium \$ **N/A**
Insurance Company Name _____
N/A
Home Office Address **N/A**
N/A
 N/A Type of Insurance **N/A** Term **N/A**
Premium \$ **N/A**
Insurance Company Name _____
N/A
Home Office Address **N/A**
N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the insurance checked above:
 Buyer Signature _____ Date _____
 Co-Buyer Signature _____ Date _____

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE WITHOUT SUCH INSURANCE YOU MAY NOT OPERATE THIS VEHICLE ON PUBLIC HIGHWAYS.

Returned Check Charge: You agree to pay a charge

MUSSELMAN'S
*****Dodge*****

BALTIMORE, MARYLAND 21228
 Phone: 410-744-7400
 www.musselmansdodge.com

NEW
 USED

DEMONSTRATOR OFF LEASE RENTAL
 CAR, AS FOLLOWS:

I HEREBY ACCEPT THIS ORDER UPON THE TERMS AND CONDITIONS SET FORTH HEREIN, INCLUDING THE REVERSE SIDE, ALL OF WHICH I HAVE READ AND AGREE, BY MY SIGNATURE. THIS ORDER SHALL BE BINDING UPON ME UPON ACCEPTANCE BY YOUR AUTHORIZED MANAGER FOR THE FOLLOWING VEHICLE.

NAME	STOCK NUMBER	OPERATORS LICENSE NUMBER	DATE OF BIRTH
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

ADDRESS: [REDACTED] CITY: **BALTIMORE** COUNTY: [REDACTED]
 STATE: **MD** ZIP: [REDACTED] BUS. PHON: [REDACTED] RES. PHON: [REDACTED]

YEAR	MAKE	MODEL OR SERIES	BODY TYPE	COLOR	TRIM	ENGINE
013	DODGE	AVENGER	SE	BLACK		
VIN OR SERIAL NO.	LAST PLATE NO. STATE YEAR		ODOMETER MILEAGE	TO BE DELIVERED ON OR ABOUT		
C3CDZ8XDN [REDACTED]	[REDACTED]		8	APR 24		2013

BASE PRICE OF VEHICLE (FOR NEW VEHICLES, INCLUDING ADDITIONAL MANUFACTURER ITEMS AS SHOWN ON MONROEY LABEL) **20785.00**

MAIL ADDRESS: [REDACTED]

DEALER PROCESSING CHARGE (NOT REQUIRED BY LAW)	199.00
CASH SALE PRICE	20984.00
TAX	1019.04
ELECTRONIC TRANSMISSION SERVICE FEE	12.50
MARYLAND TIRE RECYCLING FEE	4.00
DOCUMENTARY CHARGE AND FEES: LICENSE 168.00 LIC. TRANSFER N/A TITLE 100.00 REGISTRATION N/A	268.00
TOTAL CASH DELIVERED PRICE	22297.54

CASH DEPOSIT SUBMITTED WITH ORDER	
ALLOWANCE FOR TRADE-IN AS APPRAISED	4000.00
LESS BALANCE OWING TO - SECURITY PLUS CREDIT UNION	3724.70
DESCRIPTION OF TRADE-IN	NET EQUITY
2004 JEEP GRAND CHEROKEE AND LAREDO	275.30
YEAR MAKE MODEL BODY TYPE TITLE	TOTAL CREDITS
2004 JEEP GRAND CHEROKEE AND LAREDO	3250.00
VEHICLE IDENTIFICATION NUMBER LAST PLATE NUMBER - STATE - YEAR EFFECTIVE DATE	CASH
1J4GW48S94C [REDACTED]	N/A
AMOUNT TO BE FINANCED	18762.84

ARBITRATION CLAUSE - PLEASE REVIEW - IMPORTANT - AFFECTS YOUR LEGAL RIGHTS

- EITHER YOU OR WE MAY CHOOSE TO HAVE ANY DISPUTE BETWEEN US DECIDED BY ARBITRATION AND NOT IN COURT OR BY JURY TRIAL.
- 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.
- 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 Clause, 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. 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 one of the following arbitration organizations and its applicable rules: the National Arbitration Forum, Box 50191, Minneapolis, MN 55405-0191 (www.naf-forum.com); the American Arbitration Association, 335 Madison Ave, Floor 10, New York, NY 10017-4605 (www.adr.org), or any other organization that you may choose subject to our approval. You may get a copy of the rules of these organizations by contacting the arbitration organization or visiting its website.

Arbitrators shall be attorneys in good standing and shall be selected pursuant to the applicable rules. The arbitrator shall apply governing substantive law in making an award. The arbitration hearing shall be conducted in the federal district in which you reside unless the Creditor-Seller 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 advance your filing, administration, service or case management fee and your arbitrator or hearing fee all up to a maximum of \$2500, which may be reimbursed by decision of the arbitrator at the arbitrator's discretion. 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 Clause, then the provisions of this Arbitration Clause shall control. The arbitrator's award shall be final and binding on all parties, except that in the event the arbitrator's award for a party is \$0 or against a party is in excess of \$100,000, or includes an award of injunctive relief against a party, that party may request a new arbitration under the rules of the arbitration organization by a three-arbitrator panel. The appealing party requesting new arbitration shall be responsible for the filing fee and other arbitration costs subject to a final determination by the arbitrators of a fair apportionment of costs. Any arbitration under this Arbitration Clause shall be governed by the Federal Arbitration Act (9 U.S.C. § 1 et. seq.) and not by any state law concerning arbitration.

You and we retain any rights to self-help remedies, such as repossession. 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 or filing suit. Any court having jurisdiction may enter judgment on the arbitrator's award. This Arbitration Clause shall survive any termination, payoff or transfer of this contract. If any part of this Arbitration Clause, 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 Clause shall be unenforceable.

I state that odometer mileage on the VEHICLE ON ORDER described above is **8** at time of transfer.
 (Check the following statement, if applicable)
 I further state that the actual mileage differs from the odometer reading for reasons other than odometer calibration error and that the actual mileage is unknown.
 THIS ORDER IS NOT VALID UNLESS SIGNED AND ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE.

SIGNATURE OF PURCHASER: [REDACTED] DATE: **4/24/2013**
 I/we state that the actual mileage on the TRADE-IN VEHICLE described above is _____ at time of transfer.
 (Check the following statement, if applicable)
 I/we further state that the actual mileage differs from the odometer reading for _____

INTEREST INSURANCE (VSI Insurance): If the purchaser does not purchase VSI Insurance, the Seller is not responsible for the purchaser's failure to purchase VSI Insurance to protect the Creditor's loss or damage to the vehicle (collision, fire, theft). VSI Insurance is for the Creditor's benefit and does not protect your interest in the vehicle. You may choose the insurance company through which you obtain it. If you elect to purchase VSI Insurance through the Creditor, the cost of this insurance is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

Buyer's finance charge, if the Amount Financed in Item 5 is paid in full on or before the Year of Seller's Initials

contract is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4H of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term: N/A
Name of Gap Contract: N/A
I want to buy a gap contract.
Buyer Signs X

NO COOLING OFF PERIOD

There is no "cooling off" or cancellation period for this sale. After you sign this contract, you cannot 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.

Percentage Rate may be negotiable with the Seller. The Seller may assign this contract to receive a part of the Finance Charge.

FACT CAN BE CHANGED. This contract, along with all other documents signed by you, in connection with the purchase of this vehicle, comprise the entire agreement between you and us affecting this purchase. No oral agreements or understandings are binding. Upon assignment of this contract, (i) only this contract and the addenda to this contract are binding, and (ii) any change to this contract must be in writing and the assignee must sign it. Buyer Signs X Co-Buyer Signs X

This contract is not valid, all other parts stay valid. We may delay or refrain from enforcing any of our rights under this contract without losing them. For example, we may delay or refrain from enforcing the time for making others.

RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign it to protect your legal rights.

Terms of this contract: You confirm that before you signed this contract, we gave it to you, and you were free to review it. You acknowledge that you have read both sides of this contract, including the arbitration clause on the reverse side. You confirm that you received a completely filled-in copy when you signed it.

Date: 04/24/13 Co-Buyer Signs X
Buyer Signs X
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 is not responsible for paying the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Assigned without recourse Assigned with limited recourse

CHRYSLER CAPITAL
BOGE, INC.
Buyer Signs X

53-MD-ARB
NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR ACCURACY OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.
CUSTOMER COPY

①

06/12/2013

To Chrysler

I am writing this letter to you because I had purchase a 2013 Dodge Avenger from Muggelman's Dodge at 5717 National Pike Baltimore, Maryland 21228 on 4/24/2013 and had problems with it every since far as the low tire pressure light keep coming on every other day, all my 4 tires is low, I have to put air in the tires, this situation been very stressful and disappointed to me, I took it to Dodge dealer 3 times for the same problem and the dates are 5/10/2013, 5/14/2013, 5/24/2013 and nothing been done. On 5/10/2013 it was flat (tire), they discover it was a nail in the passenger back tire so they plug it, on 5/14/2013 I took it back to Dodge, the service manager Paul told the guy name Mack Hampton that my 2 front tires was low, gave Mack Hampton my keys to

②

06/12/2013

(Conti)

my car, didn't give me a receipt saying what was wrong with it, I think that was very unprofessional because that is my car, I ask Mack Hampton I need a receipt, he stated you don't need none, also Mack Hampton had set up my bluetooth u-connect in my car that same day which was the 05/14/2013

and I have 2 people with me when I went there. I believe that they didn't put it in the computer but I want a receipt from the dealer, on 05/24/2013 the same problem with the low tire pressure light and my tires, they are saying left front was at 30, the other ones was at 32. I talk to the

manager John McDaniel's 3rd regarding the same problem (tires), he had me sign a paper, which I did not receive a copy stating that they could not touch my vehicle w/o a signature, they touch (conti)

(3)

06/12/2013

(conti)

it before, didn't tell me to sign a paper. I want a copy for 05/14/2013, a copy of the paper I sign my signature in order for them to touch my car, that was 05/24/2013, I shouldn't had to sign any papers because it is a brand new car and still under warranty, 3 yrs. Warranty, it wasn't 30 days, having problems with it, this is a big concern to me, never went through this before with any of my cars before or a dealership. On 05/20/2013 at 8:30am. I talk to Catherine about my car, tire, she told me that she will call me back to see what the dealer say, never call me back, got off phone at 8:42am. I call the 1-800-423-6343 Dodge number. When the guy name Mack Hampton was talking to me the salesperson who sold me the car name Stephon Belton came over there while me (conti)

(4)

06/12/2013

(Conti)

Mack was talking, never said nothing to me, but just laugh and went inside the office (new car vehicle department), this is the worst experience I had with the salesperson, the dealership.

It was very unprofessional to be a business (dealership), Stephon Belton made his commission and didn't care, he didn't show

me nothing on the vehicle at all, I had to ask Mack Hampton to show me things on my car,

Mack Hampton should had got the commission instead of Stephon Belton because he was the worst salesperson I had ever seen in

my life. I also call the Dodge twice about the problem, nothing was done, this had really been stressing me out so bad I

don't want Dodge to touch my car I just want them to take this car back, I wouldn't recommend nobody to buy (conti)

(5)

06/12/2013

(Conti)

a car from Dodge or recommend nobody to the salesperson (Stephon Belton) because a salesperson suppose to go over things with you about the car. He only sold me the vehicle. He took me on the lot and I just drove for 1 minute that's it, he wanted me to take the car home that night, I told him no he ask me why, I say no and he look like he was mad; This been a nightmare for me & my family to keep going through the same problem so many times with a brand new car, I should not have any problems with this car at all. I am very disappointed in Musselman's Dodge because you suppose to make your customers happy so they can come back or recommend a person to them but I know I would not go back there. This is a lemon her is no anytime that you have

(6)

06/12/2013

(Conti)

To take a car 3 or more times for the same thing it is a lemon, especially on a brand new car.

I talk to the owner name John McDaniel's 3rd and he didn't do anything but keep on telling me you won't have any problems again, I told him how can you say that because he is not driving the car to see what it does, he kept saying it over, over and I told him that something is going to be done far as placing me into another vehicle or solve the problem but honestly I don't want this Dodge Avenger anymore because going through all the stress and headache with this car I don't like it anymore, I don't want no cars from Dodge at all. I am really hurt because I am thinking I am going to enjoy my 2013 car, I am very disappointed with the whole situation, if

(7)

06/12/2013

(Conti)

I know that I would had this problem I should had brought a car from somewhere else, I wish I did. I am very disappointed with the salesperson Stephen Belton for not showing me anything on this car or told me nothing about this car, he only gave me 1 set of keys to my car. I had to call him on 05/2/2013 Thursday to ask do I have another set of keys to my car and he said yes it is hanging up in the office and I told him I will come up there on Friday which was 05/3/2013 to get my keys and when I went to the financial office to get my keys Arche call for Stephen Belton to call her, he call, she told him that [REDACTED] is here to get her other set of keys from him, he must told her that my keys is at his house, she gave me the telephone, he told me it will take 15 minutes to do

(8)

06/12/2013

(Conti)

home, 10 minutes to come back,
 it was a hour or two before he
 came back but what I don't
 understand why he took the keys
 home in the first place, I did
 talk to his supervision Zil
 about the situation, everybody
 trying to cover it up, say he
 made a mistake, I am not
 trying to buy that because
 it was in the office, so why
 take it out of the office, anyway.

my name: [redacted]

Address: [redacted]

Baltimore, Md. [redacted]

Phone: [redacted]

VIN# 1C3CDZABXDN [redacted]

NAME of the Selling Dealer, city: Musselman's Dodge

5717 Baltimore National Pike

Baltimore, Maryland 21228

The current mileage: 2,219

Date of purchase: 04/24/2013

Nature of problem: low tire pressure light, tires low

mileage at first service: 102

Cost: \$ for this problem: 3 times, 5/10, 5/14, 5/24, 2013

Maryland Auto Insurance Identification Card
 IDS Property Casualty Insurance Company

[Redacted]
 Baltimore, MD [Redacted]

Policy Number [Redacted]
Effective Date Expiration Date 02/22/2013 - 08/22/2013

DRIVERS (# Indicates Excluded Driver)

[Redacted]

**Name and Address of Agency or Office
 issuing this Card**
 IDS Property Casualty Insurance Company
 3500 Packerland Drive
 De Pere, WI 54115-9070

<u>2013</u>	<u>DODGE</u>	<u>AVENGER</u>	<u>1C3CDZABXDN</u>
Year	Make	Model	Vehicle Identification Number

SEE IMPORTANT MESSAGE ON REVERSE SIDE



6601 Ritchie Highway, N.E.
 Glen Burnie, Maryland 21062

REGISTRATION CERTIFICATE



TAG NUMBER **UNIT #** **STICKER NUMBER**

[Redacted] [Redacted] [Redacted]

TITLE NUMBER	MAKE AND BODY STYLE OF VEHICLE
[Redacted]	DODG 4S

YEAR	CLASS	EXCEPT	VEHICLE IDENTIFICATION NUMBER
2013	A	N/A	1C3CDZABXDN [Redacted]

GR. VEH. WT.	GR. COMB. WT.	FEE	EXPIRATION DATE
-3700	00N/A	128.00	05 / 15

OWNER'S LICENSE SOUNDIX NO.	CO-OWNER'S LICENSE SOUNDIX NO.
[Redacted]	[Redacted]

NAME(S) AND ADDRESS OF REGISTERED OWNER(S)

[Redacted]
 [Redacted]
 BALTIMORE MD [Redacted]

CUSTOMER'S NAME

STOCK #

ODOMETER DISCLOSURE STATEMENT

Federal law (and state law, if applicable) requires that you state mileage upon transfer of ownership. Failure to complete or provide a false statement may result in fines and/or imprisonment.

MUSSELMAN'S DODGE, INC.

I, _____ of _____ (transferor's state) state that the odometer now reads _____ (no tenths) miles, the best of my knowledge that it reflects the actual mileage of the described below, unless one of the following statements is checked.

- (1) I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical wear.
- (2) I hereby certify that the odometer reading is NOT the actual mileage. **WARNING - ODOMETER DISCREPANCY.**

DODGE MAKE	AVENGER MODEL	BODY TYPE
1C3CD7ABXGN VEHICLE IDENTIFICATION NUMBER		2012 YEAR

X MUSSELMAN'S DODGE, INC.
TRANSFEROR'S SIGNATURE

5717 BALTIMORE NATIONAL PIKE
PRINTED NAME

BALTIMORE MD 2122
TRANSFEROR'S ADDRESS (STREET)

APRIL 24th, 2013
CITY STATE

DATE OF STATEMENT

X MURPHY GIBSON

CUSTOMER #:

827644

CHRYSLER

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

INVOICE



PAGE 1

BATO, MD

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 984 WILLIAM FRIEND

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 vehicle details like 'BLACK 13 DODGE AVENGER' and '17:00 12AUG13'.

Summary table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes '15:33 12AUG13' and '16:17 13AUG13'.

A CUSTOMER STATES CHECK ENGINE LIGHT STAYS ON WHILE DRIVING.

VOT VEHICLE OPERATING TO FACTORY SPECIFICATIONS

74373 WEBSTER, MARQUES LIC#: 7668

CDT

0.00 0.00

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

4739 NO CHECK ENGINE LIGHT ON AT THIS TIMES, NO CODES IN SYSTEM.

B CHECK BRAKES GRINDING WHEN COMING TO A STOP

VOT VEHICLE OPERATING TO FACTORY SPECIFICATIONS

74373 WEBSTER, MARQUES LIC#: 7668

CDT

0.00 0.00

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

4739 ROAD TEST VEHICLE, BRAKES GOOD, NORMAL BRAKE NOISE.

C MULTI POINT INSPECTION

16 MULTI POINT INSPECTION

74373 WEBSTER, MARQUES LIC#: 7668

CDT

0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

I ACKNOWLEDGE THAT I HAVE BEEN GIVEN A CLEAR EXPLANATION OF ALL REPAIRS PERFORMED

SIGNATURE

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager. Thank You, THOMPSON CHRYSLER-DODGE-JEEP (410) 288-3100

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes 'LIMITED EXPRESS WARRANTY' and a list of charges totaling 0.00.

CUSTOMER #:

828215

CHRYSLER

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

INVOICE



PAGE 1

BATO, MD

HOME:

BUS: CELL

SERVICE ADVISOR: 984 WILLIAM FRIEND

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Includes details for a Dodge Avenger with VIN 1C3CDZABXDN.

Table with columns: LINE, OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL. Includes a line for brake grinding.

CAUSE: FRONT ROTORS HAD HOT SPOTS
05211110 Disc, rotor brake - Reface - Reface
Front-Both sides (2 - Skilled)
72543 WDF (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
5094 test drive noise in front brakes on hard stoping reface front rotors and sand pads and add brake quiet

B MULTI POINT INSPECTION
16 MULTI POINT INSPECTION
72543 CDT 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

I ACKNOWLEDGE THAT I HAVE BEEN GIVEN A CLEAR EXPLANATION OF ALL REPAIRS PERFORMED

SIGNATURE

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager. Thank You, THOMPSON CHRYSLER-DODGE-JEEP (410) 288-3100

Table with columns: STATEMENT OF DISCLAIMER, DESCRIPTION, TOTALS. Includes warranty information and a summary of charges (LABOR, PARTS, GAS, OIL, LUBE, etc.) all totaling 0.00.

CUSTOMER #:



829017

CHRYSLER

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

INVOICE



PAGE 1

BATO: MD

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 74383 DINA BONIFACE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	DODGE AVENGER	1C3CDZABXDN [REDACTED]		5539/5539	T256	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR13 DD			WAIT 14SEP13		0.00	CASH	14SEP13
R.O. OPENED		READY		OPTIONS: DLR:THOMPSON ENG:2.4 Liter			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A OIL, LUBE AND FILTER CHANGE--TOP OFF ALL FLUIDS (EXCEPT BRAKE FLUID)							
OIL OIL, LUBE AND FILTER CHANGE--TOP OFF ALL FLUIDS (EXCEPT BRAKE FLUID)							
	74236	CDT				7.00	7.00
	5	68055890AA	*OIL-5W20		3.55	2.11	10.55
	1	4892339BA	FILTER-ENGINE OIL		8.40	5.05	5.05
PARTS:	15.60	LABOR:	7.00	OTHER:	0.00	TOTAL LINE A:	22.60
5539 CHANGE OIL AND FILTER							

B SOUNDS LIKE SOMETHING IN THE AC VENT IS RATTLING							
00 SOUNDS LIKE SOMETHING IN THE AC VENT IS RATTLING							
	74236	CDT				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00

C MULTI POINT INSPECTION							
16 MULTI POINT INSPECTION							
	74236	CDT				0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00

SHOP SUPPLIES 0.70

CREATED BY: I ACKNOWLEDGE THAT I HAVE BEEN GIVEN A CLEAR EXPLANATION OF ALL REPAIRS PERFORMED

NJOHNSONTHE-STERLING-GROUP, CREATED ON: 09-14-2013, STATUS: SCHEDULED, TRANSPOR RT TYPE: WAITER SIGNATURE

9-14-13
PJ
CASH

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager.
Thank You,
THOMPSON
CHRYSLER-DODGE-JEEP
(410) 288-3100

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
LIMITED EXPRESS WARRANTY 12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.	LABOR AMOUNT	7.00
	PARTS AMOUNT	15.60
	GAS, OIL, LUBE	0.00
	SUBLET AMOUNT	0.00
	MISC. CHARGES	0.70
	TOTAL CHARGES	23.30
	LESS INSURANCE	0.00
	SALES TAX	0.98
	PLEASE PAY THIS AMOUNT	24.28

DODGE P & A CODE
35 43026

CUSTOMER SIGNATURE
X

CUSTOMER #

830669

CHRYSLER

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

INVOICE



PAGE 1

BALTIMORE, MD

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

SERVICE ADVISOR: 74383 DINA BONIFACE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	DODGE AVENGER	1C3CDZABXDN		6514/6514	T485	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR13 DD			WAIT 25OCT13		0.00	CASH	25OCT13
R.O. OPENED	READY	OPTIONS: DLR:THOMPSON ENG:2.4 Liter					
14:48	25OCT13	16:34	25OCT13				

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES THE TACTOMETER IS SHOOTING UP TO 4 AND 5 AT 25 MPH
AND THE CAR IS JERKING WHILE DRIVING CHECK AND ADVISE
CAUSE: COMPLETE
85412104 ACTUAL TIME
71807 WDF (N/C)
FC: PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
6514 TRANS ??? NO CODES IN ANY MODULES-ROAD TEST WITH SCAN TOOL TO
MONITOR SENSORS-NORMAL. ATF OVER FULL-DRAINED SOME ATF.. RESET PCM/TCM
MEMORY AND QUICK LEARNED. TRANS IS SHIFTING WHEN AND WHERE COMPUTER
TELLS IT PER LOAD..4 SPEED HAS HIGHER RPM BETWEEN SHIFTS VS 6 SPEED.

B MULTI POINT INSPECTION
16 MULTI POINT INSPECTION
71807 IDSP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

I ACKNOWLEDGE THAT I HAVE BEEN GIVEN A CLEAR EXPLANATION OF ALL REPAIRS PERFORMED

SIGNATURE _____

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied," please contact Service Dept. or Service Manager.
Thank You,
THOMPSON
CHRYSLER-DODGE-JEEP
(410) 288-3100

STATEMENT OF DISCLAIMER

LIMITED EXPRESS WARRANTY
12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.

DODGE P & A CODE
35 43026

CUSTOMER SIGNATURE

X

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 #:

833879



THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

INVOICE

PAGE 1

BALTIMORE, MD

HOME:

CONT:

BUS: CELL:

SERVICE ADVISOR: 73657 JIM UMPLEBY

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN / OUT, TAG. Row 1: BLACK, 13, DODGE AVENGER, 1C3CDZABXDN, [REDACTED], 8943/8943, T403

Table with columns: DEL DATE, PROD DATE, WARR EXP, PROMISED, PO NO, RATE, PAYMENT, INV DATE. Row 1: 24APR13 DD, [REDACTED], [REDACTED], WAIT 20JAN14, [REDACTED], 0.00, CASH, 20JAN14

R.O. OPENED BOOKED OPTIONS: DLR:THOMPSON ENG:2.4_Liter

08:35 20JAN14 10:55 20JAN14

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

A CUSTOMER STATES SHE HEARS A GRINDING NOISE WHILE DRIVING AND WHILE SLOWING TO A STOP AND AT THE STOP TEST DROVE WITH MIKE W. HE HEARD NOISE

CAUSE: 3

POO PARTS ON ORDER

73568 WANCOWICZ, MICHAEL D LIC#: 0496

IDSP

(N/C)

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

B ESSENTIAL CARE

CAUSE: OIL AND FILTER

26860303 ESSENTIAL CARE

73568 WANCOWICZ, MICHAEL D LIC#: 0496

WDF

(N/C)

5 68055890AA *OIL-5W20

(N/C)

1 4892339BA FILTER-ENGINE OIL

(N/C)

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

8943 CHANGE OIL AND FILTER

C EXTRA OIL FOR VEHICLES THAT REQUIRE MORE THEN 5 QUARTS OF OIL.

EO EXTRA OIL FOR VEHICLES THAT REQUIRE MORE THEN 5 QUARTS OF OIL.

73568 WANCOWICZ, MICHAEL D LIC#: 0496

CDT

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D MULTI POINT INSPECTION

16 MULTI POINT INSPECTION



STATEMENT OF DISCLAIMER

LIMITED EXPRESS WARRANTY
12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.

DODGE P & A CODE

35 43026

CUSTOMER SIGNATURE

X

DESCRIPTION

TOTALS

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

LESS INSURANCE

SALES TAX

PLEASE PAY THIS AMOUNT

CUSTOMER #:

833879

CHRYSLER

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

INVOICE



PAGE 2

BALTIMORE, MD

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 73657 JIM UMPLEBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	13	DODGE AVENGER	1C3CDZABXDN [REDACTED]		8943/8943	T403

DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
24APR13 DD			WAIT 20JAN14		0.00	CASH	20JAN14

R.O. OPENED: [REDACTED] BOOKED: [REDACTED] OPTIONS: DLR:THOMPSON ENG:2.4_Liter

08:35 20JAN14 10:55 20JAN14

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
73568							(N/C)

73568 WANCOWICZ, MICHAEL D LIC#: 0496

IDSP

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

CREATED BY: [REDACTED] I ACKNOWLEDGE THAT I HAVE BEEN GIVEN A CLEAR EXPLANATION OF ALL REPAIRS PERFORMED

MPEREZDEALERFOCUS.COM, CREATED ON: 01-13-2014, MODIFIED BY:

KSIMONDSDEALERFOCUS.COM,

MODIFIED ON: 01-14-2014, SIGNATURE _____

STATUS: SCHEDULED, TRANSPORT

TYPE: WAITER

IMPORTANT
You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager. Thank You, THOMPSON CHRYSLER-DODGE-JEEP (410) 288-3100

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
LIMITED EXPRESS WARRANTY 12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.	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

DODGE P & A CODE 35 43026

CUSTOMER SIGNATURE

X

CUSTOMER #:



834423

CHRYSLER

THOMPSON
CHRYSLER - DODGE - JEEP
124 North Point Blvd.
Baltimore, Maryland 21224
Phone: (410) 288-3100
Fax: (410) 285-5529

INVOICE



PAGE 1

BALTIMORE, MD

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 73657 JIM UMPLEBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BLACK	13	DODGE AVENGER	1C3CDZABXDN		9350/9352	T015

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
24APR13 DD			17:00 05FEB14		0.00	CASH	05FEB14

R.O. OPENED: 13:54 05FEB14 BOOKED: 17:36 05FEB14 OPTIONS: DLR:THOMPSON ENG:2.4 Liter

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A CUSTOMER STATES SQUEAKING FROM THE BRAKES
CAUSE: CALIPER NOT RETRACTING BACK PROPERLY, CAUSING EXCESS WEAR ON
FRONT PADS

A INSTALLED CALIPER AND BRAKE PAD FRONT KIT

73568 WANCOWICZ, MICHAEL D LIC#: 0496

WDF

1 5191238AA CALIPER-DISC BRAKE

1 68020494AB *PADKIT-FRONTDISC BRAKE

1 2005 HD DEGREASER

1 1401 BRAKEQUIET

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

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

B MULTI POINT INSPECTION

CAUSE: F

16 MULTI POINT INSPECTION

74373 WEBSTER, MARQUES LIC#: 7668

WDF

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

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

STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
<p>IMPORTANT</p> <p>You may receive a survey from Chrysler Corporation in reference to this service visit. If, for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager.</p> <p>Thank You, THOMPSON CHRYSLER-DODGE-JEEP (410) 288-3100</p>	LABOR AMOUNT	
	PARTS AMOUNT	
<p>LIMITED EXPRESS WARRANTY 12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.</p>	GAS, OIL, LUBE	
	SUBLET AMOUNT	
<p>DODGE P & A CODE 35 43026</p>	MISC. CHARGES	
	TOTAL CHARGES	
<p>CUSTOMER SIGNATURE X</p>	LESS INSURANCE	
	SALES TAX	
	PLEASE PAY THIS AMOUNT	

CUSTOMER #:



834423

CHRYSLER

THOMPSON

CHRYSLER - DODGE - JEEP

124 North Point Blvd.

Baltimore, Maryland 21224

Phone: (410) 288-3100

Fax: (410) 285-5529

INVOICE



PAGE 2

BALTIMORE, MD

HOME

CONT

BUS:

CELL

SERVICE ADVISOR: 73657 JIM UMPLEBY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	13	DODGE AVENGER	1C3CDZABXDN		9350/9352	T015	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO. NO.	RATE	PAYMENT	INV. DATE
24APR13 DD			17:00 05FEB14		0.00	CASH	05FEB14
R.O. OPENED	BOOKED	OPTIONS: DLR:THOMPSON ENG:2.4 Liter					
13:54 05FEB14	17:36 05FEB14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

I ACKNOWLEDGE THAT I HAVE BEEN GIVEN A CLEAR EXPLANATION OF ALL REPAIRS PERFORMED

SIGNATURE

IMPORTANT

You may receive a survey from Chrysler Corporation in reference to this service visit. If for any reason you cannot grade us "Completely Satisfied" please contact Service Dept. or Service Manager.

Thank You, THOMPSON CHRYSLER-DODGE-JEEP (410) 288-3100

STATEMENT OF DISCLAIMER

LIMITED EXPRESS WARRANTY 12 Months or 12,000 (on Chrysler parts only) Miles whichever comes first. All labor performed and parts replaced were necessary to perform repairs unless requested by the customer. Vehicles tested or test-driven when needed. Mechanic's work performed satisfactory. All parts are new unless otherwise specified.

DODGE P & A CODE

35 43026

CUSTOMER SIGNATURE

X

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

No: BBB

08/26 / 2013

①

As whom it may concern,
I am writing this letter
to you to make a claim
with you because I had purchase
a brand new 2013 Dodge at
5717 Baltimore National Pike
Baltimore, Maryland 21218 on
4/24/2013 and I took it back
to the dealer 3 times at
Musselman's Dodge for the
same problem for as my low
tire pressure light come on &
stay on, on 5/10/2013 I took it
up there, they said that it was
a nail in the passenger back,
they plugged it and the low tire
pressure light went off, on 5/14/2013
I took it back to the dealer for
the low tire pressure light on
again, the Service Department
name Paul told the guy name
Mack Hampton that my front
tire was flat, needed air and
gave Mack my keys, didn't say
(cont)

08/26/2013

(2)
(Conti)

anything to me or gave me a receipt to state what was wrong with my car, I did ask for a receipt, Mack stated you are okay, you don't need one, they didn't give me a receipt, but they gave me a receipt for 5/10/2013, I don't believe that they put it in the computer either, but everytime I went to the dealer I had witness with me, also that same day on 5/14/2013 Mack Hampton showed me how to hook up my voice connect Bluetooth in my car, his voice is still on there, he showed me how to work my headlights on my car, they making it seem like I didn't come up there on 5/14/2013, I did, they is lying and I hate a liar, on 5/24/2013 I took it back up there for the same problem low tire pressure light, talk to the owner John McDaniel 3rd, he told me to
(Conti)

(3)
(Conti)

08/26/2013

sign a paper, I ask what is this, he stated this paper is just saying we can't touch your car without your signature so I read it, signed it, he never gave me a copy of the paper. I want a copy for 5/14/2013, a copy for 5/24/2013 of what I signed. This is very unprofessional from a Business, I am very disappointed in this dealership and I will never buy a car from them anymore or recommend nobody to go there. Everytime I took it up there all they keep on saying nothing is wrong with the car, it was all the time. I am very stressful, upset with this dealership and I am going to take them to court because I never went through anything like this before with a car, especially a new car, I don't think it is a new car

(Conti)

(4)

08/26/2013

(Conti)

because if it was I wouldn't have a lot of problems with this car. I think they set the mileage back, that is illegal but I know this car is a lemon. I took pictures, the mileage when my engine light came on, low fuel pressure light. I am getting all my papers together now, I was before when I first had problems with the car. I can have all my papers, stuff so I can provide to the courts when I take Chrysler to court. The dealership is not going to get over on me like this, something has to be done about my situation because it's not fair to get a new car and go through problems with it since I have it. I didn't file for court yet but I am getting all my documents together, the money to file in court, pay for the sheriff to serve them.

(Conti)

(5)

08/26/2013

(Conti)

I did the Consumer Protection, other places, call Legal Aid, TV Station (news) no one seem to help me and I put in a claim with the U.S. Department of Transportation (National Highway Traffic Safety Administration) and I have all my papers, photo, receipts, etc. My engine light came on and stay on for some days and I took picture too, took it to Auto Zone and the guy name Vincent put the machine and it came up a code, I do have the receipt for that too and I going to take Chrysler to court. I didn't have it a month, was going through stuff with this car.

I took it ~~to~~ to Thompson on 124 North Point Blvd. & told them my car is quiding and they said they didn't find anything, took it back and then had to replace rotors

(conti)

⑥

08/26/2013

(cont'd)

see receipts attach. If you need more paper work please feel free to call me at [REDACTED] home or leave a message or job# [REDACTED] I will send more information to you if needed. I hope fall office can help me.
Thanks,

P.S. I call fall office, it said to file a complaint that you have to put it in writing first.

[REDACTED]
08/26/2013

Chrysler sent me a repo paper, it been paid, its like they are picking with me now, this been stressful for me.

Thank you for using the Better Business Bureau's Online Complaint System.

Your complaint has been assigned case # 36091225.

Correspondence regarding this complaint will be mailed to [REDACTED] BALTIMORE MD [REDACTED]

Please print a copy of this for your records.

Filed on : September 6 2013

Filed by :

[REDACTED]
Baltimore MD [REDACTED]

Filed against :
Musselman's Dodge, Inc.
5717 Baltimore National Pike
Baltimore MD 21228-1701

Complaint Description:

I am going to take Musselman's Dodge to court because I know they got over on me far as selling me a suppose to be a brand new car 2013 Dodge Avenger. My problem date was 05/10/2013,05/14/2013,05/24/2013 purchase date was 04/24/2013 a brand new car and have problems since i got the vehicle.The sale rep.was Stephon Belton.It was a trade in(I traded my jeep laredo 2004)was a piece of trash.i have the 2013 Dodge Avenger.On 05/10 it was a nail in a tire they said and on 05/14 my 2front tire was low no receipt and i ask for it and i dont think they put it in the computer i always had witness they can review the camera and it will show you i was there.On 05/24 i talk to the owner John Mcdaniels3rd about placing my tires and he wouldn't do anything saying nothing wrong with it and the whole time it was a hole in my tire when i took it to get it check and he show me the hole and my psi light never came on since i paid to get it patch and i have the receipt too.They keep on telling me nothing wrong (Musselman's Dodge).My car is not the only car going through this I have people numbers that i seen on the street and there car doing the same thing so its not just my car.We got each other phone numbers so we can go to court.i will fax everything you need its alot of paper work.I dont have this on hand right now because i am not home the account number/payment amount/model number/order number.I want my money back or another vehicle but i rather have all my money back and not owed anything on it.I never had any problems with a used vehicle that i have.My first new car and my last.

Your Desired Resolution:

I am seeking a settlement of another vehicle or all my money back and repair for my tires to get patch.I went to the dealer 3 times and the service was very poor and I never went through a situation like this before from a Business(Car Dealer).Musselman's Dodge has alot of bad reputation because alot of people i had ran into told me that Musselman's Dodge are not a-good dealer to get any vehicle from them.I did a complaint with you August29,2013 in writing and i will fax the contract and receipts.I need help and i am turning to you for help and yall seem like yall can't help me I am tired of everybody turning me away.I work for The State of Maryland and I did the Consumer Protection but Chyrler didn't want to do the arbutiation and Thomas Dealer told me you have 1 year to do it.I will not take my vehicle to Musselman's Dodge anymore.I take it Thompson Dealer on North Point Blvd.My case number is 36090993.I am taking Musselman's Dodge to court because they was the one who sold me the vehicle on April24,2013 and had problems with this 2013 Dodge Avenger.I thought that I had to take Chrysler to court because it is a Chrysler product.I had problems with the Owner John Mcdaniels3rd and with the Saleperson Stephon Belton because he sold me the car and didn't show me anything in the car and took my 2nd pair of keys to his house and he told me it was in the office and when i went up the he said he have to go home to get it.Why is it at his house anyway so I did reported it to his boss Zil that wasn't right at all.this been a nightmare for me and i felt like i been disrespected because I was a female and they got over on me and I will not let them get over on me like this.I will fax or mail all my papers you need.I had problems with the Service Department Paul he didn't write nothing in the computer that i been there on 05/14/2013 and i ask the guy Mack Hampton for one and he stated that i am good and i never received a invoice for that day.If nothing don't be done they is going to pull someone else like that too like they did to me can you please check into this for me.I been through alot of stress with this situation.I have alot of witness on my job that seen what i been through with this car and Musselman's Dodge.Please give me the chance to send or fax my contract.My name is [REDACTED] Baltimore,Maryland [REDACTED] home# [REDACTED] job# [REDACTED] The name of the business is Musselman's Dodge 5717 Baltimore National Pike Baltimore, Maryland 21228.My email is [REDACTED]

This case will be reviewed by a complaint specialist at the Better Business Bureau, and then forwarded to the business for their response. It is our policy to allow the business 30 working days to respond to your complaint. You will be notified when the business has responded.

What would you like to do next?

- View the status of your complaint**
- Become a more savvy consumer**
- Return to the BBB Homepage**
- BBB Privacy Policy**



Better Business Bureau of Greater Maryland
502 S. Sharp St. Ste. 1200
Baltimore, MD 21201-2445
Tel: (410) 347-3990 Fax: (410) 347-3936

September 10, 2013

[REDACTED]
Baltimore, MD [REDACTED]

RE: Case # 36091225: Musselman's Dodge, Inc.

Thank you for taking the time to inform us of your experience with this business. Your case has been assigned Case# 36091225. Please make note of this number and refer to it in all future communications with the BBB® regarding this matter. **The text of your complaint and the response from the business will be publicly posted on the BBB web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any personally identifying information. By submitting your complaint, you have represented that it is a truthful account of your experience with this business. BBB may edit the complaint or responses to protect privacy rights and to remove inappropriate language.**

Now that I have filed, what is the next step?

We have accepted your complaint and have forwarded it to the business for their response. We have asked the business to reply promptly, but some disputes may take longer than others to conclude. Please be patient as we work to ensure that your concerns are addressed.

How do I keep track of my case?

The fastest and easiest way to view the progress of your complaint and to provide updates is to use the web link below. Additional comments or documentation may also be forwarded via email, fax, or postal mail.

<https://greatermd.app.bbb.org/complaint/view/36091225/c/f83p4t>

What if I do not agree with the response from the business?

It is important for both parties to maintain realistic expectations and respond in a professional, fair and courteous manner. Our goal is for you and the business to be able to work towards an amicable solution. Should this prove difficult, we may offer you and the business the opportunity to participate in mediation or binding arbitration. More information about these options can be found at www.bbb.org.

What happens if a business does not respond?

The BBB will make every effort to obtain a response from the business, but some businesses simply do not ever contact us. ~~The BBB is not an enforcement agency. We cannot compel a business to respond. However, failure to do so may result in a negative impact on their BBB rating, which may drive away future customers.~~ The BBB can also refer you to other agencies that may be able to assist you, depending on the specific nature of your complaint.

• How can I avoid a similar experience in the future?

Start with Trust and research a company with your BBB before you make a purchase or sign a contract. Simply call 410-347-3990 or click: www.bbb.org

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution. Please do not hesitate to contact me with any additional questions or concerns.

Sincerely,

Hannah Long - Trade Practices Analyst

Tel: 410 347-3988 Fax: 410 735-1802 hlong@greatermd.bbb.org

Turn Over ↓

Better Business Bureau of Greater Maryland

COMPLAINT ACTIVITY REPORT Case # 36091225

Consumer Info:

Baltimore, MD

Business Info: Musselman's Dodge, Inc.
5717 Baltimore National Pike
Baltimore, MD 21228-1701
410 744-7400

Consumer's Original Complaint :

I am going to take Musselman's Dodge to court because I know they got over on me far as selling me a suppose to be a brand new car 2013 Dodge Avenger.

My problem date was 05/10/2013,05/14/2013,05/24/2013 purchase date was 04/24/2013 a brand new car and have problems since i got the vehicle. The sale rep. was Stephon Belton. It was a trade in (I traded my jeep laredo 2004 was a piece of trash. i have the 2013 Dodge Avenger. On 05/10 it was a nail in a tire they said and on 05/14 my 2 front tire was low no receipt and i ask for it and i dont think they put it in the computer i always had witness they can review the camera and it will show you i was there. On 05/24 i talk to the owner John Mcdaniels3rd about placing my tires and he wouldn't do anything saying nothing wrong with it and the whole time it was a hole in my tire when i took it to get it check and he show me the hole and my psi light never came on since i paid to get it patch and i have the receipt too. They keep on telling me nothing wrong (Musselman's Dodge). My car is not the only car going through this I have people numbers that i seen on the street and there car doing the same thing so its not just my car. We got each other phone numbers so we can go to court. i will fax everything you need its alot of paper work. i dont have this on hand right now because i am not home the account number/payment amount/model number/order number. I want my money back or another vehicle but i rather have all my money back and not owed anything on it. I never had any problems with a used vehicle that i have. My first new car and my last.

Consumer's Desired Resolution:

I am seeking a settlement of another vehicle or all my money back and repair for my tires to get patch. I went to the dealer 3 times and the service was very poor and I never went through a situation like this before from a Business (Car Dealer). Musselman's Dodge has alot of bad reputation because alot of people i had ran into told me that Musselman's Dodge are not a good dealer to get any vehicle from them. I did a complaint with you August 29, 2013 in writing and i will fax the contract and receipts. I need help and i am turning to you for help and yall seem like yall can't help me I am tired of everybody turning me away. I work for The State of Maryland and I did the Consumer Protection but Chyrler didn't want to do the arbutiation and Thomas dealer told me you have 1 year to do it. i will not take my vehicle to Musselman's Dodge anymore. I take it Thompson Dealer on North Point Blvd. My case number is 36090993. I am taking Musselman's Dodge to court because they was the one who sold me the vehicle on April 24, 2013 and had problems with this 2013 Dodge Avenger. I thought that I had to take Chrysler to court because it is a Chrysler product. I had problems with the Owner John Mcdaniels3rd and with the Saleperson Stephon Belton because he sold me the car and didn't show me anything in the car and took my 2nd pair of keys to his house and he told me it was in the office and when i went up ther he said he have to go home to get it. Why is it at his house anyway so I did reported it to his boss Zil that wasn't right at all. this been a nightmare for me and i felt like I been disrespected because I was a female and they got over on me and I will not let them get over on me like this. I will fax or mail all my papers you need. I had problems with the Service Department Paul he didn't write nothing in the computer that i been there on 05/14/2013 and i ask the guy Mack Hampton for one and he stated that i am good and i never recived a invoice for that day. If nothing don't be done they is going to pull someone else like that too like they did to me can you please check into this for me. I been through alot of stress with this situation. I have alot of witness on my job that seen what i been through with this car and Musselman's Dodge. Please give me the chance to send or fax my contract. My name is [REDACTED] Baltimore, Maryland [REDACTED] home [REDACTED] job# [REDACTED]. The name of the business is Musselman's Dodge 5717 Baltimore National Pike Baltimore, Maryland 21228. My email is [REDACTED]

BBB Processing

09/06/2013	web	BBB	Case Received by BBB
09/09/2013	HL	BBB	Case Reviewed by BBB
09/09/2013	Otto	BBB	Send Acknowledgement to Consumer
09/09/2013	Otto	BBB	Notify Business of Dispute

[REDACTED]
Baltimore, Maryland [REDACTED]

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