CL-10712791-9238

April 13, 2015

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

Administrator – National Highway Traffic Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590

APR 21 2015

Dear Safety Board for Chrysler Group:

We, [redacted] are currently experiencing a major defective concern with our Chrysler 200, VIN# 1C3CCCCB6FN[redacted]

INCIDENT #1

On December 06, 2014, my husband and I were traveling on Highway 87 to Payson, Arizona. This road is two lanes that have several curves through the ridge side of the mountain going south bound. While traveling this road the Chrysler shut down four times. We had to either coast down the road or pull off the road to safety. This was very scary due to the fact that many vehicles were behind us. Fortunately, we made it to the Chapman Auto Center in Payson, Arizona. The service department corrected the problem and we picked up the vehicle on December 13, 2014, eight days later. We were stranded in Payson for three days as the Avis rental car facility was closed for the weekend. We had to rent a room for two nights at America's Best Hotel. On Monday, December 08, 2014, we called into work and waited for Avis to open. This caused a financial burden on us as we had three days of unexpected expenses that included the hotel and meals as well as the mental stress of having to deal with a brand new vehicle that would not run.

INCIDENT #2

On, January 13, 2015 at 8:30pm, my [redacted] year old granddaughter and I were driving home on NR112. The vehicle shut down about 1.5 miles away from home. This night it was snowing, cold and dark. It took about five minutes for the vehicle to restart. Once it started we drove directly home, praying that it wouldn't shut down again.

INCIDENT #3

On January 17, 2015, my husband, drove the vehicle going east on Highway 264. At mile post 3.5 the vehicle completely shut down and it did not restart. We had to contact Chrysler and they sent out a flatbed tow truck and had it towed to Tate's Auto Center in Gallup, NM. We picked it up the vehicle on February 03, 2015 from the dealer eighteen days later.

INCIDENT#4

On February 06, 2015 my husband, granddaughter and I drove to Phoenix, Arizona from home for five hours without an incident regarding the vehicle. We drove another vehicle back home on February 8th, 2015 and left the Chrysler with our daughter. On February 11, 2015, our daughter was returning the vehicle back to our home when it shut down on AZ-87. (Attached is her report) Vehicle was towed to Superstition Springs in Mesa, Arizona where it stayed from February 11, 2015 to February 17, 2015, for seven days.

NH
42415
SMD

CONCLUSION

1. We believe this vehicle is not safe at all to drive on public roads. It has caused us tremendous stress, anxiety attacks and financial burdens.

2. Also, during this time span were in the grieving process, due to losing our eldest daughter.

3. We want to request to have Chrysler pay-off our lien holder, Capital One Auto Finance. We want to return the vehicle back to the Chrysler dealership where we purchased it from.

4. We will be contacting a lawyer 30 days from date of this letter if we do not receive a response from Chrysler.

5. This vehicle is currently eligible under the Lemon Law status. It is still under warranty, odometer shows 8849. On 02/07/2015 an appraisal was completed on it. Value of the vehicle before Incident#4 occurred was $9,500.00.

6. Vehicle will be removed from Auto Insurance as in-operable due to safety issues.

Sincerely,

[redacted]

Fort Defiance, AZ [redacted]

[redacted]

Attachments

Incident #1

CHAPMAN AUTO CENTER
100 NORTH BEELINE HIGHWAY
P.O. BOX 1750
PAYSON, AZ 85547
(928) 474-5261
1-800-491-5261

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date	R/O Number
12/06/14	[redacted]
R/O Close Date	**Status**
12/13/14	Pre-Invoice
Mileage In	**Mileage Out**
6854	6879
Service Advisor / Tag #	
Dan Byus/6673W	

[redacted]
FORT DEFIANCE, AZ [redacted]

Work Phone	Vehicle Identification Number	
	1C3CCCCB6FN[redacted]	
Home Phone	**Delivery Date**	**In-Service Date**
[redacted]		

Year	Make	Model	Body	Color	License Number
2015	CHRYSLER	200	4DR SDN C FWD	BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Cell: [redacted]	
#1 - CAMPAIGN: PERFORM CAMPAIGN P56 REPROGRAM TRANSMISSION CONTROL MODULE Caused by RRECALL P56- REPROGRAM TRANSMISSION CONTROL MODULE Corrected by (08P56182) Work performed by WAYNE MICHELIZZI (055) PERFORMED P56 REPROGRAM TCM L.O.N. 08-P5-61-82 TIME 0.3 HRS. RELATED OPERATION PERFORMED TRANS. RELEARN PROCEDURE L.O.N. = 08-P5-61-50 TIME = 1.0 HRS.	Warranty
#2 - 12CVZ: AUTO TRANS TRANS TEMP LIGHT CAME ON. SAID TO SEVICE TRANSMISSION. CAR ALSO STALLED OUT 3 TIMES. Caused by VERIFIED M.I.L. IS ON, 4 CODES IN PCM, 1 IN TCM TCM - GEAR RATIO ERROR IN 8TH - RECALL P56 CURED PCM - P2308,P2302,P2311,P2305 - SECONDARY CKT. CLEARED CODES AND TEST DROVE DURING J-1- VEHICLE DIED TWICE, M.I.L. BACK ON - SAME 4 CODES RETURNED PRINTED DIAG., CHECKED STAR SEARCH,NO HELP- LOOKED AT WIRE DIAG. CHECKED B+ TO PDC,OK - CHECKED #30 10 AMP AND #74, 30 AMP FUSES, SECURED/NOT BURNT- ALL CONN.@PDC,PCM AND ALL COILS OK - FAILING PCM	

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

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

THE ABOVE REPAIR(S) HAVE BEEN FULLY EXPLAINED OR DEMONSTRATED TO ME.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

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

(C) 1998 ARKONA, Inc. - Dealership Application Group (800)945-1028

Incident #1

CHAPMAN AUTO CENTER
100 NORTH BEELINE HIGHWAY
P.O. BOX 1750
PAYSON, AZ 85547
(928) 474-5261
1-800-491-5261

SERVICE DEPARTMENT HOURS
7:00 a.m. to 5:30 p.m.
Monday - Friday
8:00 a.m. - 4:00 p.m.-Saturday

R/O Open Date	R/O Number
12/06/14	[redacted]
R/O Close Date	**Status**
12/13/14	Pre-Invoice
Mileage In	**Mileage Out**
6854	6879
Service Advisor / Tag #	
Dan Byus/6673W	

	Work Phone	Vehicle Identification Number
[redacted]		1C3CCCCB6FN[redacted]
FORT DEFIANCE, AZ [redacted]	Home Phone	Delivery Date / In-Service Date
	[redacted]	

Year	Make	Model	Body	Color	License Number
2015	CHRYSLER	200	4DR SDN C FWD	BLUE	

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
Corrected by (08190601) (DE)	
Work performed by WAYNE MICHELIZZI (055)	Warranty
Installed 5150993AC :MODULE: ENGINE CONTROLLER5150 Qty: 1	Warranty
PCM IS ALREADY ON BACK ORDER ! WOULD HAVE ORDER.	
ORDERED PCM, NOW AVAILABLE OUT OF L.A. -	
REPLACED THE PCM - USED SCAN TOOL TO PROGRAM,	
TRANSFER THE V.I.N. AND SET MILAGE, CALIBRATE THE	
STEERING SENSOR AND REALIGN ALL OF THE MODULES.	
VERIFIED NO ACTIVE OR STORED CODES - TEST DROVE TO	
VERIFY REPAIR - TEST DROVE VEHICLE 12 MILES	
WITHOUT CONCERN.....OK	
#3 - CCAMPI: PERFORM 27 POINT INSPECTION	
#4 * 05CVZ: TUNE & ELECTRIC	
PERFORM TRANSMISSION RELEARN PROCEDURE	
Caused by	
PERFORMED TRANSMISSION RELEARN PROCEDURE	
Corrected by (08P56150)	
Work performed by WAYNE MICHELIZZI (055)	Warranty
PERFORMED TRANS RELEARN PROCEDURE - SEE J-1.	
#5 * RENTAL: RENTAL VEHICLE CHARGES	
Work performed by HERT001 : 6098666 Labor::	Warranty
Work performed by HERT001 : 6098666 Parts:	Warranty
**********	
* Get your free Chapman Auto Center app loaded on your *	
* smart phone and keep up with your vehicle's maintenance *	
* history,recalls,and make appointments. *	

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

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

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

THE ABOVE REPAIR(S) HAVE BEEN FULLY EXPLAINED OR DEMONSTRATED TO ME.

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

(C) 1998 ARKONA, Inc. - Dealership Application Group (800)945-1028

Incident #2 + #3

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

TATE'S AUTO CENTER Of Gallup
1200 W. Jefferson Ave.
Gallup, NM 87301
Phone (505) 862-5111 · Fax (866) 653-9136
Toll Free (855) 417-0117
www.shoptates.com

[redacted]
FORT DEFIANCE, AZ [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 7146 CODY MARIANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VIVID BLUE	15	CHRYSLER 200	1C3CCCCB6FN[redacted]		7897/7897	T00007

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16AUG14 IS 16AUG14 DD			17:30 21JAN15			CASH	03FEB15

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted]
13:14 17JAN15	08:53 03FEB15	ENG:ED6_2.4L_I4_MultiAir_Engine TRN:DFH_9-SPD_948TE_AUTO_TRANSMISSION 9)C17441

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

EST: 469.00 03FEB15 08:46 SA: 7146

CHRYSLER

www.shoptates.com

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

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

CUSTOMER COPY

Incident #2 + #3

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

TATE'S AUTO CENTER Of Gallup
1200 W. Jefferson Ave.
Gallup, NM 87301
Phone (505) 862-5111 · Fax (866) 653-9136
Toll Free (855) 417-0117
www.shoptates.com

[redacted]
FORT DEFIANCE, AZ [redacted]
HOME [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 7146 CODY MARIANO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VIVID BLUE	15	CHRYSLER 200	1C3CCCCB6FN[redacted]		7897/7897	T00007

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
16AUG14 IS 16AUG14 DD			17:30 21JAN15			CASH	03FEB15

R.O. OPENED	READY	OPTIONS: SOLD-STK[redacted]
13:14 17JAN15	08:53 03FEB15	ENG:ED6_2.4L_I4_MultiAir_Engine TRN:DFH_9-SPD_948TE_AUTO_TRANSMISSION 9)C17441

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER STATES THE VEHICLE STALL OUT, WON'T START(CUSTOMER STATES THE PCM IS GOING OUT PLEASE ADVISE TOW - IN			
10 DRIVEABILITY			
7191 WC			(N/C)
1 5150993AC MODULE-ENGINE CONTROLLER			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
7897 7897 CUSTOMER STATES THE VEHICLE STALL OUT,WONT START ,CUSTOMER STATES THE PCM IS GOING OUT .CHECK AND SCAN VEHICLE WI TECH FOUND CODE P2302 IGNITION COIL 1 SECONDARY CIRCUIT INSUFFICIENT IONIZATION .CHECK IGNITION COILS,SPARK PLUGS ARE OKAY.DID TEST PROCEDURE ON THE CLYINDERS PASSED .REC .PCM MODULE .PUT PCM MODULE IN VEHICLE WENT TO REPROGRAM WENT OKAY THE ONLY CODE KEEP COME UP WAS P0610 ECU VEHICLE OPTIONS MISMATCH . CONTACT STAR GIVE THE INFORMATION VEHICLE THE VEHICLE THEY SAID TO CHECK THE PDC CONNECTOR C4 PIN 18 FEMALE TERMINAL .DID CHECK THE PDC CONNECTOR AND PIN18 ARE OKAY RETIGHTEN THE PDC FUS BOX.DID RUN THE PROXI CONFIGURATION AND ALIGNMENT .CODE WAS STILL PRESENT P0610 . STAR SAID TO REINSTALLED THE OLD PCM BACK . I REINSTALL THE OLD PCM MODULE AND RECONFIGURATION ALL THE MODULES AND UPDATE THE PCM MODULE . CLEAR CODES NO LITE . TEST DROVE 40 MILES AND COME BACK . VEHICLE DIDNT STALL OUT WHILE DRIVING . OKAY AT THIS TIME.			
**********			
B PERFORM MULTI-POINT INSPECTION			
MPI PERFORM MULTI-POINT INSPECTION			
7191 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
**********			
C** RENTAL			
RENTAL RENTAL			
99 WC			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			

www.shoptates.com

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

Copyright 2000 ADP, Inc. SERVICE INVOICE TYPE 2 - SI2C

CUSTOMER COPY

Service & Parts
STICK WITH THE SPECIALISTS

TATE'S AUTO GROUP

SHOW LOW · HOLBROOK · GALLUP · WINSLOW

VEHICLE CHECKUP

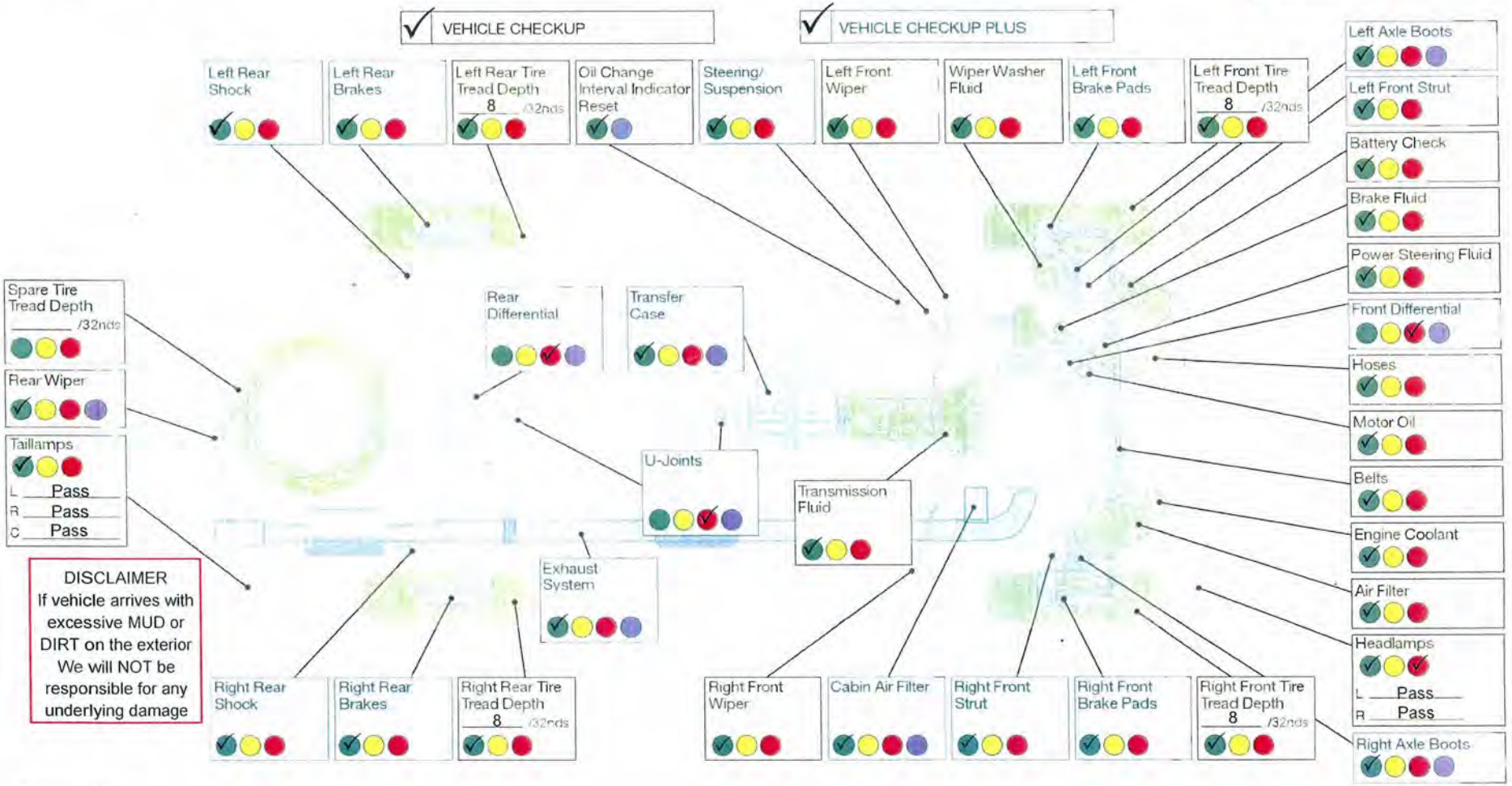
Incident #24 #3

[redacted]	[redacted]	[redacted]	2015 200
Customer Name	R.O. Number	Phone	Vehicle Year/Model
1C3CCCCB6FN[redacted]	7897	01/17/2015	
VIN Number	Mileage	Date	

Checked and OK
Will need future attention
Requires immediate attention
Not applicable

✓ VEHICLE CHECKUP

✓ VEHICLE CHECKUP PLUS



DISCLAIMER
If vehicle arrives with excessive MUD or DIRT on the exterior We will NOT be responsible for any underlying damage

Comments:

© 20[redacted] Chrysler Group LLC All rights reserved. Chrysler, Jeep, Dodge and Ram are registered trademarks of Chrysler Group LLC
Printed in U.S.A.

Incident #2 + #3

Multi-Point Inspection Report Card

er Name: _____ Year/Model: _____ Date: _____

: _____ Mileage: _____

ECKED AND OK AT THIS TIME | MAY REQUIRE FUTURE ATTENTION | REQUIRES IMMEDIATE ATTENTION

SCHEDULED MAINTENANCE ITEMS DUE FOR SERVICING ON THIS VISIT*

ıin Air Filter	☐ Oil Filter
ıine Air Filter	☐ Spark Plugs
ıine Coolant	☐ Tire Rotation
l Filter	☐ Transmission Filter
Change	☐ Transmission Fluid

ly a partial list of vehicle maintenance items and is NOT all-inclusive. Please ur Owners Manual or visit www.genuineservice.com for vehicle specific ce requirements.

: _____

CHECK FLUID LEVELS AND FILL

	OK	FILL		OK	FILL	
Engine Oil	☑	☐	Power Steering	☐	☐	Transmission (if equipped with dipstick)
Brake Reservoir	☑	☐	Window Washer	☑	☐	Coolant Recovery Reservoir

HECK FOLLOWING SYSTEMS/COMPONENTS — Declined

Operation of horn, interior lights, exterior lamps, turn signals, hazard and brake lamps	☐
Radiator, heater, and air-conditioning hoses for leaks and damage	☐
Windshield for cracks, chips and pitting	☐
Windshield washer spray, wiper operation and wiper blades	☐
Accessory drive belt(s)	☐
Brake system (including lines, hoses, and parking brake) and wheel end for end-play and bearing noise	☐
Clutch operation (if equipped)	☐
Constant velocity (CV) drive axle boots (if equipped)	☐
Drive shaft, transmission, u-joint and shift linkage (if equipped) and lubricate (as needed)	☐
Engine Cooling system, hoses and clamps	☐
Exhaust system (leaks, damage, loose parts)	☐
Oil and/or fluid leaks	☐
Shocks/struts and other suspension components for leaks and/or damage	☐
Steering and steering linkages	☐

PECTION DUE (IF APPLICABLE) ____ / ____ / ____ (MONTH / DAY / YEAR)

_____

_____

ourtesy Inspection Completed by Your Dealership Team!

Advisor: _____

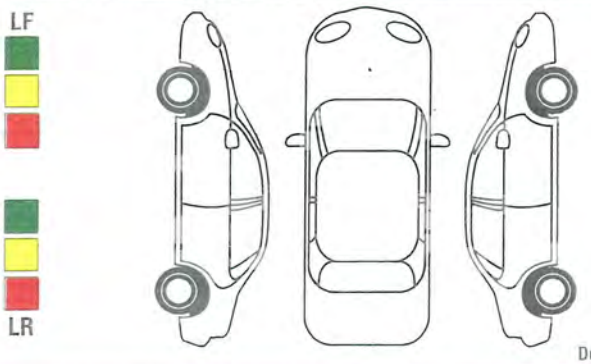
CHECK BATTERY

State of Health: 0% — 100%

Condition of Terminals: ☑ Good ☐ Bad (Clean if necessary)

Declined Battery ☐

CHECK BRAKES - MEASURE FRONT/REAR BRAKE LININGS



Declined Brake ☐

Over 5mm or 7/32" (Disc) or Over 2mm or 3/32" (Drum)

3 to 5mm or 4/32" to 7/32" (Disc) or 1.01 to 2mm (Drum) or 2/32" to 3/32"

Less than 3mm or 4/32" (Disc) or 1mm or 2/32" or less (Drum)

☐ BRAKE MEASUREMENTS NOT TAKEN THIS SERVICE VISIT

Comments: _____

_____

CHECK TIRES

TREAD DEPTH

	LF	RF	LR	RR
7/32" or Greater	☐	☑	☐	☐
4/32" to 6/32"	☐	☐	☐	☐
3/32 or less	☐	☐	☐	☐

Declined Tire ☐

WEAR PATTERN / DAMAGE

LF ☐ RF ☐ LR ☐ RR ☐

TIRE WEAR INDICATES:

☐ Alignment Check Needed ☐ Wheel Balance Needed

Comments: _____

TIRE PRESSURE SET TO FACTORY RECOMMENDED PSI

☐ Front ☐ Rear

Incident #4

CHRYSLER

HOME OF THE "SLAM DUNK DEAL"
SUPERSTITION SPRINGS
Jeep Dodge RAM

6130 E. Auto Park Dr.
Mesa, Arizona 85206
480-830-8001

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR BRAD BONDY 63684	TAG NO. 5477	INVOICE DATE 02/17/15	C [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,526 /	COLOR	STOCK NO.
FORT DEFIANCE, AZ [redacted]	YEAR / MAKE / MODEL 15/CHRYSLER/200/4DR SDN C FWD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1C3CCCCB6FN [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO.		R. O. DATE 02/12/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 8531

JOB# 1 CHARGES

LABOR

#				
1	18CHZ	DRIVEABILITY	TECH(S):1327	WARRANTY

C/S CRANK NO START
PCM HAS BEEN REPLACED BY CHAPMAN THIS IS THE 3RD TIME BREAKING DOWN
NO START TESTS. FOUND VEHICLE HAS FUEL PRESSURE, BUT NO SPARK. LOW VOLTAGE AT COILS WHEN CRANKING. ABOUT 4-5 VOLTS. CHECKED AND FOUND THE ASD FEED TO THE COILS HAS EXCESSIVE RESISTANCE IN PDC. VEHICLE STARTED AND RAN AFTER PDC WAS WIGGLED, BUT WILL STALL AFTER A COUPLE MINUTES AND NOT START. ALSO HAD A DTC P2110 ELECTRONIC THROTTLE CONTROL PERFORMANCE BANK 1. WILL NEED TO REPLACE PDC AND THROTTLE BODY.
REPLACED PDC. REPLACED AND PROGRAMMED THROTTLE BODY. ENGINE STARTS AND RUNS OK NOW. TEST DROVE FOR 4 MILES AND ENGINE WAS RUNNING OK WITH NO DTC'S RESETTING. VERIFIED BY CRP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	4891970-AB	T/BODY NO 14033001		WARRANTY
	1	68209781-AD	PDC INTEL 55150000		WARRANTY
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CHCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

#				
2	01CHZ00	QUALITY INSPECTION	TECH(S):1327	INTERNAL

COMPLIMENTARY QUALITY VEHICLE INSPECTION
COMPLETE VEHICLE INSPECTION
SEE ATTACHED SHEET FOR RECOMMENDATIONS.

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CHCS JOB# 2 TOTAL 0.00

COMMENTS
TOWED IN

LIMITED WARRANTY

AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Incident #4

CHRYSLER

HOME OF THE "SLAM DUNK DEAL"
SUPERSTITION SPRINGS
Jeep DODGE RAM

6130 E. Auto Park Dr.
Mesa, Arizona 85206
480-830-8001

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR BRAD BONDY 63684	TAG NO. 5477	INVOICE DATE 02/17/15
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 8,526 / COLOR	STOCK NO.
FORT DEFIANCE, AZ [redacted]	YEAR/MAKE/MODEL 15/CHRYSLER/200/4DR SDN C FWD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 1C3CCCCB6FN [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F. T. E. NO.	P. O. NO	R. O. DATE 02/12/15	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 8531

TOTALS

****
* CASH [ ] CHECK[ ]*
* MASTER CARD [ ] VISA [ ]*
* DISCOVER [ ] AMEX [ ]*
* DINERS [ ] *
****

TOTAL LABOR....	0.00
TOTAL PARTS....	0.00
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	0.00
TOTAL INVOICE $	**0.00**

CUSTOMER SIGNATURE

LIMITED WARRANTY

AS IS THE ONLY WARRANTIES APPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER. THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY 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 THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

Incident #4

While driving a few miles on highway 87 from Fountain Hills, AZ towards Payson, AZ, the Chrysler 200 started to slow down in speed. The gas was on full at this time and the car started to slow down when I was going 65 mph up small hills on the highway 87 road. When the car started to decelerate, I was scared something was wrong with the engine and was hoping I had cell phone service as the area between Fountain Hill and Payson is very unreliable with cell reception. With deceleration of the car, I was unable to accelerate when I pushed on the gas pedal. I put my emergency lights on and pulled to the side of the road. There were many lights showing around the odometer area of the display that had pictures of the engine, oil, temperature, and many other lights that were just alarming. I called my father [redacted] at this point and he said to let it rest for a few minutes, as this is what happened 2 times before. I let the car rest and I started it and it drove for only half a mile and started blinking again. I had no safe area to pull over and was able to start the car one more time and turned around to head back toward the major city where reception would be better and I could possibly make it to a safer parking area. The blinking lights were still present and I had to let the car coast down the hills since I could no accelerate. I was able to find a turn off that went to a few residential homes but I could hardly pull off the road. At this point, I turned the car off and it was no longer able to start as it would make a small sound when I pushed the start button with the brake but it would no longer make any noise to start. My father told me he was calling the Chrysler dealership. At this point, I was in the desert area with no close family members at side or store that was no closer than 10-12 miles. I had to stay and await to be picked up by my significant other who worked a long night shift. In sum, I would describe the car as someone just saying "car turn off" and the car did to where the driver had no control at all.

[redacted]

Daughter - [redacted]

ADOT | Motor Vehicle Division

SECURE ODOMETER DISCLOSURE

Void If Altered Or Erased

96-0165 R05/05 www.azdot.gov

DEAL# [redacted] C17441

Vehicle Identification Number	Year	Make	Body Style
1C3CCCCB6FN[redacted]	2015	DAIMLER CHRY	SD
Buyer Name [redacted]		Sale Date 08/16/2014	Title Number

Federal and State law require that the seller states the mileage in connection with the transfer of ownership. Failure to complete the odometer statement, or providing a false statement, may result in fines and/or imprisonment.

Odometer Reading (no tenths) 9 ☒ miles ☐ kilometers

☐ Mileage in excess of the odometer mechanical limits.

☐ NOT Actual Mileage, WARNING – ODOMETER DISCREPANCY.

I certify to the best of my knowledge that the odometer reading is the actual mileage unless one of the boxes above is checked.

Seller/Dealership Name (printed) TATES AUTO CENTER			Dealer Number
Street Address 1001 NAVAJO BLVD	City HOLBROOK	State AZ	Zip 86025
Agent Name	Seller/Agent Signature		

I am aware of the above odometer certification made by the seller.

[redacted]	Buyer Signature [redacted]

BUYER

DEAL # [redacted]

(WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted] FORT DEFIANCE AZ [redacted]	[redacted] FORT DEFIANCE AZ [redacted]	TATES AUTO CENTER 1001 NAVAJO BLVD HOLBROOK, AZ 86025

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 Seller - Creditor (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	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2015	DAIMLER CHRY 200	9	1C3CCCCB6EN[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 2000.00
13.43 %	$ 15514.30	$ 33024.50	$ 48538.80	$ 50538.80

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
72	674.15	Monthly beginning 09/30/14
N/A	N/A	N/A

Or As Follows:

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
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) $ 31000.00
   - B Sales Tax $ 885.00
   - C Prior Credit or Lease Balance paid to N/A $ N/A
   - D Other N/A $ N/A
   - E Other N/A $ N/A
   - F Other N/A $ N/A
   - G Other N/A $ N/A
   - H Other N/A $ N/A

   Total Cash Price (A through H) $ 31885.00 (1)
2. Total Downpayment = Trade-In 2004 (Year) CHEVROLET (Make) SILVERADO 15 (Model)
   - Gross Trade-In Allowance $ 1000.00
   - Less Pay Off Made By Seller $ N/A
   - Equals Net Trade In $ 1000.00
   - + Cash $ 500.00
   - + Other REBATE(S) $ 500.00

   (If total downpayment is negative, enter "0" and see prior credit or lease balance, item 1C, above) $ 2000.00 (2)
3. Unpaid Balance of Cash Price (1 minus 2) $ 29885.00 (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 the Insurance Company or Companies.
     - Life $ N/A
     - Disability $ N/A $ N/A
   - B Other Optional Insurance Paid to Insurance Company or Companies $ N/A
   - C Optional Gap Contract $ 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 (Identify) $ 29.50
   - G Government Certificate of Title Fees $ 4.00
   - H Other Charges (Seller must identify who is paid and describe purpose)
     - to TATES AUTO CENTE for DOC FEE $ 399.50
     - to ADVANTAGE for SERVICE CONTRACT $ 2700.00
     - 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.
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 ☐ Co-Buyer ☐ Both

Premium:
Credit Life $ N/A
Credit Disability $ N/A
Insurance Company Name N/A
Home Office Address N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance and 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)
Premium $ N/A
Insurance Company Name N/A
Home Office Address N/A

☐ N/A (Type of Insurance) N/A (Term)
Premium $ N/A
Insurance Company Name N/A
Home Office Address 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.

X N/A (Buyer Signature) N/A (Date)

X N/A (Co-Buyer Signature) N/A (Date)

Returned Check Charge: You agree to pay a charge of $25.00, plus actual charges assessed by a financial institution, if any check you give us is dishonored.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation 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 4C 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 Mos.

(Identify)		$	29.50
G Government Certificate of Title Fees		$	4.00
H Other Charges (Seller must identify who is paid and describe purpose)			
to TATES AUTO CENTE	for DOC FEE	$	399.50
to ADVANTAGE	for SERVICE CONTRACT	$	2700.00
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
to TATES AUTO CENTE	for TIRE TAX	$	5.00
to ST OF AZ	for AIR QUALITY FEE	$	1.50
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		$	3139.50 (4)
5. Amount Financed (3 + 4)		$	33024.50 (5)

If the "Amount Financed" exceeds $53,500 or if the motor vehicle is primarily for commercial use, the "Amount Financed" is also the "Final Cash Price Balance" and the "Total of Payments" is also the "Time Balance".

institution, if any check you give us is dishonored.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation 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 4C 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 Mos.

N/A
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to

Buyer Signs X [redacted]

Co-Buyer Signs [redacted]

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before _____, Year _____. SELLERS INITIALS _____

FOR USED VEHICLES ONLY

The Seller hereby warrants that this vehicle will be fit for the ordinary purposes for which the vehicle is used for 15 days or 500 miles after delivery, whichever is earlier, except with regard to particular defects disclosed on the first page of this agreement. You (the purchaser) will have to pay up to $25.00 for each of the first two repairs if the warranty is violated.

ATTENTION PURCHASER: SIGN HERE ONLY IF THE DEALER TOLD YOU THAT THIS VEHICLE HAS THE FOLLOWING PROBLEM(S) AND THAT YOU AGREE TO BUY THE VEHICLE ON THOSE TERMS:
ATENCIÓN COMPRADOR: FIRME AQUÍ SOLAMENTE SI EL VENDEDOR LE HA DICHO QUE EL VEHÍCULO TIENE EL/LOS SIGUIENTE(S) PROBLEMA(S) Y QUE USTED ESTÁ DE ACUERDO EN COMPRAR EL VEHÍCULO BAJO ESTOS TÉRMINOS:

1. _____ 2. _____ 3. _____

X _____ X 08/16/14

Buyer Signs **(Date)** **Co-Buyer Signs** **(Date)**

WARRANTIES

Unless the Seller makes a written warranty, or enters into a service contract within 90 days from the date of this contract, the Seller makes no warranties on the vehicle, except as described above for used vehicles. Making no warranties means that the Seller is selling the vehicle as is – not expressly warranted or guaranteed and without any implied warranties of merchantability (except as described above) or of fitness for a particular purpose.
This provision does not affect any warranties covering the vehicle that the vehicle manufacturer may provide.

☐ **IF THE BOX IS CHECKED, THIS CONTRACT IS SUBJECT TO A BROKER FEE PAID BY THE SELLER TO** CAPITAL ONE AUTO FINANCE.

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

You acknowledge an express intent to grant a security interest in the vehicle and hereby waive and abandon all personal property exemptions granted upon the vehicle, which is the subject of this contract. NOTICE: BY GIVING US A SECURITY INTEREST IN THE VEHICLE, YOU WAIVE ALL RIGHTS PROVIDED BY LAW TO CLAIM SUCH PROPERTY EXEMPT FROM PROCESS.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change must be in writing and we must sign it. No oral changes are binding. Buyer Signs [redacted] Co-Buyer Signs [redacted]
If any part of 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 extend the time for making some payments without extending the time for making others.

NOTICE TO THE BUYER: (1) Do not sign this contract before you read it or if it contains any blank spaces. (2) You are entitled to an exact copy of the contract you sign.

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

YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and you were free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

ANY INSURANCE REFERRED TO IN THIS CONTRACT DOES NOT INCLUDE LIABILITY COVERAGE FOR BODILY INJURY AND PROPERTY DAMAGE CAUSED TO OTHERS.

The Arizona Department of Financial Institutions regulates the Seller and can be contacted at 2910 North 44th Street, Suite 310, Phoenix, Arizona 85018, (602) 255-4421, if you have any complaints concerning this contract.

X [redacted] 08/16/14
Buyer Signs **Date**

X 08/16/14
Co-Buyer Signs **Date**

_____ 08/16/14
Seller Signs **Date**

By X _____
Title

SEE BACK FOR OTHER IMPORTANT TERMS AND AGREEMENTS.

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other owner signs here X _____ Date 08/16/14 Address _____

Seller assigns its interest in this contract to CAPITAL ONE AUTO FINANCE (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☐ Assigned without recourse ☐ Assigned with limited recourse

TATES AUTO CENTER

Seller By Title

©2014 The Reynolds and Reynolds Company TO ORDER: www.reysource.com; 1-800-344-0996; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

[redacted]
Fort Defiance, AZ [redacted]

W40-304

Administrator–National Highway Traffic
Safety Administration
1200 New Jersey Ave., S.E.
Washington, D.C. 20590