

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



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

INFORMATION ACT (EOIA), 5 U.S.C. 552(B)(6) FOR AGENCY USE ONLY 100148

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

| | |
|---------------|-------------------------------------|
| Date Received | Repository <input type="checkbox"/> |
| 30-MAR-2016 | Reference No. 10852490 |

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: PHILADELPHIA State: PA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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

VEHICLE INFORMATION

| | | | |
|--------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-------------------------------|---------------------------------|
| 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 2C4RB1BG7BF [REDACTED] | Make CHRYSLER | Model TOWN AND COUNTRY | Model Year 2013 |
| Date Purchased 3-23-13 | Dealer's Name and Telephone Number Crystal Chrysler Jeep Dodge 352 | Engine: No: Cylinders 6 | Fuel Type: Regular Unleaded |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City Everness | State FL | Zip Code 34453 |
| Transmission Type <input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain SIX SPEED AUTOMATIC | Multiple Failure: Yes | Incident Date(s) 12-DEC-2013 |

FAILED COMPONENT(S)/PART(S) INFORMATION

| | | |
|---------------------------------------------------------------------------|--------------------------|-----------------------------|
| Vehicle Component Codes: 180000 VEHICLE SPEED CONTROL, 100000 POWER TRAIN | Failure Mileage 31000 | Failure Speed All Speeds |
|---------------------------------------------------------------------------|--------------------------|-----------------------------|

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

| | | |
|---------------------------------|--------------------------------------------------------------------------------------|--------------------------------|
| Tire Make | Tire Model (Name or Number) | Tire Size (Example P215/65R15) |
| DOT No. (Example: DOTM19ABC036) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair | Failure Location: |
| Tire Component Code | Tire Failure Type: | |

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

| | | |
|----------------------------|----------------------|-----------------|
| Make: | Date Manufactured: | Model No./Name: |
| Seat Type: | Installation System: | |
| Child Seat Component Code: | Failed Part: | |

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

| | | | | |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------|-----------------------|-------------------------|
| Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured 0 | Number of Deaths 0 | Reported to Police N |
|------------------------------------------------------------------------------|-----------------------------------------------------------------------------|--------------------------------|-----------------------|-------------------------|

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

TL* THE CONTACT OWNS A 2013 CHRYSLER TOWN AND COUNTRY. WHEN THE ACCELERATOR PEDAL WAS DEPRESSED, THE VEHICLE HESITATED TO ACCELERATE AND A LOUD NOISE EMITTED FROM THE FRONT END OF THE VEHICLE WITHOUT WARNING. THE VEHICLE ACCELERATED AFTER THE ACCELERATOR PEDAL WAS DEPRESSED WITH EXCESSIVE FORCE. THE VEHICLE WAS TAKEN TO A DEALER, BUT THE FAILURE WAS UNABLE TO BE DETERMINED. THE CONTACT WAS A CERTIFIED MECHANIC AND DISCOVERED THAT THE TRANSMISSION FAILED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 31,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to 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.

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

Being a mechanic in PA for over 35 years, I noticed on day one an issue with the transmission and reported it to the dealer. When placing my foot on the gas there is no pickup and then suddenly kicks into gear and takes off. The dealer said to break it in by driving it. I now have 34,000 miles on the car and the problem remains. I took it to Chrysler dealers in PA and they could not determine a problem. I then took it to an outside dealer and they immediately diagnosed the problem. Among other things, the main issue is with the solenoids in the transmission. (See attached)

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, NEF-100
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: **888-327-4236**

NHTSA

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

After going back and forth with the Chrysler dealers, in place of looking further into the issue, they offered me a 3 year fully paid oil change package (contract # [REDACTED]). This offer was unsatisfactory. I have had other people drive this car and they immediately complained about the hesitation and sudden increase of speed and I had not given them any details about my experience.

I requested from the Chrysler mechanics that they ride with me (me driving) while the computer is running (like [REDACTED] did) and see if any errors show but the mechanics refused to do so.

I did pay to have some minor work done on the transmission (see attached receipt) in hopes that I would see some improvement in performance but I have not.

I don't feel this car is safe and for the amount of money I paid for this vehicle, I should at least feel safe.

I look forward to your reply and am in hopes that this issue can be resolved.

Sincerely,

[REDACTED]

Philadelphia, PA [REDACTED]

CRYSTAL

CUSTOMER #: [REDACTED]

INVOICE

CRYSTAL CHRYSLER
DODGE-JEEP
14358 Cortez Blvd.
Brooksville, FL 34813
(352) 597-1265
MV-430998

P.O. Box 487
Crystal River, FL 34423
www.crystalautos.com

CRYSTAL MISSAN
937 South Suncoast Blvd.
Homosassa, FL 34448
(352) 628-4300
MV - 63341

CRYSTAL CHRYSLER
DODGE-JEEP
1005 S. Suncoast Blvd.
Homosassa, FL 34448
(352) 597-1277
MV-26049

CRYSTAL CHEVROLET
1035 S. Suncoast Blvd.
Homosassa, FL 34448
(352) 735-1515
MV-06114

CRYSTAL TRUCK CENTER
3477 Commercial Way
Spring Hill, FL 33608
(352) 597-4100
www.crystaltruckcenter.com
MV-89028

CRYSTAL CHRYSLER
DODGE-JEEP
2077 Hwy 44 West
Inverness, FL 34453
(352) 726-1238
MV-37410

HOMOSASSA, FL [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 5732 CATHERINE M WATKINS

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|-------|------|----------------------|------------------------|---------|------------------|------|
| RED | 13 | CHRYSLER TOWN & COUN | 2C4RC1BG7DR [REDACTED] | | 36219/36229 | T741 |

| DEL. DATE | PROD. DATE | WARR EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV. DATE |
|------------|------------|-----------|---------------|--------|------|---------|-----------|
| 23MAR13 DD | | | 17:00 14APR16 | | 0.00 | CASH | 14APR16 |

| R.O. OPENED | READY | OPTIONS: | SOLD-STK: | DLR:DO |
|-------------|---------|---------------------------------------------|-----------|--------|
| 11APR16 | 14APR16 | ENG:ERB_3.6L_V6_24V_VVT Engine | | |
| | | TRN:DG2_6-Speed Automatic 62TE Transmission | | |

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

C 2 Automatic Transmission Concern Customer states TRANSMISSION HESITATES AT LOWER GEARS , DOESNT WANT TO GO. WILL DRIVE SLOWER SPEEDS AND THEN JUST TAKE OFF....
2 TEST DRIVEN AND SCANNED, NO CODES FOUND.
OPERATING AS DESIGNED. TEST DROVE WITH CUSTOMER ALSO,

PARTS: 5454 I 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 (N/C)

D VRA RENTAL...PER CUSTOMER CHRYSLER AUTHORIZED RENTAL
10 VRA RENTAL

PARTS: 99 W 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 (N/C)

E** UPDATE PCM
181906GF Module, Powertrain Control (PCM) -
Reprogram Module, Powertrain Control (PCM) -
Reprogram (0 - Low Skilled)

PARTS: 5454 W 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00 (N/C)

SUBL WARRANTY RENTAL PER CHRYSLER PO [REDACTED]
W

(N/C)

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PERFORMED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND 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 PARTS OR ACCESSORIES OR ANY REPAIRS PERFORMED TO THE VEHICLE. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

***SHOP SUPPLY COSTS:** We have added a charge equal to 10% of the total cost of labor and parts, not to exceed \$39.95, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

CUSTOMER #: [REDACTED]

[REDACTED]



INVOICE

PHILADELPHIA, PA [REDACTED]
HOME: [REDACTED] CONT:N/A
BUS: [REDACTED] CELL:[REDACTED]

PAGE 1

1416 West Main St.
Norristown, PA 19403
(610) 539-3440
www.sportchryslerjeep.com

SERVICE ADVISOR: 5402 EVAN M HAINES

| | | | | | | | |
|---------------|---------------|----------------------------------------|------------------------|---------|----------------|---------|----------|
| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN/OUT | TAG | |
| | 13 | CHRYSLER TOWN & COUN | 2C4RC1BG7DR [REDACTED] | | 32704/32725 | T983 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO | RATE | PAYMENT | INV DATE |
| 23MAR13 IS | | | | | | | |
| 23MAR13 DD | | 23MAR2016 | 19:00 29DEC15 | | 105.00 | CASH | 05JAN16 |
| R.O. OPENED | READY | OPTIONS: DLR: [REDACTED] ENG:3.6_Liter | | | | | |
| 11:17 29DEC15 | 13:53 05JAN16 | | | | | | |

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CHECK WHEN HITTING THE GAS, VEHICLE SEEMS TO HESITATE
NPF COULD NOT CONFIRM COMPLAINT AT THIS
TIME-OPERATING WITHIN MANUFACTURERS
SPECIFICATIONS

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

B PERFORM 16 POINT VEHICLE CHECK-UP
M16P PERFORM 16 POINT VEHICLE CHECK-UP

99 IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

NO DTCS STORED OR ACTIVE/WITECH SYSTEM SCAN...R
OADIESTED MULTIPLE DRIVES AND VEHICLE OPERATING AS
DESIGNED...
*****GO EAGLES*****GO EAGLES*****GO EAGLES*****
*****THANK YOU*****
FROM ALL OF US @ SPORT CHRYS/JEEP/DODGE
*****SEE THE ALL NEW 2016 VEHICLES*****
HERE TODAY @ SPORT CHRYS. JEEP DODGE RAM
ASK ABOUT OUR SPRING MAINTENANCE SPECIALS
****CALL JOE, ROB OR EVAN @ 610.539.3440****

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

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

| DESCRIPTION | TOTALS |
|------------------------|--------|
| LABOR AMOUNT | 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 |

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [REDACTED]

SPORT



1416 West Main St.
Norristown, PA 19403
(610) 539-3440
www.sportchryslerjeep.com

Nov 18 2015
INVOICE
PAGE 1

PHILADELPHIA, PA [REDACTED]
HOME: [REDACTED] CONT: N/A
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 5355 ROBERT J LEAX

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG | |
|---------------|---------------|-----------------------------------------|------------------------|---------|------------------|---------|----------|
| | 13 | CHRYSLER TOWN & COUN | 2C4RC1BG7DR [REDACTED] | | 32001/32002 | T520 | |
| DEL DATE | PROD DATE | WARR EXP | PROMISED | PD NO | RATE | PAYMENT | INV DATE |
| 23MAR13 IS | | | | | | | |
| 23MAR13 DD | | 23MAR2016 | WAIT 16NOV15 | | 105.00 | CASH | 16NOV15 |
| R.O. OPENED | READY | OPTIONS: DLR: [REDACTED] ENG: 3.6_Liter | | | | | |
| 08:49 16NOV15 | 10:24 16NOV15 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|------------------------------------------------------------------------------------------------------------------------------|--------|--------|------|--------|------|---------------|-------|
| A PERFORM P25 RECALL | | | | | | | |
| CAUSE: RECALL | | | | | | | |
| 08P25182 Safety Recall P25 - Rear Quarter Vent Window Switch - Replace Replace Rear Quarter Vent Window Switch (2 - Skilled) | | | | | | | |
| 527 RUBERT, DANIEL LIC#: 0 | | | | | | | |
| WLH (N/C) | | | | | | | |
| 1 CBXZP251AA SWITCH-QUARTER VENT WINDOW (N/C) | | | | | | | |
| PARTS: | 0.00 | LABOR: | 0.00 | OTHER: | 0.00 | TOTAL LINE A: | 0.00 |

| | | | | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------------|-------|--------|-------|---------------|--------|
| B R&R TRANS PAN TO INSPECT PAN, REPLACE WITH NEW MOPAR TRANS FILTER, DRAINED AND REPLACED WITH NEW FLUID, MAKE ANY NECESSARY ADJUSTMENTS, ROADTEST VEHICLE. VEHICLE WITH SPECIAL FLUIDS MAY BE HIGHER. | | | | | | | |
| MATRANS R&R TRANS PAN TO INSPECT PAN, REPLACE WITH NEW MOPAR TRANS FILTER, DRAINED AND REPLACED WITH NEW FLUID, MAKE ANY NECESSARY ADJUSTMENTS, ROADTEST VEHICLE. VEHICLE WITH SPECIAL FLUIDS MAY BE HIGHER. | | | | | | | |
| 527 RUBERT, DANIEL LIC#: 0 | | | | | | | |
| CJ | | | | | | | |
| 1 | 68018555AA | FILT PKG TRANSMISSION OIL | 30.00 | 30.00 | 30.00 | 82.45 | 82.45 |
| 1 | 5010884AC | *SEALER-NONE | 18.00 | 18.00 | 18.00 | | |
| 6 | 68055824AA | *FLUID-ATF#4 | 8.75 | 8.75 | 52.50 | | |
| 1 | 68065197AB | *CLEANER-BRAKE-AEROSOL | 10.00 | 10.00 | 10.00 | | |
| PARTS: | 110.50 | LABOR: | 82.45 | OTHER: | 0.00 | TOTAL LINE B: | 192.95 |

| | | | | | | | |
|----------------------------------------|--|--|--|--|--|------|------|
| C PERFORM 16 POINT VEHICLE CHECK-UP | | | | | | | |
| M16P PERFORM 16 POINT VEHICLE CHECK-UP | | | | | | | |
| 527 RUBERT, DANIEL LIC#: 0 | | | | | | | |
| CJ | | | | | | | |
| RKEB REPLACE RKE BATTERY AND REPROGRAM | | | | | | 0.00 | 0.00 |

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| LESS INSURANCE | | | |
| SALES TAX | | | |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | |

SPORT CHRYSLER JEEP
1416 WEST MAIN STREET
NORRISTOWN, PA 19403

11/16/2015

10:49:43

CREDIT CARD

VISA SALE

CARD #

XXXXXXXXXXXX [REDACTED]

Chip Card AID:

[REDACTED]

ATC:

000E

TC:

FB47FCEF209AC461

INVOICE

[REDACTED]
0003

SEQ #:

[REDACTED]

Batch #:

[REDACTED]

Approval Code:

Chip Read

Entry Method:

Issuer

Mode:

SALE AMOUNT

\$211.95

CUSTOMER COPY



"Each Center Individually Owned and Operated" www.meineke.com

MEINEKE CAR CARE # 207
7600 Ridge Ave.
Philadelphia, PA 19128
(215)487-1155

Invoice Number: [REDACTED]

Invoice Date: 3/30/16

Estimate ID: [REDACTED]

SOLD TO:

[REDACTED]

PHILADELPHIA, PA [REDACTED]

| | | | | | | |
|-------------------------------------|------------|------------|------------------------|------|--------|---------|
| Vehicle | Odometer | Tag | Vin | Tech | Writer | Ad Lead |
| 2013 CHRYSLER TRUCK TOWN & CC34,994 | [REDACTED] | [REDACTED] | 2C4RC1BG7DR [REDACTED] | DDD | RRR | RETURN |

| Quantity | Item | Description | Warranty | A/D | Unit Price | Total |
|----------|-------|---------------------------------------------------|----------|-----|------------|-------|
| 1.00 | LABOR | DIAGNOSTICS-FOUND TRANS ISSUES....BAD SOLENOID[S] | | A | 40.00 | 40.00 |
| | MEMO | UP SHIFT SOLENOID PROBLEMS | | | | |
| | MEMO | TEST DRIVE NEEDED | | | | |
| | MEMO | NO CODES PRESENT | | | | |

THANK YOU AND PLEASE TELL A FRIEND.WE CAN PERFORM ALL YOUR SCHEDULED MAINTENANCE NEEDS AS REQUIRED BY THE DEALER.

Sales Tax 1: 3.20

PAYMENT RECEIPT

A/D Legend
A=Accepted
D=Declined

| | |
|------|-------|
| Cash | 43.20 |
|------|-------|

| | |
|-------------------|----------------|
| Shop Supplies | 0.00 |
| Total Parts | 0.00 |
| Total Labor | 40.00 |
| Sub Total | 40.00 |
| Sales tax | 3.20 |
| Total Due: | \$43.20 |

At Meineke we care about service, please give us your feedback by calling 800-447-3070 or visiting www.tellmeineke.com

Printed: 3/30/2016 at 4:07:17PM

RECEIVED BY X



"Each Center Individually Owned and Operated"
www.meineke.com

MEINEKE CAR CARE # 207
7600 Ridge Ave.
Philadelphia, PA 19128
(215)487-1155

Invoice Number: [REDACTED]

Invoice Date: 3/15/16

Estimate ID: [REDACTED]

SOLD TO:

S
O
L
D
T
O

PHILADELPHIA, PA [REDACTED]

| | | | | | | |
|-------------------------------------|-----------------|------------|------------------------|-------------|---------------|----------------|
| <u>Vehicle</u> | <u>Odometer</u> | <u>Tag</u> | <u>Vin</u> | <u>Tech</u> | <u>Writer</u> | <u>Ad Lead</u> |
| 2013 CHRYSLER TRUCK TOWN & CC34,316 | | PA YV66T | 2C4RC1BG7DR [REDACTED] | DDD | RRR | RETURN |

| Quantity | Item | Description | Warranty | A/D | Unit Price | Discount | Total |
|----------|----------|--------------------------------------|----------|-----|------------|----------|---------|
| 1.00 | A36165 | Air Filter[engine] with install | None | A | 27.04 | | 27.04 |
| | MEMO | ENG OIL CAP QTS 6.0 | | | | | |
| 1.00 | LABOR | labor-oil change | | A | 20.00 | | 20.00 |
| | MEMO | customer supplied oil and oil filter | | | | | |
| 1.00 | Discount | \$10.00 OFF COUPON | | A | (10.00) | (10.00) | (10.00) |

THANK YOU AND PLEASE TELL A FRIEND.WE CAN PERFORM ALL YOUR SCHEDULED MAINTENANCE NEEDS AS REQUIRED BY THE DEALER.

Sales Tax 1: 2.96

Total Savings: \$10.00

PAYMENT RECEIPT

A/D Legend
A=Accepted
D=Declined

Cash 40.00

| | |
|------------------|----------------|
| Shop/Supplies | 0.00 |
| Total Parts | 27.04 |
| Total Labor | 15.76 |
| Sub Total | 37.04 |
| Sales Tax | 2.96 |
| Total Due | \$40.00 |

Printed: 3/15/2016 at 4:01:18PM

At Meineke we care about service, please give us your feedback by calling 800-447-3070 or visiting www.tellmeineke.com

RECEIVED BY X

CUSTOMER #: [REDACTED]

INVOICE



1416 West Main St.
Norristown, PA 19403
(610) 539-3440
www.sportchryslerjeep.com

HOMOSASSA, FL [REDACTED]

PAGE 1

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

SERVICE ADVISOR: 5373 BRUCE D COHEN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|-------|------|----------------------|------------------------|---------|------------------|------|
| | 13 | CHRYSLER TOWN & COUN | 2C4RC1BG7DR [REDACTED] | | 3278/3278 | T815 |

| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO. | RATE | PAYMENT | INV DATE |
|------------|-----------|-----------|--------------|--------|-------|---------|----------|
| 23MAR13 IS | | | | | | | |
| 23MAR13 DD | | 23MAR2016 | WAIT 14JUN13 | | 96.00 | CASH | 14JUN13 |

| | | | | |
|---------------|---------------|----------|-----------------|----------------|
| R/O OPENED | READY | OPTIONS: | DLR: [REDACTED] | ENG: 3.6 Liter |
| 09:11 14JUN13 | 09:46 14JUN13 | | | |

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

A LUBE OIL FILTER--ESSENTIAL CARE
CAUSE:

26860303 LUBE-OIL-FILTER--ESSENTIAL CARE
 126 ENIGSON, JOSEPH LIC#: 20705028
 WOTH (N/C)
 2 4761872MB *OIL-5W20 (N/C)
 FC PART#: COUNT:
 CLAIM TYPE: W
 AUTH CODE:

PARTS PARTS ONLY
 126 ENIGSON, JOSEPH LIC#: 20705028
 ICoup (N/C)
 1 68079744AB FILTER-ENGINE OIL (N/C)
 1 68079549MB *OIL-5W20 (N/C)

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

 B PERFORM 16 POINT VEHICLE CHECK-UP
 M16P PERFORM 16 POINT VEHICLE CHECK-UP
 126 ENIGSON, JOSEPH LIC#: 20705028
 IPS (N/C)

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

 C PERFORM 16 POINT VEHICLE CHECK-UP
 M16P PERFORM 16 POINT VEHICLE CHECK-UP
 126 ENIGSON, JOSEPH LIC#: 20705028
 CJ 0.00 0.00

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

| | | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|--------|
| ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE. | STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. | DESCRIPTION | TOTALS |
| | | LABOR AMOUNT | |
| | | PARTS AMOUNT | |
| | | GAS, OIL, LUBE | |
| | | SUBLET AMOUNT | |
| | | MISC. CHARGES | |
| | | TOTAL CHARGES | |
| LESS INSURANCE | | | |
| SALES TAX | | | |
| (SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) | CUSTOMER SIGNATURE | PLEASE PAY THIS AMOUNT | |

CUSTOMER #:



INVOICE



1416 West Main St.
Norristown, PA 19403
(610) 539-3440
www.sportchryslerjeep.com

HOMOSASSA, FL

PAGE 2

HOME: CONT:
BUS: CELL:



SERVICE ADVISOR: 5373 BRUCE D COHEN

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE | MILEAGE IN / OUT | TAG |
|-------|------|----------------------|-------------|---------|------------------|------|
| | 13 | CHRYSLER TOWN & COUN | 2C4RC1BG7DR | | 3278/3278 | T815 |

| DEL DATE | PROD DATE | WARR EXP | PROMISED | PO NO. | RATE | PAYMENT | INV DATE |
|------------|-----------|-----------|--------------|--------|-------|---------|----------|
| 23MAR13 IS | | | | | | | |
| 23MAR13 DD | | 23MAR2016 | WAIT 14JUN13 | | 96.00 | CASH | 14JUN13 |

| R.O. OPENED | READY | OPTIONS: |
|---------------|---------------|------------------------------|
| 09:11 14JUN13 | 09:46 14JUN13 | DLR [REDACTED] ENG:3.6_Liter |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------|------|-------|------|-----|-------|
| ****GO PHILLIES**GO PHILLIES**GO PHILLIES *****THANK YOU***** ***FROM ALL OF US @ SPORT CHRYS/JEEP/DODGE*** *****SEE THE ALL NEW 2014 VEHICLES***** **HERE TODAY @ SPORT CHRYS. JEEP DODGE RAM** **ASK ABOUT OUR SPRING MAINTENANCE SPECIALS** ****CALL DOUG, ROB OR JOE @ 610.539.3440**** | | | | | | | |

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

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [REDACTED]

[REDACTED]



CHRYSLER Dodge Jeep RAM

INVOICE

4645 Pottsville Pike · Reading, PA 19605
(484) 709-3100

HOMOSASSA, FL

PAGE 1

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

SERVICE ADVISOR: 8624 BRYAN S KRANTZ

| COLOR | YEAR | MAKE/MODEL | VIN | LICENSE / REG. # | MILEAGE IN / OUT | TAG | |
|-------------|------------|----------------------------------------|------------------------|------------------|------------------|---------|----------|
| | 13 | CHRYSLER TOWN & COUN | 2C4RC1BG7DR [REDACTED] | | 38369/38373 | | |
| DEL. DATE | PROD. DATE | WARR. EXP. | PROMISED | PO NO. | RATE | PAYMENT | INV DATE |
| 24MAR13 DD | | | 21:00 26MAY16 | | 90.00 | CASH | 26MAY16 |
| R.O. OPENED | READY | OPTIONS: DLR: [REDACTED] ENG:3.6 Liter | | | | | |
| 26MAY16 | 26MAY16 | | | | | | |

| LINE | OPCODE | TECH | TYPE | HOURS | LIST | NET | TOTAL |
|-------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------|------|-------|------|------|-------|
| 3 | 21 | Automatic Transmission Concern Customer states The trans seems to hesitate, then rpm spikes and the van accelerates very fast. Check and advise | | | | | |
| CAUSE: No condition found | | | | | | | |
| 21 technician connected to system, all computers are up to date and there are no update available or fault codes stored or active at this time. | | | | | | | |
| | | 1778 | C | | | 0.00 | 0.00 |

Service manager road tested with customer [REDACTED] feels that the transmission is defective because his onto highway acceleration is not sufficient. As customer accelerated and down shift engaged customer feels it does not give him the push that he expects. We are not able to change the operation of this vehicle. All systems are operating as designed. The combination of the 3.6 engine and the 6 speed transmission are designed to give this vehicle all that is needed for proper operation.

Mike Neal
Service Manager
Savage 61 CDJR

OVER

Need a Ride? Ask about our daily shuttle
Also special rate Rental vehicles
We pay for a TAXI ride to and from the dealer
Pre-arranged Loaner Vehicles available.
Need your vehicle picked up or delivered?
ASK FOR DETAILS!! We can get you there!
www.savage61dodge.com 1/2 price oil changes!!

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***SHOP SUPPLY COSTS:**
We have added a charge equal to 3% of the total cost of labor and parts, not to exceed \$10.00, in the Misc. Charges amount for shop supplies used in connection with this repair.

| 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 |

By signing below, you acknowledge that you were notified of and authorized the dealership to perform the services/repairs itemized in this Invoice and that you received (had the opportunity to inspect) any replaced parts as requested by you. The vehicle being returned to you in exchange for your payment of the Amount Due.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

CUSTOMER COPY

I GOT PERMISSION TO GO NOW TEST WITH COMPUTER
HOOKED UP. WHEN I GOT THAIR THEY TOOK MY KEYS,
I WAITED TO BE CALLED TO GO FOR ROAD TEST,
THEY COME BACK GAVE ME THE KEYS, AND SAID EVERY
THING WAS OK. THEY WOULD NOT LET ME GO FOR THE
ROAD TEST, I COMPLAINED, SERVICE MANAGER CAME OUT
AND SAID HE WOULD GO ON ROAD TEST WITH ME.
I ASKED IF HE WOULD HOOK UP THE COMPUTER,
HE SAID THAT THEY ALREADY DID, HE WENT WITH ME,
I SHOWED HIM WHAT WAS HAPPENING, HE SAID
THIS IS NORMAL FOR THIS 6 SPD TRANSMISSION,
THAT IS NOTHING HE CAN DO ABOUT THIS.
RESPECTFULLY YOURS

MAY 27 2016

8 AM APPT 5/24/16

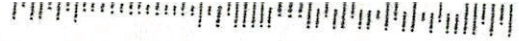
CELL # [REDACTED]

7600 RIDGE AVE.
PHILADELPHIA
PENNSYLVANIA 19128

MEINEKE AUTO CARE
COMPLETE AUTO CARE

OWNER

215-487-1155 SHOP.207@MEINEKE.NET
FAX 215-487-1029 MEINEKE.COM



U.S DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
1200 NEW JERSEY AVENUE S.E
WASHINGTON D.C. 20590-0001