MAY 15 2017

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

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

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

FOR AGENCY USE ONLY 100148	
Date Received	Repository ☐
30-MAR-2017	Reference No. 10969469

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City RACINE	State WI	Zip Code [redacted]	Evening Telephone Number [redacted]

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

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	Make	Model	Model Year
1C3CCCCB7FN[redacted]	CHRYSLER	200 - C	2015

Date Purchased	Dealer's Name and Telephone Number			Engine: 2.4 No: Cylinders	Fuel Type:
03/01/2015	Palmen Motors 262-886-6800			4	reg, gas
Original Owner ☒	Dealer's City Racine	State WI	Zip Code 53406		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
9spd, Auto	☒ Antilock Brakes ☒ Cruise Control	FWD 2.4L engine	5-Times related Transmission	15-JUN-2015 03/07/15 - 02/18/17

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN	Failure Mileage	Failure Speed
	14390	

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: DOTMAL9ABC036)	☐ Original Equipment ☐ 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	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			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 2015 CHRYSLER 200. WHILE THE ACCELERATOR PEDAL WAS DEPRESSED, THE TRANSMISSION FAILED. WHEN THE BRAKE PEDAL WAS DEPRESSED, THE VEHICLE ACCELERATED. AS A RESULT, THE TRANSMISSION FAILED TO SHIFT GEARS. THERE WERE NO WARNING INDICATORS ILLUMINATED. THE DEALER DIAGNOSED THAT THE TRANSMISSION NEEDED TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 14,390.

The vehicles operating temperture for the engine never reached the optimal temperture, In other Words the vehicle's engine wds always cold,

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

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

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

One week after driving this vehicle it developed transmission problems which could not be remedied by the dealer. Some Examples of vehicles Incidents: Car was in put in "reverse" while trying to back up it jumped into "Park". This happened 3 times until aborting trying to back up. Car was downshifting as I was coming up to a stop sign at a intersection. Car was about to shift into 1st gear and jumped into 9th sending the car out into the intersection. Car consistly hesitates while trying to take off from a start.

ATTACH ADDITIONAL SHEETS IF NECESSARY

4

U.S. Department of Transportation

National Highway Traffic Safety Administration

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

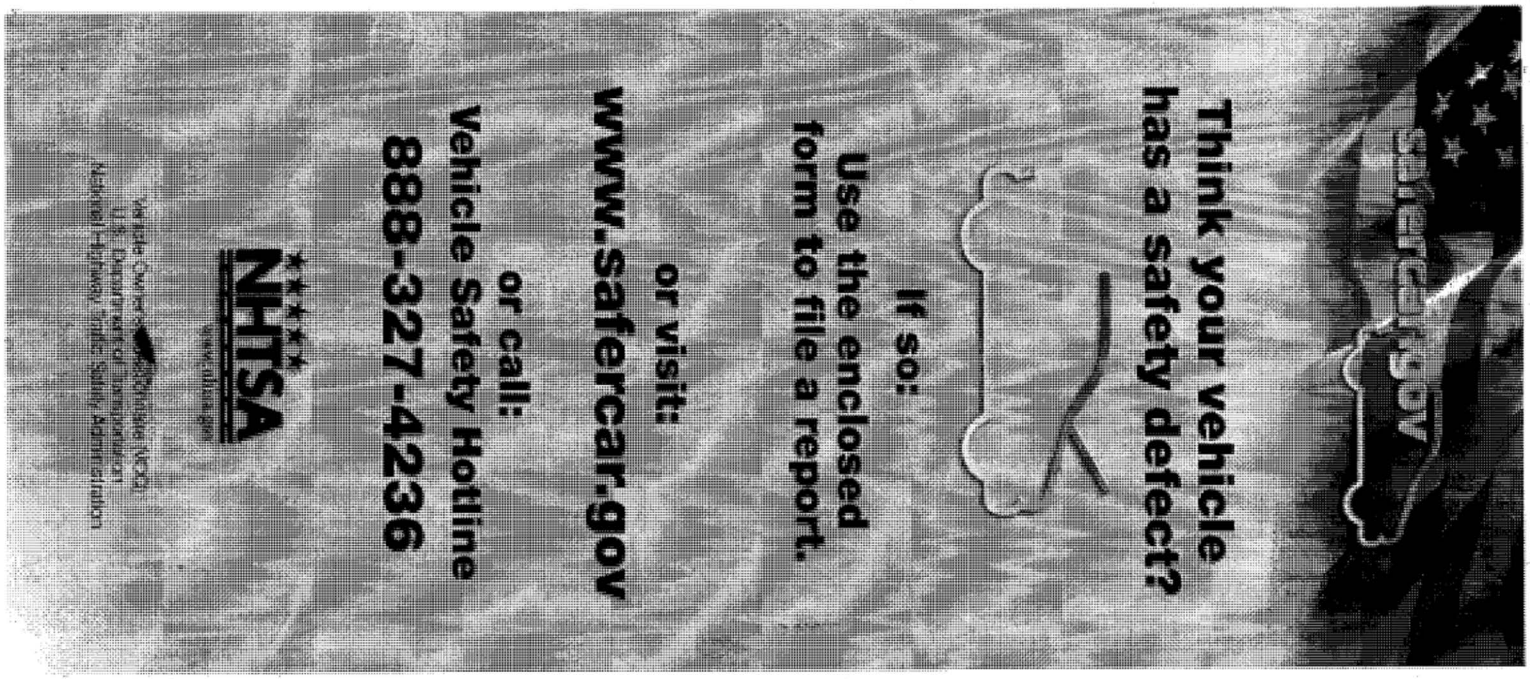
Official Business
Penalty for Private Use $300

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



To Whom it may concern; 05/01/2017

I bought this 2015 Chrysler 200C on 03/01/2015 from Palmen Dodge in Racine, Wi 53406.

This vehicle I bought for my wife because it fit her stature. This car has had many problems for a vehicle which could not be resolved by the Dealer. I had 2 different attorneys tell me that this is a Lemon Law Car, But because of the statement in the contract stating: " I give up the right to sue when I sign this contract" They could not take the case; otherwise, they would have been able to get back all of the money which I paid for this vehicle. But because this was in the contract They would not handle it. The Vehicle was never remedied from the problems with the Transmission, the Engine would not reach operating temperature, and the Wiring Loom Problems this Vehicle has is a Manufacturing Defect that expose harmful magnetic fields to individuals whom are driving and riding in the vehicle. This might explain why both key Fobs went bad at the same time and the Radio failed as well. I am including all the service record about this vehicle. I believe that this car will subject it's next owner to many problems, Even Death, Because of the problems with this vehicle. It has a poor bluebook value. We paid $28,000 dollars for this car. When I deemed that we could no longer put up with the unsafe condition of this vehicle we contacted Daryl at Chrysler Resolution phone No.214-583-2103 I was told that I had 2 years to get the vehicle bought back. But I was disappointed with the amount they gave for the car. The amount we received for the car was $13,550.00 less than half what we paid for the car with 14,390 miles when traded back. I have expressed my disappointment with Chrysler Care and asked them to compensate me more for the vehicle; but after 4 times contacting them they had done nothing about it nor contacted me back.

I reported all the problems to the Service Department at Palmen's. I told him incidents with the vehicle when I drove it. My Wife was constantly complaining because she was the one that primarily drove it. She always complained about when trying to accelerate from a stop, the vehicle would hesitate as the gas pedal was depressed and shifting abruptly. When I drove I noticed: as when the car was about to shift into 1st gear as I was coming to a stop, All of a sudden the transmission jumped into 9th gear and shot me out into the intersection having another vehicle almost hit me. I told the service manager at Palmens about this incident which happened in Aug. of 2016. He told me that it would have shown a code. But he also said the same thing about the transmission trying to shift 10 times in 1 second . And the Car jumping into Park from reverse 3 times while I was trying to backup. I know this is a problematic vehicle and should be taken off the road.

It is not my fault that Fiat/Chrysler built a inferior vehicle. I did receive a fair price for the 2015 Chrysler 200C I should be able to get more compensation for this.

Sincerely,

[redacted]

MOTOR VEHICLE PURCHASE CONTRACT THIS IS AN OFFER TO PURCHASE THAT WILL BECOME A BINDING MOTOR VEHICLE PURCHASE CONTRACT IF ACCEPTED BY THE DEALER. THE DEALER MUST ACCEPT OR REJECT THE OFFER WITHIN 2 WORKING HOURS OR THE OFFER IS AUTOMATICALLY VOIDED AND YOU MAY RESCIND THE OFFER UNLESS AND UNTIL ACCEPTED BY THE DEALER. UNTIL ACCEPTANCE OR REJECTION OF THE OFFER THE DEALER SHALL BE PROHIBITED FROM SELLING THE VEHICLE TO ANY OTHER PARTY.

[redacted]

DEALER NAME **PALMEN DODGE CHRYSLER JEEP OF RACINE**	VEH. STOCK NO. OR ORDER NO. [redacted]	MILEAGE AT SIGNING **41**	ORDER DATE **02/28/2015**
ADDRESS **8320 WASHINGTON AVE.**	SALESPERSON'S NAME (PLEASE PRINT) **KRIKAU,TIM**		
CITY, STATE, ZIP **RACINE WI 53406**	SALESPERSON'S LICENSE NUMBER [redacted]		
TELEPHONE NO. **262/886 6800**			

PROSPECTIVE PURCHASER ("YOU") NAME(S) [redacted]					
PROSPECTIVE PURCHASER STREET ADDRESS [redacted]			CITY **RACINE**	STATE **WI**	ZIP [redacted]
RESIDENCE PHONE [redacted]	CELL PHONE	BUSINESS PHONE	RESIDENCE COUNTY **RACINE**	RESIDENCE TOWNSHIP/CITY/VILLAGE	E-MAIL ADDRESS [redacted]

PLEASE ENTER MY ORDER FOR THE FOLLOWING DESCRIBED VEHICLE ☒ NEW ☐ USED ☐ DEMO ☐ EXEC TITLE AS ☐ MOTORCYCLE ☒ CAR ☐ TRUCK ☐ OTHER LICENSE NO.

	MODEL YEAR	MAKE - TRADE NAME	MODEL	BODY TYPE	IDENTIFICATION NO.
PURCHASED VEHICLE	**2015**	**CHRYSLER**	**200**	**SD**	**1C3CCCCB7FN** [redacted]
OWNED OR LEASED TRADE-IN					
2ND VEHICLE ☐ PURCHASE ☐ TRADE-IN					
ORDERED COLOR		ORDERED TRIM	ORDERED ENGINE		

Dealer is not a party to any manufacturer warranties. Warranty terms may be negotiable. Terms agreed to on the purchase contract are final. **WARRANTY & SERVICE CONTRACT INFORMATION** Refer to separate document for coverages and exclusions.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

☐ **Original Manufacturer Warranty** (either new or remaining)
Expiration: _____ (date) _____ (miles), whichever comes first.
Deductible: N/A Transfer fee: N/A

☐ **Original Manufacturer Warranty EXPIRED or NOT KNOWN**

☐ **Original Manufacturer Warranty CANCELLED due to history**

☐ **LIMITED EXTENDED WARRANTY/SERVICE CONTRACT** provided by:
☐ Manufacturer ☐ Warranty Company ☐ Dealership
Duration: N/A (months) N/A (miles), whichever comes first.
Deductible: N/A Transfer fee: N/A
Percentage of repair costs to be paid by you: N/A

Unless otherwise stated, warranty term begins at delivery. Unless "Dealerships" checked under Limited Extended Warranty, this vehicle is sold AS IS - NO WARRANTY. Dealer disclaims all warranties including implied warranties of merchantability and finess for a particular purpose.

OTHER CONDITIONS OF SALE

EMPLOYEE PURCHASE: PURCHASERS ARE RESPONSIBLE TO ASSIST PALMEN MOTORS, WITH APPROPRIATE DOCUMENTS TO CONFIRM EMPLOYEE PURCHASE ELIGIBILITY OR PAY PALMEN MOTORS. THE AMOUNT OF DISCOUNT ON LINE 1 C. THE SALE OF THE DEALER INSTALLED OPTIONS AND SERVICE CONTRACTS ARE NON-CHRYSLER ITEMS.

ANTICIPATED DELIVERY DATE: **Feb 28th**, 20 **15**

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

☐ **THE ORDERED VEHICLE MUST BE LOCATED**
If the motor vehicle dealer and purchaser enter into a purchase contract for a new motor vehicle not available at the dealer's lot, the dealer and purchaser agree that the vehicle mileage upon delivery will not exceed _____ miles. Before vehicle delivery, purchaser has the right to cancel the purchase contract if the mileage of the vehicle exceeds that amount. The option to cancel ends at acceptance of delivery.

☒ **This is a Finance Transaction.** (Check A. or B.):

Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
A. ☒ In attached disclosure. These terms do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. ☐ Acceptable to You.

☐ **This transaction is subject to financing being arranged through creditor of Your choice.** You must obtain acceptable financing and dealer must receive written notice by (date) _____

USED: PRICE from the Wisconsin Buyers Guide	$	N/A
NEW: ☒ MSRP detail provided on window label ☐ MSRP detail provided on attachment		See Total MSRP Below
Base MSRP (Manufacturer Suggested Retail Price)	$	27220.00
Dealer Markup		N/A
Dealer Installed Options - Has a warranty if [✓] at left.		
ULTIMATE PKG		1561 00
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line a)		1561 00
PRICE OF THE VEHICLE		
a. Dealer Retail Price	28781.00	
b. Services Fee	75.00	
c. Discount	2080.00	
1. Cash Price (a+ b-c)	1.	26776 00
TRADE ALLOWANCE (See reverse side for lease equity calculation. If net lease equity is negative, add in line g and 8)		
2. Owned Trade-in Allowance or Net Lease Equity	2.	
d. Trade Difference (1-2)		
TAXABLE ITEMS PURCHASED WITH THE VEHICLE		
e. Other EMPLOY TAXABLE DISC	1357.80	
f. Service Contract	N/A	
3. Total of taxable Items (e+ f)	3.	1357 80
SALES TAX CALCULATION		
g. Amount Subject to Sales Tax (1-2+ 3)		
h. State Tax (g x .05)	1406.69	
i. County Tax (g x .005)	N/A	
j. Local/Stadium Tax (g x .001)	28.13	
4. Total of Taxes (h+ i+ j)	4.	1434 82
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE		
k. Fees to appear on MV11	174.00	
l. Other	N/A	
5. Total of Non-Taxable Items (k+ l)	5.	174 00
OWNED VEHICLE PAYOFF Due to N/A		
6. Estimated Payoff Amount on Owned Trade-in	6.	
CASH & CASH EQUIVALENTS		
m. Cash Down Payment on Order	8500.00	
n. REBATES	CASH BACK / ASSIGNED	
REBATE	☐ ☐	2000.00
EMP TAXABLE DISCOUNT	☐ ☐	1357.80
N/A	☐ ☐	N/A
N/A	☐ ☐	N/A
o. Additional Cash Due (Date/Amount)	N/A	
7. Total Cash and Rebates (m+ n [if assigned] + o)	7.	11857 80
8. Due on Delivery or Balance to Finance (1-2+ 3+ 4+ 5+ 6-7)	8.	17884 82

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

1561.00
+
26776
28,337
Total cost of car.

Manufacturer Warranty Information (Dealer is not a party to any manufacturer warranty)

☐ **Original Manufacturer Warranty** (either new or remaining)
Expiration: _____(date) _____(miles), whichever comes first.
Deductible: N/A Transfer fee: N/A
☐ **Original Manufacturer Warranty EXPIRED or NOT KNOWN**
☐ **Original Manufacturer Warranty CANCELLED due to history**

☐ **LIMITED EXTENDED WARRANTY/SERVICE CONTRACT** provided by:
☐ Manufacturer ☐ Warranty Company ☐ Dealership
Duration: N/A (months) N/A (miles), whichever comes first.
Deductible: N/A Transfer fee: N/A
Percentage of repair costs to be paid by you: N/A

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ANTICIPATED DELIVERY DATE: Feb 28th, 20 15

Regardless of reason, if the vehicle ordered by the purchaser is not available for delivery within 15 calendar days after the anticipated delivery date, the purchaser may cancel this order and shall, within one business day, receive a full refund of any down payment, and return of trade-in vehicle, or title for trade-in vehicle, or both. If the trade-in is not available, the purchaser shall receive the trade-in allowance. Unless delivery date is otherwise qualified on the purchase contract by the purchaser, if the ordered vehicle becomes available for delivery prior to the stated anticipated delivery date, the dealer licensee may require acceptance not less than 21 calendar days after having notified the purchaser of availability of delivery, in which case no penalty shall be assessed for nonacceptance of delivery prior to the stated anticipated delivery date.

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☒ **This is a Finance Transaction.** (Check A. or B.):

Closing scheduled at dealer's office on specified delivery date or as mutually agreed. You are obligated to purchase, subject to availability of financing through dealer, on terms:
A. ☒ In attached disclosure. These terms do not extend beyond the closing date if dealer is willing and able to deliver vehicle on these terms.
B. ☐ Acceptable to You.

☐ **This transaction is subject to financing being arranged through creditor of Your choice.** You must obtain acceptable financing and dealer must receive written notice by (date) _____ or this contract is void.

☐ **This is a cash transaction.** You are obligated to pay the balance due on delivery.

Dealer Markup	N/A	
Dealer Installed Options - Has a warranty if [✓] at left		
ULTIMATE PKG	1561	00
Total Dealer Installed Options (Add to Used Price or MSRP and enter in line a)	1561	00
PRICE OF THE VEHICLE		
a. Dealer Retail Price	28781.00	
b. Services Fee	75.00	
c. Discount	2080.00	
1. Cash Price (a+ b-c) 1.	26776	00
TRADE ALLOWANCE		
(See reverse side for lease equity calculation. If net lease equity is negative, add in line g and 8)		
2. Owned Trade-in Allowance or Net Lease Equity 2.		
d. Trade Difference (1-2)		
TAXABLE ITEMS PURCHASED WITH THE VEHICLE		
e. Other EMPLOY TAXABLE DISC	1357.80	
f. Service Contract	N/A	
3. Total of taxable Items (e+ f) 3.	1357	80
SALES TAX CALCULATION		
g. Amount Subject to Sales Tax (1-2+ 3)		
h. State Tax (g x .05)	1406.69	
i. County Tax (g x .005)	N/A	
j. Local/Stadium Tax (g x .001)	28.13	
4. Total of Taxes (h+ i+ j) 4.	1434	82
NON-TAXABLE ITEMS PURCHASED WITH VEHICLE		
k. Fees to appear on MV11	174.00	
l. Other	N/A	
5. Total of Non-Taxable Items (k+ l) 5.	174	00
OWNED VEHICLE PAYOFF		
Due to N/A		
6. Estimated Payoff Amount on Owned Trade-in 6.		
CASH & CASH EQUIVALENTS		
m. Cash Down Payment on Order	8500.00	
n. REBATES (CASH BACK / ASSIGNED)		
REBATE ☐ ☐	2000.00	
EMP TAXABLE DISCOUNT ☐ ☐	1357.80	
N/A ☐ ☐	N/A	
N/A ☐ ☐	N/A	
o. Additional Cash Due (Date/Amount)	N/A	
7. Total Cash and Rebates (m+ n [if assigned] + o) 7.	11857	80
8. Due on Delivery or Balance to Finance (1-2+ 3+ 4+ 5+ 6-7) 8.	17884	82

A service fee is not required by law, but may be charged to motor vehicle purchasers or lessees for services related to compliance with state and federal laws, verifications and public safety, and must be reasonable.

☐ ORDER OUT VEHICLE NOT PRICE PROTECTED (See Back of Contract for Details)

THE APPRAISAL OF THE TRADE-IN IS BASED ON AN ODOMETER READING OF UP TO _____ MILES/KILOMETERS AND THE TRADE-IN MAY BE REAPPRAISED IF IT EXCEEDS THIS LIMIT.

BUYER'S REPRESENTATIONS: This transaction is voidable at the option of the dealer at any time prior to delivery of the purchased vehicle if any of the representations contained on the Buy Representation Statement that refers to this contact are untrue. The option to void this transaction in no way limits or restricts the election of other remedies available to the dealer prior to c after the closing of this transaction and these representations survive the closing of this transaction as to other remedies.

No oral representations are binding unless written on this form. The document (including the reverse side and the Buyer's Representations Statement) is the entire agreement between You a Dealer, and supersedes any prior agreements and representations, regarding the transactions described above. No modification or waiver of this agreement is enforceable against either party unless agreed to in writing by that party. You will receive a copy of this order.

As a deterrent to purchaser failing to take delivery on the vehicle as herein provided, you agree that if you do not accept delivery, you shall, at dealer's option, forfeit to dealer, as a penalty, 5 % (not to exceed 5%) of the cash price of the vehicle as authorized by Section 218.0141 Wisconsin Statutes. Dealer retains the right to bring action for actual damages caused by breach of this contract, in lieu of the above penalty.

YOUR SIGNATURE(S) [redacted] DATE SIGNED 02/28/2015 TIME SIGNED 05:26 XXX P.M.

ACCEPTED BY DEALER OR AUTHORIZED AGENT AUTHORIZED SIGNATURE DATE SIGNED 02/28/2015 TIME SIGNED 05:26 XXX P.M.

© Wisconsin Automobile & Truck Dealers Association WATDA #1 LAZ Rev. 5/10

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

PALMEN
DODGE CHRYSLER JEEP
DODGE CHRYSLER Jeep of Racine
8320 Washington Avenue
Phones (262) 886-6800 - 886-CARS
RACINE, WISCONSIN 53406-5840
www.palmen.com

[redacted]
RACINE, WI [redacted]

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 340 WALTER CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Rugged Brc	15	CHRYSLER 200	1C3CCCCB7FN[redacted]		13584/13913	T858

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB15 DD			WAIT 25JAN17			CASH	25JAN17

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
08:02 11JAN17	09:08 25JAN17	ENG:ED6 2.4L I4 MultiAir Engine TRN:DFH 9-SPD 948TE AUTO TRANSMISSION 9)R15177

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

B General Concern #1 [SOP LEFT FRONT SEAT BASE OUTBOARD PANEL. CUST STATES ITS LOOSE.]

CAUSE: LOOSE FIT

23132930 Cover/Bezel/Shield - Replace Front Passenger/Drivers Seat - Outboard Shield (0 - Low Skilled)
9758 WD (N/C)
1 1ZV73ML2AG SHIELD-SEAT (N/C)
FC: 81 PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

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

13913 inspected and found that the left front seat panel is separated and the front clip on the middle inside of the panel is bent and will no longer clip together, ordered the outside panel installed and verify repair

****

SERVICE IS NOW OPEN 7:00 AM TO 6:00 PM
MONDAY THROUGH SATURDAY

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.

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

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET	0.00
EPA / DEDUCTIBLE	0.00
TOTAL CHARGES	0.00
(LESS)	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 XSI2C

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

PALMEN
DODGE CHRYSLER JEEP
DODGE CHRYSLER Jeep of Racine
8320 Washington Avenue
Phones (262) 886-6800 - 886-CARS
RACINE, WISCONSIN 53406-5840
www.palmen.com

[redacted]
RACINE, WI [redacted]

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 340 WALTER CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Rugged Brg	15	CHRYSLER 200	1C3CCCCB7FN[redacted]		13007/13007	T753

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB15 DD			12:00 15DEC16			CASH	15DEC16

R.O. OPENED	READY	OPTIONS: SOLD-STK [redacted]
09:23 15DEC16	10:47 15DEC16	ENG:ED6 2.4L I4 MultiAir Engine TRN:DFH 9-SPD 948TE AUTO TRANSMISSION 9)R15177

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	SOP				KEY FOB - WILL NOT START AND BUTTONS ARE INOP - CANT GET IN THE CAR OR START IT			
	CAUSE: fobik internal failure							
	08804401				FOBIK/Keyless entry - Test and replace Transmitter key-one or more (0 - Low Skilled)			
	1320		WD					(N/C)
	1	68155687AB			TRANSMITT-INTEGRATED KEY FOB			(N/C)
	FC: SU PART#: COUNT:							
	CLAIM TYPE: W							
	AUTH CODE:							

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

13007 fobik internal failure previous repair program 1 fobik and ordered the other, replaced and reprogrammed sop fobik internal failure, intermittent signal from fobik tested using miller tool previous

****

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MONDAY THROUGH SATURDAY

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET	0.00
EPA / DEDUCTIBLE	0.00
TOTAL CHARGES	0.00
(LESS)	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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RACINE, WI [redacted]

PAGE 1

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RACINE, WISCONSIN 53406-5840
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HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]

SERVICE ADVISOR: 340 WALTER CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Rugged Bro	15	CHRYSLER 200	1C3CCCCB7FN[redacted]		13000/13006	T753

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB15 DD			17:45 14DEC16			CASH	14DEC16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
07:13 14DEC16	09:20 14DEC16	ENG:ED6_2.4L_I4_MultiAir_Engine TRN:DFH_9-SPD_948TE_AUTO_TRANSMISSION 9)R15177

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

B ELECTRICAL CUST STATES BOTH KEY FOBS INTERMITTENTLY ARE INOP. WILL NOT START AND BUTTONS ARE INOP. CANT GET IN IN THE CAR OR START IT.

CAUSE: fobiks internal failure

08804401 FOBIK/Keyless entry - Test and replace Transmitter key-one or more (0 - Low Skilled)

1320 WD (N/C)

1 68155687AB TRANSMITT-INTEGRATED KEY FOB (N/C)

FC: SU PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

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

13005 fobiks not working tested fobiks with miller tool found intermittent no response from fobik buttons, replaced and reprogrammed 1 fobik, had to order the other 1 fobik

****

C Automatic Transmission Concern CUST STATES TRANS SHIFTS HARD NOT SMOOTH. SEE HISTORY.

CAUSE: trans shifts harshly when cold

2100 SEE TECH STORY

1320 CP 0.00 0.00

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

13006 trans shifts harshly when cold contacted star 1576278, instructed to perform a ETC relearn and it may normal cold operating characteristics if it goes away when warm, see attached, performed ETC relearn and test drove shifting ok at this point, vehicle was warm when started

****

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MONDAY THROUGH SATURDAY

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LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET	0.00
EPA / DEDUCTIBLE	0.00
TOTAL CHARGES	0.00
(LESS)	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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RACINE, WI [redacted]

PAGE 1

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BUS: [redacted] CELL: [redacted]

SERVICE ADVISOR: 340 WALTER CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Rugged Brc	15	CHRYSLER 200	1C3CCCCB7FN[redacted]		13332/13357	T137

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB15 DD			15:45 30DEC16			COUPP	30DEC16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
07:39 30DEC16	15:03 30DEC16	ENG:ED6_2.4L_I4_MultiAir_Engine TRN:DFH_9-SPD_948TE_AUTO_TRANSMISSION_9)R15177

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

C CUSTOMER STATES VEHICLE DOES NOT HEAT UP TO OPERATING TEMPERATURE.
HAVE TO DRIVE 10 MILES TO GET TO 170. POOR HEAT TILL DRIVING 10 MILES.

CAUSE: engine takes too long to warm up
07400125 Thermostat, engine - Test and Replace
2.4 liter engine (1 - Semi-Skilled)
1320 WD (N/C)
1 5047861AB THERMOSTA-THERMOSTAT (N/C)
1 68163848AB *ANTIFREEZ-COOLANT (N/C)
FC: 8R PART#: COUNT:
CLAIM TYPE: W
AUTH CODE:

PAID
DEC 30 2016
VISA

CHRYSLER Jeep

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
13357 engine takes too long to warm up tested and found thermostat stuck open, replaced thermostat, engine warming up ok at this time
****

D CUST STATES TRANSMISSION SHIFTING HARSHLY UPON UPSHIFT. WORSE ON COLD DAYS.]

CAUSE: test drove and noticed slight harsh shift from 1-2
21550238 Pan, Oil - Related Repairs - Remove and install All Others (3 - Highly Skilled)
1320 WD (N/C)
1 RL752830AB VALVE-COMPLETE (N/C)
4 68218925AA FLUID-AUTOMATIC TRANSMISSION (N/C)
21950158 Valve Body Valve Body - Replace
1320 WD (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
13357 test drove and noticed slight harsh shift from 1-2 previously performed drive learn procedure, replaced valve body, adjusted fluid

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET	
EPA / DEDUCTIBLE	
TOTAL CHARGES	
(LESS)	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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www.palmen.com

HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 340 WALTER CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Rugged Brc	15	CHRYSLER 200	1C3CCCCB7FN[redacted]		12915/12942	T553

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB15 DD			17:45 08DEC16			CASH	08DEC16

R.O. OPENED	READY
08:15 08DEC16	14:07 08DEC16

OPTIONS: SOLD-STK: [redacted]
ENG:ED6 2.4L I4 MultiAir Engine
TRN:DFH 9-SPD 948TE AUTO TRANSMISSION 9)R15177

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

D TRANSMISSION CUSTOMER STATES TRANSMISSION HESITATES FROM ACCELERATION AT A STOP THEN JUMPS INTO GEAR
CAUSE: test drove and felt harsh shifting from stop
0819059G TSB 21-012-16 Adaptation Drive Learn
1320 WJ
08190597 Adaptation Drive Learn - E Clutch (N/C)
1320 WJ
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: (N/C) 0.00
12942 test drove and felt harsh shifting from stop reset adaptive memory and performed drivelearn adaptation for clutches b,c,d, and e per 21-12-16 08-19-05-95 .40, 08-19-05-9g .90, 08-19-05-97 .40

****

E Recall / CSN 1 S55 Safety Recall S55 Transaxle Range Sensor Wire Harness
CAUSE: RECALL
18S55184 Safety Recall S55 - Transaxle Range Sensor Wire Harness - Reprogram Reprogram Powertrain Control Module (PCM) and Transmission Control Module (TCM) (0 - Low Skilled)
1320 WJ
FC: PART#: COUNT: (N/C)
CLAIM TYPE: S
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
12915 flashed pcm from 68102888ah to aj and tcm from 68284158ad to ae per recall 18-s5-51-84 .50

****

F Flash Software 1 Software Flash for PCM
FLASH SEE OTHER SERVICE LINE
1320 CP

0.00 0.00

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PARTS AMOUNT	
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SUBLET	
EPA / DEDUCTIBLE	
TOTAL CHARGES	
(LESS)	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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HOME: [redacted] CONT: [redacted]
BUS: CELL:

SERVICE ADVISOR: 340 WALTER CLARK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Rugged Brc	15	CHRYSLER 200	1C3CCCCB7FN[redacted]		12915/12942	T553

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28FEB15 DD			17:45 08DEC16			CASH	08DEC16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
08:15 08DEC16	14:07 08DEC16	ENG:ED6 2.4L I4 MultiAir Engine TRN:DFH 9-SPD 948TE AUTO TRANSMISSION 9)R15177

LINE OPCODE TECH TYPE HOURS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: LIST NET TOTAL 0.00

12915 see e

****

G Flash Software 2 Software Flash for HVAC
CAUSE: UPDATE
1819629Q TSB 24-008-16 UPDATE MODULE
1320 WJ
FC: RF PART#: COUNT: (N/C)
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

12915 flashed hvac from 68103159ad to ah per 24-8-16 18-19-62-90
.20

****

H BODY AND TRIM LOANER RESERVED
CAUSE: RENTAL
2300 BODY AND TRIM LOANER RESERVED
1320 WJ
FC: PART#: COUNT: (N/C)
CLAIM TYPE: W
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET	0.00
EPA / DEDUCTIBLE	0.00
TOTAL CHARGES	0.00
(LESS)	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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History Report for Vehicle: [redacted]

Customer#: [redacted]
Customer Name:

RO Number: [redacted]

Open Date: 03/10/15 Mileage: 108 Service Logon: SCH-S
Close Date: 03/19/15 SA Number: 404 Cashier: margaret

Line Code: A Comeback: N Booker ID: 316
Complaint: APACK PACKAGE "A" (RUSTPROOF,PAINT SEALANT,SOUND SHIELD, FABRIC SHIELD)
CONCERN CODE:

Labor Type: INC Technician Number: 9999
Op Code: APACK Comeback RO Number:
Description: PACKAGE "A" (RUSTPROOF,PAINT SEALANT,SOUND SHIELD, FABRIC SHIELD)
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Labor Type: INC Technician Number:
Op Code: 9999 Comeback RO Number:
Description: PACKAGE
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 316.26

Line Code: B Comeback: N Booker ID: 205
Complaint: RENTAL RENTAL CAR
CONCERN CODE:

Labor Type: INC Technician Number: 9999
Op Code: RENTAL Comeback RO Number:
Description: RENTAL CAR
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Labor Type: INC Technician Number:
Op Code: 9999 Comeback RO Number:
Description: RENTAL
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 22.00

History Report for Vehicle: [redacted]

Customer#: [redacted]
Customer Name:

Miscellaneous$: 0.00

Line Code: E Comeback: N Booker ID: 340
Complaint: 0100 CUSTOMER COULD NOT TEST DRIVE WITH ADVISOR DID NOT HAVE TIME
CONCERN CODE:

Labor Type: CP Technician Number: 2669
Op Code: 0100 Comeback RO Number:
Description: ADJUSTMENT
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: F Comeback: N Booker ID: 316
Complaint: RECALL R01 RECALL
Cause: F
CONCERN CODE:

Labor Type: WD Technician Number: 2669
Op Code: 18R01184 Comeback RO Number:
Description: Custom Satisfaction Notification R01 - Reprogram Transmission and Powertrain Control Modules - Reprogram Reprogram Transmission and Powertrain Control Modules (1 - Semi-Skilled)
Labor$: 55.29
Parts$: 0.00
Miscellaneous$: 0.00

Labor Type: WD Technician Number: 2669
Op Code: 18R01151 Comeback RO Number:
Description: Custom Satisfaction Notification R01 - Reprogram Transmission and Powertrain Control Modules Perform Transaxle Quick Learn Procedure (2015 MY)
Labor$: 99.51
Parts$: 0.00
Miscellaneous$: 0.00

Story for Line A, Version Number 1
3109 test drove to try and duplicate -did not find a problem .

Story for Line B, Version Number 1
3109 check all four brakes ,everything look fine

Story for Line C, Version Number 1
3109 perform lof

Story for Line D, Version Number 1
3109 did not see any thing wrong

Story for Line F, Version Number 1
3109 perform R01 -FLASH -PCM -OLD -68102888AC -NEW -6824168AB -LOP- 18-RO-11-84- TCM -LOD -68272209-AA-NEW 68284158AA -LOP-18-RO-11-84

History Report for Vehicle: [redacted]

Customer#: [redacted]
Customer Name:

RO Number: [redacted]

Open Date: 06/23/15 Mileage: 3109 Service Logon: SCH-S
Close Date: 06/25/15 SA Number: 340 Cashier: margaret

Line Code: A Comeback: N Booker ID: 316
Complaint: 0800 CUSTOMER STATES SHIFTER KNOB JUMPS BACK INTO PARK WHEN TRYING TO REVERSE CUSTOMER STATES KNOB DOESNT MOVE ALL THE TIME
Cause: F
CONCERN CODE:

Labor Type: CP Technician Number: 2669
Op Code: 0800 Comeback RO Number:
Description: INSPECTED AND ROAD TESTED - UNABLE TO DUPLICATE ATT
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: B Comeback: N Booker ID: 316
Complaint: 0500 BRAKES MAKING A GRINDING NOISE AND FEELING WHEN BRAKING
Cause: F
CONCERN CODE:

Labor Type: CP Technician Number: 2669
Op Code: 0500 Comeback RO Number:
Description: INSPECTED AND ROAD TESTED - NO ABNORMAL NOISE HEARD ATT
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: C Comeback: N Booker ID: 340
Complaint: 6LOF CHANGE ENGINE OIL AND FILTER, UP TO 6 QUARTS. PERFORM 23 POINT INSPECTION NOTE: SYNTHETICS AND SPECIALTY OILS ADDITIONAL
CONCERN CODE:

Labor Type: IFOCT Technician Number: 2669
Op Code: 6LOF Comeback RO Number:
Description: CHANGE ENGINE OIL AND FILTER, UP TO 6 QUARTS. PERFORM 23 POINT INSPECTION NOTE: SYNTHETICS AND SPECIALTY OILS ADDITIONAL
Labor$: 12.92
Parts$: 56.68
Miscellaneous$: 0.00

Line Code: D Comeback: N Booker ID: 316
Complaint: 2200 CUSTOMER STATES LEFT REAR WHEEL LOOKS LIKE IT IS NOT RIGHT NOTICES POROSITY SPOTS ON WHEEL
Cause: F
CONCERN CODE:

Labor Type: CP Technician Number: 2669
Op Code: 2200 Comeback RO Number:
Description: INSPECTED OK ATT
Labor$: 0.00
Parts$: 0.00

History Report for Vehicle: [redacted]

Customer#: [redacted]
Customer Name:

Description: RENTAL CAR
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Labor Type: WD
Op Code: 9999
Description: RENT A CAR
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 105.00

Technician Number:
Comeback RO Number:

Story for Line C, Version Number 1
3843

Story for Line C, Version Number 2
3843 pcm code u0402 implausible data from tcm tcm and pcm up to date, checked wiring and connectors all ok, determined to be an internal trans problem with clutch drag, replaced transmission, flushed cooler, flashed tcm from 68272209ab to 68284158aa, performed vin verification, performed valve body solenoid relearn, performed quicklearn and test drove vehicle shifting ok now

Story for Line D, Version Number 1
3843 b1578-1a antenna circuit below threshold tested radio with test antenna, still has poor reception, replaced radio fm working ok now

Story for Line E, Version Number 1
3843 believe customer was feeling trans shifting, ok now

History Report for Vehicle: [redacted]

Customer#: [redacted]
Customer Name:

RO Number: [redacted]

Open Date: 07/09/15 Mileage: 3843 Service Logon: SCH-S
Close Date: 07/21/15 SA Number: 340 Cashier: patti

Line Code: C Comeback: N Booker ID: 316
Complaint: CEL CEL Indicator/Warning Lights Concern CUST STATES MIL IS ON. RUNS AND DRIVES OK.
Cause: pcm code u0402 implausible data from tcm
CONCERN CODE:

Labor Type: WD Technician Number: 1320
Op Code: 21000611 Comeback RO Number:
Description: Transmission, Replace - automatic 948TE - 2.4 liter engine (2 - Skilled)
Labor$: 608.14
Parts$: 4868.61
Miscellaneous$: 0.00

Labor Type: WD Technician Number: 1320
Op Code: 21000652 Comeback RO Number:
Description: Transmission, Replace - automatic 9-Spd 948TE / 9HP48 transmission quick learn and drive verification
Labor$: 77.40
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: D Comeback: N Booker ID: 316
Complaint: GC1 GC1 General Concern #1 CUST STATES POOR FM RECEPTION SINCE LAST VISIT
Cause: b1578-1a antenna circuit below threshold
CONCERN CODE:

Labor Type: WD Technician Number: 1320
Op Code: 08600270 Comeback RO Number:
Description: Radio/Telematics Gateway Module - Test and replace Replace with exchange unit (2 - Skilled)
Labor$: 55.29
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: E Comeback: N Booker ID: 316
Complaint: GC2 GC2 General Concern #2 CUST STATES BRAKES SLIGHT GRIND INTEMITTENTLY AND OTHER TIMES VERY GRABBY.
CONCERN CODE:

Labor Type: CP Technician Number: 1320
Op Code: CND Comeback RO Number:
Description: UNABLE TO RECREATE CUSTOMERS CONCERN AT THIS TIME
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Line Code: F Comeback: N Booker ID: 415
Complaint: RENTAL RENTAL CAR
CONCERN CODE:

Labor Type: WD Technician Number: 9999
Op Code: RENTAL Comeback RO Number:

History Report for Vehicle: [redacted]

Customer#: [redacted]
Customer Name:

Story for Line G, Version Number 1
9226 Installed SOP Drivers seat back cover and seat bottom cover. I verified proper fitment.

Story for Line H, Version Number 1
9226 Performed recall R24.

Story for Line I, Version Number 1
9226 Performed EPB flash. Old part # 68258697AA to 68265141AD, TSB # 08-038-16, LOP 18-19-75-90.

Story for Line J, Version Number 1
9226 SEE line K

Story for Line K, Version Number 1
9226 Performed RD1 recall PCM and TCM flash. Old PCM part # 68284168AB to 68102888AH, TCM old part # 68284158AA to AD, LOP'S 18-RD-11-84, 18-RD-11-52.

History Report for Vehicle: [redacted]

Customer#: [redacted]
Customer Name:

Line Code: H Comeback: N Booker ID: 316
Complaint: RECALL RECALL Recall / CSN 1 R24 Safety Recall R24 Power Distribution Center Electrical Connector
Cause: RECALL
CONCERN CODE:

Labor Type: WD Technician Number: 6518
Op Code: 08R24183 Comeback RO Number:
Description: Safety Recall R24 - Power Distribution Center Electrical Connector - Replace Replace Electrical Connector (2.4L Engine) (2 - Skilled)
Labor$: 211.13
Parts$: 102.50
Miscellaneous$: 0.00

Line Code: I Comeback: N Booker ID: 316
Complaint: FLASH FLASH Flash Software 1 Software Flash for EPB
Cause: UPDATE
CONCERN CODE:

Labor Type: WD Technician Number: 6518
Op Code: 18197590 Comeback RO Number:
Description: TSB 08-038-16 UPDATE MODULE
Labor$: 22.22 Failed Part Number:
Parts$: 0.00 Failed Code: RF
Miscellaneous$: 0.00 Failed Part Quantity:

Line Code: J Comeback: N Booker ID: 316
Complaint: FLASH FLASH Flash Software 2 Software Flash for TCM
Cause: UPDATE
CONCERN CODE:

Labor Type: WD Technician Number: 6518
Op Code: 181905D1 Comeback RO Number:
Description: TSB 21-015-16 Module, Transmission Control
Labor$: 77.78 Failed Part Number:
Parts$: 0.00 Failed Code: RF
Miscellaneous$: 0.00 Failed Part Quantity:

Line Code: K Comeback: N Booker ID: 316
Complaint: FLASH FLASH Flash Software 3 Software Flash for PCM
Cause: UPDATE
CONCERN CODE:

Labor Type: WD Technician Number: 6518
Op Code: 181906JV Comeback RO Number:
Description: TSB 18-023-16 UPDATE MODULE
Labor$: 22.22 Failed Part Number:
Parts$: 0.00 Failed Code: RF
Miscellaneous$: 0.00 Failed Part Quantity:

Story for Line F, Version Number 1
9226 Verified concern. Replaced steering wheel and swapped related parts to new wheel. verified operation of all controls.

History Report for Vehicle: [redacted]

Customer#: [redacted]
Customer Name:

RO Number: [redacted]

Open Date: 05/16/16 Mileage: 9226 Service Logon: SCH-S
Close Date: 05/18/16 SA Number: 340 Cashier: patti

Line Code: E Comeback: N Booker ID: 316
Complaint: PR PR PALMEN / RENTAL VEHICLE PALMEN / RENTAL VEHICLE
CONCERN CODE:

Labor Type: WD Technician Number: 9999
Op Code: PR Comeback RO Number:
Description: PALMEN / RENTAL VEHICLE PALMEN / RENTAL VEHICLE
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 0.00

Labor Type: WD Technician Number:
Op Code: 9997 Comeback RO Number:
Description: RENTAL
Labor$: 0.00
Parts$: 0.00
Miscellaneous$: 70.00

Line Code: F Comeback: N Booker ID: 316
Complaint: 2300 2300 BODY AND TRIM SOP STEERING WHEEL. CUSTOMER STATES BLEMISH IN MATERIAL
Cause: DEFECT
CONCERN CODE:

Labor Type: WD Technician Number: 6518
Op Code: 19850103 Comeback RO Number:
Description: Wheel/Cover, steering - Replace Steering wheel (2 - Skilled)
Labor$: 55.56 Failed Part Number:
Parts$: 514.41 Failed Code: 17
Miscellaneous$: 0.00 Failed Part Quantity:

Line Code: G Comeback: N Booker ID: 316
Complaint: 2300 2300 BODY AND TRIM SOP DRIVERS SEAT BACK AND BOTTOM COVERS. CUST STATES CRACKING IN COVER MATERIAL
Cause: MATERIAL CRACKING
CONCERN CODE:

Labor Type: WD Technician Number: 6518
Op Code: 23203107 Comeback RO Number:
Description: Cover, front seat back - Test and replace Heated-Left side (1 - Semi-Skilled)
Labor$: 111.12
Parts$: 1021.96
Miscellaneous$: 0.00

Labor Type: WD Technician Number: 6518
Op Code: 23204007 Comeback RO Number:
Description: Cover, front seat cushion - Test and replace Bucket seat - power -Heated-Left side (1 - Semi-Skilled)
Labor$: 77.78
Parts$: 0.00
Miscellaneous$: 0.00

CUSTOMER NAME AND ADDRESS

☐ Mr. ☐ Mrs. ☐ Ms. First name [redacted] MI [redacted] Last name [redacted]

Street address [redacted]

City Racine State Wi Zip Code [redacted]

Day phone [redacted] Evening phone [redacted] Fax

VEHICLE INFORMATION

Name(s) that appears on the vehicle title: [redacted]

Is this a leased vehicle: Yes ☐ No ☒ Delivery Date: / /

If yes, lessor's name and address:

Make: Chysler Model: 200C Year: 2015 Current mileage: 14390

Vehicle Identification Number: 1C3CCCCB7FN[redacted]

Selling dealer and address: Palmen Motors 8320 Washington Ave Racine

Dominant Servicing Dealer: Palmen Motors 8320 Washington Ave. Racine, Wi 53406

VEHICLE PROBLEM(S) (Attach legible **copies** of applicable repair orders or other documents that support your complaint)

Problem	List dealer(s) which have repaired or attempted repair (include city & state).	List the date, mileage, and repair order number for each repair attempt.	Does the problem currently exist? (Check)
Example: A/C won't cool properly	Autoworld, Inc Anytown, VA	4/23/99 3,500 miles #B73540	☐ Yes ☐ No
Transmission problems	Palmen Motors	300 miles	☒ Yes ☐ No
Engine does not	Palmen		☐ Yes ☐ No
Reach operating Temp		0	☒ Yes ☐ No
Wiring Loom	Can not be	0	☒ Yes ☐ No
	Fixed		☐ Yes ☐ No

Has the vehicle been involved in an accident? ☐ YES ☒ NO

If YES, give date of accident: Specify damaged area:

Resolution Sought:

Return $10,000 dollars because This is a lemon Vehicle

X [redacted] 05/01/2017

SIGNATURE(S) DATE

Return all copies of this form to:

National Center for Dispute Settlement
PO Box 727
Mt. Clemens, MI 48046