

INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6)		FOR AGENCY USE ONLY 100148	
 U.S. Department of Transportation National Highway Traffic Safety Administration		Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline	
OWNER INFORMATION (Type or Print)		Date Received 09-AUG-2017	Repository ☐ Reference No. 11013925
Name		Daytime Telephone Number	E-mail Address
Address		Evening Telephone Number	
City CHESTER	State SC	Zip Code	
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 2A8HR54189R		Make CHRYSLER	Model TOWN AND COUNTRY
Model Year 2009		Engine: No: Cylinders Six	Fuel Type: Gas
Date Purchased 7/20/2009	Dealer's Name and Telephone Number Galeana Chrysler Columbia		
Original Owner ☒	Dealer's City 189 Mayston Blv	State S.C.	Zip Code 29210
Transmission Type Auto	☒ Antilock Brakes ☒ Cruise Control	Powertrain Multiple Failure: Brakes	Incident Date(s) 01-AUG-2017
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 030000 BRAKES (PWS)		Failure Mileage 42300	Failure Speed 45
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)	☐ 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 ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths
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 2009 CHRYSLER TOWN AND COUNTRY. WHILE DRIVING 45 MPH, THE BRAKE PEDAL WAS DEPRESSED AND THE VEHICLE BEGAN TO SWERVE WITHOUT WARNING. THE FAILURE WAS PERSISTENT. THE VEHICLE WAS TAKEN TO A LOCAL DEALER (STATELINE CHRYSLER JEEP DODGE RAM, 800 GOLDHILL ROAD FORT MILL, SC 29716) WHERE IT WAS DIAGNOSED THAT THE CALIBERS AND ROTORS WERE WARPED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED SEVERAL TIMES. THE CONTACT ALSO STATED THAT THE PARTS NEEDED TO BE REPLACED EVERY 12,000 MILES. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND INFORMED THE CONTACT THAT NO OPEN INVESTIGATIONS WERE OPEN FOR THE DEFECT. THE FAILURE MILEAGE WAS APPROXIMATELY 42,300.			
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.			

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Class Action Lawsuits In The News

Breaking and archived news and information about class action lawsuits, class action settlements, class action lawyers and attorneys and class action law...

To: *National Highway Traffic Safety Administration*
1-202-366-9550 Ref. De
1-888-827-4236 Ref. No

Chrysler Dodge Journey Class Action Lawsuit Complaint Filed Over Chrysler Dodge Journey Brake Pads & Brake Rotors

August 27, 2010

Chrysler Dodge Journey Owners and Lessees File Class Action Lawsuit Complaint Against Chrysler Over Alleged Defects In the Dodge Journey's Braking System's Brake Pads and Rotors.

A class action lawsuit has been filed against Chrysler Group LLC ("Chrysler" or "Defendant") in the United States District Court for the District of New Jersey (styled *[redacted] v. Chrysler Group LLC*, Civil Case No. *[redacted]* alleging, among other things, that the 2009 and 2010 Chrysler Dodge Journey suffers from a design defect in its braking system in that the brake pads and rotors are too small and thin to handle the braking duties required by the size and weight of the Chrysler Dodge Journey purportedly resulting in an increase in brake wear and causing brakes to potentially fail as early as 12,000 miles, requiring early replacement of brake pads or shaving or resurfacing of brake rotors, according to class action lawsuit news reports.

Same braking system on Town & Country Van
VIN No. 9R [redacted]

The Chrysler Dodge Journey brake pad and brake rotor class action lawsuit complaint is reportedly brought on behalf of the following class of persons, unless otherwise excluded:

All (i) current owners or lessees of a 2009 or 2010 Dodge Journey in New Jersey or California; and (ii) former owners or lessees of a 2009 or 2010 Journey in New Jersey or California who paid for a repair related to the Braking System (the "Class").

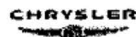
The Chrysler Dodge Journey brake pad and brake rotor class action lawsuit complaint reportedly alleges statutory violations of the New Jersey Consumer Fraud Act (N.J.C.F.A.), N.J.S.A. 56:8-1 et seq., California Consumers Legal Remedies Act (CLRA), Cal. Civ. Code § 1750 et seq., California Unfair Competition Law (UCL), Cal. Bus. & Prof. Code § 17200 et seq. and Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq., and breach of express warranty.

For more information on the 2009 and 2010 model year Chrysler Dodge Journey brake pad and brake rotor class action lawsuit, read the Chrysler Dodge Journey class action lawsuit complaint.

State Personal General
Allen Wilson
#803-734-3970

Received 7/16/2010

2nd Recall



Chrysler Group LLC

FRONT BRAKE LIMITED WARRANTY EXTENSION FOR 2009 DODGE GRAND CARAVAN AND CHRYSLER TOWN AND COUNTRY VEHICLES

Dear [REDACTED]

The Basic Limited Warranty applicable to your vehicle covers the cost of parts and labor necessary to repair braking components that fail due to a defect in materials, workmanship or factory preparation within the 12 months period following your vehicle's in service date or until there are 12,000 miles on the odometer, whichever comes first. Chrysler is offering an extension to the terms of your Basic Limited Warranty for the purpose of enhancing your overall experience as a Chrysler customer.

The problem is...

The front brakes on your vehicle (VIN: 2A8HR54189R [REDACTED]) may need pads and rotors replaced earlier than expected. The brake performance is not affected in any way by this issue.

What your dealer will do...

Should the front brake components on your vehicle need to be replaced due to a defect in materials, workmanship or factory preparation after the expiration of 12 months or 12,000 miles but before 24 months or 24,000 miles on the odometer, whichever comes first, Chrysler will pay for the cost of parts and labor necessary to replace them less a \$50 deductible.

Furthermore, should the front brake components on your vehicle need to be replaced due to a defect in materials, workmanship or factory preparation after the expiration of 24 months or 24,000 miles on the odometer but before 36 months or 36,000 miles on the odometer, whichever comes first, Chrysler will pay for the cost of parts and labor necessary to replace them less a \$100 deductible.

What you must do...

Simply contact your dealer to schedule a service appointment, if you feel that your front brakes are in need of replacement. **Remember to bring this letter with you to your dealer.** Please make sure to store this letter with your vehicle's other warranty information for future reference.

If you need help...

If you have questions or concerns which your dealer is unable to resolve, please contact 1-800 Chrysler (247-9753) or 1-800-4-A-Dodge (2-36343)

If you have already experienced this condition and have paid to have it repaired, please send your original receipts and/or other adequate proof of payment to the following address for reimbursement less the applicable deductible:

Chrysler Customer Assistance
P.O. Box 21-8004
Auburn Hills, MI 48321-8004
Attention: Reimbursement

Chrysler places great value on your loyalty and satisfaction with your vehicle, and as such we apologize in the event that this issue may have caused you any inconvenience.

Thank you again for your loyalty,

Chrysler Group LLC

VIN: 2A8HR54189R [REDACTED]

0084156

[REDACTED]
CHESTER, SC [REDACTED]



GM 803-789-3554
CHRYSLER 803-789-3635
ROCK HILL 803-329-1027
TOLL FREE 1-800-849-9829



3202 COMMERCE DRIVE
P.O. BOX 129
RICHBURG, SC 29729

8/20/09

CHEVROLET PONTIAC BUICK
PARTS 803-789-3611
CHRYSLER JEEP DODGE
PARTS 803-789-3599



CUSTOMER NO.	DAVID BOWLES	70060	INVOICE DATE	08/20/09
CHESTER, SC	LABOR RATE	LICENSE NO.	MILEAGE	4,951
	YEAR / MAKE / MODEL	09/CHRYSLER/TOWN & COUNTRY/VAN AWD T		
	VEHICLE I.D. NO.	2 A 8 H R 5 4 1 8 9 R		
	F.T.E. NO.	P.O. NO.	R.O. DATE	08/19/09
BUSINESS PHONE	COMMENTS			
				MO:

LABOR & PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
J# 1 04CHZ			STEERING/SUSPENSION HOURS: TECH(S):3001 CUSTOMER STATES "PULLS TO THE RIGHT" CHECK FOR COLLISON DAMAGE...SEE HISTORY DIAG AND DUPLICATED CUSTOMERS CONCERN...NO SIGNS OF ANY COLLISON... PERFORMED ALGHMENT AND TEST DROVE BY TECH #3001 AS WELL AS TECHS #70082 AND #70090		
PARTS				JOB # 1 TOTAL PARTS	0.00
				JOB # 1 TOTAL LABOR & PARTS	0.00
J# 2+06CHZ			ELECTRICAL/ELCTRONIC HOURS: TECH(S):3001 TIRE MONITOR SYSTEM LIGHT DIAG AND FOUND RIGHT REAR TIRE SENSOR NOT COMMUNICATING SPECIAL ORDERED AND REPLACED RIGHT REAR TIRE MONITOR... CLEARED CODES...TESTED		
PARTS				JOB # 2 TOTAL PARTS	0.00
				JOB # 2 TOTAL LABOR & PARTS	0.00

COMMENTS
DROP CALLED 08/19 2:35PM...TALKED W/VOICE MAIL..."HAD TO ORDER PARTS" TALKED W/MR HINSON 2:30PM 08/20..."CAR WILL BE READY BY 5"

TOTALS	
***** * NEXT RECOMMENDED SERVICE: * 11/18/2009 / 29 MI 33CHZ** LUBE OIL FILTR SVC *****	
***** * THANK YOU FOR YOUR BUSINESS!!!! IF YOU HAVE ANY * CONCERNS THAT I MAY ASSIST YOU WITH PLEASE CALL. * MIKE IROY SERVICE DIRECTOR @ 803-789-3635 * IF YOU CANNOT GRADE US AS COMPLETELY SATISFIED ON THE * FACTORY SURVEY YOU MAY RECEIVE, PLEASE CONTACT ME. *****	
CHECK #	TOTAL INVOICE \$ 0.00
CHECK: CASH CHARGE CREDIT CARD	
E MAIL CAPTURED	
FUNCTION 14 ATTACHED TO RO	
CUSTOMER RECIEVED COPY OF REPAIR ORDER	
NEXT APPOINTMENT MADE	

PAGE 1 OF 2	CUSTOMER COPY	[CONTINUED ON NEXT PAGE] 03:12pm
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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) _____

SUBTOTAL	ALLOW	PLUS PRICE OFF	LESS REC.	CROSS REFERENCED TO	SERVICE INSTALLED PARTS						
PRO RATA PERCENT LABOR	MICRO REFERENCE NUMBER				PROGRAM CODE						
	(CHECK (✓) APPROPRIATE BOX)				AUTHORIZATION NUMBER						
	<table border="1"> <tr> <td>CLAIMS REVIEW</td> <td>AUTHORIZATION TO SUBMIT CLAIM</td> <td>PARTS SCRAP OUT</td> </tr> </table>				CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT	COMMITMENT NUMBER			
	CLAIMS REVIEW	AUTHORIZATION TO SUBMIT CLAIM	PARTS SCRAP OUT								
<table border="1"> <tr> <td>\$</td> <td>PARTS</td> <td>\$</td> <td>LABOR</td> <td>\$</td> <td>TOTAL</td> </tr> </table>				\$	PARTS	\$	LABOR	\$	TOTAL	VEHICLE IDENT. (WARR.) NO.	
\$	PARTS	\$	LABOR	\$	TOTAL						
PRO RATA PERCENT PARTS	Authorized Signature And Date										

CC235731 Q

Lot Oil Charge

SALES DRAFT

STREETLINE CRYSLER JEE

800 GILLO STREET

ATLANTA, GA 30308

TERMINAL 4491

84014198
07/23/2010

09:44

EDS

XXXXXXXXXX

INVOICE

AUTH. CODE 962357

SALE TOTAL

\$150.00

CUSTOMER COPY

[Signature]
Boton

Paid

Where the North meets the
South for the Best Price!

STATELINE

CHRYSLER • JEEP • DODGE

7/23/2010
800 GOLD HILL ROAD
P.O. BOX 3279
FORT MILL, S.C. 29708
803-396-1000
FAX 803-802-1075

Jeep.

CHRYSLER



Set of Rotors & Pads

CUSTOMER NO.	PHIL SCHIEF	111	REV 07/23/10
LABOR RATE	LICENSE NO.	MILEAGE 11,816	LT SANDSTON
09/CHRYSLER/TOWN & COUNTRY/VAN TOUR		06/19/09	DELIVERY MILES
2 A 8 H R 5 4 1 8 9 R		43358	PRODUCTION DATE
F.T.E. NO.	P.O. NO.	07/23/10	MO:
BUSINESS PHONE	COMMENTS		

LABOR & PARTS

J# 1 18CHZXLOF *EXPRESS LANE LOF TECH(S):118 187 WARRANTY
EXPRESS LANE LUBE OIL AND FILTER.
SCHEDULED MAINTENANCE
LUBRICATE CHASSIS AS REQUIRED, AND CHANGE ENGINE OIL AND
FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 1	5	68055890-AA	OIL 5W20 1081090		
JOB # 1	1	4105409-AC	FILTER EN 9057006		
JOB # 1 TOTAL PARTS				0.00	
JOB # 1 TOTAL LABOR & PARTS				0.00	

J# 2 18CHZXPINSPECT MULTI-POINT INSPECT TECH(S):699 0.00
EXPRESS LANE COMPLIMENTARY MULTI-POINT INSPECTION.
COMPLIMENTARY MULTI-POINT INSPECTION COMPLETE.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
JOB # 2 TOTAL PARTS				0.00	
JOB # 2 TOTAL LABOR & PARTS				0.00	

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # 1	08	CHRY EXT WARR DEDUCTABLE (CUST\$)	94735	150.00
TOTAL - MISC				150.00

TOTALS

YOUR TRUST IS OUR REPUTATION.	TOTAL LABOR...	0.00
WE HOPE THAT EVERYTHING IS SATISFACTORY	TOTAL PARTS...	0.00
AND ALWAYS, THANK YOU FOR GIVING	TOTAL SUBLET...	0.00
US THE OPPORTUNITY OF SERVICING	TOTAL G.O.G....	0.00
YOUR VEHICLE TODAY.	TOTAL MISC CHG.	150.00
" THANK YOU "	TOTAL MISC DISC	0.00
	TOTAL TAX.....	0.00
	TOTAL INVOICE \$	150.00

IMPORTANT

YOU MAY RECEIVE A SURVEY FROM
THE MANUFACTURER IN THE NEAR
FUTURE IF FOR ANY REASON YOU
CANNOT GRADE US
"COMPLETELY SATISFIED" AND ANSWER
QUESTION 9.a. "1 VISIT"
PLEASE CONTACT US
IMMEDIATELY
THANK YOU
STATELINE CHRYSLER JEEP DODGE INC.

DISCLAIMER OF WARRANTIES

The only warranties, if any, applying to these parts are those offered by the manufacturer. Stateline Chrysler Jeep Dodge, Inc. 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 parts or accessories. Buyer shall not be entitled to recover from Stateline Chrysler Jeep Dodge, Inc. any consequential damages, damage to property, damages for loss of use, loss of time, loss of profits, or income, or any other incidental damages. SEE REVERSE FOR DETAILS OF MOPAR WARRANTY.

Thank You!

REC'D JUL 23 2010

Delint

CUSTOMER SIGNATURE

MOPAR PARTS & ACCESSORIES

PRODUCT WARRANTY COVERAGE

MOPAR'S Basic Limited Warranty

1. DEALER INSTALLED PARTS AND ACCESSORIES 12 months or 12,000 miles. The MOPAR Basic Limited Warranty warrants MOPAR Parts and Accessories, except MOPAR Performance Parts and Accessories, (shown by MOPAR part numbers which begin with the letter "P") against defects in workmanship or materials, installed on a Chrysler Corporation vehicle by an authorized Chrysler Corporation Dealer, for 12 months or 12,000 miles from the original installation date, whichever occurs first. MOPAR Parts and Accessories added to a vehicle before delivery to the retail customer are covered by the 3 year/36,000 mile Basic New Vehicle Warranty.

MOPAR Parts and Accessories replaced on a Chrysler vehicle still covered by the Basic New Vehicle Warranty are warranted for the remainder of the Basic New Vehicle Limited Warranty, or for MOPAR'S Basic Warranty of 12 months or 12,000 miles from the original installation date, whichever is more favorable to the customer.

2. PARTS AND ACCESSORIES SOLD "OVER-THE-COUNTER" - 12 months. The MOPAR Parts and Accessories Limited Warranty warrants parts and accessories sold "over-the-counter" against defects in workmanship or materials for a period of 12 months, regardless of mileage, except MOPAR Performance Parts and Accessories. Warranty starts on the date of parts purchase.

The MOPAR warranties DO NOT cover the labor involved in removing parts and accessories and/or replacing MOPAR Parts and Accessories sold "over-the-counter."

3. ADDITIONAL INFORMATION. MOPAR'S Basic Warranty covers the cost of towing a vehicle to the nearest Chrysler Corporation Dealer, when the failure of a covered part causes the vehicle to be inoperative.

If a MOPAR part is installed in a Chrysler Corporation vehicle by a Chrysler Corporation Dealer, and if, while that part is still under warranty, it causes other parts to be damaged or to fail, those parts will be repaired or replaced under warranty, regardless of whether the other parts were covered by a Chrysler warranty at the time of failure. A MOPAR part used to replace a failed MOPAR part still under warranty is covered ONLY for the remainder of the replacement part's existing warranty.

I. HOW TO OBTAIN MOPAR WARRANTY SERVICE. Where both parts and labor are covered, warranty repairs, including parts and labor, will be made by any Chrysler Corporation Dealer at no charge using new or remanufactured components. Where parts only are covered, any Chrysler Corporation Dealer will provide replacement parts at no charge. It is recommended that you take your Chrysler Corporation vehicle to your selling Dealer or to the Dealer who sold or installed your MOPAR part or accessory. However, you may obtain replacement parts or service under warranty from any authorized Chrysler Corporation Dealer. Except in an emergency, warranty service for MOPAR Parts and Accessories may be obtained ONLY at an authorized Chrysler Corporation Dealer.

II. WHAT IS NOT COVERED. MOPAR warranties do not cover any non-Chrysler or non-MOPAR parts, components or equipment, such as a non-MOPAR radio or speed control. These warranties also do not cover the costs of any repairs or adjustments that might be caused by or needed because of the use or installation of non-Chrysler or non-MOPAR parts, equipment, material or additives.



CUSTOMER SERVICE IS OUR MAIN GOAL

Recipient of
Chrysler's Most
Prestigious Awards



Five Star
Award for
Excellence

MOPAR warranties do not cover the costs of repairing damage or conditions caused by fire or accident, by abuse, negligence, or misuse (for example, driving over curbs, or overloading or racing the vehicle); by improper adjustment, alteration or failure to maintain the vehicle on which they are installed, or corrosion or damage caused by the use of caustic materials. MOPAR Limited Warranties do not cover the costs of damage caused by environmental factors or Acts of God. "Environmental factors" include such items as airborne fallout, chemicals, tree sap, salt, ocean spray, and road hazards. "Acts of God" include such things as hail, floods, windstorms, lightning, tornadoes, sandstorms and earthquakes.

MOPAR Warranties do not apply to parts installed on a vehicle which has odometer or emissions systems tampered with or disconnected, or which has been declared to be a total loss by any insurance company, or is rebuilt after being declared to be a total loss, or is issued a certificate of title indicating that it is designated as "salvage," "junk," "rebuilt" or words of similar import.

Chrysler will deny warranty coverage without notice if it finds that a vehicle is ineligible for warranty coverage because it has been salvaged or declared a total loss as set forth in this paragraph.

MOPAR Limited Warranties do NOT cover any incidental or consequential damages connected with the failure of the part under warranty. Such damages include lost time; inconvenience; the loss of the use of your vehicle; the cost of rental cars, gasoline, telephone, travel or lodging; the loss of personal or commercial property; or the loss of revenue. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may apply to.

III. OTHER TERMS. To the extent allowed by law, any implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, are limited in duration to the duration of these express warranties. If the parts are installed on a vehicle used primarily for business or commercial purposes, no implied warranties apply. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

These warranties are the only express warranties made by Chrysler for MOPAR Parts and Accessories. NO person, including a Dealer or employee of Chrysler, has the authority to vary or change these warranties.

These limited warranties give you specific legal rights and you may also have other rights which vary from state to state.

The following products have separate warranty statements. This warranty does not apply to them:

- Air Conditioning System
- Battery
- Catalytic Converter
- Engine Assembly
- Master Shield Protection Products
- Sheet Metal
- Muffler, Shock, Strut, Bed Liner

MOPAR Performance Parts (parts with MOPAR part numbers beginning with "P") are sold as is without any warranty whatsoever. See your Dealer for copies of each MOPAR Limited Warranty.

SALES DRAFT

STATELINE CHRYSLER JEE
800 GOLD HILL RD
FT MILL, SC 29708
TERMINAL 1464491

827203451881
08/02/2011 16:24:28

VISA

XXXXXXXXXX
AUTH. TRANS. ID. 001214739869796
INVOICE
AUTH. CODE 002579

SALE TOTAL

\$141.50

CUSTOMER COPY

Pad

LOT LOCATION:

CUSTOMER #:

CHRYSLER

Jeep

DODGE

Stateline

Chrysler Jeep Dodge

800 Gold Hill Rd • P.O. Box 3279 • Fort Mill, SC 29708

Phone: (803) 396-1000 • Fax: (803) 548-3365

www.statelinechryslerdodgejeepam.com

INVOICE

PAGE 2

CHESTER, SC

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 135 SONIA ENID ROBINSON

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN/OUT		TAG
LT-SANDSTC	09	CHRYSLER TOWN & COUN		2A8HR54189R		21348/21348		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	
19JUN09 IS								
19JUN09 DD			17:00 02AUG11			CASH	02AUG11	
R.O. OPENED		READY	OPTIONS:	STK:	DLR:	ENG:3.8 LITER SMPI		

11:34 02AUG11 15:59 02AUG11

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

1 68029887AB PAD-REAR DISC BRAKE

(N/C)

1 68065196AA *CLEANER-BRAKE

(N/C)

1 63501 STOP SQUEAK

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

21348 REAR PADS WORN AND ROTORS WARPED BELOW SPECS. REPLACED REAR

PADS AND ROTORS. TEST DROVE VEHICLE

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

3.25

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)

OUR CHARGE CUSTOMERS ARE RESPONSIBLE FOR PAYMENT IN FULL WITHIN 30 DAYS. ANY CHARGE DEFAULT IS THE RESPONSIBILITY OF THE CUSTOMER IN ADDITION TO LATE FEES, COURT FEES & ATTORNEY FEES.

Customer Signature X

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 157.90

PARTS AMOUNT 24.04

GAS, OIL, LUBE 0.00

SUBLET AMOUNT 0.00

MISC. CHARGES 3.25

TOTAL CHARGES 185.19

LESS INSURANCE 0.00

SALES TAX 1.68

PLEASE PAY THIS AMOUNT 186.87

29,000 miles

Chrysler Corp:

Steven: 12/7/12

Ref No: [REDACTED]

Talked to Steven about
CEO. Number and name
Steven stated that
CEO does not take calls
he put me on hold and
called dealership to talk
to Randy Kruse at State
Line. He is going to talk to Jay Jones
12/13/12

Talked to Randy Kruse today
he said he could not get
help from Chrysler to help with
brake on van, Corporation
know of brake design flaw
but have not been upfront to
fix problem. Randy states that
it will take a death and a
law suite to get Chrysler Corp to
fix flaw of the brake system.
He is going to try to get me
a discount or an adjustment on a
new van.

new van with redesigned brake system that fixed brake flaw with the rotors warping due to undersize systems to created the brakes to oscillate and cause problem with the stoppage control of van, this is a very serious problem and one day someone will lose their life because

Chrysler knows the braking system was under designed to prevent failure of stopping and losing control of van. Chrysler Corporation knows of problems but will not step up and fix braking system.

LOT LOCATION:

CUSTOMER #:

CHESTER SC

HOME:

BUS:

CONT:

CELL:

INVOICE

PAGE 1

SERVICE ADVISOR: 1664 TRACY NATHANIEL

800 Gold Hill Rd · P.O. Box 3279 · Fort Mill, SC 29708
Phone: (803) 396-1000 · Fax: (803) 548-3365
www.statelinechryslerdodgejeepram.com



COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LT-SANDSTC	09	CHRYSLER TOWN & COUN	2A8HR54189R		29736/29736		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUN09 IS							
19JUN09 DD			17:00 15JAN13			CASH	16JAN13
R.O. OPENED		READY	OPTIONS:	STK:	DLR:	ENG:3.8 LITER SMPI	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A C/S WHEN APPLYING BRAKES ,VIBRATION CAN BE FELT IN PEDAL AND STEERING

WHEEL

CAUSE: E.

05 BRAKES

311 W

1 68093323AB *PADKIT-FRONTDISC BRAKE

2 4779783AB ROTOR-BRAKE

FC: PART#: COUNT:

CLAIM TYPE: W

AUTH CODE:

(N/C)

(N/C)

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
29736 VIBRATION COMING FROM THE FRONT ROTORS. REPLACED PADS AND ROTORS

B 27 POINT INSPECTION

CAUSE: PERFORMED 27 POINT INSPECTION

27 27 POINT INSPECTION

311CINSP

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
29736 REAR PADS HAVE OVER 50% OF LIFE LEFT ON THEM.

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 THE 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)

OUR CHARGE CUSTOMERS ARE RESPONSIBLE FOR PAYMENT IN FULL WITHIN 30 DAYS. ANY CHARGE DEFAULT IS THE RESPONSIBILITY OF THE CUSTOMER IN ADDITION TO LATE FEES, COURT FEES & ATTORNEY FEES.

Customer Signature X

STATEMENT OF DISCLAIMER

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

CUSTOMER SIGNATURE

DESCRIPTION

TOTALS

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

800 GOLD HILL ROAD
P.O. BOX 39
FORT MILL, S.C. 29716

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Dealership Main # 803-396-1000
Wholesale Toll Free 800-533-5844
Wholesale Charlotte 704-554-5844
Wholesale Local 803-578-8065

Retail Parts 803-578-8090
Fax 704-556-5929
Local Fax 803-578-8066

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DATE ENTERED 07 AUG 17	YOUR ORDER NO.	DATE SHIPPED 07 AUG 17	INVOICE DATE	INVOICE NUMBER [REDACTED]	10:21
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ACCOUNT NO. [REDACTED]

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PAGE 1 OF 1

CHESTER, SC [REDACTED]

SHIP VIA		SLSM. 670	B/L NO.	TERMS	F.O.B.		
ORD	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
RO Quote for Service Repair Order: [REDACTED] Service Advisor: 582 Vehicle: 9R [REDACTED] Part(s) quoted on Line A CUSTOMER STATES THERE IS A VIB							
1	1	0	V1018762AC	A65A PAD KIT-PR	98.00	98.00	98.00
2	2	0	2AMV9783AA	A75F ROTOR-BRAK	63.65	63.65	127.30
1	1	0	2AMV4887AA	A66A PAD-REAR D	75.00	75.00	75.00
2	2	0	4721996AB	A66C ROTOR-BRAK	91.00	91.00	182.00
Parts quoted on RO# [REDACTED] *** R O P A R T S Q U O T E - DO NOT PAY ***							
FAX NUMBER:				MISC SUPPLIES			
				PARTS		482.30	
				SUBLET			
				FREIGHT		0.00	
				SALES TAX		0.00	
				TOTAL			

NOTICE

SPECIAL ORDERS MAY BE NON-RETURNABLE OR INCUR A RESTOCKING FEE.

RETURNS MUST BE IN ORIGINAL UNDAMAGED PACKAGING WITH NO MARKINGS OR LABELS APPLIED.

NO RETURNS AFTER 45 DAYS.

NO RETURNS ON INSTALLED OR PAINTED PARTS.

INSIST DELIVERY DRIVER SIGN A DETAILED LIST OF RETURNED PARTS OR USE DEPARTSEXPRESS.NET FOR RETURNS.

ALL SALES TO CHRYSLER DEALERS ARE FINAL.

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CUSTOMER COPY

4' Customer Cost

Front Brake Rotors	182.00 ✓
Back Brake Rotors	182.00 ✓
Front Pads	98.00
Back Pads	75.00
* Labor Cost	145.00
Fluid Cost	89.00
Deductible	100.00
	871.00
Coupon on Brake Fluid	-75.00
	796.00

STATELYTE CHRYSLER JEE
800 GOLDEN HILL RD.
FT MILL, SC 29708

08/12/2017

13:07:35

DEBIT CARD

DEBIT SALE

Card #

XXXXXXXXXX

VISA

Network:

US DEBIT

Chip Card:

A0000000980840

AID:

0113

ATC:

E1A3E15CA0FDE5AD

TC:

25

SEQ #:

208

Batch #:

INVOICE

04/256

Approval Code:

Chip Read

Entry Method:

Issuer - PIN Bypassed

Mode:

SALE AMOUNT

\$800.08

CUSTOMER COPY

LOT LOCATION:

CUSTOMER #:

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INVOICE

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CHESTER, SC

HOME

BUS:

CONT:

CELL:

PAGE 2

SERVICE ADVISOR: 582 JEROME L WINFIELD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
LT-SANDSTC	09	CHRYSLER TOWN & COUN	2A8HR54189R		42417/42424		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
19JUN09 IS			17:00 10AUG17		0.00	CASH	10AUG17
19JUN09 DL							
R.O. OPENED	READY	OPTIONS:	STK:	DLR	ENG:	3.8 LITER	SMPI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	PRICE	TOTAL
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C PERFORM BG BRAKE FLUID FLUSH
CAUSE: PERFORMED BG BRAKE FLUID FLUSH
BFF PERFORM BG BRAKE FLUID FLUSH

1	8830	BRAKE SER					
PARTS:	26.11	LABOR:	83.84	OTHER:	0.00	TOTAL LINE C:	109.95
42417	CUST REQUEST.	COMPLETED BG BRAKE FLUID FLUSH.					

D CUST STATES HE HAS CASE NUMBER 32146796 AND HAS SPOKEN WITH DAVID (T624DZ) AT MOPAR VEHICLE PROTECTION.
NOTE CUST STATES HE HAS CASE NUMBER 32146796 AND HAS SPOKEN WITH DAVID (T624DZ) AT MOPAR VEHICLE PROTECTION.

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

E C/S WILL DROP OFF VEHICLE
DROP C/S WILL DROP OFF VEHICLE

999	ISP						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

MISC CUSTOMER DEDUCTIBLE
CDED
CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER

PAID
100.00
AUG 12 2017
BY: vmc

DESCRIPTION	TOTALS
LABOR AMOUNT	228.34
PARTS AMOUNT	508.41
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	138.29
TOTAL CHARGES	875.04
LESS INSURANCE	0.00
SALES TAX	35.59
PLEASE PAY THIS AMOUNT	910.63

ON BEHALF OF SERVING 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 SERVING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

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

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Customer Signature X

CUSTOMER COPY

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Wholesale Local 803-578-8065

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Fax 704-556-5929
Local Fax 803-578-8066

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DATE ENTERED 07 AUG 17 YOUR ORDER NO. DATE SHIPPED 07 AUG 17 INVOICE DATE INVOICE NUMBER 10:21

S
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ACCOUNT NO.

RO QUOTE

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PAGE 1 OF 1

CHESTER, SC

Htl Lx

ORD	SHIP	B.O.	PART NUMBER	DESCRIPTION	LIST	NET	AMOUNT
RO Quote for Service Repair Order: 582 Vehicle: 9R							
Part(s) quoted on Line A CUSTOMER STATES THERE IS A VIB							
1	1	0	V1018762AC	A65A PAD KIT-FR	98.00	98.00	98.00
2	2	0	2AMV9783AA	A75F ROTOR-BRAK	63.65	63.65	127.30
1	1	0	2AMV4887AA	A66A PAD-REAR D	75.00	75.00	75.00
2	2	0	4721996AB	A66C ROTOR-BRAK	91.00	91.00	182.00
Parts quoted on RO# [REDACTED]							
RO PARTS QUOTE - DO NOT PAY							
FAX NUMBER:				MISC SUPPLIES			
				PARTS		482.30	
				SUBLET			
				FREIGHT		0.00	
				SALES TAX		0.00	
				TOTAL			

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4'

Customer Cost

Front Brake Rotors	182.00 ✓
Back Brake Rotors	182.00 ✓
Front Pads	98.00
Back Pads	75.00
?* Labor Cost	145.00
Fluid Cost	89.00
Deductible	100.00
	<u>871.00</u>
Coupon on Brake Fluid	-75.00
	<u>796.00</u>

Dec 19, 2012

Dear Action Nine:

I need your help with my new town and country van. I have less than 30,000 miles on the van, and the braking system that Chrysler Corporation designed is undersized for the vans weight, and the rotators heat up and warp and cause the van to shake and the steering wheel hard to control when the brakes are applied with force when going down a steep grade.

Chrysler corporation knows that the system was under designed and not able to handle stopping ability of the van due to warping of the rotators. I had to replace rotors and brake pads at 21,000 miles and now I have to replace rotors and pads at 29,000 miles. The brake system is not safe and Chrysler corporation knows that their brake design is not safe, but they will not step up and fix the problem. Chrysler corporation did ~~not~~ changes to 2011 vans and made rotors layer and thicker to with stand heat build up and stop rotor warpage.

Please look at information enclosed and if you can, please help me to get Chrysler Corporation

to step up and repair changes
to a very dangerous braking
system on the products. before
a death occurs due to their
not correcting the braking system
used on their Dodge Journey and the
same system on the town and Country
vans

Chester, S.C.

W48-226



Retail

F

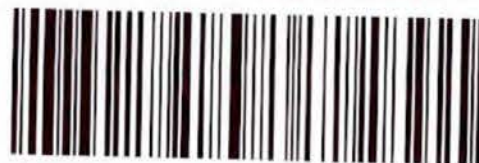
US POSTAGE PAID
\$3.00

Origin: 29706
Destination: 20077
0 Lb 2.70 Oz
Sep 20, 17
4515800830-08

1005

USPS FIRST-CLASS MAIL ®

USPS TRACKING NUMBER



9500 1142 0986 7263 0812 66

U.S. Department of Transportation
National Highway Traffic Safety Board
Office of Defects Investigation NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Company Name

To: W48- 226

Mailstop: 4 West

Department: NVS-200,210,300,010

Phone:

Purchase Order