

NHTSA ccmMercury Routing Slip

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



Printed: 4/10/2018

CL-11074814-2332

NHTSA #: ES18-001266

XREF #:

Delivery: EML

Rec'd Date: 4/10/2018

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 4/9/2018

Due Date: 5/9/2018

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM CONGRESSMAN CARTER ON BEHALF OF CONSTITUENT [REDACTED] RE
2004 CHRYSLER PACIFICA DAMAGE DUE TO RECALL**

Ack Date:

**Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS**

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: BRIAN BARNARD

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

**THE HONORABLE EARL "BUDDY" CARTER
U.S. HOUSE OF REPRESENTATIVES
1510 NEWCASTLE STREET, SUITE 200
BRUNSWICK, GA 31520
Tel: Fax: E-mail:**

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	4/10/2018	5/9/2018	
NGA-010	SIGN	4/10/2018		

EARL L. "BUDDY" CARTER
1st District, Georgia

EDUCATION AND THE
WORKFORCE COMMITTEE

COMMITTEE ON
HOMELAND SECURITY

COMMITTEE ON
OVERSIGHT AND GOVERNMENT REFORM

Congress of the United States
House of Representatives
Washington, DC 20515-1001

WASHINGTON OFFICE
432 CANNON HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-5831

SAVANNAH OFFICE
6602 ABERCORN STREET
SAVANNAH, GA 31406
(912) 352-0101

BRUNSWICK OFFICE
1510 NEWCASTLE STREET
BRUNSWICK, GA 31520
(912) 255-9010

<http://BuddyCarter.House.gov>

April 9, 2018

Jane Terry
Director of Government Affairs
National Transportation Safety Board
490 Lenfant Plaza SW
Washington, DC 20594-0003

Dear Jane,

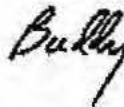
One of my constituents, [REDACTED] has contacted me regarding a matter in which I believe your agency could be helpful. Therefore, the enclosed communication is submitted for your review.

I would very much appreciate your responding to the points raised by my constituent, and providing any assistance available under the applicable laws and regulations.

The contact person on my staff for this case is Mr. Emmitt Nolan. He can be reached at (912) 265-9010 or <mailto:Emmitt.Nolan@mail.house.gov>.

Thank you very much for your consideration and for advising me of any action you take in this matter.

Sincerely,



Earl L. "Buddy" Carter
Member of Congress



Congressman Earl L. "Buddy" Carter
First District of Georgia
Casework Authorization Form



Name: [REDACTED]

Address: [REDACTED]

City: BRUNSWICK State: GA Zip: [REDACTED]

Phone: [REDACTED] Email: [REDACTED]

Social Security Number: [REDACTED] DOB: [REDACTED]

Agency Involved: NHTSA

Numbers Identifying Case (tax ID, VA claim, etc.): _____

Date and Place Claim was filed: Feb 2018

Please describe the problem in detail and what assistance you are seeking:

Vehicle Damaged due to recall.
All information is attached

If additional space is needed, please use another sheet of paper and attach.

In accordance with the Privacy Act, I hereby authorize Congressman Earl L. "Buddy" Carter or a member of his staff to make the appropriate inquiry on my request.

[REDACTED]

4/4/18
Date

Brunswick Office
1510 Newcastle Street Suite 200
Brunswick, Georgia 31520
Phone: (912) 265-9010
Fax: (912) 265-9013

Savannah Office
6602 Abercorn Street, Suite 105B
Savannah, Georgia 31405
Phone: (912) 352-0101
Fax: (912) 352-0105

February 20, 2018

[REDACTED]
Brunswick GA
[REDACTED]

Duty Director: Heidi King
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue SE, West Bldg.
Washington, DC, 20590

RE: 2004 Chrysler Pacifica Fwd VIN: 2C8GM68434 [REDACTED]

In July 2013, I [REDACTED] was driving the 2004 Chrysler Pacifica Fwd (VIN: 2C8GM68434 [REDACTED]). Upon arriving at my neighborhood stop sign, an engine light and another light turned on and I began to see fire and smoke coming from under the hood. Over the past years, I've notified and continually contacted Chrysler FCA US LLC since this incident and been ignored repeatedly. Therefore, I contacted the Georgia Department of Law Consumer Protection Unit (letter attached).

The last notice I sent was to Richard Thornton (Head of Operations of Customer Care). I received the confirmation of the package being received (proof attached with this document) and still haven't been contacted. I contacted Chrysler FCA US LLC about two weeks ago and still haven't been contacted as promised.

Please take time to look into my case and review the information presented. This is a serious situation. I could've lost my life and more lives can be in danger if this continues to occur.

[REDACTED]

2/20/2018
Date

**** Attached are all the documents I sent to the Georgia Department of Law Consumer Protection Unit and Chrysler FCA US LLC as well as additional documents ****

Shipment Receipt: Page #1 of 1

THIS IS NOT A SHIPPING LABEL. PLEASE SAVE FOR YOUR RECORDS.

SHIP DATE:
Tues 20 Feb 2018

EXPECTED DELIVERY DATE:
FRI 23 FEB 2018 EOD

SHIPMENT INFORMATION:
UPS Ground Commercial
8 lbs 6.4 oz actual wt
1.00 lbs billable wt
Dims: 13.00x10.00x2.00 in

SHIP FROM:

Brunswick, GA

SHIP TO:
NHTSA
ATTN: DEPUTY DIRECTOR HEIDI KING
1200 NEW JERSEY AVE SE
NCCY BLDG
WASHINGTON DC 20590-0001
Business

SHIPPED THROUGH:
THE UPS STORE #4014
BRUNSWICK, GA 31525-1698
(912) 265-3155

Tracking Number:
Shipment ID: MYUHB02D550
Ship Ref 1: -
Ship Ref 2: MN

DESCRIPTION OF GOODS:
DOCS

SHIPMENT CHARGES:
Ground Commercial 10.42
Service Options 0.00
CMS Processing Fee 0.20

Total \$10.62

COMPLETE ONLINE TRACKING: Enter this address in your web browser: <http://theupsstore.com/track> (or use the tracking number above)
QUESTIONS? Contact SHIPPED THROUGH above.

Delivered Feb 26 signed
by King

Shipment ID: MYUHB02D550

02/20/2018 02:08 PM Pacific Time M

The UPS Store

The UPS Store - #4014
139 Altama Connector
Brunswick, GA 31525
(912) 265-3155

02/20/18 05:08 PM

We are the one stop for all your
shipping, postal and business needs.

SEND US YOUR DOCUMENTS BY E-MAIL!!
They will be ready when you get here!!



001 500089 (002) 400005000690 T1 \$ 1.39	
9 X 12 Clasp	
002 001040 (001) TO \$ 10.62	
Ground Commercial	
Tracking#	
003 037000 (010) T1 \$ 2.34	
8.5x11 Color Copies QTY 6	
Reg Unit Price \$ 0.39	
004 038001 (003) T1 \$ 2.00	
8.5 X 11 Copies QTY 20	
Reg Unit Price \$ 0.10	

SubTotal \$ 18.35
GA (T1) \$ 0.41
Total \$ 18.76

Cash \$ 20.00
Change \$ 3.24

Receipt ID 83083068733176888343 028 Items
CSH: MICHAEL Tran: 1658 Reg: 001

Whatever your business and personal
needs, we are here to serve you.

We're here to help.
Join our FREE email program to receive
great offers and resources.

www.theupsstore.com/signup

PLEASE TYPE OR PRINT LEGIBLY

CONSUMER'S CONTACT INFORMATION:

Mr./ Mrs. ☒ Mr. First Name: [REDACTED] Middle Name: [REDACTED] Last Name: [REDACTED]

Mailing Address: [REDACTED]

City: Brunswick State: GA 9-Digit Zip Code: [REDACTED]

Home Phone: [REDACTED] Email: [REDACTED]

Business Phone: [REDACTED] Fax: [REDACTED]

We can accept complaints from third parties on behalf of consumers only in limited circumstances. If you are filing on behalf of another person, please give your contact information.

Mr./ Mrs. ☐ First Name: [REDACTED] Middle Name: [REDACTED] Last Name: [REDACTED]

Mailing Address: [REDACTED]

City: [REDACTED] State: [REDACTED] 9-Digit Zip Code: [REDACTED]

Phone: [REDACTED] Email: [REDACTED]

Relationship to Consumer: [REDACTED]

INFORMATION ABOUT THE BUSINESS:

Name: FCA US LLC (Richard Thornton - Head of Cust. Care)

Address: 800 Chrysler Dr, Cms 423-D4-02

City: Auburn Hills State: MI 9-Digit Zip Code: 48326

Phone: 888-992-1997 Web Address: [REDACTED]

Dates you complained to the business: July/Aug 2013; April 12, 2017, April 17, 2017, April 25, 2017

Name(s) and title(s) of individuals at business with whom you dealt:

Cheryl (employee # CL1052) - promised callback on 3 days (no callback)
Elizabeth (employee # EB848) - promised callback 1-4 day (no callback received)
Phenelia Owen received certified letter 5/1/17, Never responded

SPECIFICS OF YOUR DISPUTE OR COMPLAINT:

Product/Service: 2004 Chrysler Pacifica Fwd (VIN: 2C8BM684347 [REDACTED])
Date of Occurrence: July 2013 Total Cost: \$4,500 - 5,000 Amount Paid to Date: Beyond \$5,000

Did you sign a contract? ☒ Yes ☐ No Are you still making payments? ☐ Yes ☒ No

Payment Method: ☒ Cash ☐ Check ☐ Credit Card ☒ Debit Card ☐ Other [REDACTED]

Did you contact the company as the result of an advertisement? ☐ Yes ☒ No

What type of ad? ☐ TV ☐ Radio ☐ Newspaper/Magazine ☐ Mail ☐ Internet ☐ Other [REDACTED]

Please describe your complaint briefly but with enough details to make the situation clear. Describe any claims you feel are deceptive, misleading or false. If needed, attach additional pages.

I was sold the vehicle as is from Southern Vehicle Auctions Inc. 5/23/2013. I took the vehicle to the Chrysler dealer multiple times and spent thousands to make sure the vehicle was safe to drive. However, the car caught fire due to a recall in which Chrysler NEVER informed me of. When Chrysler found out, the Customer Claims Resolution Group of Chrysler began to be involved. They NEVER accept fault and lied and said the car was sold. I was in the vehicle when it caught fire and could have died. I have pictures taken and an investigation done proving it wasn't my fault and the fire was caused by the same recall. Please see the letter I sent to Chrysler 4/25/17, in which they received and did not respond.
What form of relief have you requested, or what would you consider a satisfactory solution to the situation? (Refund, exchange, repair, etc.)

I would like to go through options of replacing me in a new vehicle with warranties included and financial compensation.

Have you contacted another government agency? ☐ Yes ☒ No If yes, which agency and what was the result

Have you hired a private attorney? ☐ Yes ☒ No

Attorney's name/phone number: [REDACTED]

Thank you for providing this information to the Consumer Protection Unit of the Georgia Department of Law. You will hear from us after our review of the matter. We appreciate your patience since we handle matters in the order received.

The fire started where the recall originated and Chrysler Brunswick, GA were the only mechanics to operate on my vehicle. The fire should have NEVER happened. Please look at timeline of purchase to maintenance.



GEORGIA DEPARTMENT OF LAW

Consumer Protection Unit

2 Martin Luther King, Jr. Drive SE

Suite 336

Atlanta, Georgia 30334

CHRISTOPHER M. CARR
ATTORNEY GENERAL

www.law.ga.gov
(404) 636-3790

Writer's Direct Dial: 404-651-8600

Fax: 404-651-9018

February 6, 2018

[REDACTED]
Brunswick, Georgia [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: FCA US LLC

Dear [REDACTED]:

The Consumer Protection Unit of the Georgia Department of Law has received your complaint regarding FCA US LLC. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

Dr. Mark R. Rosekind, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,

M. Mayone

M. Mayone
Customer Service Specialist

cc: National Highway Traffic Safety Administration (w/attachment)

April 23, 2017

[REDACTED]
Brunswick, GA, [REDACTED]

Richard Thornton
Head of Operations- Customer Care
FCA US LLC
800 Chrysler Dr.
CIMS 423-04-02
Auburn Hills, MI, 48326

RE: 2004 Chrysler Pacifica Fwd VIN: 2C8GM68434R [REDACTED]

In July 2013, I, [REDACTED] was driving the 2004 Chrysler Pacifica Fwd (VIN:2C8GM68434R [REDACTED]) Upon arriving at my neighborhood stop sign, an engine light and another light turned on and I began to see fire and smoke coming from under the hood.

I purchased the vehicle at Augusta Auto Auction and drove the vehicle to Brunswick, GA without any lights coming on or any problems. I took the vehicle to Carl Gregory Chrysler of Brunswick, GA. I instructed the supervisor to perform a full service repair, check for any recalls, and potential problems. After getting my some services on my vehicle, the check engine and another engine light began to turn on. These were the same two lights that turned on before the fire. I did notify the supervisor and he implied everything was fine after checking it.

After researching, I found the 2004 Chrysler Pacifica had a recall due to fires starting in the engine department, which is the same place my fire occurred. I was NEVER given notice of any potential recalls from Chrysler.

Chrysler has known about my traumatic experience which could've resulted in death and has not done anything. Now, I have to suffer through the mental trauma as I ride pass the stop sign where the incident occurred, which is an entrance into my neighborhood. I cannot look at fire without being reminded of the most horrific near death experience of my life.

Recently, I've contacted the Customer Claims Resolution Group Office of the General Counsel (888) 992-1997 and spoke with Cheryl (employee # CL1052) on April 12, 2017 approximately 5:20PM eastern time. She added a new case number (31441210) into my original case number (23833447) and promised a case manager would call in 1-3 days. After not receiving a call, I called the department back on April 17, 2017 approximately 4:30PM and spoke with Elizabeth

(employee # EB848). Elizabeth explained Cheryl did not properly process the claim and she would make sure to handle the claim correctly. Elizabeth promised a return call from a case manager within 1-4 days. As of today, I have not received any form of contact from any department of Chrysler.

This is a SERIOUS matter and should be handled as such. Please contact me via mail (address above), phone- [REDACTED], or email- [REDACTED]. I would like to handle this issue once and for all and receive proper respect as every customer should especially in the given situation.

THIS IS MY FINAL ATTEMPT BEFORE CONTACTING AN ATTORNEY



April 25, 2017
Date

****Attached are documents to show supporting evidence****

100-443887-100

PERSONAL WARRANTY INFORMATION

Standard Warranty Months	Original Price
Total Warranty	

Take a survey of a
distance to v 10000

at 0001
by 0001
SUBJ: C
Re
W

66E2 24E2 0000 0202 9702

PS Form 3811, July 2015 PSN 7530-02-000-9053

Confirmation of package received.
As of 4/4/18 There still is NO Reply from FCAUSC.

Payment Receipt

05/23/13 06:42 PM

Auto Auction

East Buena Vista Ave.

Augusta SC 29841

BRUNSWICK

GA

No	Sale Date	VSN	Year	Make	Model	Amount	Title
18	05/23/2013	504420	2004	Chrysler	Pacifica	\$2,284.00	
				Payment Type	Cash	Trans ID	
						Amount	\$2,284.00



CARL GREGORY CHRYSLER-DODGE-HYUNDAI

5400 Altama Avenue
BRUNSWICK, GEORGIA 31525
(912) 261-9600



HYUNDAI

CELL: [REDACTED]

OWNER NO. [REDACTED]	ADVISOR DAVID OROPEZA	38584	TAG NO.	INVOICE DATE 06/05/13	[REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 171,512	COLOR GREY/	STOCK NO.
[REDACTED]	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/5DR WGN FWD TOU	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 3 4 R 5		DELIVERY DATE	DELIVERY MILES
JNSWICK, GA	P.T.E. NO.	P.Q. NO.	R.D. DATE 06/04/13	SELLING DEALER NO.	PRODUCTION DATE
PHONE	BUSINESS PHONE	COMMENTS			

MO: [REDACTED]

REPAIR PARTS
CUST. STATES EXHAUST NOISE
EGR VALVE DAMAGED
R/R EGR VALVE

S	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
# 1	1	4861579-AH	VALVE EGR 14038024	133.20	133.20
# 1	1	4891068-AB	GASKET EG 14062002	11.64	11.64
# 1	1	5277928	GASKET EG 14062002	4.66	4.66

JOB # 1 TOTAL PARTS 149.50

JOB # 1 TOTAL LABOR & PARTS 245.71

CODE	DESCRIPTION	CONTROL NO.	
# A	ECC ENVIRONMENTAL CHARGE		2.00
# A	SS SHOP SUPPLIES CH		4.81
# 1	CHP PARTS COUPON DISC CH		-22.40
TOTAL - MISC			-15.59

***** FIVE STAR *****

5 STAR IS THE HIGHEST RECOGNITION ACHIEVED FROM CHRYSLER

" IT'S BETTER -- WE'LL PROVE IT "

OR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR
IT TO OUR SERVICE DEPARTMENT PLEASE FEEL FREE TO CONTACT
LANIER WITH ANY CONCERNS AT
261-9600 OR 1-800-859-2277. THANK YOU FOR CHOOSING
GREGORY.

TOTAL LABOR....	96.21
TOTAL PARTS....	149.50
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	6.81
TOTAL MISC DISC	-22.40
TOTAL TAX.....	7.92

TOTAL INVOICE \$ 238.04

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

DATE 06/05/2013
Debit AS



CARL GREGORY CHRYSLER-DODGE-HYUNDAI

5400 Altama Avenue
BRUNSWICK, GEORGIA 31525
(912) 261-9600



HYUNDAI

OWNER NO.	ADVISOR	TAB NO.	INVOICE DATE	CELL:
	DAVID OROPEZA	38584 467	05/29/13	
	LABOR RATE	LICENSE NO.	170,750	
	YEAR / MAKE / MODEL		04/CHRYSLER/PACIFICA/5DR WGN FWD TOU	
	VEHICLE I.D. NO.		2 C 8 G M 6 8 4 3 4 R	
	R.T.E. NO.	R.O. NO.	05/25/13	
PHONE	BUSINESS PHONE	COMMENTS		

ITS	QTY	FP	NUMBER	DESCRIPTION	UNIT PRICE
# 5	1		4809780-AD	INSULATOR 9067004	119.00
JOB # 5 TOTAL PARTS					238.00
JOB # 5 TOTAL LABOR & PARTS					504.00

IC	CODE	DESCRIPTION	CONTROL NO.
# A	ECC	ENVIRONMENTAL CHARGE	2.00
# A	SS	SHOP SUPPLIES CH	25.00
# 1	CHP15	PARTS 15% DISC CH	-80.20
# 1	CHL15	LABOR 15% DISC CH	-45.00
# 2	CHP15	PARTS 15% DISC CH	-31.46
# 2	CHL15	LABOR 15% DISC CH	-24.79
# 4	CHL15	LABOR 15% DISC CH	-7.49
# 5	CHP15	PARTS 15% DISC CH	-35.70
# 5	CHL15	LABOR 15% DISC CH	-39.90
TOTAL - MISC			-237.54

***** FIVE STAR *****
FIVE STAR IS THE HIGHEST RECOGNITION ACHIEVED FROM CHRYSLER

" IT'S BETTER -- WE'LL PROVE IT "

FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR
VISIT TO OUR SERVICE DEPARTMENT PLEASE FEEL FREE TO CONTACT
JANIER WITH ANY CONCERNS AT
261-9600 OR 1-800-859-2277. THANK YOU FOR CHOOSING
CARL GREGORY.

TOTAL LABOR....	781.23
TOTAL PARTS....	982.38
TOTAL SUBLET....	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	27.00
TOTAL MISC DISC	-264.54
TOTAL TAX.....	51.61

TOTAL INVOICE \$ 1577.68

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE

MAY 29 2013
Deb it



CARL GREGORY CHRYSLER-DODGE-HYUNDAI

5400 Altama Avenue
BRUNSWICK, GEORGIA 31525
(912) 261-9600



HYUNDAI

CELL: [REDACTED]

OWNER NO. [REDACTED]	ADVISOR DAVID OROPEZA 38584	TAG NO. [REDACTED]	INVOICE DATE 05/29/13	STOCK NO. [REDACTED]
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 170,750	COLOR GREY/
BRUNSWICK, GA [REDACTED]	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/5DR WGN FWD TOL	DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 2 C 8 G M 6 8 4 3 4 R [REDACTED]	SELLING DEALER NO.	PRODUCTION DATE	
	F.T.E. NO.	P.O. NO.	R.O. DATE 05/25/13	
MOBILE PHONE	BUSINESS PHONE	COMMENTS	MO: [REDACTED]	

1. 02CHZCNF [REDACTED] CK NOISE IN FWD SUSP [REDACTED] TECH(S) 41189 [REDACTED] 300.00
LOWER CONTROL ARMS BUSHINGS
R/R BOTH LOWER CONTROL ARMS AS AN ASSEMBLY

RTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
3 # 1	1	2606341	LOWER CON	267.33	267.33
3 # 1	1	2606340	LOWER CON	267.33	267.33
JOB # 1 TOTAL PARTS				534.66	
JOB # 1 TOTAL LABOR & PARTS				834.66	

2. 30CHZ300004CY [REDACTED] 30000 SERVICE [REDACTED] TECH(S) 41189 [REDACTED] 185.28
CK ALL FLUIDS
CUST. REQUEST 30K SERVICE
PERFORMED 30K SERVICE

RTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
3 # 2	1	5510026-AA	FILTER AI 14029008	38.13	38.13
3 # 2	1	1103	BG KIT	24.25	24.25
3 # 2	1	2112	BP CLEANER	59.00	59.00
3 # 2	1	5281090-BA	FILTER EN 9057006	5.99	5.99
3 # 2	6	68055894-AA	FLUID ATF 1081018	6.55	39.30
3 # 2	6	092	10W30 OIL	5.82	34.92
3 # 2	1	4318080-AC	FLUID BRA 1081006	8.13	8.13
JOB # 2 TOTAL PARTS				209.72	
JOB # 2 TOTAL LABOR & PARTS				375.00	

3. 14CHZ77 [REDACTED] 23 POINT INSPECTION [REDACTED] TECH(S) 41189 [REDACTED] INTERNAL
C/S 23 FREE POINT INSPECTION
FREE
PERFORM INSPECTION

RTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 3 TOTAL PARTS				0.00	
JOB # 3 TOTAL LABOR & PARTS				0.00	

4. 01CHZ [REDACTED] ALIGNMENTS [REDACTED] TECH(S) 41189 [REDACTED] 49.95
PERFORMED ALIGNMENT
COUPON \$49.95
PERFORMED FRONT END ALIGNMENT

RTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 4 TOTAL PARTS				0.00	
JOB # 4 TOTAL LABOR & PARTS				49.95	

5. 02CHZIS [REDACTED] SPECIAL ORDERED PART [REDACTED] TECH(S) 41189 [REDACTED] 266.00
ENGINE MOUNTS
R/R MOTOR MOUNTS

RTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
B # 5	1	5510007-AD	INSULATOR 9067004	119.00	119.00

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. The dealership is not responsible for damages from freezing due to lack of antifreeze.

X
CUSTOMER SIGNATURE

GEORGIA MVD - RECEIPT (COPY)

STATE OF GEORGIA
MOTOR VEHICLE RECEIPT

GA TITLE TRANSFER 18.00
TITLE LATE PENALTY 10.00
TITLE AD VALOREM TAX 300.63
TITLE AD VALOREM PENALTY 30.06
TOTAL FEES PAID 358.69

0 07/10/2013 DDS

PURCH DT:
APP DT: 02/04/2011

Title Only
Title Only
Title Only

LORENCE A. DEES
LYNN COUNTY TAX COMMISSIONER
O BOX 1259
BRUNSWICK GA 31521-1259
(12) 554-7000

GA TITLE TRANSFER 18.00
TITLE LATE PENALTY 10.00
TITLE AD VALOREM TAX 300.63
TITLE AD VALOREM PENALTY 30.06
TOTAL FEES PAID 358.69

0 07/10/2013 DDS

PURCH DT:

Title Only
Title Only
Title Only

THIS IS NOT A BILL
THIS IS YOUR RECEIPT
*** RETAIN FOR TAX PURPOSES ***

2C8GM68434R 004 CHRY PACIFICA MP

Tag Number: Expires: 07/22/2013
Valuation: \$1859 Tag Fee: 0.00
Title Number: Equip. No:
County: 006 District: 01 Mill Rate: 36.1830 Fuel: G
Farm Vehicle? GVW: Color: GRN
Classification: TEMPORARY OPERATING PERMIT
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: Customer 2 No:

BRUNSWICK GA

Signature: _____

STATE OF GEORGIA
MOTOR VEHICLE RECEIPT

2C8GM68434R 2004 CHRY PACIFICA MP

Tag Number: Expires: 07/22/2013
Valuation: \$1859 Tag Fee: 0.00
Title Number: Equip. No:
County: 006 District: 01 Mill Rate: 36.1830 Fuel: G
Farm Vehicle? GVW: Color: GRN
Classification: TEMPORARY OPERATING PERMIT
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: Customer 2 No:

BRUNSWICK GA

Signature: _____

Georgia Motor Vehicle Division
Receipt for Tag and/or Decal

T-158R (Rev 01/07)

06/21/2013

Tag: [REDACTED] Expires: 09/18/2013 Decal: [REDACTED] Lic Weight:

Vehicle: 2001 CADI 4S 1G6KD54Y11 [REDACTED]

Title: [REDACTED]

Reason: CANCELLED (CAN)

I am the owner of the vehicle, which is registered with the license plate referenced in this acknowledgement or I am acting for the owner of the vehicle with the submission of a properly executed Power-of-Attorney, Form T-8.

This is an acknowledgement that I am cancelling the registration for this vehicle because there is no mandatory liability insurance coverage for the vehicle because the vehicle is not being operated for any reason. I acknowledge that I must pay ad valorem taxes for this vehicle as long as I own the vehicle.

I further acknowledge that before this vehicle's registration is reinstated and the vehicle is operated, mandatory liability insurance coverage must be restored, a current "passed" emissions certificate must be provided, if applicable, and I must pay all registration fees and penalties that have accrued since I cancelled the vehicle's registration.

Branch Location: 0180 GLYNN COUNTY

Agent: 5018WRL

Owner's Name

Residence Address (Individual) Business Address (Firm)

City and State

BRUNSWICK GA

Zip Code

Comments:

VEHICLE INOPERABLE

PERMISSION TO REMOVE FROM VEHICLE OR WATERCRAFT

I hereby authorize the company identified below ("Company") and corporate affiliates and persons acting on its behalf to remove any and all fluids, electronic parts or equipment, component parts, assemblies, materials and filters from my:

VEHICLE/WATERCRAFT: Year: 2004
 Make: CHRYSLER
 Model: PACIFICA
 Vehicle/Hull ID: 2C8GM68434F [REDACTED]

for the purpose of examination, inspection, comparison, testing, and/or storing. Any cost for the removal of any of these items will be incurred by the Company.

A photocopy or facsimile of this consent form will be considered as effective and valid as the original. I will receive a copy of this consent form upon request.

CLAIM NO: [REDACTED]

Progressive Premier Ins Co of IL

[Name of company that issued policy]

[REDACTED]

[REDACTED]

11 July 2013
Date

Printed name of parent, guardian, or representative (if applicable)

Signature of parent, guardian, or representative (if applicable)

Date

AUTHORIZATION FOR DISCLOSURE OF CONSUMER INFORMATION

I authorize the company named below, its affiliated companies, and persons acting on their behalf (collectively "Progressive"), to obtain and use the information about me, listed below, as Progressive deems necessary for the purpose of its evaluation of the insurance claim shown below.

I understand that the information disclosed pursuant to this authorization may be re-disclosed by Progressive for any lawful purpose. I may revoke this authorization at any time by submitting my revocation in writing to Progressive. I understand that my revocation will not have any effect on any actions taken by Progressive prior to receiving the revocation. This authorization shall terminate upon settlement of the insurance claim referenced below, unless it is revoked prior to settlement. A provider listed below may rely on this authorization until such provider receives actual notice of revocation of this authorization.

I further authorize any person who receives a copy of this form to promptly deliver to Progressive the information listed below upon Progressive's request. A photocopy of this authorization shall be as effective and valid as the original.

INSTRUCTIONS: Make sure all blanks are filled in. Failure to do so may prevent or delay release of information.

CONSUMER IDENTIFICATION

Name:

Date of Birth:

Address:

Phone: Home:

City: BRUNSWICK

State: GA

Zip:

Cell:

Work:

PROVIDER:

(Who is
releasing the
information)

☒ All Banks, Credit Unions and other Financial Institutions

☒ All Credit Reporting Agencies

☒ All Other Insurance Companies who have provided claims benefits or payments to the above-named consumer named above.

☐ Specific Provider

REQUESTOR:

(Where to
send
information)

Progressive Company Name: Progressive Premier Ins Co of IL

Attention: DREW HASSELL

Address: 4250 INTERNATIONAL BLVD City: NORCROSS State: GA Zip: 30093

Claim #:

INFORMATION REQUESTED ABOUT CONSUMER NAMED ABOVE:

☒ Telephone and billing communication records

☒ Credit Reports

☒ Insurance Claims Reports

☒ Financial records, including Ledgers, Canceled Checks or Drafts, Invoices and Account Statements

☒ Releases and Agreements

☒ Repair Orders and Estimates

☐ Other (Please Specify) _____

SIGNATURE OF CONSUMER OR
LEGAL REPRESENTATIVE

DATE

11 July 2013

RELATIONSHIP TO CONSUMER, INCLUDING AUTHORITY TO ACT AS REPRESENTATIVE, IF NOT SIGNED BY CONSUMER

PERMISSION TO MOVE VEHICLE OR WATERCRAFT

I hereby authorize the company identified below ("Company") and corporate affiliates and persons acting on its behalf to have my:

VEHICLE/WATERCRAFT: Year: 2004
Make: CHRYSLER
Model: PACIFICA
Vehicle/Hull ID: 2C8GM68434R [REDACTED]

, which is licensed in the State of GA and bearing license plate number [REDACTED], moved to a repair or storage facility at the Company's expense for the purpose of examining and/or storing this vehicle or watercraft, including inspection of various parts.

A photocopy or facsimile of this consent form will be considered as effective and valid as the original. I will receive a copy of this consent form upon request.

CLAIM NO: [REDACTED]

Progressive Premier Ins Co of IL

[Name of company that issued policy]

[REDACTED]
Printed name of policyholder/claimant

Date

11 July 2013

Printed name of parent, guardian, or representative (if applicable)

Signature of parent, guardian, or representative (if applicable)

Date



CUNNINGHAM INVESTIGATIVE SERVICES
P.O. BOX 1279
SNELLVILLE, GA 30078
PHONE 770-978-1251
susan@cunninghamfire.com

July 30, 2013

Drew Hassell
Progressive Insurance Company
4250 International Blvd.
Norcross, GA 30093

RE:

Claim No. [REDACTED]

C.I.S. File No. [REDACTED]

Dear Mr. Hassell:

In accordance with your July 15, 2013 request, Cunningham Investigative Services Fire Investigative Consultant Troy Reynolds visited the Savannah, Georgia area on July 19, 2013 to investigate the above captioned fire loss. The purpose of the investigation was to determine the origin and cause of the fire.

A visual and photographic inspection was conducted in accordance with the guidelines outlined in NFPA 921; and a sample of engine oil was selected.

The fire-damaged vehicle was a 2004 Chrysler Pacifica. This vehicle was relocated from the loss location to Copart Auction in Savannah, Georgia in a secured area, where this examination was conducted.

The exterior examination of the vehicle began on the front and proceeded clockwise around the vehicle in a systematic manner. Fire damage/heavy oxidation was visible on the hood and front passenger's side fender.

The examination continued to the passenger compartment of the vehicle. No fire damage was found in the passenger compartment.

The examination continued to the engine compartment. The heaviest damage was on the front passenger side of the engine compartment. The air cleaner box and the air handler for the engine were found in the engine compartment.

In accordance with your instructions the engine oil sample was not submitted for laboratory analysis.

The NHTSA recalls database was searched. A recall was found that involved engine compartment fires for this model vehicle manufactured through April 2003; however, this vehicle was manufactured in August of 2003.

The photographs taken at the time of this examination are enclosed with this report.

Based upon the observations and investigation to date, it is the opinion of Cunningham Investigative Services that the fire originated in the engine compartment. It is also the opinion of Cunningham Investigative Services that in accordance with NFPA 921 the cause of this fire is classified as undetermined.

CUNNINGHAM INVESTIGATIVE SERVICES

Troy R. Reynolds

Troy R. Reynolds, IAAI-CFI
Fire Investigative Consultant

CTC

Kevin Cunningham, IAAI-CFI
Fire Analysis Specialist

CTC/KTC/sbc



Customer Claims Resolution Group

August 20, 2013

BRUNSWICK, GA

Dear

Thank you for contacting Chrysler Group LLC regarding your 2004 CHRYSLER PACIFICA SPORTS TOURER 4-DR, VIN: 2C8GM68434. We are currently in the process of reviewing your file. Our records, at this time, indicate the following information regarding your vehicle:

CAIR Number:	
Current Owner:	
Purchased Used:	YES
Date of Purchase:	05/23/2013
Incomplete Recalls:	NONE

If any of this information requires updating, please notify us. Additionally, we expect to inform you of our decision within the next 12 business days. If you do not hear from us by then, please contact us (toll free) at: 1-888-922-7329.

Additionally, this letter is also to inform you that Chrysler Group LLC most likely will conduct an inspection of your vehicle. This inspection may entail gathering information from the vehicle by imaging vehicle's onboard computer systems. This letter confirms your consent to allow Chrysler Group LLC and its representatives to inspect your vehicle and, if necessary, image the vehicle's onboard computer systems. As we proceed with our review, one of our representatives may need to contact you for additional information about your vehicle.

Note: If you have already settled with your insurance company, please notify us immediately at our 1-888-922-7329 (toll free) number.

Thank you for your cooperation.

Customer Claims Resolution Group
Office of the General Counsel



CHRYSLER

Customer Claims Resolution Group

Via U.S. Mail

[REDACTED]
Brunswick, GA [REDACTED]

Re: 2004 Chrysler Pacifica Fwd VIN: 2C8GM68434R [REDACTED]

Dear [REDACTED]

Thank you for contacting Chrysler Group LLC and raising concerns that you have with the above referenced vehicle. The corporation has conducted an investigation into the incident.

In attempting to inspect the vehicle, we were advised that it has been sold. As a result, we are unable to adequately assess your claim.

Therefore, based on our information, we respectfully deny your claim. We suggest further inquiries be directed to your insurance company.

Very truly yours,

Customer Claims Resolution Group
Office of the General Counsel
(888) 922-7329

(800) 992-1997

