



APR 2 2018

CL-11074814-5234

**GEORGIA DEPARTMENT OF LAW**  
**Consumer Protection Unit**

CHRISTOPHER M. CARR  
ATTORNEY GENERAL

2 Martin Luther King, Jr. Drive SE  
Suite 356  
Atlanta, Georgia 30334

www.law.ga.gov  
(404) 656-3790

Writer's Direct Dial: 404-651-8600  
Fax: 404-651-9018

February 6, 2018

[REDACTED]  
Brunswick, Georgia

Re: Reference File Number [REDACTED]  
Business Name: [REDACTED]

**COPY**

Dear Mr. [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:

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)

NM  
4.3.18  
W



GEORGIA DEPARTMENT OF LAW, CONSUMER PROTECTION UNIT  
2 MARTIN LUTHER KING, JR. DRIVE SE, SUITE 356  
ATLANTA, GEORGIA 30334-9077  
PHONE: 404-651-8600 (ATLANTA)  
TOLL-FREE IN GA OUTSIDE METRO ATLANTA: 800-869-1123  
FAX: 404-651-9018

## CONSUMER COMPLAINT FORM

*The Consumer Protection Unit of the Georgia Department of Law has the authority to investigate business or trade practices and take legal action on behalf of the State of Georgia to stop false, misleading, deceptive or unfair business acts and practices that occur in consumer transactions.*

We request that you first work with the company or individual you are reporting in an effort to resolve your dispute before filing a complaint. If this proves unsuccessful, we invite you to submit this form to the address above. Please be sure to enclose legible copies of important papers concerning the matter, such as contracts, invoices, proof of payment, and correspondence to and from the business. Do not send original documents.

**By submitting this form, you are acknowledging that:**

- In our discretion, this form, its attachments and all subsequent correspondence may be referred to another entity for review or resolution, or sent to the business or person identified in the complaint in an effort to resolve the dispute.

If you do NOT want this office to submit your complaint to the business, please check this box. ☐

- This complaint form and all items or documents you send us are public records and subject to Georgia's Open Records Act. This law requires most public records (with the exception of your personal identifying information) to be available for inspection to anyone upon request after the closure of your complaint.

If you do NOT want your identity shared with any entity, submit your complaint to this office anonymously and do not provide any identifying information such as your name, address or telephone number.

- Georgia law provides that companies engaging in unfair and deceptive activities against people 60 or older are subject to additional penalties. Please check this box if you were 60 or older when the dispute occurred. ☐
- This office represents the consuming public by enforcing laws prohibiting fraudulent or deceptive trade practices. **The Department of Law does not represent individual citizens in any capacity. We cannot act as your private attorney and we are prohibited by law from providing legal advice.**
- You understand that the filing of this complaint notifies this office of activities of a company or individual and that this information may be used to establish violations of Georgia law.
- The information provided is true and correct to the best of your knowledge.

[Redacted Signature Area]

SIGNATURE

11/27/17  
DATE

[Redacted Box]

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 423-04-02  
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:

12/17 Cheryl (employee # CL1052) - promised callback on 3 days (no callback)  
1/17 Elizabeth (employee # EB848) - promised callback 1-4 day (no callback received)  
1/17 Pheneicia Owen received certified letter 5/1/17, Never responded

**SPECIFICS OF YOUR DISPUTE OR COMPLAINT:**

Product/Service: 2004 Chrysler Pacifica Fwd (VIN: 2C8B6M684348 [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

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

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

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 IN 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:

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 of Brunswick, GA were the only mechanics to operate on my vehicle. The fire should have NEVER happened. Please look at timeline of purchase to maintain



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 [REDACTED] into my original case number [REDACTED] 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

[REDACTED]

April 25, 2017  
Date

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

---

## Payment Receipt

05/23/13 06:42 PM

Augusta Auto Auction  
100 East Buena Vista Ave.  
North Augusta SC 29841

BRUNSWICK

GA

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

AUGUSTA AUTO AUCTION  
1200 EAST BUENA VISTA M  
NORTH AUGUSTA SC 29841

05/23/2013  
MID: 000000  
TID:  
313290393080

CREDIT CARD  
VISA SALE

CARD: XXXXXXXXXXXX  
INVOICE  
Batch #1  
APP Code:  
E: Node: SuiFed  
TID: Online

SALE AMT \$2284.00

CUSTOMER COPY

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                   | 1G6KD54Y11U [REDACTED] |
| Title: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                     |                      |                        |
| Reason: CANCELLED (CANT)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                     |                      |                        |
| <p>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.</p> <p>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.</p> <p>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.</p> |                     |                      |                        |
| Branch Location: 0180 GLYNN COUNTY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     | Agent: S018WRL       |                        |
| Owner's Name: [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                     |                      |                        |
| Residence Address (Individual) Business Address (Firm): [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     |                      |                        |
| City and State:<br>BRUNSWICK GA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     | Zip Code: [REDACTED] |                        |
| Comments:<br>VEHICLE INOPERABLE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                     |                      |                        |



STATE OF GEORGIA  
MOTOR VEHICLE RECEIPT

2C8GM68434R5 2004 CHRY PACIFICA MP

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

Tag Number: [REDACTED] Expires: 07/22/2013  
Valuation \$1850 Tag Fee: 0.00  
Title Number: [REDACTED] 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: [REDACTED] Customer 2 No:

PURCH DT:  
APP DT: 02/04/2011

Title Only  
Title Only  
Title Only

BRUNSWICK GA

Signature: \_\_\_\_\_

FLORENCE A. DEES  
GLYNN COUNTY TAX COMMISSIONER  
PO BOX 1259  
BRUNSWICK GA 31521-1259  
(912) 554-7000

STATE OF GEORGIA  
MOTOR VEHICLE RECEIPT

2C8GM68434R5 2004 CHRY PACIFICA MP

GA TITLE TRANSFER 18.00  
TITLE LATE PENALTY 10.00  
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Valuation \$1850 Tag Fee: 0.00  
Title Number: [REDACTED] 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: [REDACTED] Customer 2 No:

PURCH DT:

Title Only  
Title Only  
Title Only

BRUNSWICK GA

Signature: \_\_\_\_\_

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

ESTER  
WICK

04/25/2017 5:14 PM

Product Sale Final  
Description Qty Price

First-Class Mail 1 \$1.61  
Large Envelope (Domestic)  
AUBURN HILLS, MI  
Weight: 0 lb 3.90 oz  
Expected Delivery Day (Sat) 04/20/17

Certified Mail (Mail #) \$3.35  
(7-2/399)

Return Receipt 1 \$2.75  
(@USPS Return Receipt #)

Total \$7.71

Cash \$20.00  
Change (\$12.29)

\*\*\*\*\*  
BRIGHTEN SOMEONE'S MAILBOX. Greeting cards available for purchase at select Post Offices.  
\*\*\*\*\*

Enter your tracking number to 28777 (or 5) to get the latest status. Standard Message and Data rates may apply. You may also visit USPS.com or call 1-800-222-1811.

Order stamps at usps.com/shop or call 1-800-Stamp24. Go to usps.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS.

\*\*\*\*\*  
Get your mail when and where you want it with a secure Post Office Box. Sign up for a box online at usps.com/poboxes.  
\*\*\*\*\*

All sales final on stamps and postage. Refunds for guaranteed services only. Thank you for your business.

HELP US SERVE YOU BETTER

TELL US ABOUT YOUR RECENT POSTAL EXPERIENCE

Go to:

<https://postalexperience.com/Pos>

840-5310-0265-002-00015-62596-02

or scan this code with your mobile device

# U.S. Postal Service™ CERTIFIED MAIL® RECEIPT Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com).  
AUBURN HILLS, MI 48326

Certified Mail Fee \$3.35  
Extra Services & Fees (check box, add fee)  
☐ Return Receipt (hardcopy) \$0.00  
☐ Return Receipt (electronic) \$0.00  
☐ Certified Mail Restricted Delivery \$0.00  
☐ Adult Signature Required \$0.00  
☐ Adult Signature Restricted Delivery \$0.00  
Postage \$1.61  
Total Postage and Fees \$7.71

0760  
17

Postmark  
Here

04/25/2017

Sent To: Richard Thornton (FCA US LLC)  
Street and Apt. No., or PO Box No.: 800 Chrysler Dr., Cims 423-04-02  
City, State, ZIP+4®: Auburn Hills, MI, 48326  
PS Form 3800, April 2015 PSN 7530-02-000-9057 See Reverse for Instructions

## SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

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



9590 9402 2313 6225 6610 36

## COMPLETE THIS SECTION ON DELIVERY

A. Signature

☒ Phenecia Owusu  
☐ Agent  
☐ Address

B. Received by (Printed Name) Phenecia Owusu  
C. Date of Delivery MAY -1 2017

D. Is delivery address different from item 1? ☐ Yes  
If YES, enter delivery address below: ☐ No

3. Service Type

☐ Adult Signature  
☐ Adult Signature Restricted Delivery  
☐ Certified Mail®  
☐ Certified Mail Restricted Delivery  
☐ Collect on Delivery  
☐ Collect on Delivery Restricted Delivery  
☐ Insured Mail  
☐ Insured Mail Restricted Delivery (over \$500)  
☐ Priority Mail Express  
☐ Registered Mail™  
☐ Registered Mail Restricted Delivery  
☐ Return Receipt for Merchandise  
☐ Signature Confirmation  
☐ Signature Confirmation Restricted Delivery

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

Domestic Return Rec

STR. STORE #0293  
DATE 05/24/2013  
# OF ITEMS SOLD 1

20 775 r Truck Per  
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as follows:

10. 21. 1941

properly installed  
parts, low fluid level  
or stationary power  
warranty does not apply.  
battery used in 2010

THIS  
ALL OTHER BARBERS

BY THE APPLICANT TO THE  
BE LISTED TO THE VARIATION  
STATES ON THE RECEIPT, AUTOZONE

NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PURPOSE, ARE MADE BY THE COMPANY.

BE LIABLE FOR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES.

sole states do not allow limitation  
hot any implied warranty last  
of limitation of incidence

Exclusion of delegates, so the  
consequence may not apply to you  
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Take a sure  
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$\frac{d^2}{dt^2} \left( \frac{1}{r} \right) = -\frac{1}{r^3}$

**CARL GREGORY CHRYSLER-DODGE-HYUNDAI**

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

**HYUNDAI**

|                 |                                                                    |                    |                                 |                       |
|-----------------|--------------------------------------------------------------------|--------------------|---------------------------------|-----------------------|
| CUSTOMER NO.    | ADVISOR<br><b>DAVID OROPEZA</b>                                    | TAB NO.            | INVOICE DATE<br><b>06/05/13</b> | CELL:                 |
| BRUNSWICK, GA   | LABOR RATE                                                         | LICENSE NO.        | MILEAGE<br><b>171,512</b>       | COLOR<br><b>GREY/</b> |
|                 | YEAR / MAKE / MODEL<br><b>04/CHRYSLER/PACIFICA/5DR WGN FWD TOU</b> | DELIVERY DATE      | DELIVERY MILES                  |                       |
|                 | VEHICLE ID NO.<br><b>2 C 8 G M 6 8 4 3 4 R</b>                     | SELLING DEALER NO. | PRODUCTION DATE                 |                       |
|                 | R.T.E. NO.                                                         | R.O. NO.           | R.O. DATE<br><b>06/04/13</b>    |                       |
| RESIDENCE PHONE | BUSINESS PHONE                                                     | COMMENTS           |                                 |                       |

LABOR & PARTS  
JOB # 1 11CHZ EXHAUST TECH(S): 41139 96.21

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

| PARTS                       | QTY | FP-NUMBER  | DESCRIPTION        | UNIT PRICE |
|-----------------------------|-----|------------|--------------------|------------|
| JOB # 1                     | 1   | 4861579-AH | VALVE EGR 14038024 | 133.20     |
| JOB # 1                     | 1   | 4891068-AB | GASKET EG 14062002 | 11.64      |
| JOB # 1                     | 1   | 5277928    | GASKET EG 14062002 | 4.66       |
| JOB # 1 TOTAL PARTS         |     |            |                    | 149.50     |
| JOB # 1 TOTAL LABOR & PARTS |     |            |                    | 245.71     |

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

TOTALS

\*\*\*\*\* FIVE STAR \*\*\*\*\*

FIVE STAR IS THE HIGHEST RECOGNITION ACHIEVED FROM CHRYSLER

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

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR VISIT TO OUR SERVICE DEPARTMENT PLEASE FEEL FREE TO CONTACT STAN LANIER WITH ANY CONCERNS AT 912-261-9600 OR 1-800-859-2277. THANK YOU FOR CHOOSING CARL 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

10 2013  
Debit AS

**CARL GREGORY CHRYSLER-DODGE-HYUNDAI**5400 Altama Avenue  
BRUNSWICK, GEORGIA 31525  
(912) 261-9600**HYUNDAI**

| CUSTOMER NO. [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     | ADVISOR<br><b>DAVID OROPEZA</b>                                    |             | TAG NO. [REDACTED] |                             | INVOICE DATE<br><b>05/29/13</b> |  | CELL: [REDACTED]      |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|--------------------------------------------------------------------|-------------|--------------------|-----------------------------|---------------------------------|--|-----------------------|--|-------|-----|----|--------|-------------|------------|--|---------|---|--|------------|--------------------|---------------------|--------|---------|---|--|---------|-----------|-----------------------------|--------|---------|---|--|------|------------|---------------------|--------|---------|---|--|------------|-------------------|-----------------------------|--------|---------|---|--|-------------|-------------------|------|-------|---------|---|--|-----|-----------|------|-------|---------|---|--|------------|-------------------|------|------|--|--|--|--|--|---------------------|--------|--|--|--|--|--|-----------------------------|--------|
| [REDACTED]                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     | LABOR RATE                                                         |             | LICENSE NO.        |                             | MSRP<br><b>170,750</b>          |  | COLOR<br><b>GREY/</b> |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| BRUNSWICK, GA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     | YEAR / MAKE / MODEL<br><b>04/CHRYSLER/PACIFICA/5DR WGN FWD TOW</b> |             | DELIVERY DATE      |                             | DELIVERY MILES                  |  | STOCK NO.             |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     | VEHICLE I.D. NO.<br><b>2 C 8 G M 6 8 4 3 4 R</b>                   |             | SELLING DEALER NO. |                             | PRODUCTION DATE                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| RESIDENCE PHONE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     | BUSINESS PHONE                                                     |             | COMMENTS           |                             | R.O. DATE<br><b>05/25/13</b>    |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| <b>LABOR &amp; PARTS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| <b>J# 1</b> CK NOISE IN FT SUSP <b>TECH(S): 41139</b> <b>300.00</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| LOWER CONTROL ARMS BUSHINGS<br>R/R BOTH LOWER CONTROL ARMS AS AN ASSEMBLY                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| <table border="1"><thead><tr><th>PARTS</th><th>QTY</th><th>FP</th><th>NUMBER</th><th>DESCRIPTION</th><th>UNIT PRICE</th><th></th></tr></thead><tbody><tr><td>JOB # 1</td><td>1</td><td></td><td>2606341</td><td>LOWER CON</td><td>267.33</td><td>267.33</td></tr><tr><td>JOB # 1</td><td>1</td><td></td><td>2606340</td><td>LOWER CON</td><td>267.33</td><td>267.33</td></tr><tr><td colspan="5"></td><td>JOB # 1 TOTAL PARTS</td><td>534.66</td></tr><tr><td colspan="5"></td><td>JOB # 1 TOTAL LABOR &amp; PARTS</td><td>834.66</td></tr></tbody></table>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |     |                                                                    |             |                    |                             |                                 |  |                       |  | PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE |  | JOB # 1 | 1 |  | 2606341    | LOWER CON          | 267.33              | 267.33 | JOB # 1 | 1 |  | 2606340 | LOWER CON | 267.33                      | 267.33 |         |   |  |      |            | JOB # 1 TOTAL PARTS | 534.66 |         |   |  |            |                   | JOB # 1 TOTAL LABOR & PARTS | 834.66 |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | QTY | FP                                                                 | NUMBER      | DESCRIPTION        | UNIT PRICE                  |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1   |                                                                    | 2606341     | LOWER CON          | 267.33                      | 267.33                          |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1   |                                                                    | 2606340     | LOWER CON          | 267.33                      | 267.33                          |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    | JOB # 1 TOTAL PARTS         | 534.66                          |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    | JOB # 1 TOTAL LABOR & PARTS | 834.66                          |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| <b>J# 2</b> 30CHZ300004CYL 30000 SERVICE 4CYL <b>TECH(S): 41139</b> <b>185.28</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| CK ALL FLUIDS<br>CUST. REQUEST 30K SERVICE<br>PERFORMED 30K SERVICE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| <table border="1"><thead><tr><th>PARTS</th><th>QTY</th><th>FP</th><th>NUMBER</th><th>DESCRIPTION</th><th>UNIT PRICE</th><th></th></tr></thead><tbody><tr><td>JOB # 2</td><td>1</td><td></td><td>5510026-AA</td><td>FILTER AI 14029008</td><td>38.13</td><td>38.13</td></tr><tr><td>JOB # 2</td><td>1</td><td></td><td>1103</td><td>BG KIT</td><td>24.25</td><td>24.25</td></tr><tr><td>JOB # 2</td><td>1</td><td></td><td>2112</td><td>BP CLEANER</td><td>59.00</td><td>59.00</td></tr><tr><td>JOB # 2</td><td>1</td><td></td><td>5281090-BA</td><td>FILTER EN 9057006</td><td>5.99</td><td>5.99</td></tr><tr><td>JOB # 2</td><td>6</td><td></td><td>68055894-AA</td><td>FLUID ATF 1081018</td><td>6.55</td><td>39.30</td></tr><tr><td>JOB # 2</td><td>6</td><td></td><td>092</td><td>10W30 OIL</td><td>5.82</td><td>34.92</td></tr><tr><td>JOB # 2</td><td>1</td><td></td><td>4318080-AC</td><td>FLUID BRA 1081006</td><td>8.13</td><td>8.13</td></tr><tr><td colspan="5"></td><td>JOB # 2 TOTAL PARTS</td><td>209.72</td></tr><tr><td colspan="5"></td><td>JOB # 2 TOTAL LABOR &amp; PARTS</td><td>375.00</td></tr></tbody></table> |     |                                                                    |             |                    |                             |                                 |  |                       |  | PARTS | QTY | FP | NUMBER | DESCRIPTION | UNIT PRICE |  | JOB # 2 | 1 |  | 5510026-AA | FILTER AI 14029008 | 38.13               | 38.13  | JOB # 2 | 1 |  | 1103    | BG KIT    | 24.25                       | 24.25  | JOB # 2 | 1 |  | 2112 | BP CLEANER | 59.00               | 59.00  | JOB # 2 | 1 |  | 5281090-BA | FILTER EN 9057006 | 5.99                        | 5.99   | JOB # 2 | 6 |  | 68055894-AA | FLUID ATF 1081018 | 6.55 | 39.30 | JOB # 2 | 6 |  | 092 | 10W30 OIL | 5.82 | 34.92 | JOB # 2 | 1 |  | 4318080-AC | FLUID BRA 1081006 | 8.13 | 8.13 |  |  |  |  |  | JOB # 2 TOTAL PARTS | 209.72 |  |  |  |  |  | JOB # 2 TOTAL LABOR & PARTS | 375.00 |
| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | QTY | FP                                                                 | NUMBER      | DESCRIPTION        | UNIT PRICE                  |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1   |                                                                    | 5510026-AA  | FILTER AI 14029008 | 38.13                       | 38.13                           |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1   |                                                                    | 1103        | BG KIT             | 24.25                       | 24.25                           |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1   |                                                                    | 2112        | BP CLEANER         | 59.00                       | 59.00                           |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1   |                                                                    | 5281090-BA  | FILTER EN 9057006  | 5.99                        | 5.99                            |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 6   |                                                                    | 68055894-AA | FLUID ATF 1081018  | 6.55                        | 39.30                           |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 6   |                                                                    | 092         | 10W30 OIL          | 5.82                        | 34.92                           |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | 1   |                                                                    | 4318080-AC  | FLUID BRA 1081006  | 8.13                        | 8.13                            |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    | JOB # 2 TOTAL PARTS         | 209.72                          |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    | JOB # 2 TOTAL LABOR & PARTS | 375.00                          |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| <b>J# 3</b> 14CHZ1 23 POINT INSPECTION <b>TECH(S): 41139</b> <b>INTERNAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| C/S 23 FREE POINT INSPECTION<br>FREE<br>PERFORM INSPECTION                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
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| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | QTY | FP                                                                 | NUMBER      | DESCRIPTION        | UNIT PRICE                  |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    | JOB # 3 TOTAL PARTS         | 0.00                            |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    | JOB # 3 TOTAL LABOR & PARTS | 0.00                            |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| <b>J# 4</b> 01CHZ ALIGNMENTS <b>TECH(S): 41139</b> <b>49.95</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| PERFORMED ALIGNMENT<br>COUPON \$49.95<br>PERFORMED FRONT END ALIGNMENT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
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| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | QTY | FP                                                                 | NUMBER      | DESCRIPTION        | UNIT PRICE                  |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    | JOB # 4 TOTAL PARTS         | 0.00                            |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |                                                                    |             |                    | JOB # 4 TOTAL LABOR & PARTS | 49.95                           |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| <b>J# 5</b> 02CHZ1S SPECIAL ORDERED PART <b>TECH(S): 41139</b> <b>266.00</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| ENGINE MOUNTS<br>R/R MOTOR MOUNTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |     |                                                                    |             |                    |                             |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
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| PARTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | QTY | FP                                                                 | NUMBER      | DESCRIPTION        | UNIT PRICE                  |                                 |  |                       |  |       |     |    |        |             |            |  |         |   |  |            |                    |                     |        |         |   |  |         |           |                             |        |         |   |  |      |            |                     |        |         |   |  |            |                   |                             |        |         |   |  |             |                   |      |       |         |   |  |     |           |      |       |         |   |  |            |                   |      |      |  |  |  |  |  |                     |        |  |  |  |  |  |                             |        |
| JOB # 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



# CARL GREGORY CHRYSLER-DODGE-HYUNDAI

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



HYUNDAI

|                 |                     |                                      |
|-----------------|---------------------|--------------------------------------|
| CUSTOMER NO     | ADVISOR             | INVOICE DATE                         |
|                 | DAVID OROPEZA       | 05/29/13                             |
|                 | LABOR RATE          | 170,750                              |
|                 | LICENSE NO.         | GREY/                                |
| BRUNSWICK, GA   | 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                |
|                 | F.T.E. NO.          | 05/25/13                             |
| RESIDENCE PHONE | BUSINESS PHONE      | COMMENTS                             |

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

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

|        |                                                             |                  |         |
|--------|-------------------------------------------------------------|------------------|---------|
| TOTALS | ***** FIVE STAR *****                                       | TOTAL LABOR....  | 781.23  |
|        | FIVE STAR IS THE HIGHEST RECOGNITION ACHIEVED FROM CHRYSLER | TOTAL PARTS....  | 982.38  |
|        | " IT'S BETTER -- WE'LL PROVE IT "                           | TOTAL SUBLET.... | 0.00    |
|        |                                                             | TOTAL G.O.G....  | 0.00    |
|        |                                                             | TOTAL MISC CHG.  | 27.00   |
|        |                                                             | TOTAL MISC DISC  | -264.54 |
|        |                                                             | TOTAL TAX.....   | 51.61   |

IF FOR ANY REASON YOU ARE NOT COMPLETELY SATISFIED WITH YOUR VISIT TO OUR SERVICE DEPARTMENT PLEASE FEEL FREE TO CONTACT STAN LANIER WITH ANY CONCERNS AT 912-261-9600 OR 1-800-859-2277. THANK YOU FOR CHOOSING CARL GREGORY.

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

PAID 26 2013  
Debit



# 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. \_\_\_\_\_

Progressive Premier Ins Co of IL

[Name of company that issued policy]

Printed name of policyholder/claimant

Signature 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 \_\_\_\_\_

## 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: [REDACTED]

Date of Birth: [REDACTED]

Address: [REDACTED]

Phone: Home: [REDACTED]

City: BRUNSWICK

State: GA

Zip: [REDACTED]

Cell: [REDACTED]

Work: [REDACTED]

**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 #: [REDACTED]

**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

11/21/13

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



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: 2C8GM68434F. 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



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

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.

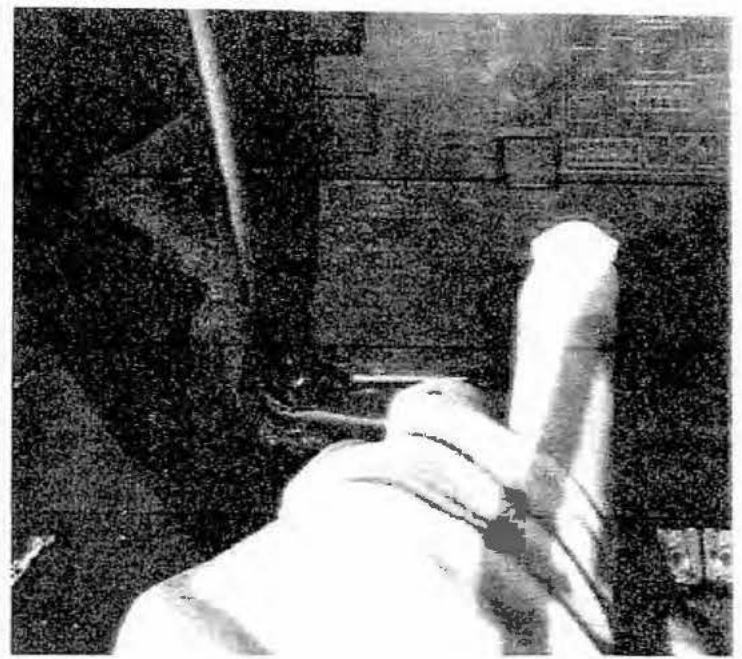
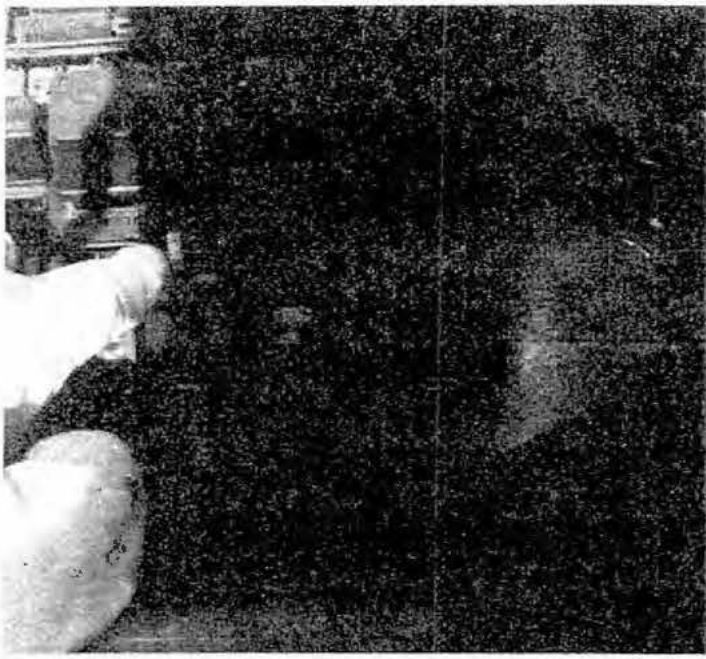
Very truly yours,

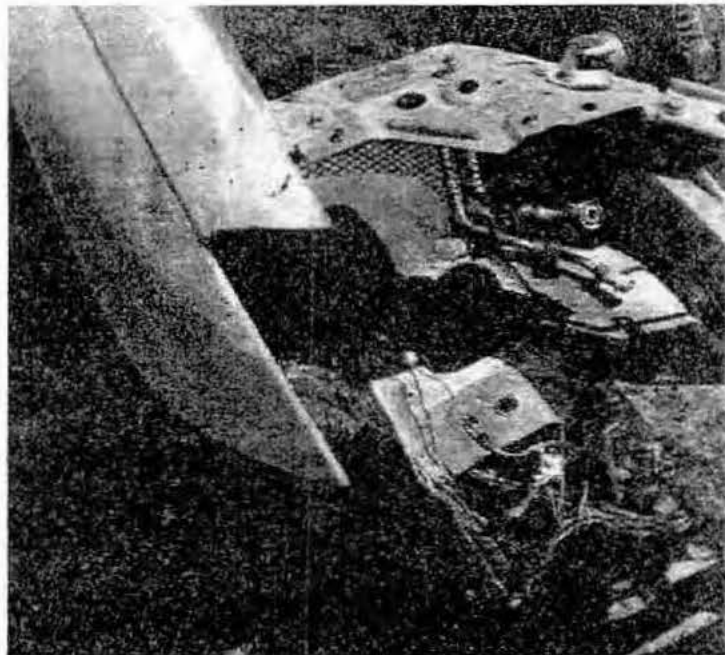
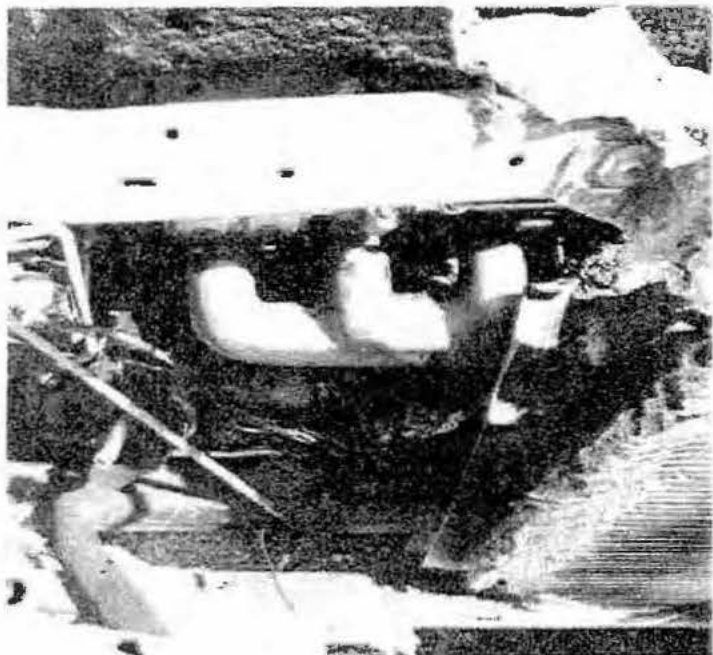
Customer Claims Resolution Group  
Office of the General Counsel  
(888) 922-7329

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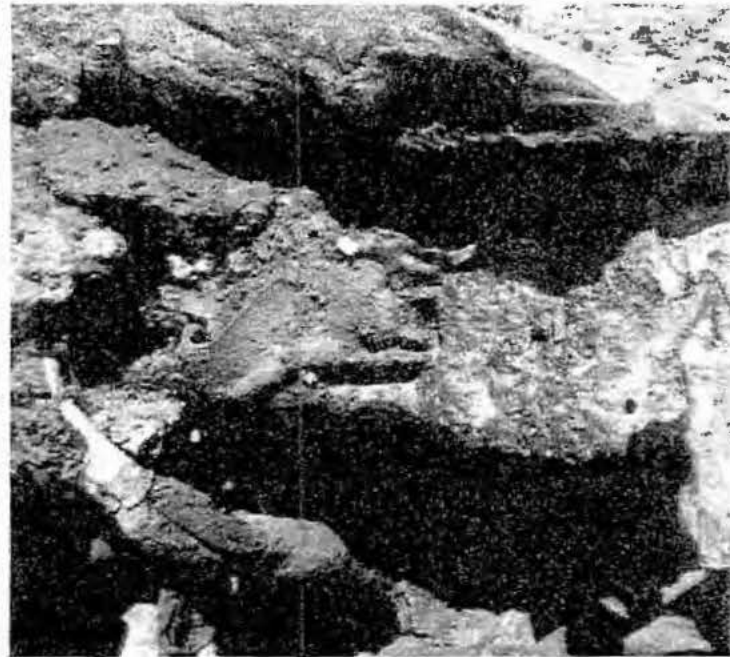
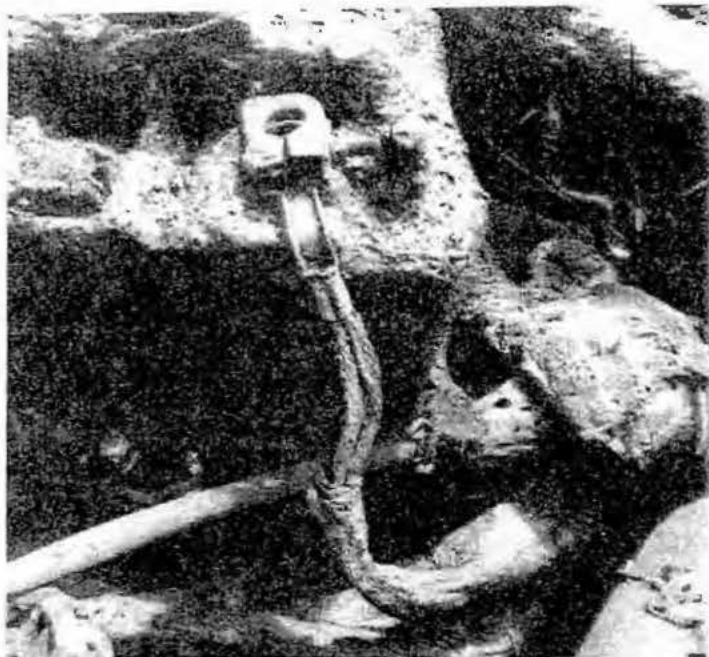


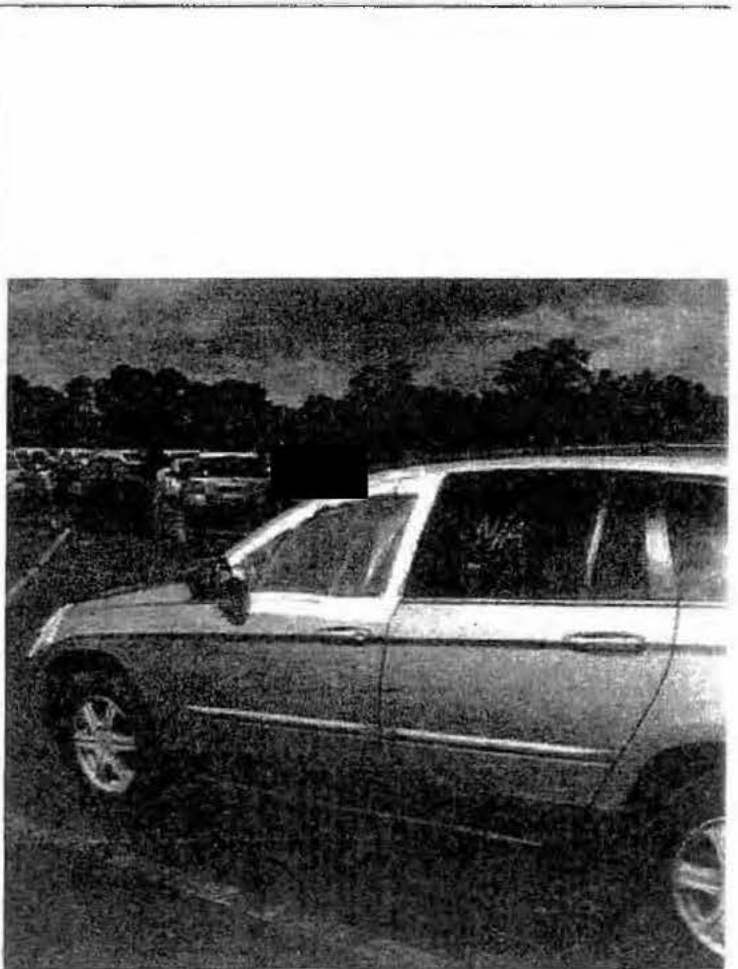
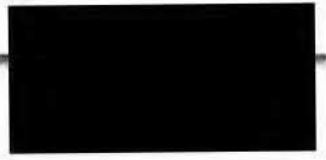


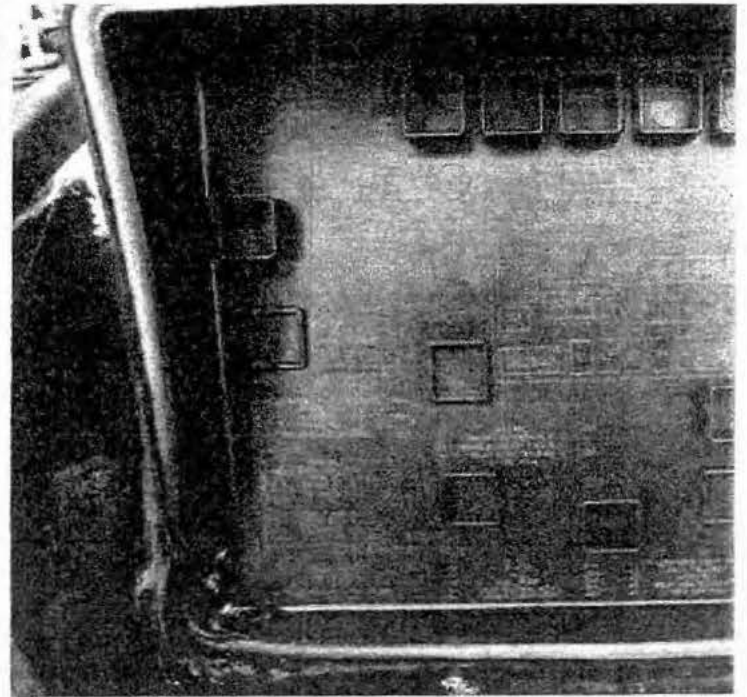
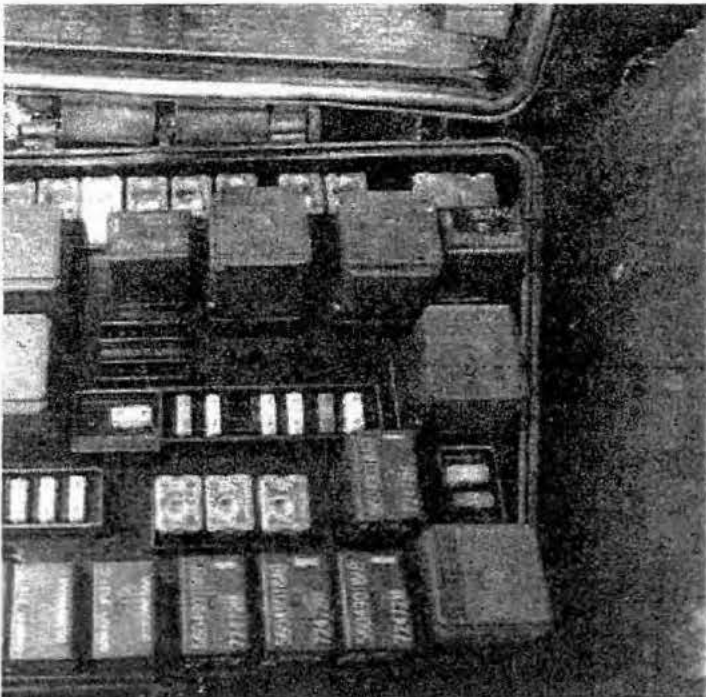
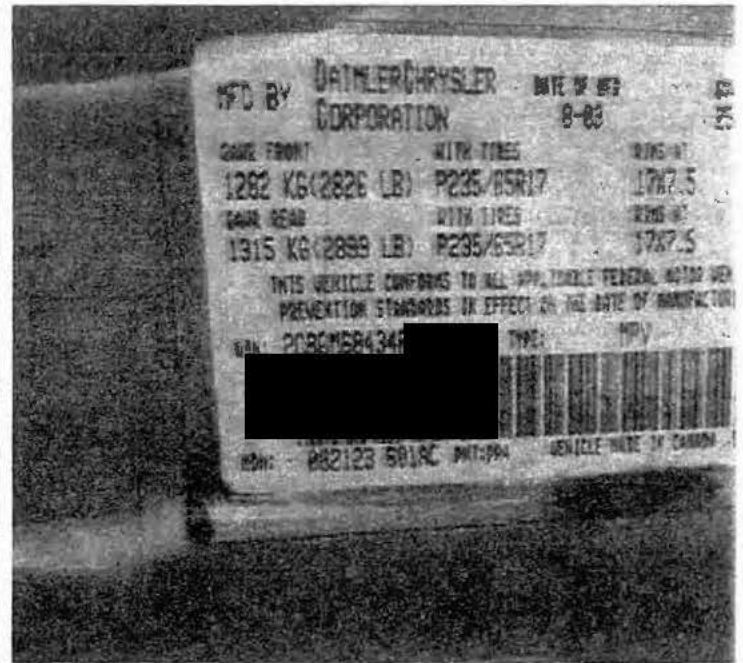
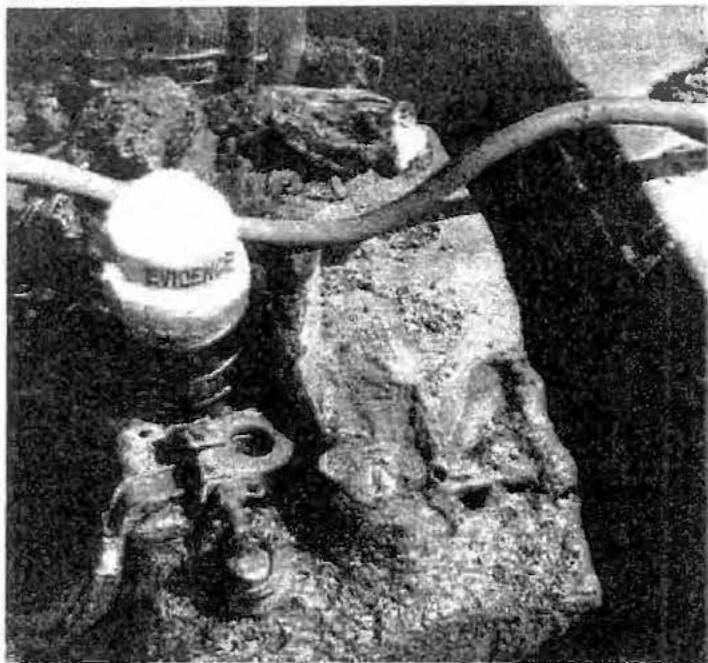




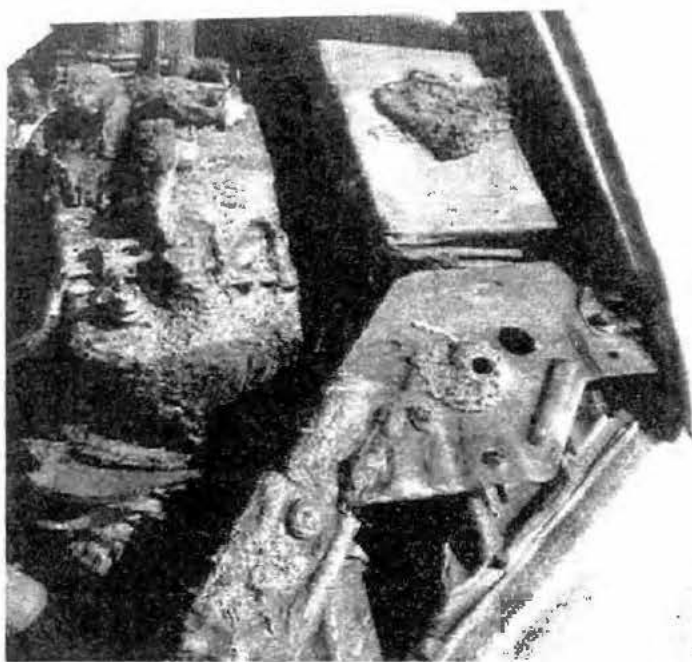




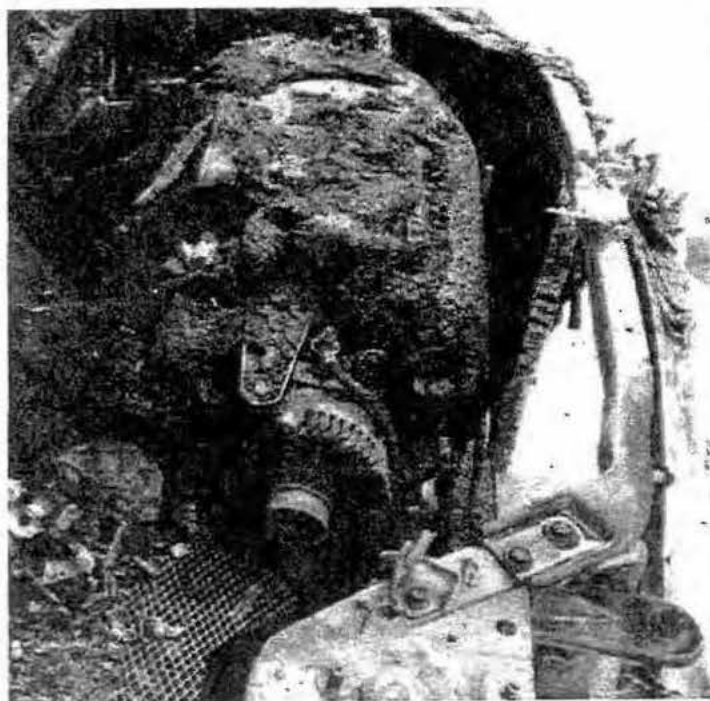
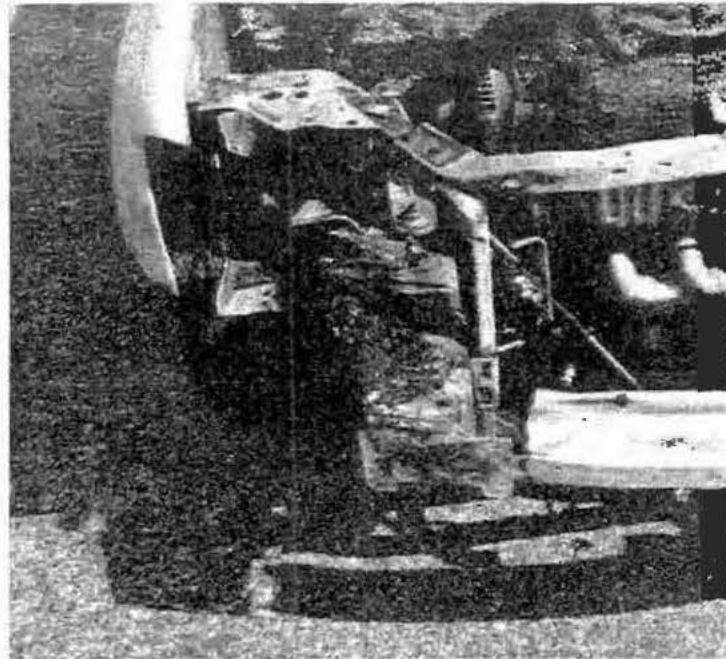












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