

MAY 16 2018

CA-11074814-7156

February 20, 2018

[REDACTED]
Brunswick, GA,
[REDACTED]

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

RE: 2004 Chrysler Pacifica Fwd VIN: 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. Over the past years, I've notified and continually contacted Chrysler FCA US LLC since this incident and been ignored repeatedly. Therefore, I contacted the Georgia Department of Law Consumer Protection Unit (letter attached).

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

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

[REDACTED]
[REDACTED]
2/20/2018
Date

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

NM
5.17.18
LD

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

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.

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



GEORGIA DEPARTMENT OF LAW

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

CHRISTOPHER M. CARR
ATTORNEY GENERAL

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

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

February 6, 2018

[REDACTED]
Brunswick, Georgia [REDACTED]

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

Dear 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:

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

Thank you for bringing this situation to our attention.

Sincerely,

M. Mayone
Customer Service Specialist

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



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: 800-868-1123
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.

11/27/17
DATE

PLEASE TYPE OR PRINT LEGIBLY

CONSUMER'S CONTACT INFORMATION:

Mr./
Mrs.

Mailing
Address:

City:

Brunswick

State:

GA

9-Digit
Zip Code:

Home Phone:

Email:

Business
Phone:

Fax:

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:

Middle
Name:

Last
Name:

Mailing
Address:

City:

State:

9-Digit
Zip Code:

Phone:

Email:

Relationship
to Consumer:

INFORMATION ABOUT THE BUSINESS:

Name:

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

Address:

800 Chrysler Dr, Cims 423-D4-02

City:

Auburn Hills

State:

MI

9-Digit
Zip Code:

48326

Phone:

888-992-1997

Web
Address:

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 # CH1052) - promised callback on 3 days (NO callback)
4/17/17 Elizabeth (employee # E3848) - promised callback 1-4 day (NO callback received)
5/1/17 Pheneia Owen received certified letter 5/1/17, NEVER responded

SPECIFICS OF YOUR DISPUTE OR COMPLAINT:

Product/
Service:

2004 Chrysler Pacifica Fwd (VIN: 2C8G6M68434R [REDACTED])

Date of
Occurrence:

July 2013

Total Cost:

\$4500-5,000

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 Inc. 5/23/2013. I took the vehicle to the Chrysler dealer multiple times and spent thousands to make sure the vehicle was safe to drive. However, the car caught fire due to a recall in which Chrysler NEVER informed me of. When Chrysler found out, the Customer Claims Resolution Group of Chrysler began to be involved. They NEVER accept fault and lied and said the car was sold. I was in the vehicle when it caught fire and could have died. I have pictures taken and an investigation done proving it wasn't my fault and the fire was caused by the same recall. Please see the letter I sent to Chrysler 4/25/17, which they received and did not respond to.
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 Brunswick, GA were the only mechanics to operate on my vehicle. The fire should have NEVER happened. Please look at timeline of purchase to maintenance

Payment Receipt

05/23/13 06:42 PM

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

[REDACTED]
BRUNSWICK

GA [REDACTED]

Item No	Sale Date	VSN	Year	Make	Model	Amount	Title
PC18	05/23/2013	504420	2004	Chrysler	Pacifica	\$2,284.00	
Payment Type Cash				Trans ID	[REDACTED]	Amount	\$2,284.00

GEORGIA MVD - RECEIPT (COPY)

2004 CHRY MP
2C8GM68434R
0180 07/10/2013 DDS

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

PURCH DT:
APP DT: 02/04/2011

Title Only
Title Only
Title Only

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

2004 CHRY MP
0180 07/10/2013 DDS

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

PURCH DT:

Title Only
Title Only
Title Only

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

STATE OF GEORGIA
MOTOR VEHICLE RECEIPT

2C8GM68434R - 2004 CHRY PACIFICA MP

Tag Number:		Expires:	07/22/2013
Valuation	100114 \$1850	Tag Fee:	0.00
Title Number:		Equip. No:	
County: 006	District: 01	Mill Rate: 36.1830	Fuel: G
Farm Vehicle?	GVW:	Color:	GRN
Classification:	TEMPORARY OPERATING PERMIT		
Insurance Status:	VALID INSURANCE COVERAGE		
Customer 1 No:		Customer 2 No:	

BRUNSWICK GA

Signature: _____

STATE OF GEORGIA
MOTOR VEHICLE RECEIPT

2004 CHRY PACIFICA MP

Tag Number:		Expires:	07/22/2013
Valuation	100114 \$1850	Tag Fee:	0.00
Title Number:		Equip. No:	
County: 006	District: 01	Mill Rate: 36.1830	Fuel: G
Farm Vehicle?	GVW:	Color:	GRN
Classification:	TEMPORARY OPERATING PERMIT		
Insurance Status:	VALID INSURANCE COVERAGE		
Customer 1 No:		Customer 2 No:	

BRUNSWICK GA

Signature: _____

Georgia Motor Vehicle Division
Receipt for Tag and/or Decal

T-158R (Rev 01/07)

06/21/2013

Tag: [REDACTED]	Expires: 09/18/2013	Decal: [REDACTED]	Lie Weight:
Vehicle: 2001	CADI	4S	1G6KD54Y11U [REDACTED]
Title: [REDACTED]			
Reason: CANCELLED (CAN)			
I am the owner of the vehicle, which is registered with the license plate referenced in this acknowledgement or I am acting for the owner of the vehicle with the submission of a properly executed Power-of-Attorney, Form T-8. This is an acknowledgement that I am cancelling the registration for this vehicle because there is no mandatory liability insurance coverage for the vehicle because the vehicle is not being operated for any reason. I acknowledge that I must pay ad valorem taxes for this vehicle as long as I own the vehicle. I further acknowledge that before this vehicle's registration is reinstated and the vehicle is operated, mandatory liability insurance coverage must be restored, a current "passed" emissions certificate must be provided, if applicable, and I must pay all registration fees and penalties that have accrued since I cancelled the vehicle's registration.			
Branch Location: 0180 GLYNN COUNTY		Agent: 9018WRL	
Owner's Name: [REDACTED]			
Residence Address (Individual) Business Address (Firm): [REDACTED]			
City and State: BRUNSWICK GA		Zip Code: [REDACTED]	
Comments: VEHICLE INOPERABLE			



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



HYUNDAI

CELL: [REDACTED]

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

LABOR & PARTS
CHRYSLER EXHAUST TECHES 7/1/89 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

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

JUN 10 2013

Debit AS

**CARL GREGORY CHRYSLER-DODGE-HYUNDAI**

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

**HYUNDAI**

CELL: [REDACTED]

CUSTOMER NO.	DAVID OROPEZA	TAG NO.	INVOICE DATE	INVOICE NO.
LABOR RATE	LICENSE NO.	170,750	05/29/13	STOCK NO.
YEAR / MAKE / MODEL	04/CHRYSLER/PACIFICA/5DR WGN FWD TOW	DELIVERY DATE	DELIVERY MILES	PRODUCTION DATE
VEHICLE I.D. NO.	2 C 8 G M 6 8 4 3 4 R	SELLING DEALER NO.	P.O. DATE	
F.T.E. NO.	P.O. NO.	05/25/13		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: [REDACTED]

LABOR & PARTS

U# 1 02CH20N1 100000 SERVICE 30K CUST. REQUEST 30K SERVICE PERFORMED 30K SERVICE

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	

U# 2 30CH2300004CYL 300000 SERVICE 30K CUST. REQUEST 30K SERVICE PERFORMED 30K SERVICE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
JOB # 2	1	5510026-AA	FILTER AT 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	4318000-AC	FLUID BRA 1081006	8.13	8.13
JOB # 2 TOTAL PARTS				209.72	
JOB # 2 TOTAL LABOR & PARTS				375.00	

U# 3 14CH221 23 POINT INSPECTION C/S 23 FREE POINT INSPECTION FREE PERFORM INSPECTION

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

U# 4 01CH21 ALIGNMENTS PERFORMED ALIGNMENT COUPON \$49.95 PERFORMED FRONT END ALIGNMENT

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

U# 5 02CH21S SPECIAL ORDERED PART ENGINE MOUNTS R/R MOTOR MOUNTS

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

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

MAY 29 2013

Debit

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

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

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:

[Name of company that issued policy]

Printed name of notice holder/document informant

ا

Date _____

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**

[REDACTED]

DATE

11 July 2013

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

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 _____

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

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

Charles



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.

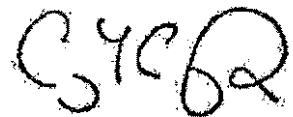
The photographs taken at the time of this examination are enclosed with this report.

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

A handwritten signature in black ink, appearing to read 'K. Cunningham'.

Kevin Cunningham, IAAI-CFI
Fire Analysis Specialist

CTC/KTC/sbc



Customer Claims Resolution Group

August 20, 2013

BRUNSWICK, GA

Dear

Thank you for contacting Chrysler Group LLC regarding your 2004 CHRYSLER PACIFICA SPORTS TOURER 4-DR, VIN: 2C8GM68434R. 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



Customer Claims Resolution Group

Via U.S. Mail

[REDACTED]
Brunswick, GA [REDACTED]

Re: 2004 Chrysler Pacifica Fwd VIN: 2C8GM68434F [REDACTED]

Dear [REDACTED]

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

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

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

Very truly yours,

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

(800) 992-1997













