



FEB 20 2018

CL-11074814-8441

CHRISTOPHER M. CARR
ATTORNEY GENERAL

GEORGIA DEPARTMENT OF LAW
Consumer Protection Unit
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 [REDACTED]

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

Dear [REDACTED]

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

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

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

Thank you for bringing this situation to our attention.

Sincerely,

M. Mayone

M. Mayone
Customer Service Specialist

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

NM
2-23-18
UD



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.

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, Gtms 423-04-02

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:

1/17 Cheryl (employee # CL1052) - promised call back on 3 days (No call back)
1/17 Elizabeth (employee # 58846) - promised call back 1-4 day (No call back received)
1/17 Phenecia Owen received certified letter 5/1/17, NEVER responded

SPECIFICS OF YOUR DISPUTE OR COMPLAINT:

Product/
Service:

2004 Chrysler Pacifica Fwd (VIN: 2C8BM68434R [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, in 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 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 maintenance in incident.

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: 2C8GM68434F [REDACTED]

In July 2013, [REDACTED] was driving the 2004 Chrysler Pacifica Fwd (VIN:2C8GM68434F [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.

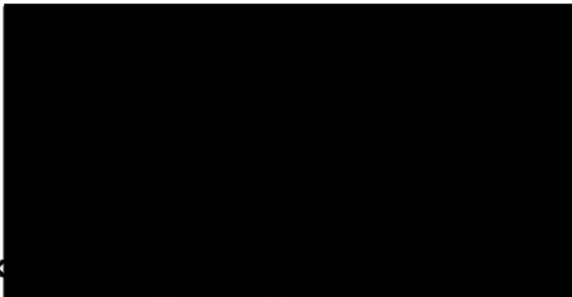
Chrysler has known about my traumatic experience which could've resulted in death and has not done anything. Now, I have to suffer through the mental trauma as I ride pass the stop sign where the incident occurred, which is an entrance into my neighborhood. I cannot look at fire without being reminded 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] I would like to handle this issue once and for all and receive proper respect as every customer should especially in the given situation.

THIS IS MY FINAL ATTEMPT BEFORE CONTACTING AN ATTORNEY



April 25, 2017
Date

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

03-279-3234 Office

Payment Receipt

05/23/13 06:42 PM

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

BRUNSWICK

GA

Run No	Sale Date	VSN	Year	Make	Model	Amount	Title
	05/23/2013	504420	2004	Chrysler	Pacifica	\$2,284.00	

Payment Type	Cash	Trans ID		Amount	\$2,284.00
--------------	------	----------	--	--------	------------

AUGUSTA AUTO AUCTION
1200 EAST BUENA VISTA A
NORTH AUGUSTA, SC 29841

05/23/2013 18:59:08
HID: 000800002796325
TID: 04180012
313290393880

CREDIT CARD
VISA SALE

CARD: XXXXXXXXXX
INVOICE
Batch #
APP Code: 806386
Exp. Node: Swiped
Node: 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 (CAND)

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: S018WRL

Owner's Name

E [REDACTED]

Registered Owner's Street Address (Home)

[REDACTED]

City and State

BRUNSWICK GA

Zip Code

[REDACTED]

Comments:

VEHICLE INOPERABLE

GEORGIA MVD - RECEIPT (COPY)

STATE OF GEORGIA
MOTOR VEHICLE RECEIPT

2C8GM68434E - 2004 CHRY PACIFICA MP

2004 CHRY MP
2C8GM68434E
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

Tag Number: [REDACTED]
Valuation: \$1850
Title Number: [REDACTED]
County: 006 District: 01 Mill Rate: 36.1830
Farm Vehicle? GVW:
Classification: TEMPORARY OPERATING PERMIT
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [REDACTED] Customer 2 No: [REDACTED]

Expires: 07/22/2013
Tag Fee: 0.00
Equip. No:
Fuel: G
Color: GRN

BRUNSWICK GA

Signature: _____

FLORENCE A. DEES
OLYNN COUNTY TAX COMMISSIONER
PO BOX 1259
BRUNSWICK GA 31521-1259
(912) 554-2000

2004 CHRY MP
2C8GM68434E
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

STATE OF GEORGIA
MOTOR VEHICLE RECEIPT

2C8GM68434E - 2004 CHRY PACIFICA MP

Tag Number: [REDACTED]
Valuation: \$1850
Title Number: [REDACTED]
County: 006 District: 01 Mill Rate: 36.1830
Farm Vehicle? GVW:
Classification: TEMPORARY OPERATING PERMIT
Insurance Status: VALID INSURANCE COVERAGE
Customer 1 No: [REDACTED] Customer 2 No: [REDACTED]

Expires: 07/22/2013
Tag Fee: 0.00
Equip. No:
Fuel: G
Color: GRN

BRUNSWICK GA

Signature: _____

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

300 ESTE
121 WICK
04/25/17 198
121 60
(800) 275-8777 5:14 PM

Product Description	Sale Qty	Final Price
First-Class Mail Large Envelope (Domestic) (AUBURN HILLS, MI 48326) (Weight: 0 Lb 3.90 Oz) (Expected Delivery Day) (Sat 04/29/2017)	1	\$1.61
Certified Mail		\$3.35
Return Receipt		\$2.75
Total:		\$7.71
Cash		\$20.00
Change		(\$12.29)

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

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

Order stamps at usps.com/shop or call 1-800-Stamp24. Go to usps.com/clickship 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	
OFFICIAL USE	
Certified Mail Fee \$3.35	0760 17
Extra Services & Fees (check box, add fee if applicable)	Postmark Here
☐ 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	04/25/2017
Total Postage and Fees \$7.71	
Sent To: Richard Thornton (FCA US LLC) Street and Apt. No., or PO Box No. 600 Chrysler Dr., CEM 5 423-04-02 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 THIS SECTION ON DELIVERY
1. Complete items 1, 2, and 3. 2. Print your name and address on the reverse so that we can return the card to you. 3. 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 600 Chrysler Dr CEM 5 423-04-02 Auburn Hills, MI, 48326	A. Signature ☐ Agent ☐ Addressee X Phenecia Owusu B. Received by (Printed Name) Phenecia Owusu MAY 1 2017 C. Date of Delivery 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 Receipt

31218
3.000
Furafast Ltd. 10.000
31218 CORE 10.000
SUBTOTAL 137.50
COURTESY DISCOUNT 10.00
DISCOUNT AMOUNT 12.50
DISCOUNTED SUBTOTAL 125.00
TOTAL TAX @ 6.00% 7.54
TOTAL 132.54

*****269 DEBIT
APPROVAL 1
REQ 001 LSR 400 NE
STR. TRANS #400
STORE #0293
DATE 05/24/2013
OF ITEMS SOLD 1

9346418805241
PERSONAL WARRANTY INFORMATION
BUTLER ETHEL
12 CHERRY ST
31520
(12) 265 3986

3001 hrs. Truck Par. 1000
1000 hrs. 1000 hrs. 1000 hrs.
3 MONTHS FREE REPLACEMENT PERIOD
Battery - 12 volt
This warranty is void if you
buy the battery elsewhere.

you will receive a battery
in the free replacement
period. If a battery
is defective after the
period, we will replace it
with a new one. This
warranty is void if you
do not have the receipt
or if you have used the
battery for any purpose
other than starting a car.

as follows:
Warranty Months Original
Total Warranty 36
Warranty excluded:
1. Proper installation
parts, low fluid level
or stationary power use.
Warranty does not apply
to batteries used in other
applications.

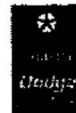
THIS LIMITED WARRANTY
IS THE SOLE WARRANTY
OFFERED BY AUTOZONE
AND IS APPLICABLE TO THE BATTERY
ONLY. ALL OTHER WARRANTIES
BEING MADE BY THE MANUFACTURER
OR SUPPLIER OF THE BATTERY
ARE HEREBY DISCLAIMED. AUTOZONE
MAKES NO REPRESENTATION OR
WARRANTY, EXPRESS OR IMPLIED,
INCLUDING MERCHANTABILITY OR
FITNESS FOR A PARTICULAR
PURPOSE. AUTOZONE SHALL NOT
BE LIABLE FOR ANY INDIRECT,
SPECIAL, INCIDENTAL, OR
CONSEQUENTIAL DAMAGES.
Some states do not allow
limitations on the amount of
damages, so the limitation of
damages may not apply to you.
Warranty gives you specific
rights and you may have other
rights that vary from state to state.

Take a survey
Finance to
at home
by phone
or in store
Subject

Re
date
reqd

**CARL GREGORY CHRYSLER-DODGE-HYUNDAI**

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

**HYUNDAI**

CELL: [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR DAVID OROPEZA	38584	TAG NO.	INVOICE DATE 06/05/13	STOCK NO.
[REDACTED]	LABOR RATE	LICENSE NO.	MILEAGE 171,512	COLOR GREY/	DELIVERY DATE
BRUNSWICK, GA	YEAR / MAKE / MODEL 04/CHRYSLER/PACIFICA/5DR WGN FWD TOW	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 06/04/13		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: [REDACTED]		

LABOR & PARTS				
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

JUN 10 2013
Debit AS



CARL GREGORY CHRYSLER-DODGE-HYUNDAI

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



HYUNDAI

CELL: [REDACTED]

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

LABOR & PARTS				
LOWER CONTROL ARMS BUSHINGS R/R BOTH LOWER CONTROL ARMS AS AN ASSEMBLY				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	2606341	LOWER CON	267.33
JOB # 1	1	2606340	LOWER CON	267.33
JOB # 1 TOTAL PARTS				534.66
JOB # 1 TOTAL LABOR & PARTS				834.66

CK ALL FLUIDS CUST. REQUEST 30K SERVICE PERFORMED 30K SERVICE				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2	1	5510026-AA	FILTER AI 14029008	38.13
JOB # 2	1	1103	BG KIT	24.25
JOB # 2	1	2112	BP CLEANER	59.00
JOB # 2	1	5281090-BA	FILTER EN 9057006	5.99
JOB # 2	6	68055894-AA	FLUID ATF 1081018	6.55
JOB # 2	6	092	10W30 OIL	5.82
JOB # 2	1	4310080-AC	FLUID BRA 1081006	8.13
JOB # 2 TOTAL PARTS				209.72
JOB # 2 TOTAL LABOR & PARTS				375.00

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

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

ENGINE MOUNTS R/R MOTOR MOUNTS				
PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 5	1	5510007-AD	INSULATOR 9067004	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.	DAVID OROPEZA	TAG NO.	38584	INVOICE DATE	05/29/13	CELL:
BRUNSWICK, GA	LABOR RATE	LICENSE NO.	170,750	COLOR	GREY/	STOCK NO.
	YEAR / MAKE / MODEL	04/CHRYSLER/PACIFICA/5DR WGN FWD TOW				DELIVERY DATE
	VEHICLE I.D. NO.	2 C 8 G M 6 8 4 3 4 R				DELIVERY MILES
	F.T.E. NO.	P.O. NO.	05/25/13		SELLING DEALER NO.	PRODUCTION DATE
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	CHP15	PARTS 15% DISC CH	-7.49
JOB # 4	CHL15	LABOR 15% DISC CH	-35.70
JOB # 5	CHP15	PARTS 15% DISC CH	-39.90
JOB # 5	CHL15	LABOR 15% DISC CH	-237.54
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

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: 2C8GM68434F [REDACTED]

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

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

CLAIM NO: [REDACTED]

Progressive Premier Ins Co of IL

[Name of company that issued policy]

[REDACTED]
Printed name of policyholder/claimant

[REDACTED]
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 July 2013

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



CHRYSLER

Customer Claims Resolution Group

August 20, 2013

BRUNSWICK, GA

Dear

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

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

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

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

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

Thank you for your cooperation.

Customer Claims Resolution Group
Office of the General Counsel



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

Kevin Cunningham

Kevin Cunningham, IAAI-CFI
Fire Analysis Specialist

CTC/KTC/sbc



CHRYSLER

Customer Claims Resolution Group

Via U.S. Mail

[REDACTED]
Brunswick, GA [REDACTED]

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

Dear [REDACTED]

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

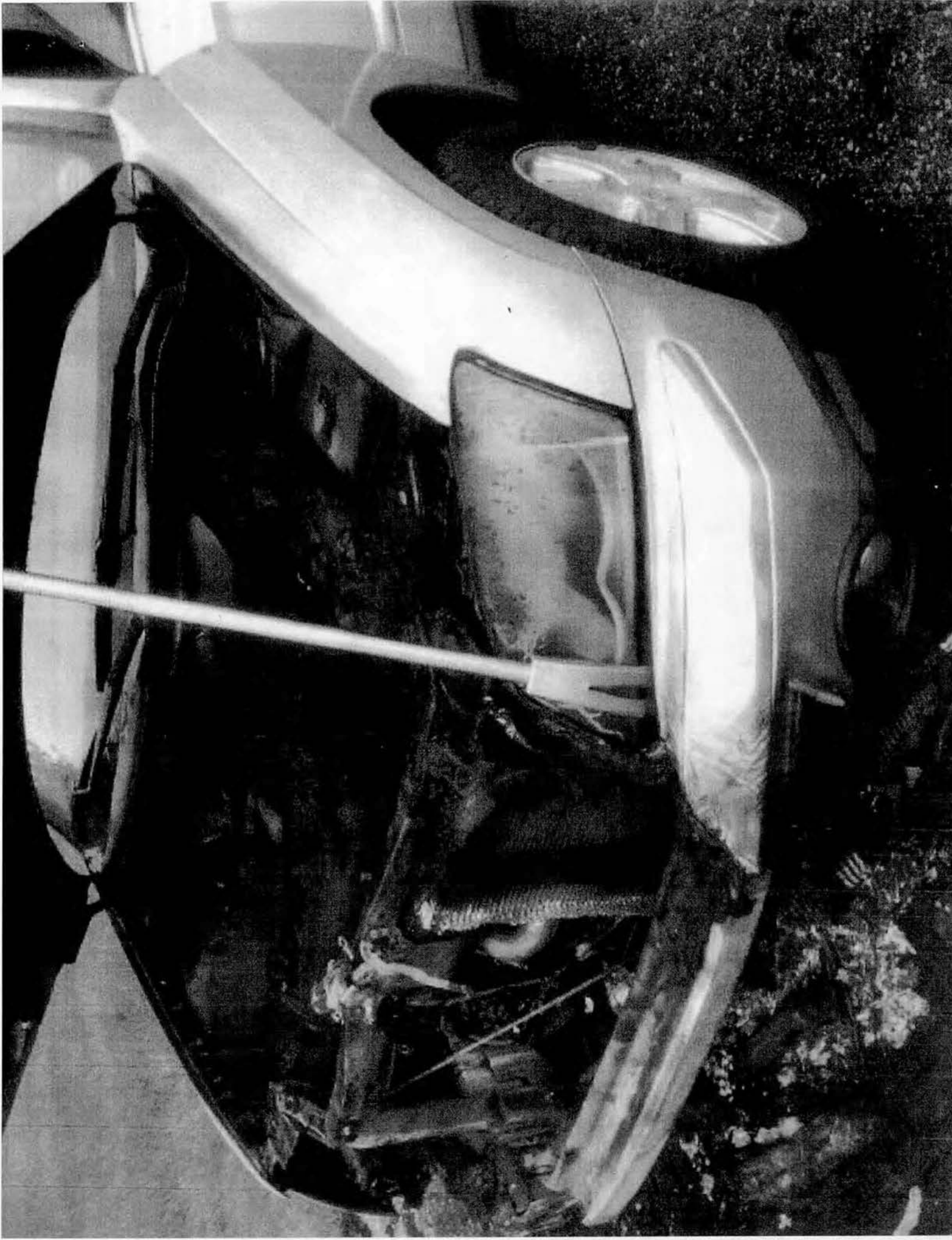
In attempting to inspect the vehicle, we were advised that it has been sold. As a result, we are unable to adequately assess your claim.

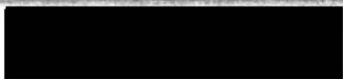
Therefore, based on our information, we respectfully deny your claim. We suggest further inquiries be directed to your insurance company.

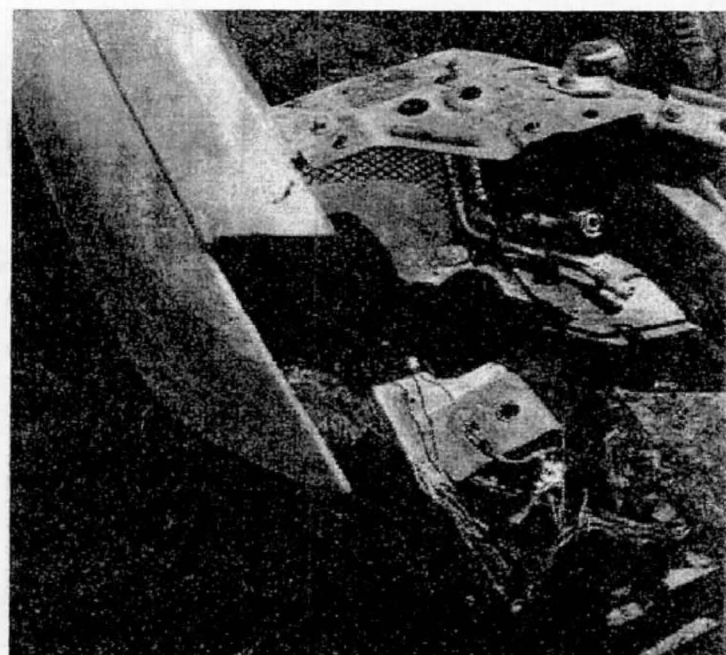
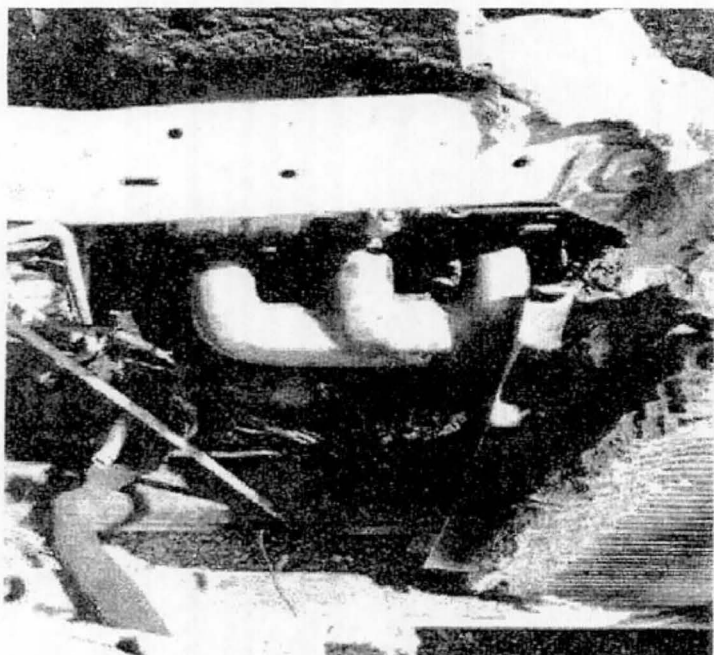
Very truly yours,

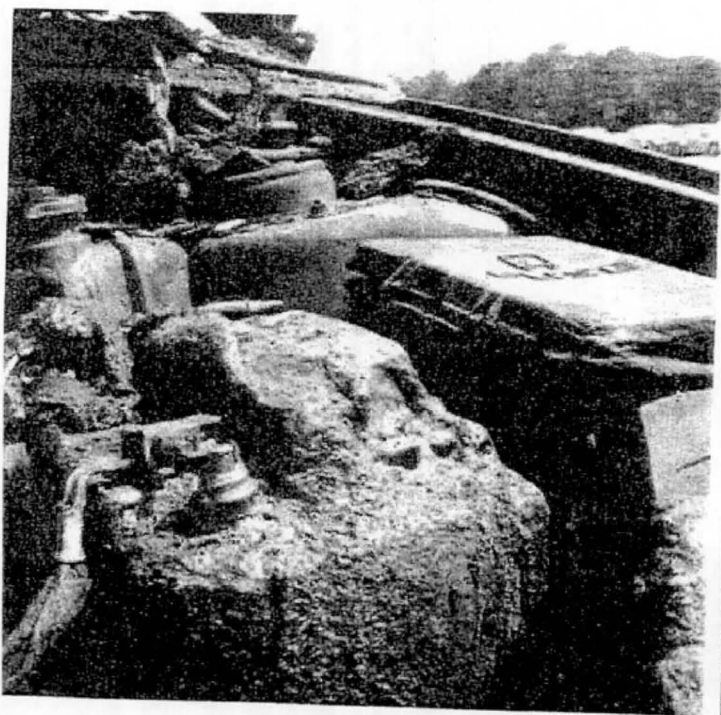
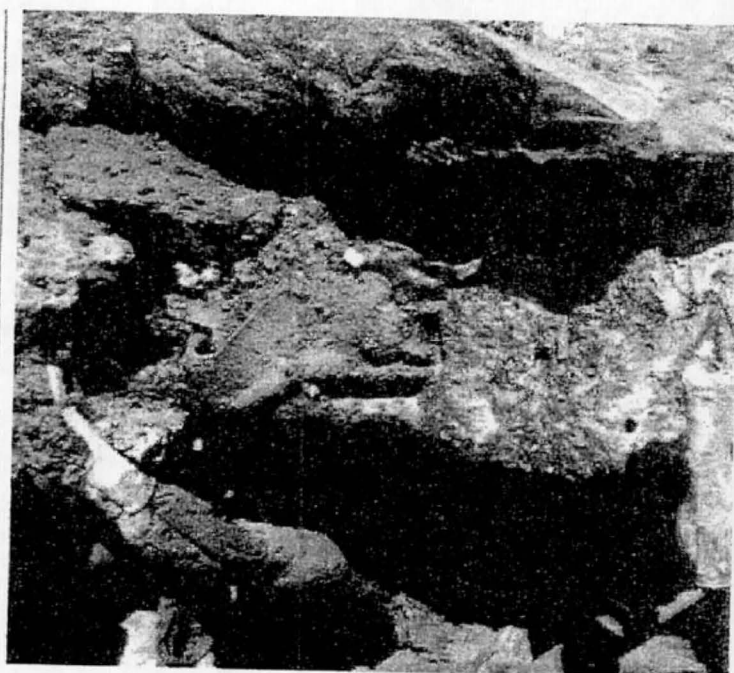
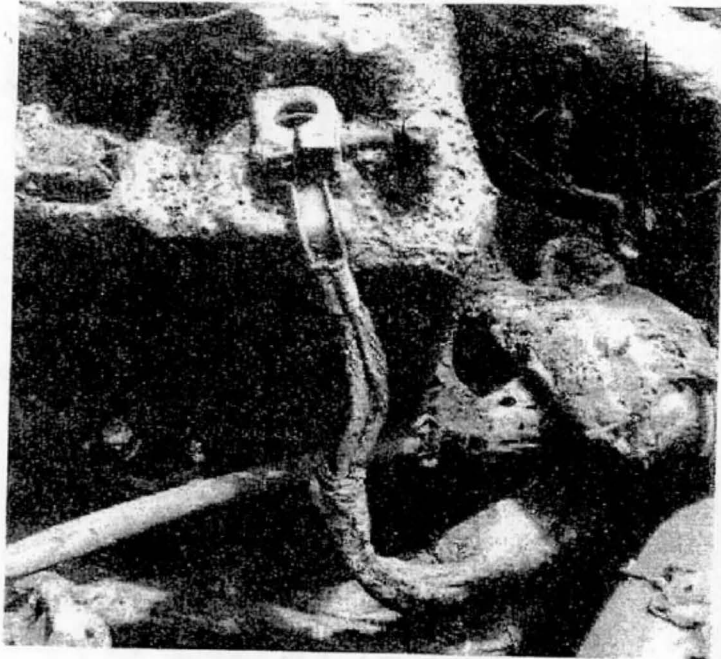
Customer Claims Resolution Group
Office of the General Counsel
(888) 922-7329

(800) 992-1947

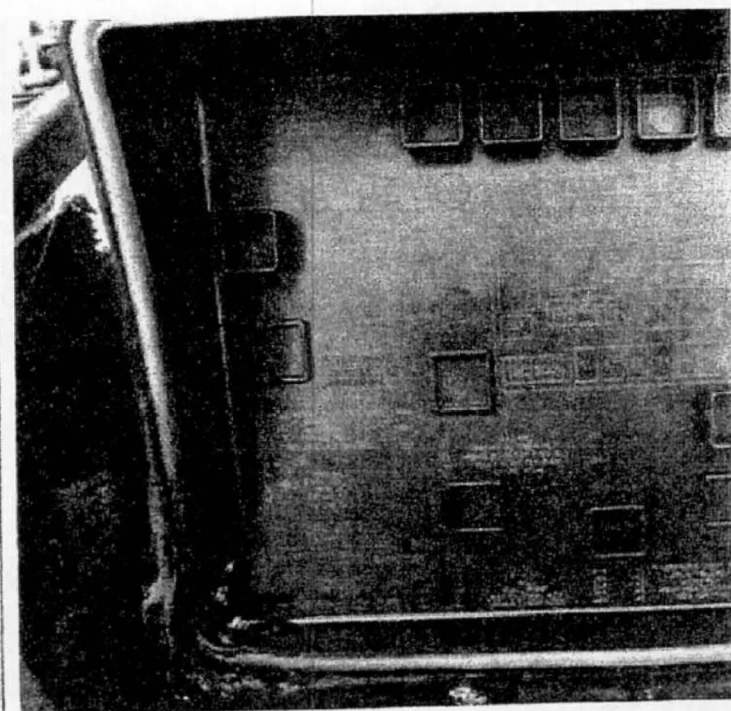
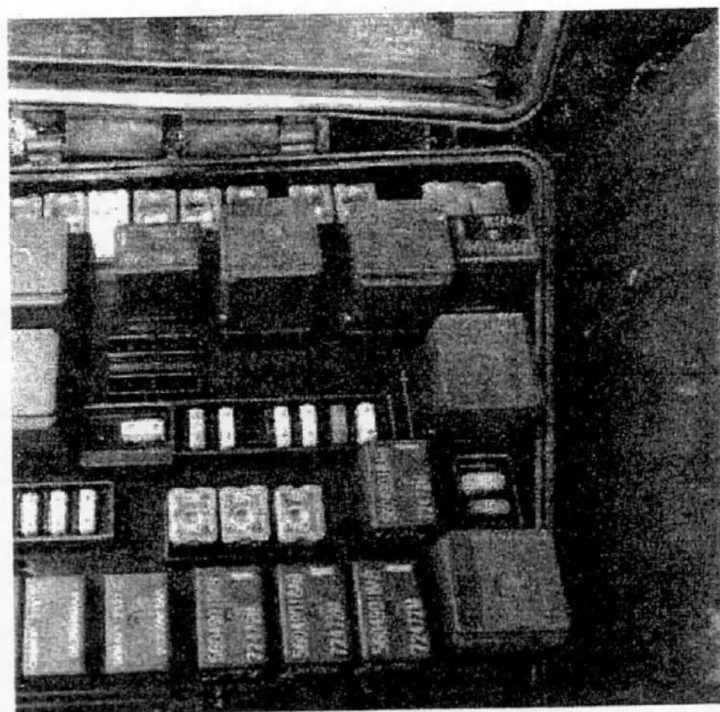
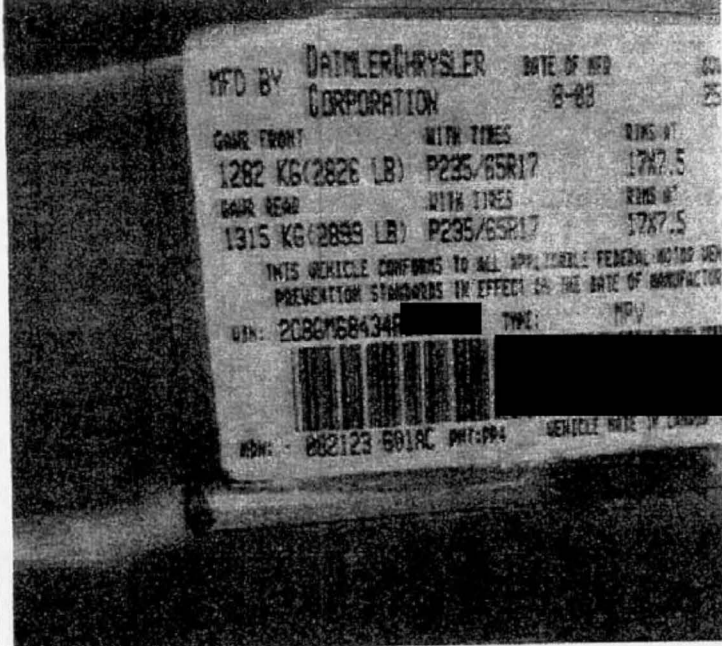
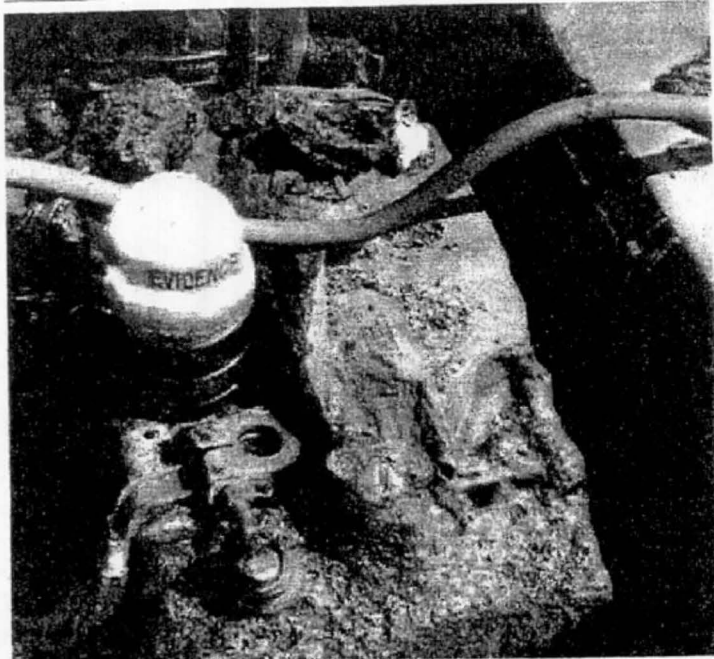


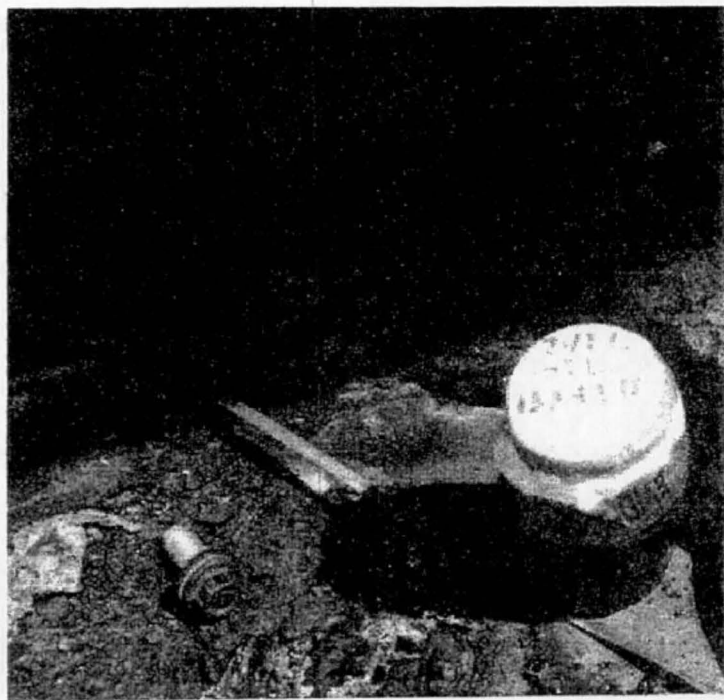


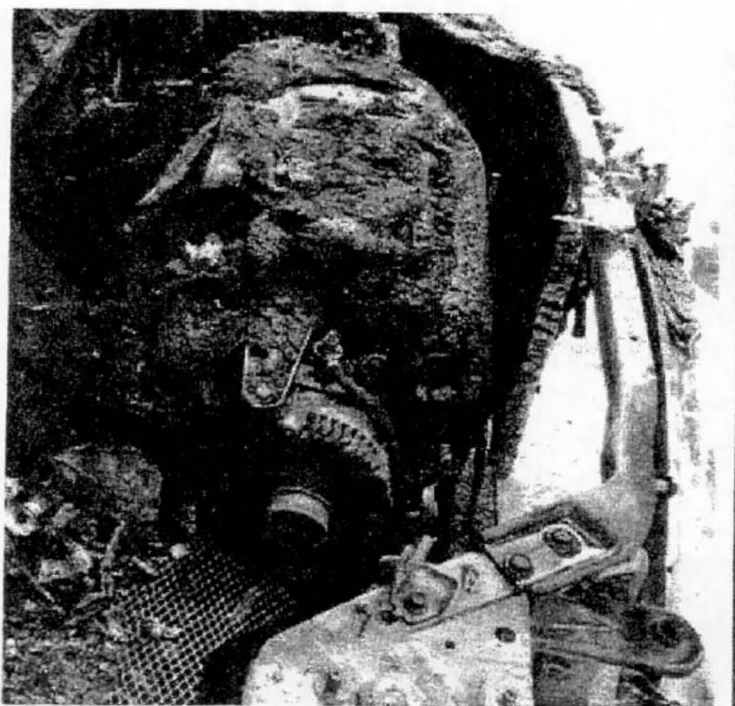
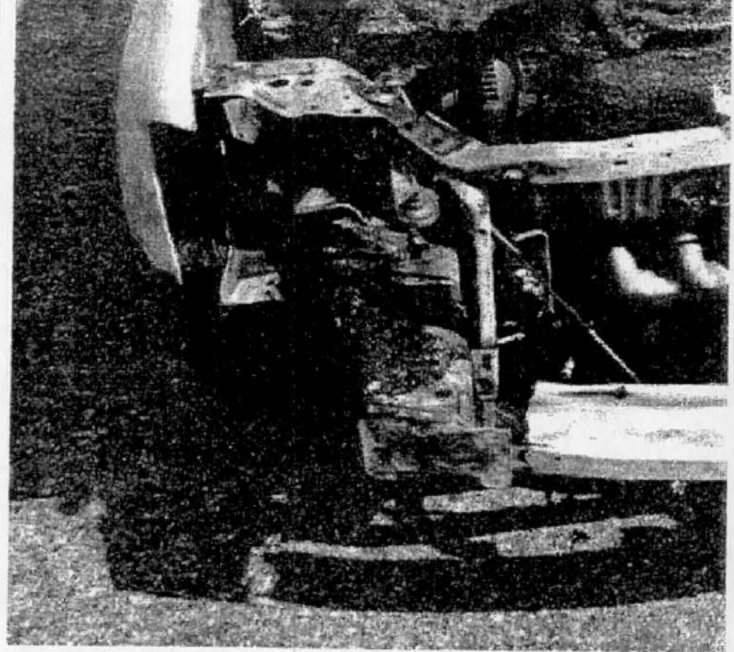












GEORGIA DEPARTMENT OF LAW

Consumer Protection Unit

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

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

Hasler

02/06/2018

US POSTAGE

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