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

OCT 2019

CL-1127054-4269

October 9, 2019

[redacted]

Kissimmee, FL [redacted]

[redacted]

FCA US LLC
P.O. Box 21-8004
Auburn Hills, MI 48321-8004

Assurant Global Specialty Operations
PO Box 979220
Miami, FL 33197-9220

NHTSA Headquarters
1200 New Jersey Avenue SE.
West Building
Washington, DC 20590

To whom it may concern,

I am writing to ask for assistance with an issue I have unfortunately been dealing with for almost one year. I have reached out to the dealership, Napleton Chrysler Jeep Dodge, where I purchased my 2014 Jeep Wrangler Unlimited, brand new. More recently I reached out via Napleton, to Assurant. The warranty company where I paid more than $2500.00 for said warranty. And I reached out to Fiat Chrysler via Twitter. Now I am asking for assistance from the NHTSA.

As I mentioned above, right around a year ago I started to notice that when in first gear, as I would move off at the traffic light, the gear stick would slip back into neutral. The engine would continue running, and I would have to hurriedly put the gear stick back into first or second gear, fearing I would be rear ended. This would also sometimes happen when I was in second gear, or while trying to shift into second gear, I would hear grinding, almost a sneeze like sound. This happened once or twice per month, but now happens daily whether the engine is hot or cold.

One of the last things the service manager said to me was that the warranty company cannot fix the issue since they cannot duplicate it so I will have to wait until it happens more often.

TGD
10/20/19
AS

While I appreciate the service manager attempting to assist me by providing transportation during the time they had my Jeep and when the Assurant Warranty representative went to the dealership to review the issues with my vehicle without my being in attendance, I wonder how long I am supposed to drive a vehicle that feels unsafe.

Every time I drive my dream vehicle, I drive in fear that I will be rear ended. I am at a loss as to how to process being asked to continue to drive a vehicle that obviously has a problem and that is not operating as intended. My warranty expires on November 27, 2019. And although I have in writing from a technician at the dealership that they will continue to try to assist me even after my warranty expires, I am finding it difficult to believe because this is apparently a known issue according to my online research.

I kept my previous Jeep, a Grand Cherokee, for 13 years until it died. My plan is to keep this vehicle as well. As I mentioned earlier, this is the vehicle I dreamt of for years, and finally being able to purchase and drive this vehicle has been a dream come true. What is not a dream come true is to know that something is wrong, but I cannot get anyone to assist me. I was so relieved to finally find out in the Jeep forum, what was happening with my vehicle as I had never heard of such a thing in my many, many years of driving a stick shift on and off.

I am now desperate for assistance as the issue appears to be worsening. I never know if the driver behind me will be a little too close when my Jeep stalls. This is no way to go about my day, commuting one hour each way to and from work, or running errands. I am seeking any help I can get so that I can get back to driving my dream vehicle in peace and comfort.

Enclosed please find copies of work orders over the last several months.

I await a response and assistance.

Thank you,

[redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 2
PAGE 1

Chrysler Jeep Dodge
1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

SAINT CLOUD, FL [redacted]
HOME: [redacted] CONT: [redacted]
BUS: CELL: [redacted]
MV#: [redacted]
SERVICE ADVISOR: 100990 JOSEPH PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Billet Met 24		JEEP WRANGLER UNLTMT	1C4BJWDG2EL[redacted]		91988 / 91988	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27NOV13 DD			19:00 13SEP19			CASH	18SEP19

R.O. OPENED	READY	OPTIONS
14:31 21AUG19	13:22 18SEP19	SOLD-STK:EL[redacted] DLR[redacted] ENG:3.6_Liter TRN:DEH

| LINE OPCODE TECH TYPE HOURS | | |

CUSTOMER #: [redacted]

Chrysler Jeep Dodge
1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

[redacted]

INVOICE

DUPLICATE 2
PAGE 2

SAINT CLOUD, FL [redacted]
HOME: [redacted]
BUS:
CELL: [redacted]

MV#: [redacted]

SERVICE ADVISOR: 100990 JOSEPH PEREZ

COLOR	YEAR	MAKE MODEL	VIN	LICENSE	MILEAGE IN OUT	TA
Billet Met 14		JEEP WRANGLER UNLIMI	1C4BJWDG2EL[redacted]		91985 / 91988	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27NOV13 DD			19:00 13SEP19			CASH	18SEP19

R.O. OPENED	READY	OPTIONS: SOLD-STK:EL1[redacted]
		ENG:3.6_Liter TRN:DEH
14:31 21AUG19	13:22 18SEP19	

LINE OPCODE TECH TYPE HOURS				COST	NET	TOTAL
	CAUS					0.00
	TRENT ENTERNAL RENT A CAR					0.00
PARTS: 0.00	LABOR: 0.00	OTHER:	0.00	TOTAL LINE C:		0.00

****

E** PASSENGER AIRBAG INFLATOR REPLACED
CAUSE: GENERAL CONCERN
001 CUSTOMER STATES
[illegible] PERRY'S RULE 11C= 4819
CAUS
PARTS [illegible] LABOR: [illegible] OTHER: [illegible] TOTAL LINE E: 0.00
PASSENGER AIRBAG INFLATOR REPLACED FOR A SECOND TIME DUE TO AN RO OPENED ON THE WRONG VEHICLE, RECALL WAS DONE JANUARY 30TH OF 2019. NOT ON THIS VISIT.

****

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
DESCRIPTION: 001 EMAILED INSPECTION .
REASON DENIED: DEC Customer declined - no reason stated
PERSON CONTACTED: .
COMMENTS: .
RECOMMENDED BY: 100990 PEREZ DENIAL ADDED BY: 100990 PEREZ
LINE ASSOCIATED: ESTIMATE: 0.00

LIMITED WARRANTY [illegible]

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE $10.00

ARBITRATION AGREEMENT. Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the Supplementary Procedures For Consumer-Related Disputes rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF

[illegible] DATE

CUSTOMER'S SIGNATURE

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

SAINT CLOUD, FL [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL: [redacted]

Napleton's South Orlando Chrysler/Jeep/Dodge

1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

INVOICE

PAGE 1

MV# [redacted]

SERVICE ADVISOR: 100990 JOSEPH PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Billet Met	14	JEEP WRANGLER UNLIMI	1C4BJWDG2EL[redacted]		91985/91985	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27NOV13 DD			16:00 21AUG19			CASH	30AUG19

P.O. OPENED	READY	OPTIONS
14:31 21AUG19	19:16 30AUG19	SOLD-STK:EL[redacted] ENG:3.6_Liter TRN:DEA

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

B Multi-point inspection (according to maintenance interval)

23PT Multi-point inspection (according to maintenance interval)

100937 GODBEY,TIMOTHY LIC#: 9273

IPOLS (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C CUSTOMER STATES TRANSMISSION SPITS OUT 1ST GEAR INTO NEUTRAL. USUALLY HAPPENS AT LOW SPEEDS WHEN EASING OFF FROM A STOP LIGHT. CHECK AND ADVISE.

100 1. Customer States [VEHICLE CONTINUES TO SPIT OUT 1ST GEAR INTO NEUTRAL. CHECK AND ADVISE.]

100937 GODBEY,TIMOTHY LIC#: 9273

CD 0.00 0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

DUE TO INCONVENIENCES OF HURRICANE DERION, WE HERE AT NAPLETON WILL CONTINUE TO PERUSE REPAIRS WITH THE CUSTOMERS EXTENDED WARRANTY THE FOLLOWING WEEK AFTER THE HURRICANE THE FIRST WEEK OF SEPTEMBER. THE CUSTOMER ACKNOWLEDGES THAT THERE HAS BEEN NO WORK PERFORMED ON THIS VISIT BUT WILL RETURN TO CONTINUE DIAGNOSTIC AND FURTHER REPAIRS AS PER MIKE RICHARDSON SERVICE DEPARTMENT MANAGER.

****

D** INTERNAL RENTAL COVERED BY SERVICE

CAUSE: INTERNAL RENTAL COVERED BY SERVICE

IRENT INTERNAL RENTAL COVERED BY SERVICE

99 SUBLET LIC#: 999999

ICVS

IRENT INTERNAL RENT A CAR (N/C)

(N/C)

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

****

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********

DESCRIPTION: 100 EMAILED INSPECTION .

LIMITED WARRANTY. The only warranties applying to the parts, materials in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4) The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718) and $1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

STORAGE CHARGES

A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS $30.00.

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE $50.00.

ARBITRATION AGREEMENT. Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the Supplementary Procedures for Consumer-Related Disputes rules of the American Arbitration Association then in effect. Such arbitration shall be held in Florida, and judgement upon rewards rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

Napleton's South Orlando Chrysler/Jeep/Dodge
1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

CUSTOMER #: [redacted]

INVOICE

[redacted]

SAINT CLOUD, FL [redacted] PAGE 2

HOME: [redacted] CONT [redacted] MV# [redacted]

BUS: CELL: [redacted] SERVICE ADVISOR: 100990 JOSEPH PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
Billet Met	14	JEEP WRANGLER UNLIMI	1C4BJWDG2EL[redacted]		91985/91985	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27NOV13 DD			16:00 21AUG19			CASH	30AUG19

R.O. OPENED	READY
14:31 21AUG19	19:16 30AUG19

OPTIONS: SOLD-STK:EL[redacted]
ENG:3.6_Liter TRN:DEH

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

,, REASON DENIED: DEC Customer declined - no reason stated
,,PERSON CONTACTED: .
,, COMMENTS: .
,, RECOMMENDED BY: 100990 PEREZ DENIAL ADDED BY: 100990 PEREZ
,, LINE ASSOCIATED: ESTIMATE: 0.00

LIMITED WARRANTY: The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

This charge represents costs and profits to the motor repair facility for environmentally sound disposal of waste disposal." (§ 559.904(4) The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state is 403.718) and $1.50 fee to be collected for each new or remanufactured battery sold in the state is 403.7185)

STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS $30.00

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAX MUM AMOUNT CHARGED WILL BE $50.00

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the Supplementary Procedures For Consumer-Related Disputes rules of the American Arbitration Association then in effect, such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON DATE

CUSTOMER SIGNATURE

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

[redacted]

[redacted]

SAINT CLOUD, FL [redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

Napleton's South Orlando Chrysler/Jeep/Dodge

1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

INVOICE

MV# [redacted]

SERVICE ADVISOR: 100257 MARLENE AGOSTO

COLOR	YEAR	MAKE MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	14	JEEP WRANGLER	1C4BJWDG2EL[redacted]		76998/76998	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27NOV13 DD			13:00 07NOV18			CASH	07NOV18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
10:31 07NOV18	12:02 07NOV18	ENG:3.6_Liter TRN:DEH

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Multi-point inspection (according to maintenance interval)			
23PT Multi-point inspection (according to maintenance interval)			
,, 100582 ALDAZ,JONATHAN LIC#: 3302			
IPOLS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
**********			
B .PERFORM TRANSMISSION SERVICE			
CAUSE: .PERFORM TRANSMISSION SERVICE			
AT .PERFORM TRANSMISSION SERVICE			
100582 ALDAZ,JONATHAN LIC#: 3302			
CDR		85.04	85.04
2 4874464AB LUBRICANT-TRANSMISSION	42.47	42.47	84.94
PARTS: 84.94 LABOR: 85.04 OTHER: 0.00 TOTAL LINE B:			169.98
DRAIN AND FILL TRANSMISSION FLUID			
**********			

********THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
,, DESCRIPTION: DIFFFLUSH .INSPECT AND COMPLETE DIFFERENTIAL FLUSH FRONT OR RE
,, REASON DENIED: DEC Customer declined - no reason stated
,,PERSON CONTACTED: .
,, COMMENTS: .
,, RECOMMENDED BY: 100257 AGOSTO DENIAL ADDED BY: 100257 AGOSTO
,, LINE ASSOCIATED: ESTIMATE: 169.99

Virso

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal." (s.559.904(4) The State of Florida requires a $1.00 fee to be collected for each new tire sold in the state (s.403.718), and $1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185).

STORAGE CHARGES
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS $30.00.

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE $30.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the "Supplementary Procedures For Consumer-Related Disputes" rules of the American Arbitration Association then in effect; such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

DESCRIPTION	TOTALS
LABOR AMOUNT	85.04
PARTS AMOUNT	84.94
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	16.99
TOTAL CHARGES	186.97
LESS INSURANCE	0.00
SALES TAX	14.02
PLEASE PAY THIS AMOUNT	200.99

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

CUSTOMER SIGNATURE

Napleton's South Orlando
Chrysler/Jeep/Dodge
1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

TOMER #: [redacted]

[redacted]

INVOICE

[redacted]

NT CLOUD, FL [redacted]

E: [redacted] CONT: [redacted]

: CELL:

PAGE 1

MV [redacted]

SERVICE ADVISOR: 100257 MARLENE AGOSTO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
VER	14	JEEP WRANGLER	1C4BJWDG2EL[redacted]		76893/76893	[redacted]

EL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
OV13 DD			WAIT 03NOV18			CASH	03NOV18

R.O. OPENED	READY	OPTIONS: SOLD-STK [redacted]
18 03NOV18	11:27 03NOV18	ENG:3.6_Liter TRN:DEH

E OPCODE TECH TYPE HOURS	LIST	NET	TOTAL

.. [INTERMITTENTLY NOT GOING INTO FIRST GEAR AND INTERMITTENTLY FEELING LIKE SOMEONE IS HITTING HER FROM THE BACK, PLEASE CHECK AND ADVISE]
NWD NO WORK COMPLETED AT THIS TIME
.. 99 SUBLET LIC#: 999999
IPOLS (N/C)

TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

) WORK COMPLETED AT THIS TIME.
CUSTOMER WAS PROVIDED PRICING OF MAINTENANCE NEEDS FOR THE
LLOWING SERVICES : MANUAL TRANSMISSION SERVICE ($179.95), FRONT
FFERENTIAL SERVICE ($169.95), AND REAR DIFFERENTIAL SERVICE
169.95). CUSTOMER TO RESCHEDULE
****
ulti-point inspection (according to maintenance interval)
NVI NO VEHICLE INSPECTION DONE
99 SUBLET LIC#: 999999
IPOLS (N/C)

TS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
****

*****THE FOLLOWING WORK WAS RECOMMENDED BUT NOT PERFORMED**********
DESCRIPTION: DECLINED CUSTOMER DECLINED REPAIRS
REASON DENIED: OTH Will confer with others
ERSON CONTACTED: [redacted]
COMMENTS: MANUAL TRANS SVC, FRONT/REAR DIFF SVC
RECOMMENDED BY: 100257 AGOSTO DENIAL ADDED BY: 100257 AGOSTO
LINE ASSOCIATED: ESTIMATE: 0.00

D WARRANTY: The only warranties applying to the parts installed in ce with this estimate are those that may be offered by the manufacturer. er hereby expressly disclaims all warranties, either expressed or implied, g any implied warranty of merchantability or fitness for a particular purpose, that assumes nor authorizes any other person to assume for it any liability in tion with the sale of products or services sold under the terms of this e. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever first. Seller does not guarantee the work performed in accordance with this e will correct any problem specified on the description of the complaint.

narge represents costs and profits to the motor repair facility for miscellaneous pplies or waste disposal." (s.559.904(4) The State of Florida requires a fee to be collected for each new tire sold in the state (s.403.718), and $1.50 be collected for each new or remanufactured battery sold in the state. 718)

GE CHARGES:
Y STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER AVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. ILY STORAGE FEE IS $20.00

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE $50.00.

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes, or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of the vehicle shall be settled by binding arbitration in accordance with the Supplementary Procedures For Consumer-Related Disputes rules of the American Arbitration Association then in effect; such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

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

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

CUSTOMER SIGNATURE

CUSTOMER #: [redacted]

[redacted]

INVOICE

Napleton's South Orlando
Chrysler/Jeep/Dodge
1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

SAINT CLOUD, FL [redacted]

MV# 55969 · VF# 1001245/1

HOME: [redacted] CONT:
BUS: CELL: [redacted]

SERVICE ADVISOR: 100990 JOSEPH PEREZ

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	14	JEEP WRANGLER	1C4BJWDG2EL[redacted]		81103/81103	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27NOV13 DD			WAIT 30JAN19			CASH	30JAN19

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
10:33 30JAN19	13:58 30JAN19	ENG:3.6_Liter TRN:DEH

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
B Recall / CSN 1 [V01: Safety Recall V01 - Passenger Airbag Inflator**]			
CAUSE: MANUFACTURER RECALL			
RECALL Recall / CSN 1 [V01: Safety Recall V01 - Passenger Airbag Inflator**]			
100609 SIRACUSA,PETER LIC#: 9152			
WD			(N/C)
1 CBXZS435AA AIR BAG-AIR BAG			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B:			0.00
COMPLETED RECALL V01 08V01182 .6 REPLACED PASSENGER AIRBAG			
**********			
C 1. Customer States [Customer States WHEN SHIFTING FROM A START GEAR SPITS BACK INTO NEUTRAL AND CAR JERKS AS IF SOMEONE REAR ENDED HER]			
100 1. Customer States [Customer States WHEN SHIFTING FROM A START GEAR SPITS BACK INTO NEUTRAL AND CAR JERKS AS IF SOMEONE REAR ENDED HER]			
100609 SIRACUSA,PETER LIC#: 9152			
WD			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
UNABLE TO DUPLICATE CONCERN			
**********			
D 3. Customer States [Customer States WHEN HEAVY RAIN PUDDLE FORMS UNDER DRIVERS DOOR MAT]			
100 3. Customer States [Customer States WHEN HEAVY RAIN PUDDLE FORMS UNDER DRIVERS DOOR MAT]			
100609 SIRACUSA,PETER LIC#: 9152			
CD		0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D:			0.00
SCHEDULED VISIT FOR WATER LEAK TUESDAY			
**********			
E Multi-point inspection (according to maintenance interval)			
23PT Multi-point inspection (according to			

LIMITED WARRANTY. The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem described on the description of the complaint.

"This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or "waste disposal." (s.559.904(4) The State of Florida requires a $1.50 fee to be collected for each new tire sold in the state (s.403.718), and $1.50 fee to be collected for each new or remanufactured battery sold in the state (s.403.7185)

STORAGE CHARGES:
A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS $30.00

A STANDARD CHARGE FOR SUPPLIES AND MATERIALS IS MADE ON EACH REPAIR ORDER. THE AMOUNT OF THIS CHARGE WILL BE 10% OF THE TOTAL LABOR & PARTS. THIS WILL BE SHOWN IN THE LOWER RIGHT CORNER OF YOUR INVOICE IN THE SPACE PROVIDED. THE MAXIMUM AMOUNT CHARGED WILL BE $50.00

ARBITRATION AGREEMENT: Customer and the dealer agree that all claims, disputes or controversies of every kind or nature that may arise between the customer and dealer related to the servicing of this vehicle shall be settled by binding arbitration in accordance with the Supplementary Procedures For Consumer-Related Disputes rules of the American Arbitration Association then in effect. such arbitration shall be held in Florida, and judgement upon reward rendered by the Arbitrator(s) may be entered by any court having jurisdiction thereof.

ALL PARTS NEW OR FACTORY REBUILT UNLESS OTHERWISE INDICATED.

CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF.

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

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

CUSTOMER SIGNATURE

CUSTOMER #: [redacted]

[redacted]

SAINT CLOUD, FL [redacted]

[redacted]

BUS: CELL:

Napleton's South Orlando Chrysler/Jeep/Dodge

1460 E. Osceola Parkway
Kissimmee, FL 34744
Phone: (407) 483-7700
www.napleton.com

INVOICE

PAGE 1

MV# [redacted]

SERVICE ADVISOR: 100547 ALEXANDER PACHECO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SILVER	14	JEEP WRANGLER	1C4BJWDG2EL[redacted]		70247/70247	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
27NOV13 DD			WAIT 19APR18			CSC	19APR18

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted]
07:51 19APR18	09:25 19APR18	ENG:3.6_Liter TRN:DEH

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Manual Transmission Concern [CLIENT STATES WHEN SHIFTS INTO 2ND, FEELS LIKE THE CAR GOT REAR ENDED, CHECK AND ADVISE]			
CAUSE: TEST DROVE 8 MILES COULD NOT DUPLICATE			
100 Manual Transmission Concern [CLIENT STATES WHEN SHIFTS INTO 2ND, FEELS LIKE THE CAR GOT REAR ENDED, CHECK AND ADVISE]			
100397 CACERES,MANUEL LIC#: 2752			
IPOLS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:			0.00
TEST DROVE 8 MILES COULD NOT DUPLICATE			
**********			
B LOFW20 Lube Oil & Filter Synthetic Blend up to 5 quarts - $20.00 reimbursement			
LOFW20 LOFW20 Lube Oil & Filter Synthetic Blend up to 5 quarts - $20.00 reimbursement			
100397 CACERES,MANUEL LIC#: 2752			
CPPM		3.00	3.00
1 68191349AC FILTER-ENGINE OIL	5.72	5.72	5.72
6 68055890AA MOPAR OIL	1.88	1.88	11.28
PARTS: 17.00 LABOR: 3.00 OTHER: 0.00 TOTAL LINE B:			20.00
**********			
C Multi-point inspection (according to maintenance interval)			
23PT Multi-point inspection (according to maintenance interval)			
100397 CACERES,MANUEL LIC#: 2752			
IPOLS			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00
**********			
D** .COMPLETE 4 WHEEL TIRE ROTATION			
CAUSE: .COMPLETE 4 WHEEL TIRE ROTATION.			
ROTATE .COMPLETE 4 WHEEL TIRE ROTATION			
100397 CACERES,MANUEL LIC#: 2752			
CDR		21.95	21.95
PARTS: 0.00 LABOR: 21.95 OTHER: 0.00 TOTAL LINE D:			21.95

LIMITED WARRANTY. The only warranties applying to the parts installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either expressed or implied including any implied warranty of merchantability or fitness for a particular purpose and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Parts and labor are guaranteed for 12 months or 12,000 miles, whichever comes first. Seller does not guarantee the work performed in accordance with this estimate will correct any problem specified on the description of the complaint.

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CUSTOMER HEREBY ACKNOWLEDGES RECEIPT OF ABOVE MENTIONED VEHICLE AND RECEIPT OF INVOICE HEREOF

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

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

CUSTOMER SIGNATURE

Repair Order Detail - Internal Copy

RO Number: [redacted] RO Status:

Customer: [redacted]
Phone(s): Contact: Main: [redacted] Click to View Cust Copy
Vehicle: 1C4BJWDG2EL[redacted] 2014 WRANU Billet_Metallic-_Clea Cell: [redacted]

Mileage: 91,985 Payment type: CASH Waiter: No
Service advisor: 100990 Promised time: 04:00 PM Estimate: 139.99
Tag number: T2107 Promised date: 08/21/2019 Customer Comments: Yes

---

B Multi-point inspection (according to maintenance interval)

23PT	IPOLS	Multi-point inspection (according to maintenance interval)	0.00	0.00

Tech(s):

Pts: 0.00 Lbr: 0.00 Other: 0.00 Total Line B: 0.00

C CUSTOMER STATES TRANSMISSION SPITS OUT 1ST GEAR INTO NEUTRAL. USUALLY HAPPENS AT LOW SPEEDS WHEN EASING OFF FROM A STOP LIGHT. CHECK AND ADVISE

100	CD	1 Customer States [VEHICLE CONTINUES TO SPIT OUT 1ST GEAR INTO NEUTRAL. CHECK AND ADVISE.]	1.00	149.99

Tech(s):

Pts: 0.00 Lbr: 149.99 Other: 0.00 Total Line C: 149.99

D** INTERNAL RENTAL COVERED BY SERVICE

IRENT	ICVS	INTERNAL RENTAL COVERED BY SERVICE	0.00	0.00

Tech(s):

IRENT INTERNAL RENT A CAR 45.00

Pts: 0.00 Lbr: 0.00 Other: 45.00 Total Line D: 45.00

Customer Pay	
Labor	149.99
Parts	0.00
Lube	0.00
Sublet	0.00
Miscellaneous/Shop Charge	15.00
Deductible	0.00
Total Charges	164.99
Less Insurance/Adjustment	0.00
Sales Tax	12.38
Total	177.37

Cancellation Based Upon		Cancel Reason	
Cancellation Date		Reason Description	
MR Event Date		Cancel Processed By	
Customer Refundable Base Amount	USD 2,582.00	Customer Net Refund	

System Information

Created By	TWG System Integration, 2/2/2014 5:55 AM	Last Modified By	Carl Dyer, 8/30/2019 8:48 AM
Premium Location Code	C		

View Contract PDF

Cases

Action	Case Number	Status	RO #	Date/Time Opened	Customer Name	VIN	Total Authorized Amount	Total Paid Amount	Model
Edit	[redacted]	Draft	[redacted]	8/30/2019 8:48 AM	[redacted]	1C4BJWDG2EL[redacted]			

Contract History

Date	User	Action
2/2/2014 5:55 AM	TWG System Integration	Created

TWG Legacy Case Histories

Action	TWG Case History Name	MR Claim Number	Case Status	Paid Amount	Original Created Date	Component 1	Component 2	Component 3	Component 4
	[redacted]	[redacted]	WKS IS CONVERTED INCIDENT	USD 0.00	2/23/2015 11:44 AM				

^ Back To Top

Always show me more records per related list

Terms of Use | TWG Terms of Use

Assurant
(727) 532-2800

[redacted]

ASSURANT

Search... Search

Contract [redacted] Printable View

Cases [1] | Contract History [1] | TWG Legacy Case Histories [1]

Contract Detail

View Contract PDF

Contract Information

Number	[redacted]	Record Type	Mechanical
Type	Service Contract	Contract Issue Date	11/27/2013
Coverage Plan	Platnum	Contract Term (months)	72
Deductible Type	Per Visit, $100	Contract Term (miles)	100
Discount Deductible	N/A	Status	Active
		Expiration Date	11/27/2019
		Expiration Mileage	100,011
Deductible Amount	USD 100.00	Rental Maximum Amount Per Day	USD 35.00
Dealer Name	NAPLETON S ORLANDO C/D/J	Total Rental Days	5
Dealer Number	000FL008	Towing Amount Limit	0
Odometer Mileage at Purchase	11	Roadside Assistance	View Contract Terms and Conditions for Roadside Assistance information.
Bundled		Quote ID	
Complimentary		Deal Number	
System Pin		Group Product ID	
In-Service Date	11/27/2013	Dealer Lienholder Name	
Form Number	[redacted]		
PDF Url			
AltAgmtNumber_INT			

Customer Information

Customer Name	[redacted]	Address Line 1	[redacted]
Member Account Number		Address Line 2	
Home Phone	[redacted]	City	SAINT CLOUD
Customer Email		State	FL
		Zip Code	[redacted]

Co-Buyer Information

Co First Name		Address Line 1	
Co Last Name		Address Line 2	
Co Phone Number		City	
Co Work Number		State	
Mobile Phone		Country	
Co Email		Zipcode	

Vehicle Information

Make	Jeep	VIN	1C4BJWDG2EL[redacted]
Model		Year	2014

Cancellation Information

Cancel Processed Date		Cancel Percentage	0.0000%
Cancel Odometer	0	Customer Cancellation Fee	

[redacted]

[redacted]
Saint Cloud, FL [redacted]

7019 1120 0001 1051 7129

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®

[redacted]

U.S. POSTAGE PAID
FCM LG ENV
KISSIMMEE, FL
34744
OCT 16, 19
AMOUNT
$4.80
[redacted]

NHTSA Headquarters
1200 New Jersey Avenue S.E.
West Building
Washington, DC 20590

Department of Transportation

To: W41-306
Location Code: DOT
Cost Center: 4 West
Mail Point: NEC, NOA, NIA

External Carrier: PRIORITY
Sender:
Manufacturer:
Purchase Order:

DOT 10/21/2019 11:01:19 AM

7019112000011051712 9

W41-306