

3

EMAIL SENT TO FLA ATTNY GENERAL.

CONTACT: ROB SPARKS; 850 414 3990

INTERNET MESSAGE RECEIVED BY THE ATTORNEY GENERAL'S (FLORIDA) OFFICE ON 11/19/2022

[Redacted]  
Jupiter, FL  
Phone [Redacted]  
Email [Redacted]

CDI No  
11504719

RE: Land Rover Palm Beach

CL-11504719-1000

7550 Okeechobee Blvd.

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

West Palm Beach, FL 33411

Phone: (561) 209-7000

Website: www.landroverpalmbeach.com

Transaction Date: 9/9/2022

Amount Paid: \$2036.71

Payment Method: Credit Card

Subject: Safety Issue-Factory Defect- Braking system

\*

I am a [Redacted] 100% disabled [Redacted]. In December of 2017, I leased a new LR Discovery Sport from Land Rover of Palm Beach. I chose this vehicle for its reputation of being safe, well made and capable of negotiating all types of terrain in all kinds of weather. The list price was over 40K, but they were offering a great lease special that we could afford. At 28,000 miles I had the vehicle serviced, and it was discovered that the right rear pads were completely worn out. The other 3 wheels were fine. It was suggested that the Caliper was not releasing correctly and caused the pads to drag. LRPB refused

11/22

ODI 11504719



to warranty and told me I had to replace the rear pads on both sides to the tune of \$833.63 on 22 Nov. 2020.

On 8/24/22, while servicing the vehicle at 40,263, at Firestone NPB, I was told that all 4 brake pads had worn on the OUTER edge down to 3mm front and 2-4mm rear. There are safety sensors, but they were NOT activated as they only monitor the thickness of the INNER portion of the pads which were 8-10mm normal wear. There is obviously a serious SAFETY defect in the braking system, and if it had not been discovered, the pads would not have been able to stop the vehicle. Again LRPB refused to warranty and charged me \$2036.71. to replace pads and rotors. They offered no explanation other than that there was some corrosion on LR rotor. I have documentation and pictures and reports supporting my claim. I also have all the takeoff parts for support.

I have contacted LR of USA and the GM at LRPB. The GM has never returned my call. I feel like I've been taken advantage of... I am unable to work and on a fixed income and to have had to spend almost \$3000 on a supposedly HD vehicle that has a serious and dangerous SAFETY issue should not be my liability. I do have other documentation if needed. Please look into this. Thank you, [REDACTED]

001 11504719

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

5

[REDACTED]

\*INVOICE\*



LAND ROVER PALM BEACH  
7550 OKEECHOBEE BLVD.  
WEST PALM BEACH, FL 33411  
PHONE (561) 209-7000  
MV-90043

www.landroverpalmbeach.com  
e-mail: msnyder@landroverpalmbeach.com

JUPITER, FL  
HOME: [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

PAGE 1

SERVICE ADVISOR: 14481 JERVIS WEBB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
FUJI-EBONY	17	LAND ROVER DISCOVERY	SALCP2BG4H[REDACTED]	[REDACTED]	28193 / 8193	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28DEC17 DD			18:00 22NOV20		215.00	CASH	14OCT20
R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR:5	1) PROTECTION-PAK		
18:00 08OCT20	13:14 14OCT20	WOMACK 2) 40265334					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORMED MPI	INSPECTION					
	MPI PERFORMED	MPI	INSPECTION				

32532 CR 0.00 0.00 0.00 0.00 0.00 0.00 0.00  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00  
 28193 mpi performed mpi

B WHILE DRIVING THE REAR BRAKE CALIPER SEEMS TO BE STICKING MULTIPLE  
 TIMES Customer States

CAUSE: LINE F  
 90 REFER LINE F  
 32532 WARR 0.00 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00  
 28193 refer to line f refer to line f

C FRONT GRILL IS DELAMIANTING Customer States  
 CAUSE: DELAMINATING

765503 RADIATOR GRILLE - RENEW  
 32532 WARR 0.10 (N/C)  
 1 LR097949 GRILLE - RADIATO (N/C)

OCT 14 2020  
 877.63

FC: D4  
 PART#: LR097949  
 COUNT: 1

CLAIM TYPE: 01  
 AUTH CODE:  
 VW\*AV4

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00  
 28193 delaminating verified concern- found front grill  
 delaminating- r/r front grill

D LAND ROVER BADGE ON THE REAR HATCH IS DELAMIANTING Customer States  
 CAUSE: DELAMINATING

76448932 INSTALL SPORT BADGE - TAILGATE - LC  
 32532 WARR 0.10 (N/C)

1 LR062123 NAME PLATE - PLA (N/C)

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

WASTE DISPOSAL CHARGE: A standard charge for supplies (regs, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 8% of the total labor charge with a \$35.00 maximum.  
 \*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 a \$1.50 fee to be collected for each new or remanufactured battery sold in the state [S. 403.7185].  
 STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$30.00.

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 express 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 service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. Parts and labor are guaranteed for 1 year.  
 CUSTOMER SIGNATURE

ODI 11504719

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

6

[REDACTED]

\*INVOICE\*



LAND ROVER PALM BEACH  
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JUPITER, FL

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 14481 JERVIS WEBB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
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R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]		DLR:5 1) PROTECTION-PAK			
18:00 08OCT20	13:14 14OCT20	WOMACK 2) 40265334					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	FC: D4						
	PART#: LR062123						
	COUNT: 1						
	CLAIM TYPE: 01						
	AUTH CODE:						
	VW*AV4						

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00  
 28193 delaminating verified concern- found land rover badge on rear hatch delaminating- r/r rear land rover badge

\*\*\*\*\*  
 E LAND ROVER BADGES ON THE LEFT AND RIGHT SIDES ARE DELAMINATING  
 Customer States  
 CAUSE: DELAMINATING  
 769000 REPLACED BOTH UPPER QUARTER PANEL MOTIFS -  
 NO SRO IN TOPIX  
 32532 WARR 0.20 (N/C)  
 2 LR063650 NAME PLATE (N/C)

FC: D4  
 PART#: LR063650  
 COUNT: 2  
 CLAIM TYPE: 01  
 AUTH CODE:  
 VW\*  
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00  
 28193 delaminating verified concern- found land rover badges delaminating on each side of vehicle- r/r land rover badge on left and right side of vehicle.

\*\*\*\*\*  
 F\*\* Pads/Shoes and Rotors/Drums, Brake (Rear) - Replace \*  
 BK55 Pads/Shoes and Rotors/Drums, Brake (Rear) -  
 Replace \*  
 32532CRMEN 2.50 400.00 400.00  
 1 LR110327 BRAKE PADS - WIT 148.26 140.85 140.85  
 2 LR061388 DISC - BRAKE 121.58 115.50 231.00

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

001 11504719

CUSTOMER # [REDACTED]  
UNIT# [REDACTED]

7

[REDACTED]

\* INVOICE \*



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e-mail: msnyder@landroverpalmbeach.com

JUPITER, FL [REDACTED]  
HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

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SERVICE ADVISOR: 14481 JERVIS WEBB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
FUJI-EBONY	17	LAND ROVER DISCOVERY	SALCP2BG4H[REDACTED]	[REDACTED]	28193/28193	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28DEC17 DD			18:00 22NOV20		215.00	CASH
R.O. OPENED	READY	OPTIONS: SOLD-STK [REDACTED]		DLR: 5 1) PROTECTION-PAK		
18:00 08OCT20	13:14 14OCT20	WOMACK 2) 40265334				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
1	LR072544	WIRE	-	BRAKE PAD	68.95	65.50	65.50
PARTS: 437.35 LABOR: 400.00 OTHER: 0.00					TOTAL LINE F: 837.35		
28193 worn r/r rear pads rotors and sensor							

G\*\* C3 SERVICE REMINDER 10 PERCENT PART AND LABOR COUPON  
C3 C3 SERVICE REMINDER 10 PERCENT PART AND LABOR COUPON

96 CPN	0.00	0.00	0.00
10LD 10% LABOR DISCOUNT		-40.00	-40.00
10PD 10% PRTS DSCNT LANDROVER		-43.73	-43.73
PARTS: 0.00 LABOR: 0.00 OTHER: -83.73	TOTAL LINE G:		-83.73

EST: 942.00 12OCT20 12:23 SA: 14481  
CONTACT:

EST: 0.00 08OCT20 18:00 SA: 14481  
CONTACT:

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER 20.00

WASTE DISPOSAL CHARGE: A standard charge for supplies (rags, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 6% of the total labor charge with a \$35.00 maximum.

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	400.00
PARTS AMOUNT	437.35
GAS, OIL, LUBE	-83.73
SUBLET AMOUNT	0.00
MISC. CHARGES	20.00
TOTAL CHARGES	773.62
DISCOUNT	0.00
SALES TAX	60.01
PLEASE PAY THIS AMOUNT	833.63

LAND ROVER PALM BEACH  
7550 OKEECHOBEE BLVD  
WEST PALM BEACH, FL 33411  
561-209-7050

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ODI 11504719

LAND ROVER PALM BEACH

Date: 10/14/2020 06:14:30 PM

CREDIT CARD SALE

VISA  
CARD NUMBER: \*\*\*\*\*  
ENTRY METHOD: ICC  
AUTH MODE: Issue  
TRAN AMOUNT: \$833.63  
SALES TAX: \$0.00  
APPROVAL CD: 098379  
RECORD #: 000  
CLERK ID: brittney  
CUST CODE:  
INVOICE #:

APPROVED  
SIGNATURE VERIFIED

PLEASE RETAIN FOR YOUR RECORDS

AID:  
TVR:  
IAD:  
VISA  
TSI:

Customer Copy



001 11504719

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

(9)

[REDACTED]

\*INVOICE\*



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JUPITER, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]  
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 14481 JERVIS WEBB

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
FUJI-EBONY	17	LAND ROVER DISCOVERY	SALCP2BG4H[REDACTED]		40617 / 40622	[REDACTED]
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
28DEC17 DL			18:00 10OCT22		299.99	CASH
R.O. OPENED	READY	OPTIONS:	SOLD-STK	DLR: 5	1) PROTECTION-PAK	
11:04 06SEP22	14:28 09SEP22	WOMACK 2) 40265334				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	PERFORM FULL MULTI POINT INSPECTION						
	MPI PERFORM FULL MULTI POINT INSPECTION						(N/C)
		32532	IFR	0.00			
PARTS:		0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A: 0.00
	40622 mpi mpi						

B WHEN HAVING THE VEHICLE INSPECTED AT ANOTHER SHOP (FIRESTONE). SHOP TECH SAIS THAT THE REAR OUTER BRAKE PADS ARE AT 2MM COMPARED TO THE INNER BRAKE PADS AT 10MM (CALLED LAND ROVER CORPORATE AND WAS TOLD TO HAVE IT BROUGHT IN AND BE DIAGNOSED BY A LAND ROVER DEALERSHIP TECH) (Customer States

CS WHEN HAVING THE VEHICLE INSPECTED AT ANOTHER SHOP (FIRESTONE). SHOP TECH SAIS THAT THE REAR OUTER BRAKE PADS ARE AT 2MM COMPARED TO THE INNER BRAKE PADS AT 10MM (CALLED LAND ROVER CORPORATE AND WAS TOLD TO HAVE IT BROUGHT IN AND BE DIAGNOSED BY A LAND ROVER DEALERSHIP TECH) (Customer States

PARTS  
SEP 09 2022  
Amao

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
	40622						

C VEHICLES NOT PURCHASED AT LRPB OR EXPIRED FACTORY WARRANTY AUTHORIZED 2 DAYS ONLY. LRPB NOT RESPONSIBLE FOR ADDED RENTAL DUE TO PART/SHOP DELAY. LRPB RENTAL DISCOUNT SUPERSEDES ALL COUPONS/DISCOUNTS.

RENT VEHICLES NOT PURCHASED AT LRPB OR EXPIRED FACTORY WARRANTY AUTHORIZED 2 DAYS ONLY. LRPB NOT RESPONSIBLE FOR ADDED RENTAL DUE TO PART/SHOP DELAY. LRPB RENTAL DISCOUNT SUPERSEDES ALL COUPONS/DISCOUNTS.

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

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CUSTOMER SIGNATURE

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

001 11504719

CUSTOMER #: [REDACTED]  
UNIT# [REDACTED]

10

[REDACTED]

\*INVOICE\*



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JUPITER, F  
HOME: [REDACTED]  
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CONT: [REDACTED]  
CELL: [REDACTED]

PAGE 2

SERVICE ADVISOR: 14481 JERVIS WEBB

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DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28DEC17 DE			18:00 10OCT22		299.99	CASH	09SEP22
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR:5 1) PROTECTION-PAK			
		WOMACK 2) 40265334	[REDACTED]				
11:04 06SEP22	14:28 09SEP22						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D	DIAGNOSTICS	1.0 HR	\$299.99	CUSTOMER AUTHORIZES 1 HOUR OF ADDITIONAL DIAGNOSTICS REQUIRED. PARTS/LABOR FOR REPAIR ARE ADDITIONAL. THERE IS POTENTIAL FOR FUTURE SUPPLEMENTAL COMPONENT FAILURE.			
DIAG1	DIAGNOSTICS	1.0 HR	\$299.99	CUSTOMER AUTHORIZES 1 HOUR OF ADDITIONAL DIAGNOSTICS REQUIRED. PARTS/LABOR FOR REPAIR ARE ADDITIONAL. THERE IS POTENTIAL FOR FUTURE SUPPLEMENTAL COMPONENT FAILURE.			
	32532	CR	0.00		0.00	0.00	
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00
40622 no diag charge no diag charge at this time							
*****							
E**	Pads and Rotors, Brake (Front) Replace						
	BR20 Pads and Rotors, Brake (Front) Replace						
	32532	CR	2.50		400.00	400.00	
	2 LR059122	DISC - BRAKE - V		183.60	183.60	367.20	
	1 LR121267	WIRE - BRAKE PAD		73.73	73.73	73.73	
	1 LR160540	BRAKE PADS - LES		245.51	245.51	245.51	
	2 LR002080	BOLT		11.85	11.85	23.70	
	4 LR058339	BOLT		14.72	14.72	58.88	
PARTS:	769.02	LABOR:	400.00	OTHER:	0.00	TOTAL LINE E:	1169.02
40622 front pads rotors and sensor 2.50 remove and replace front pads rotors and sensor --saw no signs of calipers sticking or binding -- all operations of braking system are ok at this time							
*****							
F**	Pads/Shoes and Rotors/Drums, Brake (Rear) - Replace						
	BK55 Pads/Shoes and Rotors/Drums, Brake (Rear) - Replace						
	32532	CR	2.50		400.00	400.00	
	2 LR061388	DISC - BRAKE		137.86	137.86	275.72	
	1 LR072544	WIRE - BRAKE PAD		69.04	69.04	69.04	
	1 LR160436	BRAKE PADS - WIT		162.25	162.25	162.25	
	2 LR002080	BOLT		11.85	11.85	23.70	
PARTS:	530.71	LABOR:	400.00	OTHER:	0.00	TOTAL LINE F:	930.71

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	LABOR AMOUNT	
	PARTS AMOUNT	
	GAS, OIL, LUBE	
	SUBLET AMOUNT	
	MISC. CHARGES	
	TOTAL CHARGES	
	DISCOUNT	
	SALES TAX	
	CUSTOMER SIGNATURE	PLEASE PAY THIS AMOUNT

001 11504719

CUSTOMER #: [REDACTED]  
UNIT#: [REDACTED]



\*INVOICE\*



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HOME: [REDACTED] CONT [REDACTED]  
BUS: [REDACTED] CELL [REDACTED]

PAGE 3

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28DEC17 DD			18:00 10OCT22		299.99	CASH	09SEP22
R.O. OPENED	READY	OPTIONS:	SOLD-STK:	DLR: 5 1) PROTECTION-PAK			
11:04 06SEP22	14:28 09SEP22	WOMACK 2) 40265334					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
40622					remove and replace rear pads rotors and sensor -- saw no signs of calipers sticking or binding - excessive corrosion to left rear outer rotor face		
*****							
G**	C3	SERVICE REMINDER	10 PERCENT PART AND LABOR COUPON	92	REFER TO COMMENTS SECTION		
		96	CPN	0.00		0.00	0.00
	10LD	10%	LABOR DISCOUNT			-80.00	-80.00
	10PD	10%	PRTS DSCNT LANDROVER			-130.00	-130.00
PARTS:	0.00	LABOR:	0.00	OTHER:	-210.00	TOTAL LINE G:	-210.00
*****							

ESTIMATE: 2,675.60 08SEP22 15:16 SA: 14481  
CONTACT:

ESTIMATE: 340.25 06SEP22 11:04 SA: 14481  
CONTACT:

WASTE DISPOSAL CHARGE: A standard charge for supplies (rags, cleaners, etc.) and disposal of hazardous waste (oil, coolant, oil filters, etc.) will appear on each repair order when used in the repair. The amount of each charge will be 6% of the total labor charge with a \$35.00 maximum.

\*This charge represents costs and profits to the motor repair facility for miscellaneous shop supplies or waste disposal.\* (S.659.904(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 a \$1.50 fee to be collected for each new or remanufactured battery sold in the state (S. 403.7185).

STORAGE CHARGES: No storage charges shall accrue or be due and payable for a period of 3 working days from the date you are notified that the work on your vehicle has been completed. After that date, the daily charge for storage of your vehicle will be \$30.00.

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 express 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 service sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. Parts and labor are guaranteed for 1 year.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	800.00
PARTS AMOUNT	1299.73
GAS, OIL, LUBE	-210.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	1889.73
DISCOUNT	0.00
SALES TAX	146.98
PLEASE PAY THIS AMOUNT	2036.71

12

ODI 11504719

**Land Rover Palm Beach**  
 7550 Okeechobee BLVD  
 West Palm Beach  
 Florida  
 5618013557

**Customer Information**

Street: [REDACTED]  
 Zip Code: [REDACTED]

**Transaction Information**

**Sale**  
 Date: 9/9/2022 2:32:11 PM  
 Amount: \$2036.71  
 Card Number: \*\*\*\*\* [REDACTED]  
 Merchant Id: 400007143  
 Terminal Id: 00000001  
 Auth Code: 234937  
 Auth Mode: Issuer  
 Processed at [REDACTED]  
 Reference No: [REDACTED]  
 Trace No: [REDACTED]  
 Invoice No: [REDACTED]  
 Response: Approved  
 Entry Method: Manual  
 Match AVS: Not Match N  
 Match CVV: Match M  
 Match ZIP: Not Match N  
 Client ID: [REDACTED]  
 User Id: [REDACTED]

I Agree to Pay Above Total Amount According to Card Issuer agreement (Merchant agreement if Credit voucher).

[REDACTED]

Retail Invoice  
Printed on 08/24/2022



001 11504719

Store# 004391

In: 08/24/22 10:57AM  
Out: 08/24/22 12:56PM

www.FirestoneCompleteAutoCare.com

Business License:

Cust Status: Waiting

Appt: Yes

DUPLICATE INVOICE

JUNO BEACH - 12120 US HIGHWAY 1, NORTH PALM BEACH, FL. 33408-2642 - 561.624.2601

Service Advisor: 9 RICARDO

Wheel Lock:

Technician: 03 FRED

Customer Details:

Alt. Auth. Name & Phone:

Vehicle Details:

N/A

2017 LAND ROVER DISCOVERY SPORT SE

JUPITER, FL

2.0L L4 FI GAS VIN G DOHC

VIN #: SALCP2BG4H

LIC [WHITE]

MILEAGE: 40,263

Description	Rev Hist /Article # ID	Qty	Unit Price	Extended Price	Job Total
FULL SYNTHETIC OIL CHANGE UP TO 5 QTS	09				99.97
5.7 QTS.					
SAE 5W-30 meeting specs ST JLR.03.5003					
The Manufacturer recommends an Oil Change based on mileage of [Driving Conditions ALL] 10000 miles...See Owner' manual for specific requirements.					
PZ21 OIL FILTER	7058149 03TN	1	7.99	7.99	
5W-30 PZL PLAT FULL SYNTHETIC OIL UP TO	7034628 03TN	1	82.99	82.99	
ADDITIONAL OIL REQUIRED 0.7 QTS @ \$1.66 PER 1/10 QTS	7034629 03TN	7	1.66	11.62	
PREMIUM OIL CHANGE LABOR	7003355 03TS	1	5.49	5.49	
USED OIL FILTER RECYCLING CHG (1)	7075051 03TN	1	2.99	2.99	
PRT-DISC 10% Off Service Military Discount	7001674 03T	-1	10.56	-10.56	
LBR-DISC 10% Off Service Military Discount	7001674 03T	-1	0.55	-0.55	
TIRE ROTATION - WARRANTY N/C	09				
TIRE ROTATION	7001121 03TS	4	N/C	N/C	
COURTESY CHECK	09				
CUSTOMER REQUESTED 37 PSI FRONT 35 PSI REAR					
COURTESY CHECK	7046930 03TS	1	N/C	N/C	
Donation	09				5.00
BOYS AND GIRLS CLUBS OF AMERICA	7013276 03NN	1	5.00	5.00	

ORDER NOTES

No manufacturer's recommended services were found.

All parts are new unless otherwise specified.

F.S. 403.7185 mandates a \$1.50 fee for each new or manufactured battery sold in the State of Florida

F.S. 403.718 mandates a \$1.00 fee for each new tire sold in the State of Florida

Payment History:

Visa 112.34 06721D Sale  
 MID: 222220326586  
 Term: 0002 Card Inserted  
 AID:A0000000031010 PIN NOT VERIFIED  
 Total Tendered 112.34

Summary:

Parts 100.03  
 Labor 4.94  
 Shop Supplies 0.35  
 Sub-Total 105.32  
 Tax (7.00%) 7.02  
 Total \$112.34

Declined Work:

FRONT BRAKE JOB (DISC)  
REAR BRAKE JOB (DISC)

Notes:

Information on service warranty, maintenance, and safety can be located at  
<https://www.firestonecompleteautocare.com/maintain/service-warranty-options/>

Re-Printed On: 08/24/2022 01:00 PM

WORK ORDER #



FIRESTONE COMPLETE AUTO CARE  
12120 US HIGHWAY 1  
NORTH PALM BEACH, FL. 33408-2642

SERVICE ADVISOR  
09 RICARDO  
561.624.2601

Printed on 8/24/2022

JUPITER, FL

2017 LAND ROVER DISCOVERY SPORT SE [WHITE]  
2.0L L4 FI GAS VIN G DOHC  
LIC # [REDACTED] VIN # SALCP2BG4H [REDACTED]  
IN 08/24/22 10:57AM MILEAGE 40,000

Store #

**Recommended Services not Authorized by Customer**

REG#

Status	Description	Qty	Unit Price		Extended Price		Total
			Parts	Labor	Job Total	Cat. Total	
Recmd	<b>FRONT BRAKE JOB (DISC)</b>					698.10	
	GNAD1838 BRAKE PADS-PREM GOLD 1 EA WREV	1	98.99	0.00			
	YH540109P Painted Rotor 1 EA CQPRT	2	170.99	0.00			
	REMOVE & REPLACE DISC ROTOR - FRONT, BOTH	1	0.00	193.20			
	WS528 FRONT DISC PAD SENSOR WIRE	2	70.75	0.00			
	PRT-DISC 10% Off Service Military Discount	-1	58.25	0.00			
	LBR-DISC 10% Off Service Military Discount	-1	0.00	19.32			
Recmd	<b>REAR BRAKE JOB ( DISC)</b>					700.07	
	GNAD1821 BRAKE PADS-PREM GOLD 1 EA WREV	1	77.99	0.00			
	YH540110P Painted Rotor 1 EA CQPRT	1	156.99	0.00			
	REMOVE & REPLACE DISC ROTOR - REAR, BOTH	1	0.00	386.40			
	WS533 REAR DISC PAD SENSOR WIRE	2	78.24	0.00			
	PRT-DISC 10% Off Service Military Discount	-1	39.15	0.00			
	LBR-DISC 10% Off Service Military Discount	-1	0.00	38.64			
Recmd	<b>BRAKE FLUID EXCHANGE</b>					80.98	
	BRAKE FLUID EXCHANGE	1	19.99	0.00			
	BRAKE FLUID EXCHANGE LABOR	1	0.00	60.99			
	Preventive Maintenance - Suggested						
						1,479.15	1,479.15

Recommended Parts: 896.52  
 Labor: 582.63  
 Subtotal: 1,479.15  
 Shop Supplies: 30.00  
 Tax (7.00%): 105.65  
 Total: 1,614.80

ESTIMATE

THESE PRICES ARE VALID FOR 30 DAYS

Labor charges are based on 'Menu Items' of a predetermined amount or the flat rate charged per the Mitchell Labor Manual @ Skill Rate.

ALL PARTS ARE NEW UNLESS NOTED OTHERWISE

Printed on 08/24/2022



001 11504719

Store#

In: 08/24/22 10:57AM  
Out: 08/24/22 12:56PM

www.FirestoneCompleteAutoCare.com

Business License:

REG#

Cust Status: Waiting

Appt: Yes

DUPLICATE INVOICE

JUNO BEACH - 12120 US HIGHWAY 1, NORTH PALM BEACH, FL, 33408-2642 - 561.624.2601

BRAKE FLUID EXCHANGE

08/24/2022

FRONT PADS @ 3MM ON OUTER PAD, 8MM INNER PAD



REAR PADS AT @ 2MM AND 4MM ON OUTER PADS, CLOSE TO 10MM  
INNER PAD



I have received the above goods and/or services. If this is a credit card purchase, I agree to pay and comply with my cardholder agreement with the issuer.



MOTORIST ASSURANCE PROGRAM

Customer Signature

HOW ARE WE DOING?

Tell us about your experience today!

Complete a 4-minute survey for a chance to win one of ten \$50 gift cards each month!

Visit [www.FirestoneSurvey.com](http://www.FirestoneSurvey.com) within 4 days and enter Code 004391-192864

RETAIL BUYER'S ORDER AND SALES AGREEMENT

001 11504719



LAND ROVER  
PALM BEACH

DATE: 12/28/2017

Deal # [Redacted]  
Stock # [Redacted]  
Cust # [Redacted]

7550 Okeechobee Blvd., West Palm Beach Florida 33411  
Telephone (561) 209-7000

Sales Consultant #1 PAIDE WISSLER 17191  
Sales Consultant #2 \_\_\_\_\_

Buyer [Redacted]	Co-Buyer _____
Address [Redacted]	Address _____
City JUPITER State FL ZIP [Redacted]	City _____ State _____ ZIP _____
Mailing Address _____	Mailing Address _____
City _____ State _____ ZIP _____	City _____ State _____ ZIP _____
Res. Phone [Redacted] Bus. Phone _____	Res. Phone _____ Bus. Phone _____
D.L. [Redacted] D.O.B. [Redacted]	D.L. # _____ D.O.B. _____
Cell [Redacted] Email [Redacted]	Cell # _____ Email _____

NEW 2017 V.I.N. SALCP2BG4HH [Redacted]  
 MAKE LAND ROVER MODEL DISCOVERY EXT/INT FUJI-EBONY MILES 38  
 IN SERVICE DATE 12/28/2017 ORIGINAL FACTORY WARRANTY EXPIRES 12/27/2021 MILEAGE 50,000

TRADE-IN		Selling Price	
Trade # 1	STOCK # [Redacted]		\$
Vin # 2G1FA1E3XE [Redacted]	Miles 65924	Additional Equipment	\$
Year 2014	Make CHEVROLET	TERM	\$ 39
Model CAMARO	Body Style CP	MILES PER YEAR	+ 12,000
Ext Color SILVER	Int Color	PAYMENT W/OUT TAXES	+ 349.26
Paid To: GM FINANCIAL			
Amount: N/A	Good Thru:		
Trade # 2	STOCK #	Total Selling Price	\$
Vin #		Trade Allowance	-
Year	Make	Cash Difference	\$
Model	Body Style	Tire and Battery Fee	+
Ext Color	Int Color	Dealer Services Fee	\$ 653.00
Paid To:		This Fee represents cost and profit to the dealer for items such as inspecting, cleaning and adjusting vehicles and preparing documents related to the sale.	
Amount: N/A	Good Thru:	ELT	49.00

**CHECK ALL THAT APPLY**

**Conditional Delivery**  
 Buyer acknowledges that the Vehicle is being conditionally delivered to Buyer and that Buyer has executed a Rescission Agreement governing the terms of such conditional delivery.

**Damage Disclosure**  
 Dealer has disclosed to Buyer that the Vehicle has suffered damages, as required by Florida Statute 501.976.

**Failed Sale**  
 Buyer acknowledges that Dealer has advised Buyer that THIS VEHICLE WAS DELIVERED TO A PREVIOUS PURCHASER.

**Vehicle History**  
 The Vehicle has been, or is:  
 previously titled, registered or used pursuant to a short term lease, as defined in Florida statute 319.14(c)2 a.;  
 previously titled, registered or used, as a taxi cab, or police vehicle;  
 rebuilt as defined in Florida Statute 319.14(c).3.;  
 assembled from parts, or combined, or is a kit car, glider kit or replica;  
 a flood vehicle as defined by Fla. Stat. 319.30(3)(a);  
 a non-conforming vehicle purchased by a manufacturer pursuant to the Motor Vehicle Warranty Enforcement Act;

IF THIS ORDER IS FOR A USED VEHICLE, THE INFORMATION YOU SEE ON THE FEDERAL TRADE COMMISSION WINDOW FORM IS PART OF THIS ORDER. INFORMATION ON THE WINDOW STICKER OVERRIDES ANY CONTRARY PROVISION OF THIS AGREEMENT.

**WARNING, SEE REVERSE SIDE. DEALER IS PROVIDING NO WARRANTY TO BUYER, AND ALL WARRANTIES ARE HEREBY DISCLAIMED BY DEALER.**

**WARNING, BY SIGNING THIS AGREEMENT YOU ARE AGREEING TO ARBITRATE ALL DISPUTES WITH THE DEALER. THIS HAS IMPORTANT EFFECTS ON YOUR LEGAL RIGHTS. SEE SECTION 12 ON REVERSE SIDE.**

Total Taxable Price	\$
State Sales Tax at _____ %	+
County Surtax	+
Registration Fees	+
Subtotal	\$
Trade-In Lien Payoff	+
Mechanical Breakdown Insurance including Tax	
<b>I HAVE BEEN OFFERED MECHANICAL BREAKDOWN INSURANCE AND HAVE DECLINED SUCH AN OFFER. X</b>	
Balance Due	\$
Mfg. Rebate, if applicable	-
	-
Cash Down Payment	-
Unpaid Balance of Cash Price	\$
ALL DEPOSITS ARE NON-REFUNDABLE. Buyer acknowledges that Buyer has received a written receipt, which receipt sets forth that the DEPOSIT IS NON-REFUNDABLE and sets forth how long the Vehicle will be held from sale.	

THE TERMS AND CONDITIONS ON THE REVERSE SIDE HEREOF CONSTITUTE ADDITIONAL TERMS AND CONDITIONS OF THE AGREEMENT. BUYER ACKNOWLEDGES THAT HE HAS READ, REVIEWED AND UNDERSTANDS SUCH TERMS AND CONDITIONS, AND HAS BEEN GIVEN A COMPLETE, SIGNED COPY OF THIS AGREEMENT.

Buyer's Signature: [Redacted] Accepted By: [Signature] AUTHORIZED REPRESENTATIVE OF DEALER  
 Co-Buyer \_\_\_\_\_

001 11504719

**CLOSED-END MOTOR VEHICLE LEASE AGREEMENT**

Monthly Payment Lease       Single Payment Lease  
 Electronic Execution

**1. PARTIES:**

Lease Date: 12/28/2017

Lessor - Dealer Name <b>LAND ROVER PALM BEACH</b>	Address 7550 OKEECHOBEE BLVD WEST PALM BEACH FL 33411
Lessee - Name [REDACTED]	Address [REDACTED] JUPITER FL [REDACTED]
Lessee - Name N/A	Address N/A

Each Lessee signing this Lease ("you" or "your") agrees to lease from the Lessor named above the vehicle described in Section 2 (the "Vehicle") on the terms and conditions in this Lease Agreement ("Lease"). Lessor intends to assign its rights and interest under this Lease to JPMorgan Chase Bank, N.A. ("Chase"). As used in this Lease, the terms "us," "our" and "we" refer to the Lessor and, after assignment, to Chase or its successors and assigns.

**2. DESCRIPTION OF LEASED VEHICLE:**

MODEL YEAR	MAKE	MODEL	BODY STYLE	COLOR	VEHICLE ID NO.	ODOMETER
2017	LAND ROVER	DISCOVERY	UT	FUJI-EBONY	SALCP2BG4HH [REDACTED]	38

If checked, the primary use of the Vehicle is business or commercial; otherwise, it is personal, family or household use.

**3. LEASE TERM.** The Lease Term is 39 months, beginning on the Lease Date (above) and ending on 03/27/2021 (the "Maturity Date").

**4. DESCRIPTION OF TRADE-IN (if applicable)**

MODEL YEAR	MAKE	MODEL	GROSS ALLOWANCE	AMOUNT OWED	NET TRADE-IN
2014	CHEVROLET	CAMARO	\$ N/A	\$ N/A	\$ N/A

An "e" in this Lease indicates an estimate.

**Federal Consumer Leasing Act Disclosures**

<b>5. Amount Due at Lease Signing or Delivery:</b> (Itemized below)* \$ <u>5000.00</u>	<b>6. Lease Payments:</b> (a) <b>Monthly Payment Lease:</b> Your first Monthly Payment of \$ <u>373.71</u> is due on <u>12/28/2017</u> , followed by <u>38</u> payments of \$ <u>373.71</u> due each following month. The total of your Monthly Payments is \$ <u>14574.69</u> . (b) <b>Single Payment Lease:</b> Your Advance Single Payment of \$ <u>N/A</u> is due on <u>N/A</u> .	<b>7. Other Charges</b> (not part of your Monthly Payment):  Turn-In Fee (if you do not purchase the Vehicle from us): \$ <u>300.00</u>  Total: \$ <u>300.00</u>	<b>8. Total of Payments</b> (The amount you will have paid by the end of the Lease):  \$ <u>19500.98</u>
----------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------

**\*Itemization of Amount Due at Lease Signing or Delivery**

<b>9. Amount Due at Lease Signing or Delivery:</b>	<b>10. How the Amount Due at Lease Signing or Delivery will be paid:</b>
(a) Capitalized Cost Reduction ..... \$ <u>2598.05</u>	(a) Net trade-in allowance ..... \$ <u>N/A</u>
(b) First Monthly Payment ..... + \$ <u>373.71</u>	(b) Amount to be paid in cash ..... + \$ <u>4000.00</u>
(c) Advance Single Payment ..... + \$ <u>N/A</u>	(c) Rebates and noncash credits:
(d) Refundable security deposit ..... + \$ <u>N/A</u>	(1) Manufacturer Rebate(s) ..... + \$ <u>1000.00</u>
(e) Initial title fees ..... + \$ <u>N/A</u>	(2) <u>N/A</u> ..... + \$ <u>N/A</u>
(f) Initial registration fees ..... + \$ <u>239.01</u>	(3) <u>N/A</u> ..... + \$ <u>N/A</u>
(g) Sales or use tax ..... + \$ <u>272.73</u>	(4) <u>N/A</u> ..... + \$ <u>N/A</u>
(h) Acquisition Fee ..... + \$ <u>795.00</u>	(d) Total ..... = \$ <u>5000.00</u>
(i) Dealer document processing fee ..... + \$ <u>N/A</u>	
(j) Prior credit or lease balance ..... + \$ <u>N/A</u>	
(k) <b>LEASE SERVICE CHARGE</b> ..... + \$ <u>80.00</u>	
(l) <b>WASTE TIRE FEE</b> ..... + \$ <u>5.00</u>	
(m) <b>WARRANTY ENFORCEMENT ACT</b> ..... + \$ <u>2.00</u>	
(n) <b>WASTE BATTERY FEE</b> ..... + \$ <u>1.50</u>	
(o) <b>DEALER FEE</b> ..... + \$ <u>553.00</u>	
(p) <u>N/A</u> ..... + \$ <u>N/A</u>	
(q) <u>N/A</u> ..... + \$ <u>N/A</u>	
(r) <u>N/A</u> ..... + \$ <u>N/A</u>	
(s) <u>N/A</u> ..... + \$ <u>N/A</u>	
(t) <u>N/A</u> ..... + \$ <u>N/A</u>	
(u) <u>N/A</u> ..... + \$ <u>N/A</u>	
(v) Total ..... = \$ <u>5000.00</u>	

Lessee Initials Here [REDACTED] - Lessee Initials Here N/A

DDI 11504719

11. Your Lease payment is determined as shown below.

(a) Gross capitalized cost. The agreed upon value of the Vehicle (\$ <u>37952.65</u> ) and any items you pay for over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance) (See Section 16 below for an itemization of this amount) . . . . .	\$ <u>37952.65</u>
(b) Capitalized cost reduction. The amount of any rebate, net trade-in allowance, noncash credit or cash you pay that reduces the gross capitalized cost . . . . .	- \$ <u>2598.05</u>
(c) Adjusted capitalized cost. The amount used in calculating your base Monthly Payment . . . . .	= \$ <u>35354.60</u>
(d) Residual value. The value of the Vehicle at the end of the Lease used in calculating your base Monthly Payment . . . . .	- \$ <u>22730.40</u>
(e) Depreciation and any amortized amounts. The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease Term . . . . .	= \$ <u>12624.20</u>
(f) Rent charge. The amount charged in addition to the depreciation and any amortized amounts . . . . .	+ \$ <u>996.94</u>
(g) Total of base Monthly Payments. The depreciation and any amortized amounts plus the rent charge . . . . .	= \$ <u>13621.14</u>
(h) Lease Payments. The number of payments in your Lease . . . . .	÷ <u>39</u>
(i) Base Lease Payment (Monthly or Advance Single, as applicable) . . . . .	= \$ <u>349.26</u>
(j) Sales/use tax . . . . .	+ \$ <u>24.45</u>
(k) Other: <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(l) Total Lease Payment (Monthly or Advance Single, as applicable) . . . . .	= \$ <u>373.71</u>

Lease terms are negotiable with the Lessor. The Lessor intends to assign this Lease Agreement and may retain a portion of the Total Lease Payments.

12. Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

13. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use, and for mileage in excess of 12000 miles per year during the scheduled Lease Term at the rate of 0.15 cents per mile.

14. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease Term for \$ 22730.40 and a purchase option fee of \$ 50.00, for a total of \$ 22780.40. The purchase option fee does not include fees for tags, taxes or registration.

15. Other Important Terms. See the remainder of this Lease for additional information on early termination, purchase options and maintenance responsibilities, warranties, late and default charges, insurance, excess wear standards and any security interest, if applicable.

16. ITEMIZATION OF GROSS CAPITALIZED COST.

(a) Agreed upon value of the Vehicle . . . . .	\$ <u>37952.65</u>
(b) Sales/use tax . . . . .	+ \$ <u>N/A</u>
(c) Initial title, license and registration fees . . . . .	+ \$ <u>N/A</u>
(d) Acquisition Fee . . . . .	+ \$ <u>N/A</u>
(e) Prior credit or lease balance . . . . .	+ \$ <u>N/A</u>
(f) Dealer document processing fee . . . . .	+ \$ <u>N/A</u>
(g) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(h) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(i) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(j) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(k) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(l) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(m) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(n) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(o) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(p) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(q) <u>N/A</u> . . . . .	+ \$ <u>N/A</u>
(r) Gross Capitalized Cost . . . . .	= \$ <u>37952.65</u>

17. OFFICIAL FEES AND TAXES. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included with your Monthly Payments (or Advance Single Payment, as applicable) or assessed otherwise is: \$ 4586.81.

This amount is an estimate. The actual total of fees and taxes may be higher or lower depending on the tax rates in effect or the value of the Vehicle when a fee or tax is assessed.

18. WARRANTIES. The Vehicle is subject to the manufacturer's standard new car warranty. The Vehicle is also subject to any other express warranties or guarantees disclosed here:

There are no warranties, guarantees or other rights provided to you by us or the Vehicle's manufacturer other than those disclosed in this Lease.

WE DISCLAIM ALL IMPLIED WARRANTIES, INCLUDING THE WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT WHERE PROHIBITED BY LAW.

19. INSURANCE VERIFICATION. The insurance required by Section 28 of this Lease is in force on the Lease Date as follows:

Insurance Co.: STATE FARM INS  
 Policy No.: [REDACTED]  
 Agent's Name: HAGAR INS AGENCY INC  
 Agent's Address: 250 W INDIANTOWN RD JUPITER FL 33458  
 Phone Number: 561/575-0092

Lessee Initials Here [REDACTED] Co-Lessee Initials Here N/A  
 FORM NO. CAFL-FLORIDA-INDIANA-LZR/E-1000 (REV. 4/16)

DDI 11504719

20. OPTIONAL INSURANCE AND OTHER PRODUCTS.

You are not required to buy any of the optional insurance products or other products listed below. You should carefully review the contracts that describe the details of any optional insurance products or other products you choose to buy. By signing this Lease, you have elected to purchase from the Lessor the following optional insurance products and other products:

Type	Provider Name	Coverage Term/Coverage Amount	Premium/Charge
<input type="checkbox"/> Service Contract	N/A	N/A miles/ N/A months	\$ N/A
<input type="checkbox"/> Prepaid Maintenance Plan	N/A	N/A miles/ N/A months	\$ N/A
<input type="checkbox"/> Tire & Wheel Protection	N/A	N/A miles/ N/A months	\$ N/A
N/A	N/A	N/A	\$ N/A
N/A	N/A	N/A	\$ N/A
N/A	N/A	N/A	\$ N/A

You have purchased the optional products listed above for a total charge of: \$ N/A

\* The Dealer may retain a portion of the premiums or other charges for the optional insurance products and other products listed above.

THIS IS A LEASE AGREEMENT. THIS IS NOT A PURCHASE AGREEMENT.

PLEASE REVIEW THESE MATTERS CAREFULLY AND SEEK INDEPENDENT PROFESSIONAL ADVICE IF YOU HAVE ANY QUESTIONS CONCERNING THIS TRANSACTION. YOU ARE ENTITLED TO AN EXACT COPY OF THE AGREEMENT YOU SIGN.

21. HOW THIS LEASE MAY BE CHANGED. This Lease contains the entire agreement for the Lease of the Vehicle. We may, in our sole discretion, agree orally to requests for extensions, deferrals, or due date changes, and confirm them electronically or in writing. We may, at our option, change any provision in this Lease by giving you at least 10 business days notice of the proposed change, provided that the change is at least as favorable to you as the existing provision. No other changes shall be made unless they are in a written or electronic agreement signed by you and us.

Lessee's Signature: [Redacted] Lessee's Signature: N/A

LESSEE(S) NOTICES AND SIGNATURES

BY SIGNING THIS LEASE, YOU ACKNOWLEDGE THAT THIS LEASE CONTAINS AN "ARBITRATION PROVISION" HEREIN, THAT YOU HAVE READ THE AGREEMENT TO ARBITRATE DISPUTES AND AGREE TO ITS TERMS.

Total Loss Early Termination Payoff Balance Notice: If there is a total loss, destruction or theft of the Vehicle, the early termination payoff balance (Adjusted Lease Balance) of the Vehicle as determined under Section 30 of this Lease may be different than the actual cash value of the Vehicle as determined by your insurer of the Vehicle. Section 31 provides that you will not be obligated to pay us this amount, unless, as of the date of such total loss, you do not have in effect a physical damage insurance policy as required by Section 28. By signing this Lease, you acknowledge that you have read this notice and understand its content.

NOTICE TO LESSEE(S): BY SIGNING THIS LEASE BELOW YOU ACKNOWLEDGE THAT: (1) EACH LESSEE ACCEPTS AND IS SEPARATELY LIABLE UNDER THE TERMS AND CONDITIONS OF THIS LEASE; AND (2) YOU HAVE READ ALL PAGES OF THIS LEASE (INCLUDING TERMS APPEARING AFTER YOUR SIGNATURE, ON ADDITIONAL PAGES OF THIS LEASE), UNDERSTAND ALL OF ITS TERMS, AND WERE PRESENTED A COMPLETELY FILLED IN COPY BEFORE SIGNING BELOW. BEFORE SIGNING, YOU ARE ENTITLED TO A COMPLETELY FILLED IN COPY OF THE LEASE YOU MAY KEEP. YOU ARE ALSO ENTITLED TO A COPY OF YOUR SIGNED LEASE.

Lessee(s) agree to all terms and conditions in this Lease.

X [Redacted] Title (if a business) X N/A Lessee Signs Title (if a business)

LESSOR'S SIGNATURE AND ASSIGNMENT

By signing below, Lessor: (1) accepts all terms and conditions of this Lease; and then (2) assigns all of its rights under this Lease, as well as all title and interest in and to the Vehicle, to JPMorgan Chase Bank, N.A. ("Chase"), subject to the applicable dealer agreement between the Lessor and Chase; and (3) warrants to Chase that it has verified that the insurance set forth in Section 19 is in place and complies with the requirements of this Lease.

X [Redacted] Title: FI Mgr Date: 12/28/2017 Lessor-Dealer Signs